Title:	**ISD Programme of Work 2016/17**
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Issue

The paper summaries the activity taken place within the ISD programme of work and projects in the academic year 2016/17.

Recommendation

The recipients are asked to note the report.

Resource Implications

Risk Implications

Significant developments will be managed using a predefined project management methodology which includes an assessment of risk at the development level.

Equality and Diversity

We do not believe that the proposed programme has an impact on specific groups with protected characteristics.

Timing of decisions

Further Information

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Background

On an annual basis, ISD prepares a programme of development activity for approval by ISSC. The programme has been developed in conjunction with the IT Forum, Library Forum, ISD Education Board and CIS Board and is informed by the current Library and IT Strategies.

Discussion

This paper provides a summary of the activity in the programme of work for ISD during academic year 2016/17. The programme of work is comprised of a number of projects and a number of departmental level developments.

Corporate Information Services

Projects: CIS

- **Research Systems Improvements:** A project manager has now been assigned to this project. The project plan is in the process of being created and will be presented to CIS board members at the first board meeting in January. Work has taken place in preparation for the project with the PURE system being upgraded in January 2017 and the release of the first set of management information reports.

- **Web Stability:** Work has continued on web stability with the move of clearing and confirmation related material to a fresh install of Liferay. The creation of a development environment, development guidelines, quality assurance processes, testing processes, release cycles are nearing completion. Work on a new project will start in January 2017 to produce a user centric website.

- **SPOT Replacement Project (MIM):** The new system has successfully been parallel running. Data issues have been found and work continues on resolving these. Once resolved the parallel run work can be signed-off. This work is due to be completed by the end of January 2017. Work will then continue on the creation of outgoing data feeds.

- **Student Support Services:** In January 2017 work will start on a project that will look at the systems required to support student services. Systems to improve case management, document management (reducing levels of paper copies) and booking systems).

- **HR Absence Management:** Initial work has started on this project including members from HR, Payroll and CIS. *A formal project board is needed to provide oversight and governance of the work taking place. The CIS board is asked for their thoughts on membership of the board.*

- **Radius Admissions System**: This project will replace Hobsons (applicant portal and CRM systems). The existing product is coming to end of life and will no longer be supported by the supplier in 2018.

  - This work is seen as an upgrade as the current supplier is moving away from Hobsons to its new product Radius.

  - This work is currently on hold as the new product (Radius) does not provide all of the essential functionality. The supplier has started that the essential items are on the development roadmap but timings are unknown.

  - Admissions will assess the situation in May 2017 to understand if this work can go ahead.

  - The Radius admissions system is part of the student lifecycle and will be included in the assessment for the Digital Strategy. Therefore, it is recommended that work is put on hold. There may be a need to upgrade to Radius as a stop gap until the Digital strategy makes its recommendations and any changes are implemented.

- **Externals CRM Business Case:** this project will assess the requirements for a CRM that will capture interactions with external contacts and organisations and create a business case for funding. The digital strategy will be assessing systems in use and how they are utilised now and in the future. It is recommended that the need for this system is incorporated into the Digital Strategy work. The CIS board is asked to approve the removal of this item from the CIS POW and to move this to be part of the Digital Strategy.

- **Online Marking:** This project has introduced online submission, marking and feedback functionality for summative assessments. Work has taken place to investigate several issues with the data interface

between Blackboard VLE and SITS. Work is due for completion w/e13h January 2017. Additional areas of work that are needed to remove manual processes and to extend the use of the automated grades journey and online marking / feedback tools will be investigated and scoped in January and February 2017.

Other Projects: require CIS resource

- **Car Park Management:** The Estates run project to implement a new car park management system is underway with the tender now completed. A specification has been completed detailing the functionality that the system does not currently provide. The suppliers are reviewing this and will respond with timelines for the development by 13th January 2017.

- **SFX to the Cloud:** The preparation for the move of SFX to the cloud has been completed with a move of the system take place in January 2017.

- **Security Project:** The project has successfully passed the audit for face to face (Payment devices attached to tills) and telephone payments. This means the University is now compliant with SAQ P2PE and SAQ B. Work continues on securing ecommerce channels with Netcommunity and Kinetics online payment systems moving into secure zones. Both of these systems are being tested and if successful will go live on 20th January. Work in securing SITS continues with building a secure server within the Development environment. If this passes the audits the changes will be applied to other SITS environments.

Faculty IT Support

Key POW items

- **AV Preventative Maintenance Programme in teaching spaces – Christmas 2016**
  Status: 181 ISD or centrally-managed teaching spaces visited with full functionality and hardware checks completed. 69 minor issues were detected that required work to ensure spaces remain functional or to return them a fully functional state. All works scheduled for completion by the 13th January 2017.

- **Start of year – January 2017:** Enrolment and creation of campus cards and IT accounts for new cohort.
  Status: Advanced-registration ran in December 2016 with the majority of campus cards produced in advance.

- **Migration of desktop and laptop computer records to a secure environment:** When a desktop or laptop needs to connect to the UEA wired network a record is created in Active Directory to enable authentication and allow the device to receive patches. All new devices are added to a secured group. All existing devices will be moved to the secure environment to help prevent systems and data from cyber-attacks.
  Status: IT Support will complete the migration by March 31st 2017.

- **Support for electronic assessment:** enabling staff to use Blackboard for marking and feedback.
  Status: From September - January 2017, 26% of assessments were set and marked in Blackboard, with 251 different markers using the system. Of the 251 markers, 122 are new to electronic assessment showing a rapid uptake of this functionality.

ICT Systems

ICT Systems developments

The majority of the work undertaken by the infrastructure teams on an on-going basis is to ensure the reliability, resilience, security and service continuity of the University's IT infrastructure. Additionally, the majority of the development resource has been focused on the security project, which remains the highest priority project. Specific additional tasks being undertaken this year include:

- o Rolling replacement of end of life servers (virtualising servers by default), network switches/infrastructure and storage network/systems
- o Desktop software application packaging, deployment and software catalogue updates as requested
- o Supporting research groups with the replacement of end of life servers. The team is currently working on replacement Seaglider servers for ENV.

Status: The majority of work is progressing as planned however staff vacancies/changes within the Network team and the focus on the IT Security project is causing some delays.

Key POW items

- - **Major HPC server and storage refresh**
  Status: On track
  The purchase and installation of HPC servers to replace the end-of-life Grace nodes is progressing as expected with some hardware already delivered and the remainder expected before the end of the month. A workshop has been scheduled for late January to scope the work for the delivery of the replacement HPC storage service.
- - **Windows 10, Office 2016, Mac desktop and device encryption**
  Status: On track
  All development activity has been completed and the developers are now assisting the IT Support teams with any issues they encounter during the rollout.
- - **Email encryption**
  Status: Delayed (planned for completion December 2016)
  The configuration is complete and a pilot is in place for a small number of users. The planned implementation is being assessed by the Security and Compliance team. Once this is complete the documentation and communication will be discussed with the IT Service desk.
- - **Review Email spam protection review**
  Status: Delayed (planned for completion December 2016)
  A review of options is being undertaken and will be presented to the May IT Forum. Additionally, work is being undertaken with Exchange Online Protection (provided as part of our Office 365 subscription) to review enhanced settings. IT forum member will be asked to nominate individuals to take part in a wider trial.
- - **Reviewing wireless coverage and tendering for a replacement wireless supplier**
  Status: Not started
- - **Replacement of the network core for University residences**
  Status: Delayed (delay due to vacancy within team and focus on security project – rescheduled for May 2017)

Library

In terms of the Library building, we have secured funding for the feasibility study and the provision of **Floor 02 rolling stack** to make way for **150+ more learning spaces on Floor 01 of the library**. As part of this, we are continuing to explore options for **food and drink provision**.

Digital Library work this year includes updating the SFX link resolver, which provides links to full text articles where available. The service upgrade is on target for January 2017 and the deeper integration of the Interlending service for August 2017. From a user perspective, we hope to provide a more seamless linking service and a more up-to-date interface.

This semester, the **review of our e-book suppliers** has focused on feeding into the specification for the national tender. Next semester a strategic 'task and finish' group is meeting to review our internal e-book processes and ensure that we continue to make the best possible choices in terms of usability and access when acquiring e-books, and e-textbooks where available, for the community.

The group's work will also include a review of our 'User Driven Services' which work in conjunction with our 'Book Recommendation' scheme. These services enable students to fast-track e-books from a selection of titles provided by our major suppliers. Once approved these can be activated rapidly to meet specific needs, ranging from a reading list item the Library may not have been told about to a research book for a PhD thesis.

Reservations and recalls. The Library Services team is scheduled to begin the **feasibility** work from February 2017. This will look at both the **number of items postgraduate students can take out of the Library at any one time** and the dependency on whether we can also improve our **reservations & recalls** system so that, if books are needed by undergraduates, they can be recalled more swiftly.

We have consulted on draft guidelines for providing **space for awareness raising activities in the Library Foyer** and the potential for joint SU/Library campaigns. Displays so far this year have included: Sustainability Travel Campaign, Black history Month, SU Education Poll, SU Housing Information; Sustainability: Waste Education

The new **24/7 contract** following tender has been implemented successfully with Broadland Security Services.

Feedback on the **room booking system** has been predominantly positive with very few problems reported to staff. There have been a couple of suggestions for enhancements, both of which the developers have made in the test system. These have been tested, approved and should be going live shortly:

- Inclusion of a link to the relevant library floor plan within the details of each Group Study Room.

- Creation of a 'quick view' overview screen, showing staff at a glance which rooms are booked/not booked in real time. This should help a great deal with students asking which room might be available on the spur of the moment.

The **PURE/Eprints specification for e-theses migration** has been completed and will feed into the ITCS workplan for PURE. It may be that actual implementation is deferred to 2017/18 academic year. In the meantime, the Library has also been asked to feed into a PGR working group on e-theses policy and workflows.

Given evidence of ongoing success in terms of embedding the **British Archive for Contemporary Writing (BACW)** within research and teaching, HUM has provided funding for the BACW Archivist post for a further five years 1st August 2017 - 31st July 2022. The BACW archive continues to grow and space has been identified in the short term to store the additional content. The items identified are predominantly former

library donations that had been stored temporarily in the archive at a time when there was more space available. Some items have now been added to stock and the others are scheduled for withdrawal.

Work on a technical specification for **online library fines payment** is underway but is proving complex as the library's management system, Aleph, is now a legacy system. In addition, quotes are being obtained for the upgrading of the **Library self-service machines to accept the new £5 notes** and future £10 and £1 coin designs.

Finally the **review the library web pages** is currently 'on hold' whilst the University's strategy for website migration is confirmed and scheduled. ISD's web pages as a whole are likely to be included in that work.