

INFORMATION, STRATEGY AND SERVICES COMMITTEE



Minutes of the meeting held on 18 October 2016

Present: Pro-Vice-Chancellor Research (Professor Dave Petley) (in the Chair), Executive Dean of Faculty or nominated representative (Dr M. Sillence (HUM)), Professor J. Collier (SSF), Professor D. Edwards (FMH)), Director of Information Services (Mr J. Colam-French) (ISD), (Academic Director of Taught Programmes (Dr C. Matthews), Convenor of ICT Forum (Professor D. Stevens), Chair of ISD Education Board (Mrs H. Gillespie), Chair of Library Forum (Professor S. Connolly), Directors of University Services (Dr A. Blanchflower and Mrs A. Bingley), Undergraduate Education Officer of the UUEAS (Mr T. Antoniou-Phillips), and Dr Vivien Easson (RED).

In Attendance: Prof Fiona Lettice (SSF), Mr N. Lewis (ISD) and Ms N. Carter (UUEAS)

With: Mr R. Scott (Secretary)

Apologies: Pro-Vice-Chancellor Academic (Professor N. Ward), Executive Dean of Faculty (Dr B. Milner (SCI), Professor Y. Tasker (HUM)) and Director of University Services (Ms H. Lewis).

1. MINUTES

Confirmed
the Minutes of the meeting held on 14 June 2016.

2. MATTERS ARISING FROM THE MINUTES

(A copy is filed in the Minute Book, ref. ISC16D001)

Item 46 concerned changes to the email display name. The recommendation from the committee has not yet been actioned. This will be done over the Christmas break, but there is a dependency on progress in the project to migrate from SPOT to MIM. If it is not possible to make the change at Christmas, it will be scheduled later in the year.

3. STATEMENTS BY THE CHAIR

*4. WEBSITE STABILITY PROJECT

This minute is confidential and attached as a separate sheet.

5. LIBRARY SPACE UPDATE

Considered
a report on the management of space within the Library building. (A copy is filed in the Minute Book, ref. ISC16D002)

- 1) The Library Director updated the committee on what had changed since the last presentation on Library space.
- 2) Of note is the recently announced change to the NSS. Q16 has changed from 'The library resources and services are good enough for my needs' to Q19 on 'The library resources (e.g. books, online services and learning spaces) have supported my learning well.' The Library building is one such learning space.
- 3) The proposal describes the creation of new study spaces on Floor 01 and the reconfiguration of Floor 02 to hold more rolling stack.
- 4) The next step will be for EST to run a feasibility study on the proposed changes.
- 5) The heat map diagram shown in the supporting paper makes it clear how busy the Library can get. A footnote should be added to explain that at New Year the Library was closed for essential maintenance.
- 6) While there are other types of learning space on campus (e.g. Union House), students prefer to visit the Library.
- 7) The Library will consult on any changes aimed to benefit PG students in particular.
- 8) Costs must be managed and the purchasing frameworks used by EST are robust.
- 9) To collect occupancy stats, three times a day, Library staff manually surveyed each study area (individual, group, and silent) and recorded whether the area was full, nearly full or empty.
- 10) The 'you said, we did' communications are a useful way of highlighting what improvements we have made.
- 11) It is important to move on with the proposal. A better time to conduct the feasibility study is Christmas, but we understand that EST have indicated Easter is more likely. Easter is not a good time for the Library as students are revising for upcoming assessments.
- 12) **ISSC supports the proposal to request EST to fund a feasibility study.**

*6. SECURITY PROJECT

This minute is confidential and attached as a separate sheet.

7. FACULTY HOUSEKEEPING UPDATE

Considered and approved

a proposal on options to address matters arising within the Faculty Housekeeping Project. (A copy is filed in the Minute Book, ref. ISC16D005)

- 1) This piece of work is looking at all systems behaving as servers which were set up to be run locally in Faculties. Following the IT support restructuring in 2014, many of these were left without management.
- 2) As well as delivering basic security (e.g. backups) by bringing the servers into the data centre, the work is also considering consolidation of servers which are replicating services already being provided.
- 3) Advice is being sought on how to address two possible situations where there is no budget available to cover the maintenance of the server, and also where the owner cannot be identified.
- 4) Before an apparently unowned server is turned off, the project should first check with the Senior Faculty Manager. There should be early engagement with SFMs so they are aware of the systems in their areas. Sign off will be provided by Dean of Faculty and Head of School.

- 5) There are about 172 systems exhibiting the behaviour of servers on campus.
- 6) The cost of transferring a server to the managed service will vary from server to server.
- 7) There may be valid reasons why servers are run locally, rather than from the data centre. Network performance may be an issue, or the server may be dedicated to controlling a piece of scientific hardware.
- 8) An appropriate process is needed to decide whether to shut down a server. The system may be linked to the requirements of a research grant.
- 9) ISD is working with REN on a costing model for research data retention so that sufficient provision is made in grant applications.
- 10) ISSC *accepts* the proposal that where practical all servers are brought into a managed service. Servers shall only be turned off after following an appropriate sign off process as per (4) above.**

*8. COMPLIANCE SEARCH PROTOCOL

This minute is confidential and attached as a separate sheet.

9. TERMS OF REFERENCE AND MEMBERSHIP OF THE COMMITTEE

Considered

ISSC Terms of reference and Membership 2016-17. (A copy is filed in the Minute Book, ref. ISC16D007)

10. PROPOSED PROGRAMME OF WORK 16/17

Considered

ISD Programme of Work 16/17. (A copy is filed in the Minute Book, ref. ISC16D008)

- 1) On p.18 of the document there is a piece of work in the CIS POW described as 'e:Vision Process Improvements: Adviser Meeting Enhancements' marked as 'could have'. For Tier 4 Visa purposes, this is something which must be done.
- 2) Also in the CIS POW, the Automatic attendance monitoring item described on p.3 is not considered to be a priority. However, Module outlines should be a higher priority.
- 3) For attendance monitoring, a swipe card reader is fitted to each new and refurbished lecture theatre, and Module outlines are already scheduled in the CIS POW to be addressed in sprint 10.
- 4) It was noted that ISSC is not the committee to reprioritise the CIS POW. This is decided in the CISB.

11. ISD RISK REGISTER

Considered

the revised ISD risk register 16/17. (A copy is filed in the Minute Book, ref. ISC16D009)

ISC16M001

ISC-M4
18.10.2016
Min. 12

12. PROGRAMME OF WORK

Received

a report on ISD Programme of Work – Academic Year 2015/16. (A copy is filed in the Minute Book, ref. ISC16D010)

13. ISD EVENTS DIARY

Received

a report on events in 2016/17 to be hosted by ISD. (A copy is filed in the Minute Book, ref. ISC16D011)

14. GENERAL DATA PROTECTION REGULATION (GDPR) PROJECT

Received

a report on progress with work to address the GDPR. (A copy is filed in the Minute Book, ref. ISC16D012)

*15. INFORMATION SECURITY REPORT 2016

This minute is confidential and attached as a separate sheet.

16. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes from the IT Forum meeting on 5 October 2016 will be available from: <https://portal.uea.ac.uk/information-services/committees/it-forum>
- Papers and draft minutes from the Library Forum meeting on 29 September 2016 will be available from: <https://portal.uea.ac.uk/information-services/committees/library-forum>
- The Research Board did not meet in September. Papers from previous meetings are available from: <https://portal.uea.ac.uk/information-services/committees/research-board>
- Papers and draft minutes from the Education Board meeting on 4 October 2016 will be available from: <https://portal.uea.ac.uk/information-services/committees/education-board>
- Papers and draft minutes from the Corporate Information Services Board meeting on 3 October 2016 will be available from: <https://portal.uea.ac.uk/information-services/committees/cis-board>

17. TERMS OF REFERENCE FOR ISD PROGRAMME BOARDS and GROUPS

- Terms of Reference of the IT Forum: <https://portal.uea.ac.uk/documents/6207125/8008940/it-forum-tor.pdf>
- Terms of Reference of the Library Forum: <https://portal.uea.ac.uk/documents/6207125/8009736/lib-forum-tor.pdf>
- Terms of Reference of the Research Board: <https://portal.uea.ac.uk/documents/6207125/8009741/research-board-tor.pdf>

- Terms of Reference of the Education Board:
<https://portal.uea.ac.uk/documents/6207125/8048586/education-board-tor.pdf>
- Terms of Reference of the Administrative Systems Board:
<https://portal.uea.ac.uk/documents/6207125/8009759/corp-info-services-board-tor.pdf>

18. RESERVED AREAS OF BUSINESS

Received

confidentiality and Reserved Areas of Business (A copy is filed in the Minute Book, ref. ISC16D014)

19. DATES OF MEETINGS

Reported

that the meetings of the Committee 2016-17 had been scheduled for 2pm on the following dates:

Tuesday 31 January 2017

Tuesday 13 June 2017