| 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 2016/17

- **Research Systems Improvements:** Initiation meetings have now been held for strands 1 (Support Model), 3 (PURE enhancements), 5 (IP), and 6 (Data interfaces and reporting). The project plan is being updated with a more accurate schedule. Business Analyst work is taking place to define requirements and processes around reporting and impacts.

- **Web Stability:** Since January, work has continued on some areas enhancements and bug fixes to existing website, however the primary focus has been on the new website project. This has included further development, training and testing of improved processes such as a new deployment process and automation of testing processes and tools. In addition, work has been carried out on a technical discovery phase, which aims to de-risk the BETA phase, which will start to see the new website being implemented. This has included proof of concept of integrations developments to prove that we can implement integrations between Liferay and other corporate systems in a robust, performant and stable way. This is due to be completed by early June 2017, which will coincide with the completion of the UX discovery phase. Following this a tender will be issued for the delivery of the BETA phase.

- **SPOT Replacement Project (MIM):** The parallel run has been completed and is expected to be signed off by the board as complete imminently. MIM is successfully matching people records, as well as, or better, than SPOT currently does. The parallel run has also successfully proved that the identity provision is working in MIM as it currently does in SPOT. Audit functionality has been developed which will allow MIM to be compliant from security and GDPR point of view. Upcoming work will focus on the creation of outgoing data feeds and a self-service portal.

- **Student Support Services:** Further scope work has been completed, which is in the process of being pulled into a formal project plan.

- **HR Absence Management:** A project scoping session has taken place and a project plan created. The first project board will review and approve the plan. Work has started to set up a pilot phase, which is planned for June 2017.

- **Online Marking:** A second phase to the project has started to look at introducing re-assessments and formative assessments to be submitted via blackboard. Work will also pilot improved anonymisation functionality for marking assessments.

**Other Projects:** which require CIS resource

- **Car Park Management:** The Estates run project to implement a new car park management system is currently underway. The supplier has developed UEA specific developments and testing is currently underway. Additionally, testing is being carried out of the interfaces, which have been amended and created to allow the car parking system to integrate with existing UEA corporate systems.

- **SFX to the Cloud:** Work on this project has now been completed with SFX successfully running in the cloud provisioned service.

- **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 SITS, Netcommunity and Kinetics online payment systems moving into secure zones. These systems are currently in testing.

## CIS Development Team Update

The majority of work completed is project related. Additional items where work has either been completed or development time invested includes:

- **Module outline functionality:** Development of an online task to facilitate the module outline process.

- **Extenuating circumstances:** Amendments to the student and staff EC tasks identified through stakeholder testing and policy changes.

- **STS disability database:** Analysis of the current STS disability management and development of an eVision task to facilitate the operational management and control of this.

- **Criminal convictions in Paperless:** The removal of the criminal convictions folder process within the paperless task.

- **Research student meetings**: Amendments to the PGR evision meetings task, identified through operational usage.

- **Tier 4 monitoring:** Changes to improve communications for tier 4 engagement management.

- **Placements:** Display and management of student placements within HSC.

- **Scanned records upload**: Upload of scanned paper student records in to SITS.

- **Responsive development:** The conversion of student facing tasks to a responsive design.

- **Data futures:** Amendments to relevant SITS tasks to fix identified data issues for the HESA returns.

- **Mobile timetable data feed**: Amendments to the SITS DB view to improve frequency of update and performance issues.

- **Advanced Registration:** Changes to the registration task to incorporate automated electoral role registration and enhanced careers questionnaire.

## CIS Operations Team Update

During the January to April sprint, CIS Operations staff have focused primarily on project work and providing support for current and new systems.

In addition to project work, CIS Operations has completed the following activities

- Upgrades to the following applications

    - Enterprise Reporting Platform (Tableau)

    - Research Administration system (Pure)

    - Payroll and Personnel system (Northgate)

- Completed phase 1 development of interfaces required for the Online Marking project

- Reviewed and redeveloped interfaces between the SITS Debtor's system and ABW, the university's finance system

- Completed preparation for handing over the management of WPM online store to the new store manager.

- Completed some updates and changes to the data interfaces between Pure and ABW required to support report development within REN.

**Completed Support, POW and BAU Tasks (January – April 2017)**
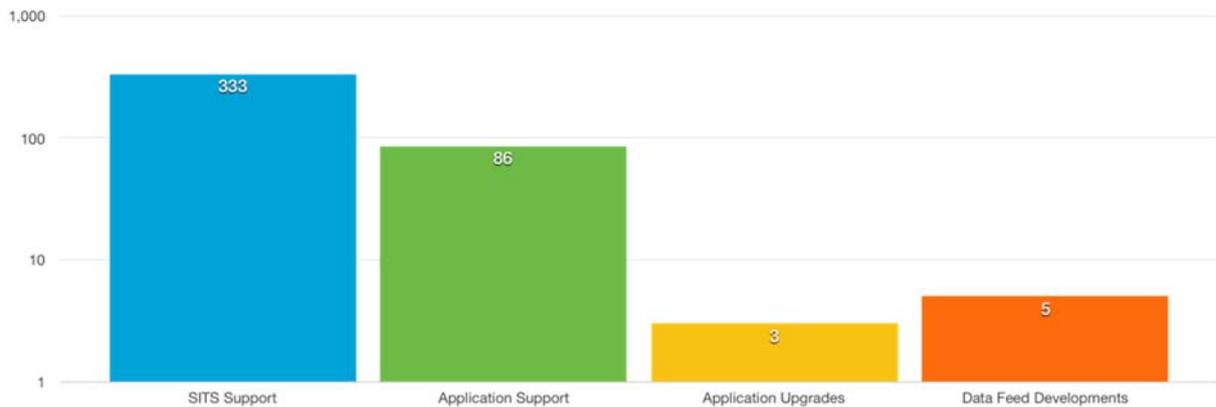


## Faculty IT Support

**Key POW items**

- **Deploy Windows 10, Office2016 and encrypt devices:**

  Over 900 staff devices currently run Windows 10. A project is starting in May to complete the staff and student migration. Communications are due to be sent in May outlining timescales for the project.

- **AV refresh programme:**

  Orders have been placed to refresh approximately 30% of centrally managed teaching spaces during the summer of 2017. Over 75% of centrally managed teaching spaces, including all large lecture theatres, will be included in the remote monitoring tool to help improve preventative support.

- **Start of year – September 2017:**

  A project to manage start of year has been created and work is underway to embed changes to help reduce demand, promote opportunities for self-service and to streamline support processes.

- **IT Asset Management:**

  ISD recruited to a new IT Asset Administrator role in March 2017. Work is underway to define asset management processes. ISD will support over 500 staff moves this summer around campus and will use this opportunity to introduce new labelling and inventory processes.

- **Support for electronic assessment:**

  The uptake of online marking via Blackboard continues to progress and it is expected that during May when the volume of submissions peaks there will be approximately 500 different markers using the system

# 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.

**Status:** The majority of work is progressing as planned however long term absence and the need for greater than expected resource on the IT Security project is causing delays and some items have been carried forward to next year.

**Key POW items**

- **Major HPC server and storage refresh**

    **Status:** Completed
- **Windows 10, Office 2016, Mac desktop and device encryption**

    **Status:** On track
    All development activity has been completed and the developers are continuing to assist the IT Support teams with any issues they encounter during the rollout.
- **Email encryption**

    **Status:** Delayed
    The configuration is complete and the implementation has been signed off by the Security and Compliance team. Implementation is delayed due to long-term absence.
- **Review Email spam protection review**

    **Status:** Completed
    A review of options will be presented to the IT Forum
- **Reviewing wireless coverage and tendering for a replacement wireless supplier**
    **Status:** Started
    Work has been delayed due to long-term absence however, activity has now started and the planned activity scheduled for completion by the end of August.
- **Replacement of the network core for University residences**
    **Status:** Delayed
    Work has been delayed due to long-term absence and now is planned for the summer vacation.

# Library

- **Additional Study Space for revision**

In a joint initiative with the SU and Estates, additional **"pop up" Revision Space** is being provided during the main assessment period in Arts 01 from 0900 22nd of May to midnight 16th June. As well as a range of types of study space, students will also have access to a kitchenette and a 'take a break' room.

- **Library space**

Plans for the provision of **Floor 02 rolling stack** to make way for **more learning spaces on Floor 01 of the library** have been progressing rapidly. The plans involve using movable shelving on Floor 02, allowing journals and books to be stored in a more space-efficient way. This will in turn provide space for a mix of individual and collaborative learning spaces on Floor 01.  The aim was to provide up to 150 additional individual and group learning spaces. Through careful planning and consultation with the SU and Estates, and agreement from ET, this has now been increased to approximately 180.

In order to ensure a separate open plan group study area on the floor, the work will also include a minor reconfiguration of the Silent Study Room on Floor 01 to become Group Study with more appropriate furniture and some additional IT. This room, formerly the Postgraduate Study Room, is still earmarked in the medium term for a Library / Lecture Theatre café.

Timescales for redevelopment works are mid-June (straight after the main exam period) to end August 2017 and, whilst great efforts will be made to keep access to stock throughout, some disruption is inevitable. A communications plan is being prepared to take into account the needs of all students, but particularly those who will be continuing their studies into the summer period.

- **SU Quality Conversation: Ebooks and Talis**

As reported at the last meeting, the SU Quality Conversation considered "that much more effort is put into systems than can cause e-versions of books to be purchased by the library to aid both library space and availability".

One aspect of this would be to secure wider adoption of the online reading lists system, Talis. A Joint Library / SU paper to discuss the potential benefits of mandating the use of the Talis online reading list system for all core reading lists was presented to Learning & Teaching Committee in May.

In 2015/16 the Library purchased 3,585 individual e-books, representing 27% of the total number of individual items purchased. Additional e-book titles were also purchased as part of packages.

In terms of broader e-book availability, UEA has contributed to national strategic discussions in preparation for new e-book agreements for the sector. This is with the aim of ensuring more e-books are made available for libraries to purchase.

At the moment, only around 1 in 3 titles are available for libraries to buy in that format. For this reason, we continue to expect to purchase print titles, with the academic sector a long way from being able to replace print entirely.

The Library also continues to set aside some funds for '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.

**Other library initiatives**

- **British Archive for Contemporary Writing (BACW)**. The Faculty of Humanities is developing an ambitious five year strategy and programme of work that will transform the existing archive into a world-renowned archive of contemporary writing, highly regarded amongst international scholars, writers and the wider community. The new BACW Director, Dr Jos Smith, will be a key figure in the development of the Archive, providing strategic direction & guidance, and working with the Archivist to maximise the archive's contribution to research, research impact, teaching and enterprise and engagement. The Director will also work with the BACW Governance Group, the wider Faculty and external partners to develop research proposals that draw on the collections. We also have a fixed term cataloguer working on the Doris Lessing collection funded by the Doris Lessing Foundation.

- **Library self-service machines** have been upgraded to accept the new £5 notes and future £10 and £1 coin designs. Owing to the Library running a legacy library management system, and stricter requirements for PCI encryption compliance, we have not been able to find a solution for **online fines payment** at this time.

- The **Annual Fund bid** for charging station for mobile devices in Library was withdrawn owing to the costs having become too high for an application to the Alumni fund. Instead the Library put in a bid for more **portable desk dividers** for use at the busiest times of the year, such as exams.

- The **Library home page** is being reviewed to further remove any inadvertent barriers to access and to simplify routes to the digital library resources which now accounts for around 75% of Library spend.

- **Library activity – key statistics**

  Footfall into the Library building for the period 1st February 2017 to 31st March 2017 totalled 282,535 which is an increase of 15% over the same period in 2015-16. However, comparisons between years are difficult due to the timing of the Easter university closure period, which was in March in 2016 and April in 2017.

  We have continued to use our traffic light system to monitor and report on occupancy at busy times. The chart below shows both the daily footfall into the building mapped by SITS weeks and the maximum occupancy on each day. This provides a heat map which clearly shows the times of peak demand on Library space are clustered around assignment deadlines with the highest footfall in the last week of the spring semester when a significant number of assignments were due.

| SITS week | Term Weeks | 2015-16 | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 27 | 3 | 30 Jan - 5 Feb | 6495 | 5943 | 4860 | 5588 | 3944 | 1796 | 2119 | | | | | | | | |
| 28 | 4 | 6-12 Feb | 6546 | 6210 | 5077 | 6061 | 4347 | 1945 | 2177 | | | | | | | | |
| 29 | 5 | 13-19 Feb | 6831 | 5891 | 5419 | 6349 | 4611 | 2174 | 2615 | | | | | | | | |
| 30 | 6 | 20-26 Feb | 7398 | 7579 | 6479 | 5685 | 4053 | 1957 | 1863 | | | | | | | | |
| 31 | 7 | 27 Feb - 5 Mar | 4197 | 4449 | 4458 | 4251 | 3388 | 2296 | 2878 | | | | | | | | |
| 32 | 8 | 6-12 Mar | 7949 | 7976 | 6711 | 6964 | 4994 | 2383 | 3155 | | | | | | | n/a | n/a |
| 33 | 9 | 13-19 Mar | 8371 | 8215 | 7381 | 7623 | 5134 | 2698 | 3812 | | | | | | | | |
| 34 | 10 | 20-26 Mar | 8499 | 8935 | 7197 | 6716 | 4120 | 2193 | 1909 | | | | | | | | |
| 35 | Easter Vac | 27 Mar - 2 Apr | 3347 | 3214 | 2790 | 2661 | 2097 | 1121 | 1169 | | | | | | | | |

  During the last week of the spring semester, the Library was heavily used overnight, with an average of 160 people in the building each night between the hours of 1-2am.

- **E-book strategy.** The Library has completed exploratory work to underpin an e-book purchasing strategy and this will form the basis of a document in 2017/18 which will show how we will prioritise various types of e-book purchasing in future.

- **"You said, we did"**

ISD published its most recent 'You said, we did' poster, reproduced below:

**You said: "There is no space in the IT/library, and means it's hard to find anywhere to study during exam season. Library space is far too limited for the amount of students accessing it"**

*We have secured funding for refurbishment plans which we hope will create around 150 additional study spaces for students ready for the start of the 2017-18 academic year. Meanwhile we are providing information, updated twice a day, on occupancy levels in different parts of the building to make it easier for you to find the kind of space you are looking for. We will also be introducing more desk dividers to encourage maximum use of the available space.*

**You said: "Essential readings should be made more available either by having them available online, part-scanned or by having more copies in stock."**

*As part of our new 'digital first' policy, the Library aims to provide e-books whenever possible and to significantly increase the numbers of e-books provided for students. We are also working with Schools to encourage greater use of the Talis Reading List software which provides online access to material on reading lists.*

**You said: "Computer facilities are poor, very slow computers"**

*We have replaced over 150 computers in the main IT labs in the Library with new, faster, smaller footprint PCs, all of which have large monitors.*

**You said: "There are not enough computers to use in the PGT study room"**

*We have installed an extra 12 computers in the Postgraduate Taught Study Room in the Library and an extra 2 computers in the Postgraduate Research Study Room.*

**You said: "DVD loans need to be longer than one day"**

*From the start of this academic year we have made all DVD loans 3 days.*