

INFORMATION STRATEGY AND SERVICES COMMITTEE



Minutes of the Meeting held on Tuesday 31st January 2017

Present: Pro-Vice-Chancellor Research (Professor F. Lettice) (in the Chair), Pro-Vice-Chancellor Academic (Professor N. Ward), Executive Dean of Faculty or nominated representative (Professor Y. Tasker (HUM), Dr M. Sillence (HUM), Ms N. Zubair (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), Directors of University Services (Dr A. Blanchflower, Ms H. Lewis, Mrs A. Bingley) and Undergraduate Education Officer of the UUEAS (Mr T. Antoniou-Phillips).

In Attendance: Rob Walsh (Worth Systems) (part-time), Jamie Barwick (ISD) (part-time), and Ms N. Carter (UUEAS)

With: Mr R. Scott (Secretary)

Apologies: Chair of Library Forum (Dr N. Spalding), Chair of ISD Education Board (Mrs H. Gillespie), Executive Dean of Faculty or nominated representative (Dr B. Milner (SCI))

20. MINUTES

Confirmed
the Minutes of the meeting held on 18 October 2016.

21. MATTERS ARISING FROM THE MINUTES

(A copy is filed in the Minute Book, ref. ISC16D015)

Min 7(5) stated that there are 172 systems exhibiting the behaviours of servers on campus. It was unclear if any of these are located in HUM.

Action: The Director of Information Services to determine the number of servers in HUM in the scope of this piece of work, and inform the HUM Dean of Faculty.

22. STATEMENTS BY THE CHAIR

- 1) Spend totalling £480,000 had been approved to improve the use of space in the Library. The work will include the creation of rolling stack shelving on Floor 02, relocation of physical resources to that shelving, then 150 study spaces, small group study spaces and an extra 20 PCs in the space freed up on other floors.
- 2) Matthew Sillence will be leaving ISSC after four years on the committee. He is to be replaced by Nadine Zubair (HUM).

23. DIGITAL STRATEGY DEVELOPMENT PROJECT PLAN

Considered and approved

a proposal for the project to develop a digital strategy for the University. (A copy is filed in the Minute Book, ref. ISC16D016)

- 1) Jamie Barwick (ISD) – Digital Strategy Programme Manager – spoke on the proposal for the development of a digital strategy for the University.
- 2) The proposal described four different approaches to the discovery phase of the strategy development with the aim to offer a draft strategy and budget proposal for approval at the June 2017 ISSC meeting.
- 3) The implementation of the strategy will be presented as series of pieces of work in the ISD Programme of Work 17/18 to be offered to ISSC at their October 2017 meeting.
- 4) The UEA Plan 2016-20 describes the need to review our business information systems. While not explicitly mentioned in the proposal, ISD will be liaising with heads in professional services departments looking at what they are currently doing, as well as what they are not doing, could be doing differently, or might want to start doing in the next 5 years.
- 5) The review of corporate systems will need to consider users, processes as well as the system owners.
- 6) Specific comments on adjustments to the level of interest in the stakeholder engagement matrix will be passed to the programme manager separately.
- 7) The work hopes to define what is meant by ‘digital campus’.
- 8) We have found it very difficult to get systems to deliver what we want. We should be learning from those experiences and reusing what we have learned.
- 9) The strategy will include consideration of the needs of researchers. Digital services for students shared across a number of institutions in a consortium also need to be considered.
- 10) We have research relationships with external partners such as those on other parts of the NRP. Digitally we must consider interoperability to ensure those partnerships work well.
- 11) It was noted that the digital strategy plan makes clear how we will act on the statements in the UEA Plan.
- 12) It was noted that Simon-Kucher (mentioned in the proposal) are marketing strategists who won a tender for an innovative online PG programme.
- 13) The NSS runs between February and May. During this time, the project will not be surveying students, but will analyse existing data.
- 14) ISD have allocated £81,000 to the project. It is believed that these funds would cover all options except for Option 3 (outsourcing the engagement to consultants).
- 15) **As recommended, ISSC endorsed Option 4 blending some consultancy with in-house resource.**

24. TELEPHONY CHARGING MODEL CHANGES

Considered

a proposal for changes to the model applied to charging for telephony services. (A copy is filed in the Minute Book, ref. ISC16D017)

- 1) A paper describing four options for changing the charging model for fixed line telephone calls was offered for the committee’s consideration.

- 2) The old (current) model was based on a fixed charge for line rental plus individual calls charges. As in general fewer calls are being made through fixed lines and our supplier has changed their charging model, the budget associated with this service has been showing a deficit for the last few years.
- 3) Telephone bills are currently sent out to departments so they are aware of the cost of calls in their areas.
- 4) Internal calls via VOIP do not carry any call charges from our supplier. Call charges only apply to external calls.
- 5) Telephone handsets are purchased in a similar way to PCs.
- 6) The number of staff required to support the service is not related to the number of calls made.
- 7) The telephony contract is renewed every four years.
- 8) It was noted that the support costs are very high for the cost of supply of the product, but also that the support costs have been minimised.
- 9) A small saving could be made by avoiding the processing of small charges by finance offices.
- 10) Calls made via other technologies such as Skype could make a difference to the total cost of delivering voice services.
- 11) Option 4 describes a top slice approach where there are no departmental charges for line rental or calls. There is a risk with this approach especially for international and premium rate calls. Billing information will continue to be sent to finance managers, so they can control costs.
- 12) The support staff cost relates to staff who also have responsibilities for other services.
- 13) It may be possible to make savings by linking the fixed line service to the mobile service managed by the Procurement office. This has not been explored.
- 14) It is unclear whether reducing the number of phones with incoming lines would deliver any cost savings. There is a separate piece of work to look at the costs involved to see how any savings can be made.
- 15) **ISSC endorsed Option 4 – a University top slice for the telephony service with no department recharges.**

*25. WEBSITE STABILITY PROJECT UPDATE

This minute is confidential and attached as a separate sheet.

*26. IT SECURITY PROJECT UPDATE

This minute is confidential and attached as a separate sheet.

27. LIBRARY KEY PERFORMANCE INDICATORS

Received

a report on key performance indicators from the Library. (A copy is filed in the Minute Book, ref. ISC16D020).

28. IT SUPPORT REPORT

Received

a report on IT support activity since the start of the year . (A copy is filed in the Minute Book, ref. ISC16D021).

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29. ISD PROJECTS AND POW UPDATE 16/17

Received

an update report on the ISD Programme of Work 16/17. (A copy is filed in the Minute Book, ref. ISC16D022).

30. INFORMATION COMPLIANCE 2016

Received

a report on information compliance activities during the calendar year 2016. (A copy is filed in the Minute book, ISC16D023).

31. GENERAL DATA PROTECTION REGULATION (GDPR) UPDATE

Received

a report on progress with work to prepare for the application of GDPR in May 2018 (standing item). (A copy is filed in the Minute Book, ref. ISC16D024).

*32. REFRESHING AND UPGRADING LEARNING AND TEACHING ROOMS

This minute is confidential and attached as a separate sheet.

33. ISD'S RESPONSE TO STUDENT FEEDBACK 'YOU SAID WE DID'

Received

a report on ISD's response to issues raised by students in recent months. (A copy is filed in the Minute Book, ref. ISC16D026).

34. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes (to follow once approved by the chair) from the IT Forum meeting will be available from: <https://portal.uea.ac.uk/information-services/committees/it-forum>
- Papers and draft minutes (to follow once approved by the chair) from the Library Forum meeting will be available from: <https://portal.uea.ac.uk/information-services/committees/library-forum>
- The Research Board did not meet in January. Papers from previous meetings are available from: <https://portal.uea.ac.uk/information-services/committees/research-board>
- Papers and draft minutes (to follow once approved by the chair) from the Education Board meeting will be available from: <https://portal.uea.ac.uk/information-services/committees/education-board>
- Papers and draft minutes (to follow once approved by the chair) from the Corporate Information Services Board meeting will be available from <https://portal.uea.ac.uk/information-services/committees/cis-board>

35. DATES OF MEETINGS

Reported

that the next meeting of the Committee 2016-17 had been scheduled for 2pm
on the following date:

Tuesday 13th June 2017