

INFORMATION, STRATEGY AND SERVICES COMMITTEE



Minutes of the meeting held on 17 June 2010

Present: Pro-Vice-Chancellor (Professor T.D. Davies) (in the Chair), Director of Information Services, Mr J. Colam-French (ISD), Director of Faculty Administration (Ms H. Fisher), Director of Finance (Mr S. Donaldson), and the Academic Officer of the Union of UEA Students except for business marked ** (Mr D. Sheppard).

With: Mr D. Westlake.

Apologies: Pro-Vice-Chancellor (Professor T.B. Ward), Director of Taught Programmes (Professor G. Moore), Dean of Faculty or nominated representative (Professor S Barnes, Dr B. Milner and Dr B. Lindsay), One Director of Central Division (Mr R. Evans), Convenor of ICT Forum (Professor D. Stevens), Chair of the Library and Learning Resources Forum (Professor R. Kaye), Directors of Faculty Administration (Dr A. Blanchflower and Mr J. Sharp),

27. MINUTES

Confirmed
the Minutes of the meeting held on 16 April 2010.

28. MATTERS ARISING FROM THE MINUTES

Noted

- (1) The action on the Director of Information Services noted in minute 21 (7) to explore the feasibility of including the Thomas Paine Centre in the pilot of the Managed Print Service was delayed due to ongoing issues with the supplier's ability to provide a service in line with their tender. It was noted that they have made a commitment to provide a schedule for the implementation of this project.
- (2) It was confirmed that students engaged in writing software as part of the JISC-funded Library "widgets" project will be required to agree to waive any intellectual property rights to that software. (Minute 21 (13))
- (3) It was noted that the Director of Information Services and the Chair of the Library and Learning Resources Forum had discussed improvements to the approach to Key Performance Indicators for ISD, and further proposals will be presented to the Committee at its November meeting. (Minute 22 (3))

29. STATEMENTS BY THE CHAIR

None

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30. PREPARATIONS FOR THE START OF YEAR

Considered

Report on the Start of Year 2010-11. (A copy is filed in the Minute Book, ref. ISC09D018)

(The following comments were noted:

- (1) It is not clear when the cut-off point will be for advance registration. .
- (2) The risk of work overrunning on the refurbishment of floor 0 of the library was flagged to the Committee, but it was thought likely that the work will be completed in good time.
- (3) Work on moving the student desktop to Windows 7 was progressing well, and it is intended that the work will continue, with a review point in mid-June.
- (4) There was insufficient staff resource to progress outsourcing of student email and filestore by the Start of Year, and it was therefore proposed to defer this work. It was noted that neither Microsoft nor Google gave satisfactory commitments on filestore. The Director of Information Services will write to Heads of Schools on this point.
Action: Director of Information Services
- (5) In any event, filestore quotas will be increased for students for the next Academic Year. Consideration was also being given to putting students onto the same email system as staff (Exchange).
- (6) The report was **accepted** by the Committee.)

31. RECORDS MANAGEMENT

Considered

Records Management – proposed approach (A copy is filed in the Minute Book, ref. ISC09D019)

(The following comments were noted:

- (1) It is likely that the Muir Russell enquiry report will note the lack of a records management policy. Accordingly, one had been drafted and presented in appendix 1 of the report under consideration. This would be presented to the Executive team after consideration by this Committee, and it would be made available on the UEA website immediately. (Note: this document can be found at <http://www.uea.ac.uk/is/strategies/infregs/recordsmanagement>)
- (2) The policy includes paper records.
- (3) Records retention schedules would be compiled in Faculties and Central Units, rather than being restricted to a centrally-written schedule. It was noted that this will involve a considerable amount of work for Faculties and Central Units.

- (4) It is intended to have prepared the supporting policies by November 2010 so that approval can be sought from this Committee in its meeting that month.
- (5) The words “public” and “research” will be added to the final bullet point in the first section of the High Level Records Management Policy.
Action: Director of Information Services
- (6) The approach was warmly welcomed by the Director of Faculty Administration, Arts and Humanities.
- (7) The Finance Division has some statutory records retention requirements, some of which extend to 25 years.
- (8) The Convenor of the ICT Forum had suggested in writing to the Chair that teaching materials could be considered for inclusion in this approach.
- (9) Noted that the Committee **approved** the proposal.

32. OPEN ACCESS POLICY

Considered

Outcome of consultation on an open access policy for the deposit of research papers (A copy is filed in the Minute Book, ref. ISC09D020)

(The following comments were noted:

- (1) The appendix to the report comprised a draft policy for open access publications, which the Committee will be asked to approve at a later meeting.
- (2) Recommendation 1, “that the University moves to a mandate for the deposit of all publications data (2007 onwards) into the E-prints repository system which, once populated, will be representative of the entire research output of the University” seeks a mandate for the deposit of metadata. It was noted that the E-prints system was proceeding well, and should be in place when needed. It is intended to work with the Faculty of Health first, with the remaining faculties in place by January 2011. The recommendation was **approved**.
- (3) Recommendation 2, “that the University prepares for a mandate for the deposit of full-text articles with a view to confirming the mandate at the ISSC meeting in February 2011” would include supporting procedures and processes. The recommendation was **approved**.)

33. AUDIO VISUAL STRATEGY

Considered

UEA AVS Strategy 2010 -2015 (A copy is filed in the Minute Book, ref. ISC09D021).

(The following comments were noted:

- (1) Considerable consultation had been carried out with the community; the document under consideration outlined how services will be developed over the next 5 years.
- (2) TV Studio provision had been reviewed in the last year, and the ISD capital plan included funds for its refurbishment. ISD had worked with the school of Film and Television Studies to establish if other provision in the city was possible. Use of the studio is low as it is mainly restricted to that school, but to cease its provision would have a major impact on the school, which had expressed concerns over the impact on timetabling if alternative facilities in Anglia Square were to be used instead. The Committee **agreed** that the alternative options should be re-visited, and the Director of Faculty Administration, Arts and Humanities will hold discussions with the school of Film and Television Studies.
Action: Director of Faculty Administration, Arts and Humanities
- (3) The student view is that audio visual services are improving, but it is vital that people are engaged with using the facilities provided.
- (4) The Committee expressed general support for the strategy, but asked for some changes to be made to the wording.

Action: Director of Information Services

(Note: subsequent to the meeting the document was amended in line with the committee's wish, and the revised version put online on the committee's website, as well as being published on the ISD site at:

<http://www.uea.ac.uk/is/strategies>)

34. WEB STRATEGY

Considered

Strategy for UEA Web Provision 2010 -2015 (A copy is filed in the Minute Book, ref. ISC09D022).

(The following comments were noted:

- (1) The Web Steering Group have made considerable input into the strategy. The next piece of work will be to establish how to put it into effect.
- (2) In some respects Polopoly had not delivered what was expected of it. The University should perhaps now be considering managing content in a much wider context, possibly by using an Electronic Data Records Management System. Replacing Polopoly would be a major piece of work, and very costly with considerable re-training required. It was noted that moving content to another Content Management System would be easier than it had been to set it up initially.
- (3) Polopoly is still being developed, although its principal market is the newspaper and publishing industry, whilst other HE customers are moving to other tools. It was noted that the University needs to do more work to decide on the next step.

- (4) The approach set out in the strategy was commended by the Committee, noting that it would be difficult to re-train staff at this time.
- (5) The strategy also highlights the need to consider the approach to the Virtual Learning Environment, with the expectation that it would take around 5 years to implement all the suggested changes.
- (6) A major challenge for the University is around telling people about what the University does well.
- (7) There is a need to work on the detail in the document, such as the structure plans.
- (8) Potential applicants may not find the structure of the website helpful, and that the concept of faculties may not mean much to them. It was noted that the Marketing and Communications Division is doing work on this topic, and is seeking input from applicants themselves. It was also noted that the Union of UEA Students have a role to play in providing information to applicants.
- (9) The Committee **endorsed** the strategy.)

35. CONDITIONS OF COMPUTER USE

Considered

Conditions of Computer Use (A copy is filed in the Minute Book, ref. ISC09D023).

(The following comments were noted:

- (1) The Convenor of the ICT Forum had suggested in writing to the Chair a change which the Director of Information Services will incorporate into the document. **Action: Director of Information Services**
- (2) Section 3.11 on electronic mail outlined a pragmatic approach until encryption can be achieved.
- (3) When students are given their user name and password they are told they must adhere to these conditions. The conditions form part of the staff contract of employment, and staff are sent annual reminders about them.
- (4) "Limited use" in section 3.3 (b) describing acceptable personal use is difficult to define precisely. The same is true of pornography.
- (5) ISD does not proactively monitor for breaches. Network usage is monitored however, and if anything suspicious arises an investigation is started. It was noted that this is standard practice across the HE sector.
- (6) Student residences have a limit placed on the amount of network traffic going to them.

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ISC-M6
17.06.2010
Min. 35

- (7) There is no section on how abuses are reported; the document should contain a carefully worded section on obligations for staff.

Action: Director of Information Services

- (8) With the addition noted above, the document was **approved.**)

36. CONTINGENCY PLANS

Considered

- ICT Contingency Plan – top level plan (A copy is filed in the Minute Book, ref. ISC09D024).

The following comments were noted:

- (1) Ideally the Disaster Recovery DVD should be stored further away from the ITCS building.
- Library Business Continuity and Disaster Recovery Plan (A copy is filed in the Minute Book, ref. ISC09D025)
- (1) The recent flood in the library had occurred at the time this plan was being revised. There had been some luck involved, so that only about 200 books had been lost, and staff were on hand to deal with the incident. Excellent support had been provided by security staff working alongside library staff, and contractors were quickly on site to dry the building out. This resulted in the library re-opening the following day, only 1 hour later than its advertised time.
- (2) Pipe failures elsewhere on campus have been in pipes embedded in concrete floor screed, making it very difficult to isolate them. In the library, it had taken a considerable time to establish the location of stopcocks, but these have now been fully mapped.
- (3) The Committee **accepted** the plans.)

37. LIBRARY RULES

Received

Annual review of Library rules (A copy is filed in the Minute Book, ref. ISC09D026)

38. INFORMATION STRATEGY PROGRAMME OF WORK

Received

Report on the ISD Programme of Work 2009/10 (A copy is filed in the Minute Book, ref. ISC09D027)

39. ITC FORUM

Papers and draft minutes from the ITCF 24th May 2010 were available from:
<https://intranet.uea.ac.uk/is/committees#ITCF>

40. LLR FORUM

Papers and draft minutes from the LLRF 28th May 2010 were available from:
<https://intranet.uea.ac.uk/is/committees#LLRF>

41. RESEARCH BOARD

Papers and draft minutes from the Research Board 14th April 2010 were available from:

<https://intranet.uea.ac.uk/is/committees#researchboard>

42. EDUCATION BOARD

Papers and draft minutes from the Education Board 9th May 2010 were available from:

<https://intranet.uea.ac.uk/is/committees#educationboard>

43. WEB STEERING GROUP

Papers and draft minutes from the Web Steering Group 24th May 2010 were available from:

<https://intranet.uea.ac.uk/is/committees#websteeringboard>

44. DATES OF MEETINGS

Noted

that the meetings of the Committee 2010-11 have been scheduled for 2pm on the following dates:

Thursday 11 November, 2010
Friday, 4 February, 2011
Tuesday, 14 June, 2011

**45. CRU HACKING

This minute is confidential and reserved and attached as a separate sheet.