

ISC10D055

ISD Programme of Work 2010/11 – May 2011

Project reports

Improving the Physical Environment	
TV Studio refurbishment	The planned refurbishment of the TV Studio has been deferred to 2011/12. ISD continues to work with FTV and HUM to review next year's requirements.
Tender for AVS managed service	Given the changes taking place as part of the Administrative Integration Project work on the AVS managed service for whole life support arrangements, for lecture room support and related solutions has been deferred to early 2011/12. In the meantime the National and SUPC regional framework allows for the number one selected supplier from the framework evaluation process to be appointed as preferred supplier for the time being.
Supporting Research	
Development of Research computing support services	<p>The new Grace HPC cluster is in pilot with 8 users and additional volunteers representing a range of usage types, applications and departments. We need a variety of different setups to test the migration process (from the old cluster).</p> <p>Research Computing Services (RCS) are holding a number of outreach and training events and have run a SCI PGR PPD course. A calendar of events is available on the RCS web pages (http://www.uea.ac.uk/is/research-computing).</p> <p>Further work on additional pages is in hand. The new page for Grace is live and others are being worked on.</p> <p>There is a need for a code management tool across research projects writing their own code and Trac and Subversion (http://trac.edgewall.org/wiki/TracSubversion) has been investigated, and will provide a temporary solution planned to be live from April 2011. RCS will run and support the service.</p> <p>A research project costing pre-award checklist has been developed to help capture the costs associated with use of IT services at application stage. It will be taken to the May ISD Research Board for consideration and approval. Also, a post award IS needs interview script has been developed. This will help with planning the use of information services through the life of a research project. It, too, will be taken to the May IRB.</p>
Development of a Virtual Research Environment (VRE)	This project is designed to run over 17 separate strands covering things such as data feeds, salary commitments, JeS submission, R-Plan, migration of consultancy register from Access to SQL Server (so we can

	<p>link it to R-Plan and other systems), data model, REF, reporting, researcher ID.</p> <p>Publication Database. EPrints is now running as our replacement for Digitool. Mandated deposit of publication data is encouraging take-up, as is the ability to extract data in the online research plans. EPrints is now live across all faculties with metadata imported for around 17,000 publications from a variety of historic school-based systems.</p> <p>Data Model. Work is progressing on developing the data model using the CERIF standard. This includes looking at a standard researcher ID.</p> <p>PMA. Data feeds from IDMS are being developed covering salary commitments, people and users so that SPOT can be used to manage access. Work is expected to be complete in the next couple of months.</p> <p>pFACT. pFACT has now been bought by Unit4. We plan to integrate pFACT and PMA, and migrate from Oracle to SQL Server to enable this.</p> <p>R-Plan. R-Plan is a new system developed in house to enable research staff to write their research plans. Following a pilot period, it went live earlier this year, and is being picked up by all Faculties at various points (e.g. SCI will go live from 1 May 2011). FOH have been considering their internal research group structures, and how these should be reflected in R-Plan. R-Plan links directly with PMA and EPrints to draw in data stored in those systems. Processes are in place to report on any data errors and have them corrected.</p> <p>MyIP. This tool is used in REE to record intellectual property. It has been moved from Access to SQL Server to improve reporting and integration with other systems.</p> <p>Pure. A small group of ISD and REE staff attended a demonstration of Pure (research information systems) to assess its capabilities and suitability to support our REF submission. The system impressed, and further investigations are being undertaken.</p> <p>Presentation of research management data. This work is focusing on matching research council reporting metrics.</p> <p>Presentation of research output data. Not started.</p> <p>Researcher ID. A specification is currently in hand.</p> <p>Academic CV. Sources for defining requirements in this strand need to be identified. A suitable driver for it would be as a tool to support research grant applications (for which academic CVs are frequently required).</p>
Managing Research Publications	The UEA Repository, EPrints, is now live and contains around 17,000 metadata records. It is being used across the university as the central database for the storage of metadata records for all UEA publications.

	<p>Data from the repository is feeding research plans and repository data is starting to be used by some parts of the university (e.g. HUM and NBS) to feed through into people pages on the UEA web site.</p> <p>One key aspect to ensure the success of the repository is to provide guidance for academics and administrators in the consistent deposit of publications records and full text. To this end, updated FAQs have been provided linked from the repository home page.</p> <p>Work on liaising with the community and setting up support for the processes around compliance with the research publications policies has been completed. But note that compliance with the full text deposit policy was contingent on a full-time repository manager being appointed. The ISD CUBS request for funding for this post has been declined (as of 9th May) and further work is required to determine next actions.</p> <p>Other points:</p> <ul style="list-style-type: none"> • All ATR and ATS staff have been provided with accounts on the system. • People pages in the CMS sourcing publication details from EPrints will be switched on school by school. Schools are free to decide when they are ready to take the feed without the need for consultation with ISD. NBS are feeding their publications through from EPrints to their staff publication pages in the CMS. • The EPrints to Google feed is now up and running. • Queries on the use of the system sent to the support email address are being managed by Library staff. • Further work is required on agreeing the citation format used in EPrints. Different Faculties have different preferences.
Review of collaboration tools	<p>The web team is working with CCP, Incrops, Grassroots Innovation, and CCA (Centre for Contemporary Agriculture) in using Liferay to develop web site templates. A template mimicking the appearance of the main UEA site has also been developed. Other templates permitting stronger project (rather than institution) branding are also being looked at.</p> <p>The pilot is also considering how groups could work with external design companies to develop Liferay templates which will work within our set up.</p> <p>A demonstration of a Liferay research website, summary report and recommendations, draft SLD will be taken to the next IRB in May seeking approval on a way forward.</p>
Supporting Education	
Review of VLE provision	<p>A full review of Virtual Learning Environment (VLE) provision at UEA had been planned. In advance of this review, and in response to the changing environment, the Web Team assessed the technical aspects of current Blackboard VLE provision, investigated alternatives, and explored routes for possible migration to new systems.</p>

	<p>In light of this review we recommended to the ISD Education Board that we upgrade the Blackboard Teaching System (VLE) from v8 to v.9.1. We also recommended consideration of replacement of the Blackboard Content System (The Portal) with Liferay Portal.</p> <p>The upgrade to the Blackboard Teaching System is scheduled for the summer. Given workloads we are not, at this stage, intending to replace the Portal.</p> <p>The VLE upgrade is scheduled to start on the evening of Friday 29th July, run over the week-end and possibly into the first few days of the following week. As yet we don't have a definitive length of time the upgrade will take. We've been waiting for Blackboard to release service pack 5, as this reduces the number of intermediate steps. An upgrade to the test system is underway and will give us a better idea on upgrade times. The test system will be available from May onwards for testing and familiarity training and to ensure documentation on changes can be prepared.</p>
Review of the impact of technology on teaching	This has been a subject for discussion by the ISD Education Board and will no doubt continue following on from the discussions at the Learning and Teaching Strategy day.
Video and Audio Streaming	The Helix Media Library Server is now live. This enables staff to upload video and audio recordings for embedding in web and Blackboard pages and stream these over the web in support of teaching, research or enterprise and engagement activity. A software upgrade to enable restricted hosted content to be limited to specific users is due in the summer, this is required to support a number of courses in MED but may have wider use.
Roll out of Lecture Capture	The further roll out of lecture capture to centrally bookable teaching rooms has been deferred until 2011/12. The existing installation in TPSC LT and 0.01 is being used to record and publish Inaugural and Public lectures. A loan portable unit is also being used for other recordings e.g. Teaching and VC Open Forum. NBS and DEV have their own recorder boxes, whilst AHP, NAM and LAW have installations planned. A server upgrade is due summer 2011.
Supporting Enterprise and Engagement	
UEA Alumni Archives project	This project is on hold pending funding.
Supporting UEA Business Processes	
Administrative Integration Project (IT Strand)	<p>Following the internal appointments there remain a number of vacancies in the new structure, including the Assistant Director for Faculty IT Support, Helpdesk Manager and Print Services Manager. These posts are currently being advertised.</p> <p>We are working with the managers that have been appointed to the new structure on the detailed implementation plans.</p>
SITS Project	The SITS Project Programme of Work has a couple of project strands

slightly delayed due to extra resource having been prioritised to timetabling developments and because of staff absence. The SIS Project Board and key stakeholders have been informed of these delays.

The HESA assessment deadline has been delayed and work is now expected to commence in May. The Course Approval functionality, and all fixes and enhancements identified as part of the testing process, have been completed and are awaiting sign-off from LTQ. The HESA modes of attendance project strand has also been delayed, this is also commencing in May.

The PGT/PGR application form changes have been completed and are currently in the testing phase, prior to being put live.

Tribal have developed a module which allows applications to be passed between different groups of staff via e:Vision. In addition, tasks can be built to support the paperless process and remove the need for administrators to work between the client and e:Vision. A demonstration of this paperless application module was given to MAS, and a small number of users from the expert group, and was well received.

On the request of Mark Barlow, Director of University Services, the Paperless Applications process go-live date has been moved to January 2012, from the original date of September 2011. This is to allow additional time for Admissions to review processes and build the specification.

A large number of changes have been made to the timetabling interface prior to users inputting the information for 2011/12 academic year, during May 2011. These include automatic update of students' timetables when new events are added, error traps when users try to amend the time or date of an event where a central room is attached and an error trap for school room or staff clashes when an existing event has its time or date amended. The addition of the ability for users to request a central room from within the event screens in e:Vision, after the automatic room scheduling process has taken place. Printable timetables for students and staff. And finally, developments to the attendance monitoring tasks to make it easier for users to select the correct event and to amend attendance data once input.

SWP, MED, PHA, CIPP, AHP and PGR PPD areas have been working closely with the SITS Project Team to agree methods for them to have online timetables for the 2011/12 academic year. This work is complete and these areas are currently working on creating the relevant records in SITS.

Changes have been completed to the online application processes that allow applicants to select either London or Norwich.

INTO tracking specifications have been completed and agreed by all stakeholders. Test data is currently awaited from INTO so that the

	<p>relevant database and reports can be created. It is hoped that this project strand will be live by July 2011, but this is dependent on resource at INTO being available to carry out the necessary development work, as well as resource in the Discoverer team.</p> <p>The next upgrade to SITS is due and following on from previous agreements, is planned to take place in July on the recommended weekend of 22nd to 24th July, with a backup date of 9th and 10th July. For the agreed weekend, SITS should be considered unavailable from 5pm on the Friday through to 5pm on the Sunday of the upgrade weekend. The Test instance of SITS has been upgraded with the new software to allow for testing, which is due to be completed by 26th May 2011. The SITS Project Team have worked closely with Tribal to minimise the risk to timetabling and the following steps have been taken. Timetabling testing scripts used by Tribal have been forwarded to UEA to identify additional areas to be tested by Tribal. In addition to this, a list of software updates to be released under version 8.3.1 and 8.4.0 forwarded to UEA to include in testing plans.</p> <p>The conversion to 64 bit servers has been completed, which is required for Oracle to be upgraded to version 11g.</p> <p>The previously delayed item of PGR error checks has now been completed and is live. This involved the creation of error checks to improve data quality, in preparation for the REF return.</p> <p>The SIS Project Manager will be taking maternity leave from July 2011 for a one year period. ISD will be recruiting to cover this maternity leave. ET have agreed for additional posts to be appointed to the SITS development team and these are currently being recruited.</p>
Finance Systems improvement project	A review of Finance system requirements has been completed and the report is currently being reviewed by the Finance Division
Campus Card Replacement	<p>A process of identifying and producing cards for all people with old non proximity enabled cards has been undertaken. The process of handing these cards out in exchange for old cards has been managed by the Library. Although messages have been sent out the take up rate is still less than 50% - We are identifying outstanding users and undertaking follow up to ensure a higher take up.</p> <p>With the process now in hand Estates are now no longer fitting magnetic swipe readers on new builds and will replace swipe with proximity readers when faults occur.</p>
Review of ICT support for space management	<p>A series of meetings has been held with the Estates Space manager to understand issues with the current system. Some remedial work has been undertaken – including developing a method to import space survey data in Estates systems. The project has been delayed due to Estates staff working on moves and changes for the academic Integration project.</p> <p>Further work is expected in reviewing potential space management</p>

	packages which might replace some of the in-house built systems and provide a more seamless set of tools.
Voice Over IP	We have completed the roll out to the Queens and MED buildings. CAP is close to completion and the final building for this year, Elizabeth Fry, is in progress - ahead of schedule. We have also rolled out VoIP phones in preparation for the moves currently taking place as part of the Administrative Integration Project: this will allow users to move at their convenience and not have to wait for phone lines to be moved.
Ensuring Service Availability	
ICT Security Project	<p>A budget proposal has been considered by the Executive Team. The level of funding required to address all of the areas highlighted was significant and while the work would place UEA on a strong security footing it was felt that in the current financial climate this expenditure was hard to justify.</p> <p>The project team is meeting on a regular basis and has completed a full set of scoping documents for each strand. Reduced funding levels have resulted in a reassessment of deliverables and timeframes.</p> <p>Policy and Strategy Changes: Revisions are continuing to security policy with changes being presented to ISSC on Anti-Malware controls. Procurement of an Annual security audit is progressing with agreement on 7safe providing services on a 3 year basis.</p> <p>System and Server Changes: Work is ongoing with the removal of accounts on PCs and servers that provide high levels of access (root/admin) on UNIX machines only. Windows will be assessed in year two.</p> <p>Data Security Changes: Mobile device security has successfully completed a pilot using secure email services on mobile phones. Work is now progressing on rolling the solution out across the University.</p> <p>Email Changes: Work is progressing on email archiving with policy being defined which will inform how the technical solution should be configured.</p> <p>Server Changes: A draft has been completed on guidelines for setting up servers and is under review. Investigations have started into ports that are open on servers and closing inappropriate ones.</p> <p>Desktop Changes: Revisions to the desktop security guidelines are on track to be completed as scheduled. Work has started to identify machines that do not have up to date virus protection and outdated insecure software.</p> <p>Networking Changes: Work is ongoing with the replacement of the DNS/DHCP which is in the tendering process. A review of network segmentation and firewall topology is underway.</p>

	<p>Research Support Changes: Work has been brought forward to look into the IT aspects of research grants and how income is allocated to provision of centrally provided IT Services.</p>
ITIL implementation	<p>Work on ITIL implementation is largely on hold due to the long term illness of the member of staff leading this project. The work on the service catalogue development is in hand and will support the work to develop ICT System and Network strategies.</p>
Enterprise Service Desk implementation	<p>The final stage of rollout and training on ESD for ISD staff was completed in January 2011. All helpdesk calls received are now logged on this system and customers receive an acknowledgement, first response or solution within 8 hours. Customers also receive a link to their open call so that they can track progress and add further information if they wish.</p> <p>In the 3 months from February to April, 10,346 calls were logged and resolved by the ISD teams and technician support teams.</p> <p>The next phase will see a trial of self-logging. Once rolled out, this will give customers the ability to log their IT issues via a link from the Portal (under the Help & Advice tab) and will provide another means of reporting faults/problems, in addition to email, phone and face-to-face reporting.</p>
Costing services	<p>A proposal to introduce greater granularity in ISD budgets has been developed and this will allow more detailed information on service costs. As part of this work we have also restructured ISD budgets to support the new management structures that will be introduced as part of the Administrative Integration Project on August 1st. The changes to the budget structures will be implemented for the start of the next financial year.</p>
Development of a 5 year ICT Systems Strategy	<p>ICT teams have been working together on developing a comprehensive service catalogue. This information has been used to develop outline roadmaps. See below for the detail on the work completed.</p>
Development of a 5 year Network Strategy	<p>Considerable activity has taken place in drawing together a comprehensive Service Catalogue of networking services together with their dependencies (both on other elements of the networking portfolio as well as other IT and external factors). Services have been expanded into the various products (e.g. Wireless breaks down into EDUroam, UEA, BTopenzone etc) and these have had further detail added regarding the technical components that comprise these products. The outline roadmap of activity for each component/product and service has been drafted.</p>
Server Virtualisation Project	<p>This project is looking to evaluate the way that UEA utilises virtualisation and enable the phased migration of appropriate services in a cost effective manner.</p> <p>A detailed Return on investment (ROI) proposal was developed which surprisingly demonstrated that server virtualisation at UEA did not provide any IT hardware or power savings compared with a non-virtual server environment. The current use of highly efficient blade servers minimises server hardware savings which are out-weighted by the</p>

	<p>increased storage requirements. However server virtualisation does reduce the resource required for server deployment and provides additional resilience. As such this project will continue with the focus on the additional value being provided rather than a ROI.</p> <p>New server hardware and the necessary licenses have now been purchased, built and installed in order that implementation can progress. The processes for supporting, implementing and migrating servers are now in the process of being documented. At present our focus is on migrating the existing pilot hardware, that runs a small number of faculty print servers, and providing new virtual servers to support the Student email migration and Staff email archiving solution. We will need to work with Faculty IT Support Managers during the migration of their servers including discussions around meeting the costs of continuing to support the running of these servers.</p> <p>Investigations into the methods for presenting storage have been undertaken in conjunction with a VMware and storage consultant and our storage partner Tectrade. The outcome of this process has resulted in ISD seeking appropriate quotes for the commonly adopted solution of NetApp/IBM NSeries filer gateways presenting the storage to VMware. Widely adopted by industry this solution allows us to mirror data provided to the virtual hosts across both of our data centres ensuring that critical services can continue to run in the event of one data centre going offline. In the interim we will be using our existing filer gateways to provide storage.</p>
Managed Print Services	<p>The Managed Print Service pilot was rolled out successfully towards the end of March in TPSC (NBS) and Floor 1 EDU (SSF Admin), with the assistance of Ricoh, SSF and ISD IT staff. Data will be gathered from the Equitrac monitoring system together with feedback from users, to inform the report which ISSC will be asked to consider at its June meeting regarding implications for any campus wide roll out.</p>
Managed PC procurement	<p>Since 4 Jan 2011, the University has been purchasing desktop PCs and notebooks (Toshiba) under the new contract with Viglen. In the period, Jan – March 2011, 107 systems were purchased at a total cost of £63,971. The first service review meeting with Viglen was held on 5 April 2011. Review meetings will continue to be held monthly until the service is well established, at which point there will be quarterly reviews.</p> <p>In order to keep costs down there are three service delivery options available:</p> <ul style="list-style-type: none"> • Deliver to UEA, unbox, remove packaging and take redundant equipment to UEA recycling centre at £29 per unit. No minimum order quantity applies, and Viglen intend to run a delivery to UEA every Weds. • As for above, but install in IT lab including cabling and power on test at £15 per unit with a minimum install of 15 units. • Deliver to UEA, leave boxed at no additional charge per unit. If delivery to a specific room (rather than a loading bay) is required, this costs £10 per unit.

	<p>Other points:</p> <ul style="list-style-type: none"> • The Viglen web portal (www.viglen.co.uk) is available to finance and IT staff for orders and quotes. All were invited to a training session held on 14 Jan 2011 on the use of the portal and all have been issued with personal login details. • Any problems with the web portal reported to Viglen have been dealt with promptly by them. • Issues with applying the UEA image to Toshiba laptops have been investigated with Toshiba, and are being resolved. • IT equipment recycling service has been established utilising cages stored in a container in the Estates compound. IT staff have been briefed on the use of the service. • All monitors available to order through the Viglen UEA portal have height adjustable stands. • FIN are working on help pages about the service on the purchasing web site. FIN also provide support to finance and IT staff on the use of the web portal. • Over time, the project team will work towards reducing the number of desktop PC and Toshiba models to be supported to ensure user needs are met and balanced against the support overheads of a wide choice.
<p>Records Management Policy Development Project</p>	<p>A draft Research Data Management Policy was discussed at the January ISD Research Board. Following this, the IRB asked for a working group to be formed to look at the policy in more detail. The working group will report back to the May IRB with their findings.</p> <p>The draft proposal for establishing Records Management at the University is currently with heads of department for their review and feedback which is expected by 13 May 2011.</p> <p>ISD is currently piloting Quest Archive Manager (QAM) on its staff Exchange mailboxes. This tool allows for rule-based management of email and more effective use of mailbox storage. Investigations on the configuration options for the system are being followed up with the supplier to help inform a proposal on email management which will be taken to the June ISSC meeting for their consideration and approval.</p>
<p>Reclassification Project</p>	<p>The data clean up part of the reclassification work is ongoing. Some aspects of the checking have taken longer than initially anticipated, but the highest impact work remains on track to be completed this year. The final clean-up of name and subject headings will take considerably longer.</p>
<p>Journals review</p>	<p>A university wide journals review was launched in February to better gauge the usage and value of individual journal titles and to inform scenario planning for any potential future budget changes. This work has taken both a quantitative and qualitative approach and will be concluded by the end of May. The data we have received so far has been very helpful in assessing the impact of specific titles. We will be making use of the information garnered throughout this process to aid our future approach to journal retention.</p>
<p>Review of Acquisitions</p>	<p>A review of the library's approach to obtaining reading lists from</p>

processes

academics and the subsequent ordering of core texts began in January. We will be focussing in 2011/2012 on working with faculties to significantly increase the number of reading lists deposited with the Library and consulting on the benefits of a university wide mandate for reading lists from 2012/13.

Service plans

The ISD Strategy 2008-13 identifies eleven keys areas or groupings for ISD service delivery; the table below summarises activity in each of these areas.

<p>Library resource provision, including management of the physical and electronic collections and information skills training.</p>	<p>In February, we held a focus group with a range of library users. The aim was to investigate the searching behaviour and preferences of our current students. The main driver for this was to inform how we configure library interfaces (such as Broadsearch) and to help inform wider decision making. This session was very successful and made abundantly clear some of the misconceptions that our users have of our services. We need to make our interfaces more appealing and to raise the visibility of our services through better and more strategic marketing. We will be implementing changes to library services based on the comments made in this focus group. (The full focus group report is available on request).</p> <p>Since September, we have been carrying out a full review of our helpdesk referral processes. Through this process, we intend to ensure that all staff on the library helpdesk are fully trained to deal with queries and are clearer about when they should refer a user to other colleagues elsewhere in the library. As part of this process an updated training plan and a training manual has been created and will be rolled out to all library staff.</p> <p>Our journal floor 01 is now completely full. As part of our space management strategy, we are in the process of reviewing print journal runs for withdrawal. We are focussing at this point principally on JSTOR, IOP archives, Science Direct and Nature archives where electronic versions of the title are available in perpetuity.</p> <p>This is a two-step process:</p> <ul style="list-style-type: none">• Step 1 is to consider low-use titles in our External Store for withdrawal. Faculty Librarians are currently reviewing print titles where the library holds the electronic in perpetuity and are then putting forward titles to be considered for withdrawal. After this review, the Head of Library Academic Services will liaise with the community to agree withdrawal and disposal of titles based on criteria agreed in the relevant sections of the library's Collection Development Policy.• Step 2 will to move titles from the main library to the external store following the criteria laid out in the Collection Development Policy (again these will tend to be titles that are available electronically and in perpetuity.) <p>This will be an ongoing process and will ensure that the library manages its space limitations effectively.</p>
<p>IT infrastructure in</p>	<p>All student accessible PCs at UEA except UEA INTO and a teaching</p>

<p>teaching spaces, including IT teaching areas, 24 hours IT area, self study spaces and AV services in lecture rooms.</p>	<p>lab in SSF have been migrated to Windows 7 64-bit. The only outstanding problem has been the inability to get the Student Network printing service (Papercut) to work with the desktop in a reliable manner. Further changes were made just before Easter which we hope will provide a more robust service.</p> <p>A few of the helper applications for the desktop such as Adobe Reader, media player VLC were updated over the Easter Vacation.</p> <p>All Centrally Bookable lecture Rooms have also been migrated to Windows 7 64-bit.</p>
<p>Staff and student enquiry services, including IT helpdesks, Library helpdesk.</p>	<p>The increased use of the Library building reported in the first semester has continued throughout the year to date with a 34.4% increase of users in the building based on the SCONUL benchmarking headcount days, however footfall into the building has increased by 3.34% and we believe that this indicates that users are staying longer in the Library.</p> <p>We have been able to produce the first Library utilisation report, profiling active library users in a given 3 month period, against the student equality and diversity profile. We will be analysing this data in more detail; for example, to identify under- represented groups of users. This information should enable us to focus our marketing efforts on these groups to raise awareness of Library services and help and support we can offer.</p> <p>The Library was open and staffed on three bank holidays this spring, the Royal Wedding day and both May bank holidays. This ensured that the building, its facilities and resources were fully available to students in the important run up to the main university examination period. However several complaints were received about the Library being closed during the Easter university closure period.</p> <p>Following a review of invoicing procedures, we will be providing improved information to students about the likely cost of any non-returned items prior to them actually receiving an invoice from Finance. We hope that this will result in the return of more items, thereby improving the availability of resources in the Library.</p> <p>We will be working with outside consultants (SUMS) to review campus card processes with the aim of making improvements in time for the start of the new academic year.</p> <p>We have already begun consultation with other UEA departments and with partner organisation such as City College Norwich to discuss issues relating to the start of the new academic year. We will be working closely with colleagues across the university to ensure processes work efficiently at this key time of year and to identify how we can contribute to smooth and uneventful transition to the new administrative structures from 1st August.</p>
<p>IT infrastructure,</p>	<p>The work of the Computer Suite team has been severely impacted</p>

including two computer suites providing resilient email, filestore, backup and authentication services.

by two resignations in January and the secondment of the team leader to the helpdesk. Staff from other teams have been seconded to ensure rotas are covered, however despite best efforts by the seconded staff lack of direct experience means that the focus is on service continuity rather than planned projects and server/infrastructure installations. This issue is likely to continue into the foreseeable future during the recruitment and training processes.

The major operation of replacing the UPS within Data Centre 1 has been completed over the Easter vacation with only a minimal amount of disruption to live services. The new UPS provides us with power resilience within the Data Centre which is a significant advance on our service infrastructure. It is also more energy efficient and will allow us to monitor power usage more closely.

Since completing the migration to a new TSM backup server the two original TSM servers have been now decommissioned. We will now be undertaking a rationalisation of TSM schedules to ease the administration of the system. In addition to this we will be starting phase 1 of a two phase project to vault our TSM backup tapes to our second tape library in Data Centre 2. Once completed the need to manually transport tapes offsite will be removed and significantly reduce costs related to fire safes and eventually release space currently taken by our fire safes. Phase 1 is expected to be completed by the end of July.

Issues with Windows 7 recognising 'Previous Versions' on Central File Store still remain. A number of NSeries configuration settings determine how this is presented and as such these settings have to be applied carefully to ensure that functionality is not broken for non-Windows 7 clients. Testing of these changes has now been completed and the intention is to enable these changes before the end of Easter vacation to ensure the disruption caused is kept to a minimum.

Preparation work has now started on the restructuring of personal Central File Store. Once completed users will have a common location for documents and data across Windows, Linux and Mac OSX desktops. We intend on convening a small working group to ensure that redundant files related to decommissioned systems are also removed during this process. The main work is due to be carried out during summer vacation with small amounts of downtime required.

Work has now started to make use of the additional NSeries cluster installed in our second data centre. The initial stages of this work have resulted in UEA Portal data being mirrored between both data centres to ensure that recovery time of this service is kept to a minimum. It is anticipated that this will assist with the upgrade of the portal over the summer vacation in the event that data recovery

is required.

Since early January 2011 ITCS has been running a pilot of Microsoft Exchange message archiving software Quest Archive Manager. The software allows for items older than a pre-determined date to be moved from the Exchange mailbox to the Quest Archive Manager or deleted if required thereby reducing the size of the mailbox. We are currently working with Quest Software to ensure that the policies ISD put in place to support this service are sensible and meet both user and infrastructure requirements. Implementation across UEA is not expected until these policies have been ratified by ISSC.

Mobile synchronisation policies to secure mobile devices that synchronise email with the UEA Exchange service are now ready to implement. We are in the process of finalising communications to the community and compiling a time table for implementation.

On Wednesday 27th April an upgrade to our SPAM filtering software was applied to improve email filtering of SPAM and phishing emails. It is anticipated that once rate-limiting (limiting the volume of email a user can send over a defined period of time) is enabled the chances of UEA email services being blacklisted by external email providers will be reduced. This will not affect the majority of users but we will need to work with those who require the ability to send bulk-email to ensure that we are not impacting on service.

In addition to the above upgrade we enhanced the security of our WebMail login page towards the end of Easter vacation by implementing a CAPTCHA for users accessing WebMail off campus. It is anticipated that this will significantly reduce the impact of the automated use of compromised accounts after a successful phishing attack and has been implemented in conjunction with the Phishing fortnight campaign.

Migration of the Student email service to an Exchange 2007 based solution hosted at UEA is scheduled to take place over the summer vacation. The migration is currently being planned, commencing in late June targeting completion by the end of July. The new service will provide students with a 500MB mailbox quota and include calendaring facilities and mobile access. Once completed the remaining staff and postgraduate researchers using this service will be migrated to the Staff Exchange service and the old service decommissioned. In turn POP and IMAP email protocols will be withdrawn from service to enhance the security of the service. Exceptions for the use of IMAP will be available where a strong case can be put forward.

Email mailing lists are due to be migrated to Exchange by August. This will mean that all mailing lists will be provided by a common platform reducing support costs and management considerably. Once migrated lists will be managed by the UEA Identity

	<p>Management System and the existing Mailman and text-based list facilities will be decommissioned. At present the facility for moderated lists will not be carried forward from Mailman but we will be investigating options for providing this in the future. In the meantime there is much more granular control over who can send to mailing lists once they are migrated and this will be implemented to ensure that only those that need to can send to lists.</p> <p>The Staff Exchange email service was upgraded in late March to the latest patch levels to support the integration of the Student email service. The initial upgrade although successful introduced some unexpected side effects as the result of a faulty patch from Microsoft. These were resolved as soon as Microsoft issued a revised version of the patch.</p> <p>We are in the process of ensuring our HP server infrastructure is within supported levels. This is a time consuming piece of work and will require downtime in a number of cases. Currently we are undertaking the preliminary planning and implementation and any required downtime will be advertised well ahead of time. This is an ongoing piece of work that must be undertaken at regular periods over the course of a year to ensure we maintain a robust service. As such ISD are in the process of defining 4 periods when preventative maintenance requiring downtime will occur.</p>
<p>Network and Telephony, management of the internal network, external network links, and telephony.</p>	<p>There has been some work undertaken in response to an internal review of the network problems experienced at Christmas.</p> <p>Power-over-Ethernet switches have been rolled out to CAP and EFRY as planned.</p> <p>Much of the networking teams' activity has been focused on supporting the Administrative Integration Programme (AIP) and looks set to continue throughout the summer period as large numbers of staff members move around the site and space is refurbished and repurposed.</p> <p>The team is also heavily involved with activity linked to the Security Project noted elsewhere.</p>
<p>Research computing, provision and support for a 160 node cluster used for high powered computing.</p>	<p>Issues with the HPC scratch storage array were resolved when all data was temporary transferred to the SAN in January. Work on a more permanent scratch location is ongoing, with the Dell storage array in working order but in need of thorough testing. In April a RAID controller failure on the legacy Cluster1 master node resulted in approximately 4 days of downtime while master node functionality was restored to a replacement server.</p> <p>Significant work has been carried out configuring the new HPC resource Grace and integrating the system into the existing UEA HPC infrastructure. After testing with a sample set of user tasks, Grace was opened up to a wider audience as a pilot service in March.</p>

	<p>Usage on ESCluster has fluctuated with some periods of heavy loading and queuing, while the number of new account requests continues to grow. The number of users migrating to Grace is growing as the pilot service develops and as such usage increases. New additional resources have been introduced with the pilot service, such as a computational GPU system. Storage requirements continue to increase with the growth in computational power.</p>
<p>Teaching systems including the VLE, Portal, Library Management System, and some specialist teaching software.</p>	<p>We are currently preparing for an upgrade of Aleph, our Library Management System. The upgrade is scheduled for July. Although there will be some downtime of Aleph, we will liaise with the community in advance and endeavour to minimise any impact on users.</p> <p>A recent library focus group helped to identify ways of improving Broadsearch and inform the general approach to our search tools. We will be taking action to make these tools more intuitive and easier to understand.</p> <p>Within the focus group, there was a discussion about ways that students use other web pages with positive feedback about Amazon's purchase recommendation tool. This helped inform our decision to add the bX recommender service to our current SFX installation. bX generates article recommendations based on previous article usage and is now in the process of being installed.</p>
<p>Administrative and web systems, including Finance, Student Records, HR, Estates and the UEA web site.</p>	<p>Estates - We have upgraded/replaced core hardware and software supporting some functions of Estates including database upgrades to Oracle 11g, upgrade of the Concept Workflow server, Meridian, AutoCAD and the Cardax access control system.</p> <p>Finance - No further updates have been applied to the Finance system, but support has been given for the rollout of e:purchasing.</p> <p>Online Research Plans - The research plans project has been rolled out to users with live data being ingested into plans from EPrints, PMA and SITS. Take-up has been good, a consequence of which is that by increasing the visibility of data relating to research in SITS, PMA and EPrints that a significant amount of data cleansing has occurred.</p> <p>Web - A review of web technologies in support of the main website, portal and research websites has been undertaken. A report of proposals for the future is being submitted to ISSC. Improvement in research publication data quality as a result of EPrints and online research plans has enabled a wider take-up of automatic people page feeds to the CMS.</p> <p>HR - Work on developing the online payslips system has been put on hold at present as a result of long term staff absence. We have re-negotiated our contract with the software supplier.</p> <p>Identity management - Work has started to add the facility for users</p>

	<p>to reset their password online should the password be forgotten or automatically reset as part of security policy of rolling password resets. This work will also introduce an anti-phishing mechanism to make spoofing UEA pages more difficult, allow Staff and Visitors to upload campus card photos before arrival, and replace 'data mailers' with online PIN-based account sign up.</p> <p>Security - Key corporate systems have been subjected to an external security audit – with key recommendations of the audit being actioned via the ISD security project. Immediate security concerns were addressed following the audit.</p>
<p>Audio visual services, including video conferencing, TV studio, off air recording and access grid.</p>	<p>An update on the TV Studio is given above. The Access Grid was upgraded in February 2011 from a national funding initiative which provided equipment compatibility and consistency for partner institutions so as to enable MTH to deliver a series of lectures as part of the national MAGIC programme for post graduate students.</p> <p>The hearing loop systems in Elizabeth Fry Lecture Theatres and SCI 0.31 were upgraded in January 2011.</p>
<p>Print group services.</p>	<p>Print Services are engaged in the ISD project associated with the implementation of e-submission of coursework for 2011/12.</p>