

# INFORMATION, STRATEGY AND SERVICES COMMITTEE



## Minutes of the meeting held on 10 November 2011

Present: Pro-Vice-Chancellor (Professor D.J. Richardson) (in the Chair), Director of Information Services (Mr J. Colam-French) (ISD), Executive Dean of Faculty or nominated representative (Professor J. Collier) (FMH), Dr T. Turocy (SSF), Independent Member of Council (Mr G. Jones), Convenor of ICT Forum (Professor D. Stevens), Chair of the Library Forum (Dr S. Connolly), Director of Taught Programmes (Dr A. Longcroft), Directors of University Services Dr A. Blanchflower and Ms H Lewis), Director of Finance (Mr S. Donaldson

With: Mr D. Westlake (Secretary)

Apologies: Director of University Services Ms A.E. Rhodes

### 1. MINUTES

Confirmed  
the Minutes of the meeting held on 14 June 2011.

### 2. MATTERS ARISING FROM THE MINUTES

Received  
an update on actions from the meeting held on 14 June 2011.

### 3. STATEMENTS BY THE CHAIR

As this was the first meeting of the committee for the new Chair, he noted that he wanted to review who sits on it, and why. He remarked that committees need to meet to discuss issues in a positive way and to improve services for the University. He noted that several members were not in attendance and will be following this up.

### 4. INFORMATION SERVICES PROGRAMME OF WORK

Considered  
Information Strategy Programme of Work and associated papers:

- (1) Proposed ISD Programme of Work 2011/12. (A copy is filed in the Minute Book, ref. ISC11D001)

The following comments were noted:

- 1) The Director of Information Services will present a paper detailing CUBS requests to the February 2012 meeting of the committee.

**Action: Director of Information Services**

- 2) The Director of Information Services acknowledged the drop in scores for student satisfaction with IT provision. There had been much good work done over the summer, and more was included in the Programme of Work, to address this. Work over the summer included:
  - a. Student email quotas increased to 500 megabytes
  - b. Wireless network speeds potentially quadrupled
  - c. Library opening hours extended
  - d. PC availability screens (these revealed that the PCs in the library remain significantly the most popular)
  - e. A mobile library app enabling searching of the library catalogue.
- 3) News of these developments will be directly communicated to the students.
- 4) With regard to the “Improving the physical environment” strand of the programme:
  - a. Smarter use of the library building will be investigated. Plans will be drawn up for potentially adding more rolling stacks to floor 02, so that more study spaces can be created on the other floors.
  - b. The TV Studio will be refurbished during the year, on a budget reduced from previous proposals which had been rejected. Following considerable investigation of the need for the refurbishment, the Executive Team has decided that it should proceed.
  - c. The TV Studio is mainly used by the School of Film and Television Studies, and there is potential for the School of Political, Social and International Studies to start using it for teaching purposes. Other schools were encouraged to use it if appropriate.
  - d. There is a technician dedicated to support for the TV Studio, and it was noted that if use of the facility grows significantly further resources may need to be considered.
  - e. The committee discussed the relative merits of enhancing the provision of IT-enabled study spaces in the library against those elsewhere on the campus. The Director of Information Services observed that proximity to library stock would always make the library spaces more popular.
  - f. The committee considered whether all IT-enabled spaces should be brought under ISD ownership and funded centrally. The committee was not averse to the suggestion, and the Director of Information Services will investigate opportunities for the support and management of the currently locally-owned IT spaces.

**Action: Director of Information Services**
  - g. This led to a discussion of study spaces more generally. It was noted that there are approximately 100 centrally bookable rooms, and also a considerable number of faculty-owned rooms. In the interests of consistency of the student experience, it is important to ensure that the locally owned rooms do not get out of step when centrally owned rooms are upgraded.
  - h. It was noted that the Director of Information Services had convened a meeting with the Director of Estates and Buildings and Nigel Shed to consider plans for targeted refurbishment of some teaching rooms this year.

- 5) With regard to the "Supporting Research" strand of the programme:
- a. The mock REF exercise was approaching within the next six months, and the ISD Research Board had agreed that there is insufficient time to implement an IT system to support it. The concentration will instead be on supporting manual processes.
  - b. There will be an augmentation of the High Performance Computing cluster over the summer. This will include a Windows interface, and it is hoped that a simplified interface will encourage a more diverse range of use of the service.
  - c. Work is being carried out with the Digital Curation Centre to develop a Research Data management tool. It was noted that this is needed by May 2012, and proposals will be take through the Research Executives. **Action: Director of Information Services**
  - d. The Director of University Services – REN acknowledged the importance of R-Plan as a research administration management tool, and outlined further enhancements that had been requested. These included the incorporation of engagement tracking tools and the facility of snapshot tracking data, and to roll plans forward on an annual cycle.
- 6) With regard to the "Supporting Education" strand of the programme:
- a. For the previous two years the Programme of Work for supporting education had been relatively light. However, the positive impact of the new structures and in particular pulling together the small team of Learning Technologists was noted, and had led to the creation of a substantial Programme of Work, which had been commended by the ISD Education Board.
  - b. The focus of the work would be on advocacy, the better use of what is already in place, lecture capture, and making services available on mobile devices.
  - c. It was noted that academics were keen to move forward on lecture capture, and the priority should be to digitise existing content properly. Information about which rooms contain formal lecture capture equipment was requested: the Director of Information Services will ensure that this is included on the relevant ISD web pages.  
**Action: Director of Information Services**
  - d. It was noted that a digital learning support page would be useful for provision of easy proactive guidance and should be included in the Learning and teaching website that the Director of Taught Programmes was producing.
  - e. It was noted that the University does not have a site licence for the CAMTASIA software used for desktop editing of simple audio and video content.
- 7) With regard to the "Supporting Enterprise and Engagement" strand of the programme:
- a. The earlier discussion on R-Plan was noted.
  - b. It was noted that new Enterprise and Engagement Executives were being created.

- c. It was noted that funding for an Enterprise Centre had been obtained and there would be a £15m project to create it. This would need IT support, which the Director of Information Services will discuss with the Director of Estates and Buildings.

**Action: Director of Information Services**

- 8) With regard to the "Supporting UEA Business Processes" strand of the programme:

- a. The main focus for the year will be to put in place new functionality to support business processes impacted by the new structures, and the Director of Information Services cited a number of examples.
- b. Work is beginning with the Finance Division to explore options to migrate the Finance System, which has become a higher priority due to technical constraints. The costs associated with this are likely to be in the region of £600,000 and the University may wish to decide if it wants to switch development effort from the Student Records system to support this migration. The request was made that any new system should include a Business Planning capability. The Chair emphasised the importance of including all stakeholders to ensure the system meets the widest community need. A paper on this matter will be presented to the June 2012 meeting of the committee.

**Action: Director of Information Services**

- c. The committee had a discussion about the requirement for accurate information on training undertaken by academic staff, noting that some information is held by CSED on a locally developed database. The Director of Information Services confirmed that this functionality also exists in the HR and payroll system, but had not been implemented as it was not felt that it meets the full requirements. Given the emergent wider requirements of the University it was suggested that the decision be revisited.

**Action: Director of Information Services**

- 9) With regard to the "Ensuring Service Availability" strand of the programme:

- a. It was noted that the planned increase of staff email quotas had been delayed by the transfer of PGR email accounts to Exchange, which would be complete by Christmas. Some staff email accounts are included with the PGR accounts, and there is also a need to reduce the number of excess accounts in the system.
- b. Staff email will be moved to Exchange 2010 during the summer of 2012, at which point the staff email quota will be increased to 1 gigabyte. It was noted that if individuals are in genuine need of larger quotas, application can be made to the IT helpdesk on an *ad-hoc* basis.
- c. The Director of Information Services will present a Business Impact Assessment to the recently formed IT Strategy Group.

**Action: Director of Information Services**

- (2) This minute is confidential and attached as a separate sheet. Confidential proposed ISD expenditure for 2011/12 (A copy is filed in the Minute Book, ref. ISC11D002)

\*5. LIBRARY OPENING HOURS

This minute is confidential and attached as a separate sheet.

6. RECORDS MANAGEMENT

Considered

an implementation plan for a high level Records Management Policy (A copy is filed in the Minute Book, ref. ISC11D004)

The implementation plan was **approved**.

7. WEBSITE

Considered

proposals for the migration of the main University website to Liferay (A copy is filed in the Minute Book, ref. ISC11D005)

The following comments were noted:

- 1) The committee discussed the impact of requested changes to the previously agreed plan for migration of web services to Liferay, and recognised the competing priorities of the REF and supporting undergraduate admissions.
- 2) The Chair noted that absent any representation from ARM or the Web Steering Group it was not possible to fully understand the case being made for the changes.
- 3) The committee **agreed** that its previous decision in June 2011 would stand.
- 4) The Chair will discuss the matter with the Dean of Arts and Humanities.  
**Action: Chair**
- 5) The Director of Information Services will update the paper to ensure consistency of costs reported.  
**Action: Director of Information Services**

8. SMS MESSAGING FOR BUSINESS CONTINUITY

Considered

draft proposals for SMS messaging for Business Continuity purposes (A copy is filed in the Minute Book, ref. ISC11D006)

The proposal to implement Blackboard Connect was **approved**. The Chair flagged his belief that ISD should be able to meet the initial costs from within its own budgets.  
**Action: Director of Information Services**

## ISC11M001

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### 9. EMAIL AND FILE RESTORATION POLICY

Considered

draft proposals for a policy on email and file restoration (A copy is filed in the Minute Book, ref. ISC11D007)

The policy was **agreed**.

### 10. ADMINISTRATIVE RIGHTS ON DESKTOP PCs

Considered

- (1) Proposals for an approach to administrative rights on desktop PCs (A copy is filed in the Minute Book, ref. ISC11D008)
- (2) IT position paper from Head of School for Economics (as Appendix to above paper)

The following comments were noted:

- 1) The Director of Information Services re-emphasised the risks associated with the proliferation of local administrative rights on PCs.
- 2) The Head of the School of Mathematics observed that a “sandbox” solution would meet the specified needs, but it was noted that additional funding for security (which would have included this) had not been made available. A pragmatic way of moving forward was therefore required.
- 3) The impact on PGR students was noted. This is particularly marked as they are typically low down on the priority list for IT support, but often have diverse requirements.
- 4) The input from the School of Economics was noted, and will ensure that ISD will be exploring a similar set of guidelines for managing laptops.
- 5) Point 5 in section 2 of the document will be removed, and replaced by more detailed guidelines on administrative rights for locally administered laptops. **Action: Director of Information Services**

### 11. IT STRATEGY DEVELOPMENT

Received

- (1) The proposals for an IT Strategy Group (A copy is filed in the Minute Book, ref. ISC11D009)
- (2) The ICT Systems team service vision (A copy is filed in the Minute Book, ref. ISC11D010)
- (3) The Network team service vision (A copy is filed in the Minute Book, ref. ISC11D011)

### 12. MANAGED PRINT SERVICE

Received

a report on the pilot of a Managed Print Service approach to photocopying and printing (A copy is filed in the Minute Book, ref. ISC11D012)

\*13. SECURITY PROJECT

This minute is confidential and attached as a separate sheet.

14. PROGRAMME OF WORK

Received

a report on ISD Programme of Work – Academic Year 2010/11 (A copy is filed in the Minute Book, ref. ISC11D0014).

15. ISD EXPENDITURE

Received

a report on ISD expenditure for Academic Year 2010/11 (A copy is filed in the Minute Book, ref. ISC11D015)

16. ISD BOARD PROGRAMMES OF WORK

Received

- (1) The Programme of Work 2011-12 for the ISD Research Board (A copy is filed in the Minute Book, ref. ISC11D016)
- (2) The Programme of Work 2011-12 for the ISD Education Board (A copy is filed in the Minute Book, ref. ISC11D017)
- (3) The Programme of Work 2011-12 for the Student Administrative Systems Development Board (A copy is filed in the Minute Book, ref. ISC11D018)

17. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes from the IT Forum 19<sup>th</sup> October 2011 are available from: <https://intranet.uea.ac.uk/is/committees#ITCF>
- Papers and draft minutes from the Library Forum 21<sup>st</sup> October 2011 are available from: <https://intranet.uea.ac.uk/is/committees/lr-forum>
- Papers and draft minutes from the Research Board 12<sup>th</sup> October 2011 are available from: <https://intranet.uea.ac.uk/is/committees/research-board>
- Papers and draft minutes from the Education Board 5<sup>th</sup> October 2011 are available from: <https://intranet.uea.ac.uk/is/committees/education-board>
- A report on the SASDB meeting from the Acting Head of Student Information Systems (A copy is filed in the Minute Book, ref. ISC11D019)

18. TERMS OF REFERENCE FOR ISD PROGRAMME BOARDS and GROUPS

Received

- (1) The Terms of Reference of the ISD Education Board. (A copy is filed in the Minute Book, ref. ISC11D020)

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- (2) The Terms of Reference of the ISD Research Board (A copy is filed in the Minute Book, ref. ISC11D021)
- (3) The Terms of Reference of the Student Administrative Systems Development Board (A copy is filed in the Minute Book, ref. ISC11D022)
- (4) The Terms of Reference of the IT Problem Management Group. (A copy is filed in the Minute Book, ref. ISC11D023)

### 19. IT SUPPORT

Received

a description of the new arrangements for the provision of IT support for the University (A copy is filed in the Minute Book, ref. ISC11D024)

### 20. AUDIT REPORTS

Received

- (1) An auditors' report on the adequacy and effectiveness of the key controls over SITS. (A copy is filed in the Minute Book, ref. ISC11D025)
- (2) An auditors' report on the adequacy and effectiveness of the key controls over IS Incident Management using the network failure as an exemplar. (A copy is filed in the Minute Book, ref. ISC11D026)

### 21. PROJECT MANAGEMENT

Received

the SUMS review of project management within the Information Services Directorate. (A copy is filed in the Minute Book, ref. ISC11D027)

### 22. NATIONAL STUDENT SURVEY

Received

an analysis of ISD-related scores from the latest National Student Survey and UEA user surveys (A copy is filed in the Minute Book, ref. ISC11D028)

### 23. DATES OF MEETINGS

Reported

that the meetings of the Committee 2011-12 had been scheduled for 2pm on the following dates:

Friday 3 February 2012  
Tuesday 12 June 2012