INFORMATION, STRATEGY AND SERVICES COMMITTEE

University of East Anglia

Minutes of the meeting held on 14 June 2011

Present: Pro-Vice-Chancellor (Professor T.D. Davies) (in the Chair), Director of Information Services (Mr J. Colam-French) (ISD), Dean of Faculty or nominated representative (Professor J. Collier) (FOH), One Director of Central Division (Mr R. Evans), Convenor of ICT Forum (Professor D. Stevens), Director of Taught Programmes (Professor G. Moore), Directors of Faculty Administration (Dr A. Blanchflower and Ms H Lewis)

With: Mr D. Westlake.

Apologies: Pro-Vice-Chancellor (Professor T.B. Ward), Chair of the Library and Learning Resources Forum (Professor R. Kaye), Director of Finance (Mr S. Donaldson), and Academic Officer of the Union of UEA Students (Ms R. Handforth)

45.   MINUTES

Confirmed
        the Minutes of the meeting held on 4 February 2011.

46.   MATTERS ARISING FROM THE MINUTES

A written update on actions from the meeting held on 4 February 2011 was provided.

1) The item in minute 27 (9) to investigate the feasibility of maintaining a database of mobile telephone numbers, and proposals for an SMS messaging service, will be included in a report on lessons learned from the network failure and the associated auditor's report, to be presented to the committee at its next meeting.

Action: Director of Information Services

In addition to the updates on actions from the previous meeting included in the written report, the following verbal updates were also given:

2) It was confirmed that the term "capping" in minute 26 (4) referred to the maximum number of students on a course.

3) It was clarified that the **new** network cores have considerable resilience and should not fail. It is therefore not anticipated that the old cores, which are retained as standby devices, will be required.

47.   STATEMENTS BY THE CHAIR

None.

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48.   INFORMATION SERVICES PROGRAMME OF WORK

Considered
a report on Major issues impacting the ISD Programme of Work 2010-11 (A copy is filed in the Minute Book, ref. ISC10D039)

(The following comments were noted:

1) There were 16 vacancies out of approximately 80 IT posts. Four of these had arisen from the new structures; two were to cover for maternity leave; several were posts which had been restricted to a fixed term, ending on 31st July.

2) It was now possible to advertise the vacancies externally. The Director of Information Services expressed his confidence that the vacancies would be filled, but noted that many new staff will be required to give three months notice to their previous employers before they can take up their new posts.

3) Significant sums have been spent from the ISD contingencies budget to employ contractors and consultants in order to back-fill ISD staff temporarily filling some of the vacancies.

4) Some parts of ISD historically experience a high turnover of staff, but this level of vacancies was nonetheless unusual.

5) The suggestion was made that it should perhaps be permissible for over recruitment to occur, in the expectation of vacancies arising. ISD will determine if the level of turnover warrants the creation of additional posts.
                                        Action: Director of Information Services

6) Approximately 30 working days are required to change a department name throughout most of the corporate IT systems, with an elapsed time of 36 days. The main issue relates to historic data, particularly if the School or departmental acronym is not changed. It was noted that the Active Directory will be changed as part of the Administrative Integration Project.

7) More work was required relating to UEA London and the Norwich Research Park. Although the development required is limited, ISD Directors were having to cover for senior vacancies, limiting their ability to deal with these additional requirements. It was noted that the work tends to be clustered in particular areas, such as networking and telephony.)

*49.   SECURITY PROJECT

This minute is confidential and attached as a separate sheet.

50.   EMAIL

Considered
Implementing email archiving (A copy is filed in the Minute Book, ref. ISC10D042)

ISC10M003

(The following comments were noted:

1) Staff email quotas will be increased to 500 megabytes over the summer, in line with the new student quota.

2) Further expansion of the quota would be technically difficult to achieve and beyond current budgets.)

51.   PORTAL and WEB

Considered
a report on investigations into the future provision of the Portal and UEA website (A copy is filed in the Minute Book, ref. ISC10D043)

(The following comments were noted:

1) The Liferay product looked very positive, and had been used for research websites requiring different branding, as well as for the Norwich Business School and UEA London.

2) Moving the UEA website from Polopoly would be very difficult to achieve in the next 12 months.

3) The committee **endorsed** the approach of undertaking a phased migration of systems to Liferay.)

52.   FACULTY IT SUPPORT

Considered
faculty IT support structures (A copy is filed in the Minute Book, ref. ISC10D044)

(The following comments were noted:

1) Some vacancies were being held back whilst work was done with managers in new roles to establish if the balance between faculties required adjustment.

2) The Director of Information Services had worked with the Chairs of the IT and Library Forums on their Terms of Reference, and would also be doing the same with the Student Information System Board.

3) Professor David Peters Corbett would chair the Web Steering Group, which will have new Terms of Reference.

4) The paper had answered some questions from the faculty of Science, and the Director of Information Services will meet with the Director of University Services (SCI and Research) to discuss these in more detail.

5) All support for the administration is likely to be split on the basis of geography, but this was still under consideration. It was also noted that it will be desirable for Directors to have to deal with only one person in relation to budgets.

ISC10M003

6) The Faculty of Health intends to engage in more e-learning. The request that the e-learning technologists being moved from the Faculty of Health should be made permanent posts was noted.)

53.   RECORDS MANAGEMENT

Considered

records management proposal (A copy is filed in the Minute Book, ref. ISC10D045, see ISSC webpage 14 June 2011 for the appendix).

(The following comments were noted:

1) A high level of work continues to be required for responding to Freedom of Information requests. It was noted that there were more requests between January and June 2011 than in the whole of 2010 (which had been a particularly busy year). Many of the earlier high profile requests were now in the Information Commissioner's Office appeals process, and required considerable effort to address. The committee recognised the burden, and recorded its thanks to the Director of Information Services and his staff.

2) There had been an increasing number of Freedom of Information requests from UEA staff and students.

3) Some Schools were reluctant to publish their past examination papers as some questions will be re-used. These are often the subject of Freedom of Information requests, which may increase in number. It was noted that a Records Retention Schedule would help to clarify this position.

4) It was noted that the proposal under consideration would place a significant burden on the University. The committee agreed that an implementation plan should be developed, for consideration at its next meeting in November 2011.
Action: Director of Information Services

5) The Records retention schedule was based on the JISC schedule: it was noted that it represented a very significant piece of work.

6) The paper had been previously circulated for comment, but little had been received. It was noted that there is a need to make progress in this area as there is an outstanding commitment to do so with the Information Commissioner's Office.

7) ISD is unable to provide coordination for further support for this work: it was questioned how it will be possible to assume that the policy will be followed.

8) The recommendation in the proposal is to follow best practice: it was suggested that the University should decide if this is practical as the Integration project continues. It was *agreed* that the Director of Information Services will determine the implications of diverting resources to it, and then ask the Executive team to consider them.
Action: Director of Information Services

9) Although an Electronic Document Records management System would deliver space savings along with records management, the records management work would need to be done first in order to provide the supporting structure for the EDRMS.

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10) The Learning and Teaching Committee will be considering the Higher Education Achievement Report, and the University is likely to need to start issuing these reports to graduating students in July 2012, on paper at first, but fully electronically within five years.

11) The approach may differ between service areas. It was noted that the structure should remain consistent, although the application of it may vary.

12) Weeding of files had been neglected for some time: the danger of not adhering to a stated retention period was noted.

13) The high level of Freedom of Information work consumes all the efforts of the two full-time equivalent staff working in this area, leaving no time for progressing records management work. The Director of Information Services will provide more detail on the staffing levels for Records Management, and a risk assessment of not doing it.   **Action: Director of Information Services)**

54.   LIBRARY... MANAGED PRINT SERVICE

(The following comments were noted:

1)   The Director of Information Services apologised for not providing a paper for the meeting, and gave a verbal report on progress.

2)   Final recommendations on this matter will be presented to the November meeting of the committee.)   **Action: Director of Information Services)**

55.   LIBRARY RULES

Received
        annual Review of Library rules (A copy is filed in the Minute Book, ref. (A copy is filed in the Minute Book, ref. ISC10D047)

56.   CONDITIONS OF COMPUTER USE

Received
        conditions of Computer Use (A copy is filed in the Minute Book, ref. ISC10D048)

        (It was noted that the Pro-Vice-Chancellor (Academic) had sent some comments to the Director of Information Services.)

57.   POLICY

Received
        anti-malware and Workstation Specific Security Controls(A copy is filed in the Minute Book, ref. ISC10D049)

        information Classification and Data Management policies (A copy is filed in the Minute Book, ref. ISC10D050)

        encryption Policies and Controls (A copy is filed in the Minute Book, ref. ISC10D051)

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58.   TERMS OF REFERENCE and MEMBERSHIP FOR CONSULTATIVE FORUMS

Received
           IT Forum Terms of Reference and membership (A copy is filed in the Minute Book,
           ref. ISC10D052)

           Library Forum Terms of Reference and membership (A copy is filed in the Minute
           Book, ref. ISC10D053)

59.   SECURITY PROJECT

Approved
           a recommendation from the ITC Forum on security of mobile devices (A copy is filed
           in the Minute Book, ref. ISC10D054)

60.   INFORMATION SERVICES PROGRAMME OF WORK

A Report on the ISD Programme of Work 2010/11. (A copy is filed in the Minute Book, ref.
ISC10D055

61.   ITC FORUM

Papers and draft minutes from the ITCF 16/5/11 are available from:
https://intranet.uea.ac.uk/is/committees/it-forum

62.   LLR FORUM

Papers and draft minutes from the LLRF 20/5/11) are available from:
https://intranet.uea.ac.uk/is/committees/llr-forum

63.   RESEARCH BOARD

Papers and draft minutes from the Research Board 25/5/11 are available from:
https://intranet.uea.ac.uk/is/committees/research-board

64.   EDUCATION BOARD

Papers and draft minutes from the Education Board 8/6/11 are available from:
https://intranet.uea.ac.uk/is/committees/education-board

65.   WEB STEERING GROUP

Papers and draft minutes from the Web Steering Group 23/5/11 are available from:
https://intranet.uea.ac.uk/is/committees/web-steering-group

ISC10M003

66.   COMMENTS AND SUGGESTIONS FROM USERS

A paper summarising recent comments and suggestions from users of ISD services (A copy is filed in the Minute Book, ref. ISC10D058

67.   REPORT ON PREPARATIONS FOR START OF YEAR

A report on Start of Year risks. (A copy is filed in the Minute Book, ref. ISC10D059

68.   DATES OF MEETINGS

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

Thursday 10 November 2011
Friday 3 February 2012
Tuesday 12 June 2012

**69.   SECURITY PROJECT

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

**70.   EXTENDED LIBRARY OPENING HOURS

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