

**Title:** **Matters Arising from the Minutes**  
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Matters arising from the minutes of ISSC meeting 14 June 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**

*Response: This is for consideration under item A5 on the present agenda.*

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:

- 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**

*Response: No action has been taken on this as yet, however now that the AIP changes have been implemented this suggestion will be explored.*

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:

- 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**

*Response: This is for consideration under item A3 on the present agenda.*

- 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**

*Response: This is for consideration under item A3 on the present agenda.*

- 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**

*Response: This is for consideration under item A3 on the present agenda.*

54. 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**

*Response: As part of the implementation of the Administrative Integration Project an approach had to be agreed for the provision of shared of network attached multifunctional devices and no further action is recommended on this aspect of work. The report from the managed print service pilot is included under item B2 of the present agenda*

CONFIDENTIAL SECTION

\*49. SECURITY PROJECT

Considered

- A)** the confidential progress report on the security project (A copy is filed in the Minute Book, ref. ISC10D040)

(The following comments were noted:

- 3) The committee agreed that a statement that it is not expected that UEA email accounts are used for personal transaction should be made, preferably inserted in the Conditions of Computer Use. The Director of Information Services will discuss proposals for this with the IT Forum.

**Action: Director of Information Services**

*Response: Complete*

- 4) The committee agreed that the Director of Information Services should return to the Executive Team in the next Financial Year with a revised budget request.

**Action: Director of Information Services**

*Response: This action has been superseded by plans for the IT Strategy Development as reported in item B1.*

- 9) The Director of Information Services will encourage the pragmatic approach of recognising risks of non-compliant equipment, which need to be documented.

**Action: Director of Information Services**

*Response: This is being embedded into the new Faculty IT Support teams; item A7 on the present agenda also applies.*

- B)** the confidential School Security audit (A copy is filed in the Minute Book, ref. ISC10D041, please see ISSC webpage 14 June 2011 for the appendix.)

(The following comments were noted:

- 2) The committee endorsed the aspiration that security is enhanced by conducting security audits. The Director of Information Services will draft a letter for the Chair to send on this point.

**Action: Director of Information Services and Chair**

*Response: Responses to security audits have been completed and we are working successfully with a number of Schools on their implementation. An external audit has been commissioned in ENV and will be used to inform further work in this area.*

CONFIDENTIAL AND RESERVED SECTION

**\*\*69. SECURITY PROJECT**

Reported

that the ITC Forum had considered the frequency of enforced password resets.

Password ageing progress summary (A copy is filed in the Minute Book, ref. ISC10D056)

- 2) Resolved: Assuming successful take up of the self help password system then a proposal for increased password reset frequency will be submitted by ISD to ISSC in November 2011. **Action: Director of Information Services**

*Response: At this stage we feel that further time is required to assess the self help password system.*

**\*\*70. EXTENDED LIBRARY OPENING HOURS**

Considered

extended Library opening hours (A copy is filed in the Minute Book, ref. ISC10D057)

(The following comments were noted:

- 4) The Director of Information Services will establish which other university libraries remain open 24 hours every day of the week, and attempt to discover their pattern of usage. **Action: Director of Information Services**

*Response: This is for consideration under item A2 on the present agenda.*