UEA
University of East Anglia

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Issue

A document outlining work planned by ISD for summer of 2012.

Recommendation

The Committee is invited to endorse the plans for ISD to be carried out during the summer of 2012.

Resource Implications

Resource implications are set out within individual project plans where relevant, rather than in this report.

Equality and Diversity

New services arising from planned work will be the subjects of Equality Impact Assessments as they are implemented.

Timing of decisions

The work set out in the report is scheduled to run throughout the summer, and in some cases, beyond. Any decisions made by the Committee affecting it will need to be put into effect rapidly.

Further Information

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Background

The summer period through to the middle of September is a particularly busy period for ISD, being the main time in the year when major upgrades and building works can take place. This document sets out a summary of the key activities planned for this period. It supplements the report on the achievements of the ISD Programme of Work (item C1 of this meeting's agenda).

Discussion

ISD planned work

The summer period through to the middle of September is a particularly busy period for ISD, being the main time in the year when major upgrades and building works can take place. The table below provides a summary of the key activities planned for this summer.

Finance System procurement phase	Over the Summer we will be working with key stakeholders across the University on the selection of a replacement for the Finance System, this will include the management of the tender process and scoping of the implementation phase which will commence in September. **Rationale** UEA has been using the same finance system for 15 years. During this time the supplier has been taken over 3 times. As a result the direction of the product has changed. The consequence of this is that several components of our current system are not being developed further and run on software which will not be supported by Microsoft from October 2014. The current system is not fulfilling all of the Universities needs for Enterprise Resource Planning and cost control within schools and faculties. Opportunities for leveraging enhanced performance and value from the system are needed. A review of options has been undertaken (see Finance Review) and a decision to investigate 'upgrading' from QL to Agresso Business World or an alternative product has been taken. **Objectives** To understand any opportunities for change and clearly articulate the University's vision for what is required of finance management systems across the University over the next 5-10 years. To investigate the potential of improving our financial planning capabilities with an Electronic Resource Planning tool (ERP). To understand the current usage of all areas of the finance system, including linkages with other systems and areas where improvement may be desirable. Included within this should be identifying areas for potential process improvement. To raise awareness of and specify/record opportunities that might arise in functionality or process as a result of replacing the current system. To develop a tender specification to evaluate financial software packages that meet the current and future requirements of the University (including

	Agresso Business World).
	Create a business case to secure funding and determine the impact of the project on ISD and other departments.
	Recruit staff to lead on the second stage of the project.
Liferay fast track implementation	The Enterprise Edition of Liferay has been purchased and is being implemented by CIS, supported by our suppliers. This work involves configuring new load balanced servers along with migrating the previous community edition to the new service.
	CIS teams are working on connecting the new Liferay infrastructure to existing systems – specifically enabling account provisioning and single sign on. Additional work to specify and design the new course catalogue and people pages has begun.
	The Digital Marketing Team are prioritising the migration of main school web pages between now and the end of February 2013. Following a review of our information architecture there will be a re-launch of the University's home page in the next month with a newly designed template in liferay. Web leads and editors for schools and faculties are currently being identified and appropriate training will be delivered by the DMT as schools are made live. The main priority over the summer is to build content for the new pages which will consist of a revision of some existing content and development of new content. This is particularly critical when referring to our main research pages as practice is currently variable across the site. This will be done in conjunction with the marketing team and school specific individuals. We are working closely with the central web team in the redesign of the course catalogue and people page information. The course catalogue will be ready in time to accommodate the KIS information which is due in September.
Attendance monitoring	Over the summer we will be working with colleagues in Estates to install card readers for use in an electronic attendance monitoring pilot. The main objective of the project is to enable simplified attendance monitoring specifically in large groups. In addition there is a requirement to have positive attendance recording in some MED modules which differs from our usual process of recording those not present.
	CIS have been investigating methods for using the existing Cardax access control system alongside the electronic timetables provided by SITS. In undertaking this work it has been necessary to ensure all timetables are registered electronically and kept up to date; this work is being undertaken by LTS, Planning and CIS.
	We have begun work with LTS to identify process and policy development which will be required to support the use of the system.
Open Athens	The OpenAthens service will replace our current Athens authentication process. The OpenAthens service enables us to use SAML and Shibboleth authentication as well as the traditional Athens route. This will greatly simply the process for accessing electronic resources, and providing access to other electronic content.

	Work to install and configure the service is progressing. We have been using a test service via the UK Access management Federation for the past 4 months and this service is now being transferred to live service on a pair of resilient servers. The OpenAthens service will be used to authenticate users to a wide range of web systems. Some of these are already being tested and some are for future development. Liferay, Student Union eVoting, Library E:resources and JiscMail external mailing lists are all being piloted or in testing.
Current Research Information Systems	With the support of the ISD Research Board a successful CUBS bid was made to purchase a CRIS (Current Research Information System) tool. A number of options have been evaluated and the ISD Research Board has endorsed the purchase of a preferred solution, Atira PURE. CRIS implementation work was initiated in May and the project work with the supplier is expected to start in early June. **Rationale** There are new Research Information Systems available that bring together a number of areas of research administration. These systems provide a single portal to enable researchers to track all aspects of research management, including grant applications, awards, research output and engagement. The systems do not replace systems like PFACT, or Awards management (PMA) used by REN but provide a single interface to the data. Researchers and administrators can link and monitor data such as applications to outputs to enable monitoring and planning based on trend analysis. For researchers the system acts as a portal to enable them to manage the publication of research output data and production of CV's. An additional module in particular has been developed to support the management and submission for the REF. This tool will be used predominantly by staff within REN but will also provide functionality for researchers.
Windows 7 roll out	In January we reported that 62.8% of workstations appearing in Active Directory had Windows 7 installed. At the beginning of May we had upgraded or installed an additional 383 workstations with Windows 7. This now accounts for 81% of the estate. Further progress has been made in removing obsolete workstation records and we expect to complete the Windows 7 roll-out before the start of the next academic year. This will be achieved through a combination of upgrades and the installation of approximately 500 new workstations arriving at the end of the financial year as part of the ongoing hardware refresh cycles.
Helpdesk and second line support review	IT support can be requested in person, via email, phone or through the IT Helpdesk. During February to the beginning of May, 2123 support requests were closed by IT Support. This figure excludes requests closed by the IT Helpdesk but it is also only a subset of the total volume of requests we receive as not all requests are logged. At the end of May the Helpdesk and IT Support will engage in a process review in order to define and improve the service that we provide. In the meantime, the web pages detailing the IT support arrangements have been amended so that users can identify who their IT support manager is. More detailed information about how the service is provided will be published following the service review and any changes have been made, as part of communicating the outcomes of the review to the wider community.

IT Support and Desktop Services Developing Better Tools	These two teams within ISD are working closely together to implement solutions to some long standing issues. Development of Microsoft's System Center Configuration Manager (SCCM) will allow technicians to utilise tools to improve the service we provide. These include the use of remote assistance tools and Systems Center Updates Publisher (SCUP) that will allow well used plugins, such as Adobe Flash Player, to be updated via a Windows update close to the point of issue rather than the more cumbersome method of packaging and deployment at set intervals. SCCM will also be used for software deployment so that we move away from software installs via Group Policy. This will have a positive effect in speeding up login times to PCs and will allow us to accurately calculate licensing requirements across the campus.
Online marking	A Project Board has been set up and met during March and April to clearly define the remit and scope of the project. Following this a small number of quick trials were started at the end of April, with academics using different technologies and devices to explore the pros and cons of online marking with real coursework examples. The impact on and implications for existing administrative processes and staff will also be examined. The results of these trials will be used to make recommendations back to the Board that will shape larger-scale trials to take place in the autumn of 2012, with final recommendations for a workable corporate approach to be made over the winter.
Video Streaming	The University currently has two video streaming systems in use: Mediasite and Helix. The former is using loan equipment but is under an agreement that extends to Spring 2013. The server has feeds from a number of lecture capture systems so a decision on its future retention and possible migration to UEA-owned servers will follow from the recommendations of the lecture capture work, during the 2012-13 academic year.
Audio Visual support	In March we made changes to the way AV is supported across campus to reflect the differing requirements and demands. It was clear that a distinction existed between equipment that can be supported by IT Support technicians and that which requires more media or production based skills. In order to simplify the service we have moved staff resource within ISD so that we now have the IT Support team and a separate one dedicated to media activities that we are referring to as the 'Studio Technology Service'. Further work will take place during May and June to update webpages and to liaise with stakeholders to explain these changes. The outcome will be that queries will be dealt with much quicker and that someone will be available to discuss requirements for conference or events that require media and production support. During May we will also review the way emergency support will be provided across campus to ensure a rapid response.
TV Studio refurbishment	Over the Summer we will undertake a major refurbishment of the TV Studio and associated facilities, this work will be complete by September 2012. **Rationale** The Television Studio has not been subject to major works or refurbishment in recent decades and requires non-trivial work for the following reasons: • Recent market research by the School of Film and Television Studies has revealed that production elements of an academic course are

extremely desirable and attractive, not just to the Home/EU market but the international student market. The primary undergraduate degree course has been altered to include a greatly increased practical element which is underpinned by rigorous academic study and this is proving popular and lucrative. Furthermore, course changes of this kind are likely to increase in line with the current UK Government's policy of placing learners at the heart of HE (as detailed in the recent White Paper). It is entirely possible that the practical element of a popular PSI undergraduate course which is currently delivered at EPIC will be delivered on campus in the future primarily due to the need for students to be based on campus in order to remove many of the current timetable constraints placed on students as a result of travel between campus and a remote venue. In order to meet the teaching requirements of both Schools of Study the Studio needs to have equipment upgrades including camera able to film in HD and edit suites which are networked (for security issues and for practical issues of dealing with digital format). This upgrade alone requires other infrastructure upgrades; for example, control panels and mixers in the gallery which are compatible with recording formats. The upgrades will bring us into line with industrial standards which could have a direct and positive impact on the employability of graduates.

- The campus already has the ability to link with live radio broadcasts which has allowed many academics and key senior staff to reach a wide audience, raising our profile and enhancing our reputation as a site of significant research. There is a desire to have the ability to do this with TV as well, in order that we reach an even wider audience which would further increase our profile and reputation. UEA is now formally part of the Norwich Research Park and a large amount of public money has been committed to NRP, and this is an ideal time to create facilities that allow the public easier access to headlines of output in order for them to get a sense of the return for their investment. The best known example of on-site live broadcasting facilities having a positive impact in the way envisaged is at Warwick University.

- To ensure compliance with current Health and Safety legislation.

Another minor reason is that we could create a local hub for linking to TV broadcasters which non-members of the UEA/NRP community might use at a price, therefore creating an income-generating facility should this be desirable.

Objectives
To have a facility that supports one of the University's core objectives in the Corporate Plan which is to "provide a student experience which is second to none". Under this key objective it is important to mention that students can currently buy more recent versions of AVID (as used in our editing suites) off the shelf for around £200. Students in the future might realistically expect that a university charging £9,000 per year would have software that is better

	than that which can be bought independently.
	Ensure that the facility is fully compliant with all current Health and Safety regulations.
	To have a facility which can be used to support learning and teaching through the creation of supporting and/or main material.
	To have a facility to support communications and media training for postgraduate research students.
	To have a facility to support communications and media training for any interested members of UEA/NRP academic / research staff.
	To have a facility capable of live link-up with TV broadcasters.
Research desktop	A proposal for a project to develop research desktops and associated support services was discussed with the ISD Research Board. It was agreed to form an advisory group of researchers to progress the specification of the project which will form a major piece of work on the ISD programme of work for 2012/13.
Exchange 2010	Staff, researcher and student mailboxes are planned for migration to Exchange 2010. Migrations are due to start week commencing 14th May and continue through the Summer vacation. These will be run throughout the day rather than out of hours as they can be run in the background. Quotas for staff and researchers will be increased to 2GB by default while students will remain on 500MB for the time being. **Rationale** The existing Exchange 2007 service hardware is now reaching the end of its 3 year lifecycle. Exchange 2010 brings a number of key benefits including expanded browser and operating system support for the Outlook Web Application (OWA) and enabling the use of cheaper SAN storage which enables us to provide larger quotas for staff and researchers. Due to server architecture changes redundancy, resilience and recovery have all been significantly improved. **Objectives** Our objective with this upgrade is to further enhance the service that we provide to the end-user. In particular the student experience will be greatly enhanced by the additional support in OWA previously mentioned. Exchange 2010 also provides us with the necessary interfaces to provide any potential hybrid or blended solution involving locally and cloud hosted services.
Filestore restructuring	Central file store is being restructured in order that volumes hosting the data are better balanced and utilised. To achieve this data is being moved to a new virtual filer in order to minimise the migration timescales. The structure of a users file store is also being updated to support multiple OS use (Mac OSX, Windows and Linux) with one location for Documents and other common desktop folders. During this change research file store is to be separated out and depending on the outcome of a POC will likely be migrated to a multi-tiered single-namespace solution where quotas can be much larger.

	Changes to desktop policies will be required to support the CFS restructuring. This should be seamless to the end user but where users have made changes to permissions to allow certain individuals access these will be removed and will require the user to re-instate them. **Rationale** The existing file store structure has been in place and organically evolved over the last 10 to 15 years. Much of its structure is based on legacy requirements which limits it's usage in a heterogeneous environment. The new structure will be streamlined and better serve the end-user. **Objectives** Our objective with this restructuring is to provide a simplified file store structure that is fit for purpose, enable us to double file store quotas every other year for the next 6 years whilst also reducing recovery times by limiting volume sizes.
IT Systems: Active Directory restructuring to support new support structures	Dependent on available time from the SPOT team we intend to restructure the user elements of Active Directory to better reflect the support structure since the Universities restructure. This work may be delayed though to accommodate the above work and ensure it doesn't clash. **Rationale** The existing structure was implemented during the last restructuring to facilitate faculty based IT delegation. Since the latest restructuring this is no longer required and the structure can be simplified to reflect this. The current structure can also cause issues for users who work in multiple departments who then lose access to resources at one or the other departments. **Objectives** The objective of this change is to simplify the structure and the rules that SPOT currently applies when users start or move department.
IT Systems: Student network printing	PaperCut is likely to require another upgrade although this is yet to be confirmed. However given the recent stability of the service we may skip the upgrade that would be due this summer. **Rationale** In order to remain within supported levels it was agreed with the supplier that we would upgrade the software twice a year. The last upgrade was applied in October but was out of step with the usual upgrade time line. **Objectives** Ensure the best service availability
IT Systems: Microsoft Office	We are investigating a rollout of Microsoft Office 2010 to Windows desktops. We will be convening a meeting of Desktop Applications working group and if approved rollout should be a seamless process via SCCM. A reboot is likely to be required. **Rationale** Microsoft Office 2010 is the current version of the office suite and it is likely

	that a number of users are already running the software on personally owned equipment. The suite has had its interface streamlined and many of the frustrations users experienced in Office 2007 have been ironed out. The suite has enhanced integration with cloud services such as Office 365 allowing documents to opened and saved directly. From a research computing perspective Excel 2010 has the facility to offload calculations and other functions to a Windows HPC cluster. A number of features have also been added to Outlook 2010 including conversation view and clean up tools. **Objectives** Our objective in implementing Office 2010 is to meet the expectation that UEA will provide them with up-to-date software that many users will already be familiar with. The standardisation of Open Office XML file formats (e.g. docx, xlsx, pptx) result in smaller file sizes meaning that user file store space is used more effectively. Exchange 2010 brings a number of new features (MailTips, External Calendar Sharing via Federation, Client Message Tracking) which cannot be fully realised without Outlook 2010.
IT Systems: Windows server – anti-virus upgrade	Around 40 Windows servers will have their anti-virus/malware software updated to the latest version. The Data Centre Technicians will manage the process and will liaise with server/service owners to arrange a suitable time and date for the upgrade. During the upgrade services with no server resilience will be impacted. The Data Centre Technicians will work with the Helpdesk to ensure users are informed of any service disruption. **Rationale** In order to prevent viruses and malware being used to compromise the services running on Windows servers it is vital that the version of the software that checks for viruses and malware is kept within the support matrix of the software supplier. The older version of the software is managed by a server that has reached it end of life – an HP P-Class Blade. Therefore by removing the older software from the servers the management server can be decommissioned. **Objectives** Determine which servers have the older version of the software and negotiate with the server and service owners a suitable date to remove the old version of the software and install the latest version. Once all the servers have been updated the management server can be decommissioned.
HPC – Grace phase 2 development	Procurement of additional hardware for Grace HPC phase 2 development, consisting of year 3 and year 4 framework funding. The actual procurement will be led by user requirements which are still being investigated, but will represent a significant advancement of computational resource available to the research community. It is anticipated that it will involve significant additional compute nodes, but could possible include upgrades to existing

	compute nodes (either through high performance low latency interconnects for parallel tasks, or memory etc). Additionally, there will be an upgrade to HPC storage to increase performance and capacity. While the addition of new hardware shouldn't present a major impact on existing use, upgrades on existing computational resources will require downtime which will be managed to reduce disruption and aim to ensure suitable resources are available at all times. The most significant impact will come with the addition of new high performance storage, which, depending on the solution could requirement significant integration to the HPC cluster. **Rationale** Scheduled phase two development of Grace **Objectives** Understand research requirements and tailor development to those requirements
Research Computing: Platform Cluster Manager Upgrade	Upgrade to the Platform software stack that runs the HPC. This will enable us to update the compute node OS, provide improved management tools but the most significant benefit will be seen by users in the form of much improved web services allowing browser job submission and management. The full upgrade plan hasn't been scheduled yet; we need to confirm how the upgrade should correspond with the new hardware installation. A managed migration from to the new solution will minimise impact on users. It is anticipated that there will however be a period of time during migration where the number of HPC compute slots will be reduced, to allow for node migration and configuration testing. Finally there will be a short period of complete downtime to conclude the migration and configuration. **Rationale** Upgrading PCM to a more recent release will resolve some issues we are seeing with the currently installed software stack, ensure we are running on a supported stack, and provide significant upgrades to the user experience. **Objectives** Complete PCM upgrade independently, but alongside the Grace phase two development, providing a more efficient and user accessible HPC resource.
Replacement of the current DHPC/DNS solution	**Rationale** The current solution is end-of-life and in need of replacement. Purchasing a solution from an external supplier mitigates against the risk of developing an internal solution and allows for easier growth and incorporation of emerging technologies. **Objectives** Replacement of the hardware and software used to manage device registration on campus.
Networking:	**Rationale**

Installation of a secondary JANet connection	To provide a resilient connection in Data Centre 2 to academic sites and onwards to the Internet in case of incident or failure in Data Centre 1. The Internet and linkages to other sites (UEA London and Queen Elizabeth Hospital in Kings Lynn) are key to the university operation. **Objectives** To provide a second connection to the JANet regional point of presence in Norwich.
Networking: Telephony upgrades to support clearing	**Rationale** To review and re-engineer voice services to better cope with the influx of calls when A level results are posted. We are working with Admissions to ensure that proposed solutions fit with their working practices. **Objectives** Where feasible all voice services used as part of the clearing process will be migrated from the legacy (analogue) technology to IP (SIP) technology. This includes the switchboard, voicemail, completion of the migration to VoIP for analogue desk phones and the migration from the historical VoIP solution. External call management services will be investigated.
Networking: Installation of replacement network load balancer hardware	**Rationale** End of life replacement for networking hardware **Objectives** Installation of new hardware to allow the migration of existing services and the development of future load-balancing services.
Networking: Additional campus network resilience	**Rationale** To develop and extend the resilient network topology across the campus to incorporate additional buildings. **Objectives** Installation of resilient connections to the east of the campus, BMRC and Cong Hall.
Data Centres: Air flow upgrade	Work will continue to improve the airflow in the Data Centres in preparation for the implementation of more efficient green cooling systems. The work involved may require IT equipment that does not have resilience power feeds to be shutdown while an alternative power source is plugged in. Equipment with a single network connection may also be shutdown while cables are rerouted. Data Centre Technicians will liaise with equipment owners over downtime for services while the work is carried out. They will also inform the IT Helpdesk of which services will be affected and for how long. **Rationale** It is essential to manage the cooling requirements of equipment within the Data Centres in order to maintain service continuity. Newer equipment requires directed air flow rather than just being within a cool room. **Objectives** Older power distribution units within the racks will be replaced with units

	that support the monitoring of temperature, humidity and power in each rack in Data Centre 1. Racks in Data Centre 1 will be aligned more effectively to allow the hot and cold air aisle to be separated. All racks in both Data Centres will be fitted with blanking plates to segregate and contain the hot and cold air flows.
Data Centres: Potential service impact due to the building of the new Teaching Building (Building 57)	The new Teaching building being built onto the end of the MED II building may impact services delivered from Data Centre 2. Prior to the start of the actual building work the area will be surveyed to identify critical underground power and network cables. Test drilling will also be performed to gauge the impact of building work vibration on equipment in the Data Centre. The building work is expected to commence in August 2012 and finish in August 2013. Though all efforts will be made to protect the cables there is a risk of disruption. At the present time we do not have dates for when the survey will commence. The Data Centre Technicians will inform system owners of the period of time of when their service/servers are at risk. **Rationale** The construction of the new building could have a major impact on ISD's ability to provide IT services from Data Centre 2. Should the construction team damage the power cables that go into the Data Centre all of the IT and air cooling equipment will be powered down in an uncontrolled fashion leading to the possibility of damage to electrically sensitive components, that will not be detected until the equipment is powered on. Losing electrical power in such an uncontrolled fashion could also lead to the corruption of data on the Storage Area Network leading to significant downtime as data is restored once the equipment is powered back on and working. Potential damage to data cables will mean that services run from Data Centre 2 will not be accessible across campus and we will not be able to monitor any equipment or services in the Data Centre. It could take some time to either repair the cables or replace them. Vibration from the construction of the new building could lead to failures in physically sensitive components in the servers and Storage Area Network. This could lead to equipment failure and data corruption which may take a significant period of time to repair and/or restore. **Objectives** Prior to construction starting we have requested a survey of the building area and its surrounds to indicate the routes taken by the electrical power and network cables. Once identified these routes will be highlighted to the construction company and physically protected. The building project team have been given data informing them of the

	maximum vibration permitted by the suppliers of the IT equipment in the Data Centre.
	Prior to construction remotely monitored seismographic sensing equipment will be installed in the Data Centre and, under close supervision, test drilling will be performed on the construction site. Vibration measurement will be taken and compared to those permitted by the IT equipment suppliers. This will provide valuable data to the construction company on what methods to use for their operation. During the construction period it may be possible to install a traffic light system that will indicate to the construction team if they are within the permitted range of vibration, a green light, whether they are approaching the maximum levels (orange) or whether they are exceeding the permitted levels (red)– at which point all work should cease and relevant people informed.
	The construction company will need to bear the full financial implications of any damage or loss of business should cables or IT equipment be damaged and result in a loss of service.
Records Management	Following the approval of a Records Management implementation plan at the November 2011 ISSC meeting, work has been initiated in building up a network of departmental contacts. Each department is being supported in the creation of their own Records Retention Schedule (RRS). The RRS defines the record types created and held by the department, their retention period, and the action at the end of the retention period.
	The work will continue through the summer with the aim of creating a complete set of RRSs before the start of the next academic year. Progress on the creation of the departmental network, and the RRS is being reported at https://intranet.uea.ac.uk/is/strategies/infregs/Records+management/RM+Contacts
Research Data Policy and Strategy	The ISD Research Board has been considering the development of a Research Data Management policy. A draft policy was first discussed at the January 2011 meeting, and following that meeting a working group was set up to look at the use of the policy and data management plans. The working group found that data management plans would not be overly onerous for researchers to complete, and thought that the DCC DMPonline tool would be useful in helping to create and manage them.
	The working group also suggested that edits to the researcher good practice guidelines would suffice in providing a policy context. However, review of the guidelines in REN concluded that a separate RDM policy would be required which could be referenced by the guidelines, much like they already do for research ethics.
	In addition, meeting the EPSRC RDM expectations also requires the creation of an RDM policy.
	Consequently, the draft RDM policy has been updated and is available for consultation and comments from the ISD website at:
	https://intranet.uea.ac.uk/is/strategies/Research+data+management+policy

	Following discussions with REN, it was agreed that final approval and adoption of the RDM policy should be sought from the Research Executive, and its development should be drawn into several strands of work arising from (but not limited to) the implementation of the EPSRC RDM roadmap.
Review of Conditions of Computer Use	The annual review of the Condition of Computer Use has been initiated and will be completed over the Summer.
Review of Security Policies	Over the summer we will be undertaking a review of all IT Security Policies. The security polices need to be updated to reflect the changing IT environment in particular cloud computing, mobile devices and virtual infrastructure. Where possible we will be seeking to rationalise the policies.
Library 24/7 business case	We intend to submit a business case for continued funding of 24/7 opening of the Library to the May meeting of ISSC, nonetheless work will continue over the Summer monitoring utilisation to ensure that best value for money is being achieved.
Library Floor 02	We have secured a small amount of capital funding that will allow us to make changes to floor 02 of the Library and will open up additional rolling stack storage for public use. This in turn will allow us to relocate stock within the Library and subject to further funding would then allow the creation of addition study facilities. The work to floor 02 will be completed over the Summer period.