INFORMATION, STRATEGY AND SERVICES COMMITTEE

UEA
University of East Anglia

Minutes of the meeting held on 3 February 2012

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), Convenor of ICT Forum (Professor D. Stevens), Chair of the Library Forum (Dr S. Connolly), Directors of University Services (Dr A. Blanchflower and Ms H Lewis), and Academic Officer of the Union of UEA Students (Ms M. Evans).

With: Mr D. Westlake (Secretary)

Apologies: Executive Dean of Faculty or nominated representative (Professor D Peters Corbett) (HUM), Independent Member of Council (Mr G. Jones), Director of Taught Programmes (Dr A. Longcroft), Director of Finance (Mr S. Donaldson),

24.   MINUTES

Confirmed
       the Minutes of the meeting held on 10 November 2011.

25.   MATTERS ARISING FROM THE MINUTES

Noted:

Min 4 4) f: investigation of opportunities for the support and management of currently locally-owned IT spaces was ongoing. The Director of Information Services was also involved in consideration of the requirements of teaching spaces more generally.

Min 4 5) c: proposals for the development of a research data management planning tool were being taken through the Research Executives. A meeting between the Associate Deans for Research, the Directors of University Services and the Digital Curation Centre was being arranged.

Min 4 6) c: confirmed that information about which rooms contain formal lecture capture equipment is included on the room booking web pages. It was noted that the ISD web pages will be re-worked.

Min 4 7) c: confirmed that the ICT Systems Director was working with the Estates and Buildings Division on plans for the Enterprise Centre.

Min 4 8) c: the Director of Information Services had initiated discussions with the Human Resources Division about the recording of training undertaken by academic staff on the HR and payroll system. It was noted that the emerging Corporate Plan indicated the need for more management information. It was confirmed that this remains a current issue; for example, the School of Economics was interested in recording this information with reference to PGR associate tutors.

Min 4 9) c: confirmed that the Director of Information Services would be presenting a Business Impact Assessment to the IT Strategy Group.

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Min 7 4); the Chair had discussed the requested changes to the plan for the migration of web services to Liferay with the Dean of Arts and Humanities and the Vice Chancellor and agreed to change the decision made at the previous meeting of the Committee. The Director of Information Services, the Assistant Director of Corporate Information Services and the Director of University Services (Admissions, Recruitment and Marketing) had then met and agreed to proceed with an accelerated migration. It was noted that the consequential resourcing issue was included on ISD's CUBS submission, and the Registrar was also considering it.

Min 8: SMS messaging for business continuity purposes had been implemented, and the Head of Marketing and Communications had been given instructions in its use.

Min 10 5): confirmed that more detailed guidelines on administrative rights for locally administered laptops had been provided. They had been discussed with the School of Economics, who was understood to be content with their IT support.

Min *5: opening of the library round the clock had been implemented. There had been very positive reactions from the students availing themselves of the increased opening. It was noted that an assessment of whether the investment can be justified will be possible as time goes on. Initial concerns about the ability to perform cleaning operations had not materialised, due in part to the efforts of the overnight security staff.

26.   STATEMENTS BY THE CHAIR

27.   ISD CUBS SUBMISSION

Considered
        a report on CUBS bids from ISD (A copy is filed in the Minute Book, ref. ISC11D029)

        (Noted that the Director of Information Services had discussed the revenue bids with the Registrar and the Director of Finance. Capital items had been considered by the Capital Planning and Accommodation Committee.

        1) 24/7 library opening 2012/13 and beyond.

            It was noted that the need for this depends on the take-up of extended opening during the pilot phase.

        2) Library refurbishment.

            a) The Capital Planning and Accommodation Committee had considered this and made money available to bring the library up to the standard of the recently refurbished floor 0. Confirmation that £1.7m would be released was awaited. It was noted that prudence was being exercised over what was being requested; for example, moving book shelves would make replacing carpets very expensive, and had not been included.

            b) The intention was to release space on floor 02 for more rolling stack, leading to increased study spaces equating to about one third of a floor. A diverse range of learning spaces would be created.

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    c) It was noted that some centrally bookable teaching spaces were far worse than the library, and a separate bid of £2.5m had been made to refurbish them. Faculties and Schools will also be expected to bring their rooms up to the same standard, and it was noted that this will need to be included in their planning by the faculty Executives. It was also noted that the funding would not cover all the centrally bookable rooms; a prioritised list had been drawn up, but the rooms had not yet been examined in detail.

    d) The strong support of the Library Forum for this bid was noted by the Committee. Quiet study spaces and dedicated spaces for postgraduate study would be particularly welcomed.

    e) The Committee's strong support for an iLab to located to the Enterprise Centre in 2014 was noted, as was the need to consider what a new iLab would look like and whether one needed to be retained in the Library.

3) <u>Finance system upgrade</u>

    a) It was noted that the current supplier of the University's finance system was no longer developing it for Higher Education Institutions. Some parts of it require the use of Sharepoint 2003, which Microsoft will cease support for in 2014.

    b) The proposal was to follow an upgrade path from QL to Aggresso Business World, the costs of which were set out in the paper for the Committee.

    c) The Director of Information Services was considering what work elsewhere in the Directorate could be given up if staff resources need to be moved to this project. A detailed business case will be brought to the Committee's meeting in June 2012.

Action: Director of Information Services

4) <u>Liferay fast track.</u>

It was noted that this had been approved by the Executive Team.

5) <u>Current Research Information Systems (CRIS) –</u>

    a) Support for this was expressed by the Director of University Services (Research and Enterprise Services). It would provide an easy web-based front-end to research outputs. It was noted that the ISD Research Board had requested that the timescale for its implementation should not distract the University from the current REF work.

    b) It was confirmed that a CRIS would not be used for the current REF, but needs to be working by 1st January 2014, to be ready for the next REF. It was noted that much work on data feeds can begin early, and indeed some had already begun.

    c) It was noted that should the "mock REF" show up concerns, the timescale could be revised.

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    d) Connections between CRIS and the finance system were noted. It was confirmed that it works with PMA, which will continue to be maintained.

    e) It was suggested that a CRIS could now be used to produce a "shadow REF", but noted that this would entail some costs.

6) Reading list software.

    a) It was noted that this would allow reading lists to be created dynamically. It had been demonstrated to the ISD Education Board and the Library Forum to wide acclaim. The Student Union's view was that it would improve the lives of both academics and students.

    b) The committee supported the bid, although not unanimously.

7) Refurbishment of student IT labs

    a) It was noted that the IT labs in the Arts building are primarily used for teaching. It was reported that this was one of the Capital Planning and Accommodation Committee's lower priorities, although this requires confirmation from the minutes.

    b) It was noted that rather than refurbishing the Arts lab it might be preferable to find a more appropriate space elsewhere on campus, or to use a better, cheaper technology. It was noted that these rooms are noisy to teach in.

    c) This bid was not considered a high priority by the Committee.

8) Wireless network in residences

    a) The strong support for this bid from the Admissions service was noted, as was the support of the Convenor of the IT Forum. It was considered that wireless coverage of residences could be phased in over a number of years.

    b) The view of the Student union Academic officer however was that the refurbishment of teaching spaces should be given a higher priority than this bid.

    c) It was noted that the costs appeared high, but that they had been checked with the Networking team. The main costs were for the necessary networking switches.

    d) It was noted that the rent for student accommodation provided by the University includes an element for broadband usage, which is provided from the subscription the University pays to JANET.

    e) The Committee agreed that wireless access in student residences is an expectation of new students, but that the costs of providing it are high.

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9) <u>Growth in storage</u>

    a) It was noted that surpluses in the ISD budget at the end of the financial year are often spent on storage, but more is always needed. The budget for the replacement of outdated storage only just covers that, leaving none for growth.

    b) Storage demand increase at about 20% per annum; this bid is for an actual growth rate of 10% per annum.

    c) It was noted that the IT Strategy Group will be looking at the costs of Cloud based storage. It was also noted however that the attractiveness of this depends on the size of files being accessed in this way; large data sets would require considerable additional bandwidth.

10) <u>Mobile University</u>

It was noted that the ISD Education Board had considered this should be given a higher priority than the reading lists software; a view endorsed by the Convenor of the IT Forum.

11) <u>Security project.</u>

Noted that this will be considered by the IT Strategy Group.

12) <u>TV studio support</u>

Noted that if courses run by PSI were to move to UEA they would save the cost of rental at Epic studios. It was noted that a discussion was needed with the School about funding for further facilities.
Action: Director of Information Services

- * The confidential business case for reading list software ISD – no comments were noted beyond the discussion of the CUBS submission..

- The business case for the Mobile University ISD (A copy is filed in the Minute Book, ref. ISC11D031) No comments were noted beyond the discussion of the CUBS submission..

28   <u>FINANCE SYSTEM</u>

Considered
    a report on the plan for the replacement of the finance system ISD (A copy is filed in the Minute Book, ref. ISC11D032)

1) The Director of Information Services reported that he was seeking the Committee's views on the approach being taken to replacing the finance system. The Finance Division had been consulted in the writing of the Project Summary document under consideration.

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2) The view was expressed that there is a need for much more agility, and the Director of University Services (Learning and Teaching Services) made a strong representation that Business Planning tools that Faculty managers can use should be included in the scope of the project, which otherwise appeared to be merely a like-for-like replacement.

3) The current inconsistency of reporting was highlighted. This leads to lack of confidence in the data and the risk of inaccuracy. The view was expressed by many Directors that the current system is not fit for purpose, and disagreement was expressed about some of the comments made in the document's appendix.

4) Concern was expressed that progressing the Aggresso Business World approach may preclude the requirement for business planning expressed above.

5) Concerns were also expressed about the timeliness and accuracy of data provided on spreadsheets.

6) It was questioned whether any Process Review had been built into the project.

7) It was noted that an upgrade from QL would be much cheaper than would be the case if a completely new system were to be purchased, and including planning tools would make it a more expensive project than indicated in the document under consideration.

8) It was noted that the University is entering a very competitive environment, and without planning software there was a risk of being outpaced.

9) It was noted that the Project Board had not yet met. Based on requests from this Committee, it will need to change the scope of the project, which should be about specifying what is required of the finance system.

10) It was suggested that the Head of School for the School of Environmental Sciences should be added to the Project Board, representing someone needing a high level of reports from the finance system. It was also noted that the Finance Division staff suggested for the Project Board do not necessarily understand the business planning needs of the Schools, and the faculty Finance manager for SSF was suggested as a suitable alternative. **Action: Director of Information Services**

11) It was noted that data should be held just once, and that everything currently provided on Excel should be replaced.

12) It was noted that capacity issues for the staff resources involved in the project need careful consideration.

13) The experiences of other Higher Education Institutions should be taken into account in making this decision.

14) The Director of Information Services will update the Director of Finance on this matter, and flag to the Capital Planning and Accommodation Committee that more funding may be required than it had allowed for.
Action: Director of Information Services

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15) The Committee noted the need for engagement from the people who use the business processes to ensure the success of changes made; this would be part of the system implementation rather than its procurement.

29   IT STRATEGY

Considered

a discussion paper on the implementation of IT strategy review ISD (A copy is filed in the Minute Book, ref. ISC11D033)

1) It was noted that the IT Strategy Group had recently held its first meeting. The views of the Committee on IT governance will be fed back to it. **Action: Director of Information Services**

2) It was noted that the ISD Education Board and the ISD Research Board had been successful in steering the work of the Information Services Directorate. The Chair expressed surprise that the Web Steering group reports to the Executive Team rather than this Committee, as it previously did. He will discuss this with the Vice Chancellor.
Action: Chair

3) It was noted that the IT Forum deals with the more technical aspects of IT not specific to the Education or Research Boards. The minutes of these groups and the Library Forum are accessible from: https://intranet.uea.ac.uk/is/committees

4) It was noted that CUBS submissions are usually brought to the November meeting of the Committee, but this year the timescale had been advanced. It was **agreed** that for the next cycle preliminary indications of what will be submitted to CUBS should come to the meeting in November 2012.

5) It was **agreed** that there should be a fourth meeting of the Committee in the annual cycle, capable of cancellation if not required. The Director of Information Services and the Committee Secretary will consider the appropriate point in the cycle for this to be inserted.
Action: Director of Information Services and Secretary

30   FREEDOM OF INFORMATION, DATA PROTECTION AND COPYRIGHT

Considered

Information Compliance Annual Report (A copy is filed in the Minute Book, ref. ISC11D034)

1) It was noted that requests continue to increase in number dramatically, and an additional post is being recruited to support this work.

2) It was reported that approximately one third of time spent on Freedom of Information Act requests relates to CRU. There had also been a number of requests relating to the School of Music, and requests relating to a number of different areas.

3) Noted that there was a typographical error in the Data protection section: The second sentence should begin "Only 13 of those cases were actioned …".

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4) It was noted that there is no understanding of the staff costs related to Freedom of Information requests in the Faculties.

5) Concern was expressed about the workload for faculties that Freedom of Information requests was causing. The Director of Information Services noted that in some cases information has to be gathered, even if it is subsequently not released.

6) It was noted that some requests relating to the School of Music had been received just before the Christmas break, and it was not possible to respond to these within the required time. It was also noted that some schools are not being prompt in dealing with requests, and the process has been revised to be more proactive in chasing up these cases.

7) It was noted that only a small number of people attend the CSED training events on compliance matters. However, each Faculty and Division has FOI contact, and these are re-trained annually. It was suggested that requests forward to staff in Faculties and Divisions could have a podcast linked to them, providing the recipient with useful information on how to deal with the request.   **Action: Director of Information Services**

31. FREEDOM OF INFORMATION

Received
The Annual review of Freedom of Information policy A copy is filed in the Minute Book, ref. ISC11D036 (Divider G)

32. TERMS OF REFERENCE AND MEMBERSHIP OF THE COMMITTEE

Received
- ISSC Terms of reference (A copy is filed in the Minute Book, ref. ISC11D037)

- ISSC Membership 2011-12 (A copy is filed in the Minute Book, ref. ISC11D038)

1) The Chair will clarify with the Pro-Vice Chancellor (Academic) whether membership of the Committee is appropriate.   **Action: Chair**

2) Noted that the membership list should be updated to reflect Professor Stevens' correct title. The service responsibilities for the Directors of University Services should also be listed.   **Action: Secretary**

3) The Chair will raise the question of attendance by members of the Committee with the Executive Team.   **Action: Chair**

33. USER ENTITLEMENTS

Received
revised ISD User Entitlement policy (A copy is filed in the Minute Book, ref. ISC11D040)

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34.   SUPPORT FOR COMPUTING EQUIPMENT AWAY FROM CAMPUS

Received
a report on the support available to users of desktop and laptop equipment used away from campus (A copy is filed in the Minute Book, ref. ISC11D041)

35.   PROGRAMME OF WORK

Received
a report on ISD Programme of Work – Academic Year 2011/12 A copy is filed in the Minute Book, ref. ISC11D042

36.   IT FORUM

Papers and draft minutes from the IT Forum 8th February 2012 were available from:
https://intranet.uea.ac.uk/is/committees#ITCF

37.   LIBRARY FORUM

Papers and draft minutes from the Library Forum 27th January 2012 were available from:
https://intranet.uea.ac.uk/is/committees#LLRF

38.   RESEARCH BOARD

Papers and draft minutes (to follow once approved by Chair) from the Research Board 11th January 2012 were available from:
https://intranet.uea.ac.uk/is/committees#researchboard

39.   EDUCATION BOARD

Papers and draft minutes (to follow once approved by Chair) from the Education Board 18th January 2012 were available from:
https://intranet.uea.ac.uk/is/committees#educationboard

40.   SECURITY BREACHES

Received
a report on security breaches A copy is filed in the Minute Book, ref. ISC11D043).

41.   SECURITY REVIEW

Received
a report on annual security review and penetration testing A copy is filed in the Minute Book, ref. ISC11D035).

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42.   ANY OTHER BUSINESS

Noted
>   the Director of Information Services and Director of University Services (LTS) will discuss a future agenda item on the recording of training sessions.
>
>   **Action: Director of Information Services and DUS (LTS)**

43.   DATES OF MEETINGS

Reported
>   that the remaining meeting of the Committee 2011-12 had been scheduled for 2pm on the following date:
>
>   Tuesday, 12 June, 2012