ISC13D008

Title:	**Report on ISD Programme of Work – Academic Year 2012/13**
Author:	Jonathan Colam-French
Date:	8 October 2013
Circulation:	ISSC – 8 November 2013
Agenda:	ISC13A001
Version:	1.0
Status:	Open

Issue

The paper provides a report on the progress made by ISD in delivering the programme of work for 2012/13.

Recommendation

The committee is invited to note the report.

Resource Implications

None

Equality and Diversity

N/A

Timing of decisions

N/A

Further Information

Enquiries about the content of the paper should be addressed to Jonathan Colam-French (j.colam@uea.ac.uk) – ext 3858).

Background

ISD Programme of Work 2012-13

Projects in the ISD programme of work 2012/13

Project	Rationale / objectives	Progress in AY 2012/13
Research desktop project	To ensure that the IT Support Service and Research Computing provision is designed and developed to meet the needs of researchers, both through the provision of appropriate tools and technologies, and in the way the service is delivered.	It was agreed that the development of IT Support Services for Researchers would be considered as part of the wider development of IT Support Services.
Desktop Virtualisation	The IT Strategy has identified that desktop virtualisation may deliver long term cost savings, including both support costs and hardware cost as well as supporting a reduction in energy consumption and costs. Additionally desktop virtualisation will support device agnostic delivery of a UEA desktop and licensed software which could provide benefits to students and the potential for a BYOD strategy for staff desktops. Virtualisation is a step change in the way that we deliver desktops and requires significant upfront expenditure; this project will investigate and develop a business case demonstrating cost benefits that will underpin any capital investment. If appropriate implement pilot	A series of options were developed for investment in desktop virtualisation and it was agreed, initially, to progress the development of application virtualisation, which has been rolled out to the student desktop and to provide a software catalogue from which staff can install certain software themselves. We are proposing to investigate options for rolling out further desktop virtualisation including extending the software available in the catalogue to include locally licenced software. We will also be looking at whether the ISD provided student desktop could be better provisioned as a thin client solution.
Wireless in residences	The IT Strategy has identified the lack of wireless in student residences as an area for improvement. The capital investment for wireless infrastructure is significant and the initial view of the University was that this was too high; providers in the market are now offering alternative approaches that embed the capital cost within student rents. This project will investigate the options for provision of wireless networking in residences and develop a business case to underpin investment or support outsourcing	The business case for wireless in residences was considered by ISSC and ET-R. At this stage it has not been possible for the University to allocate the capital required to take this project forward, but this will be reconsidered in AY 13/14.

Project	Rationale / objectives	Progress in AY 2012/13
UEA cloud tools	Review options for use of cloud tools as a replacement for or in addition to: - email provision (both staff and student) - office productivity tools (both staff and student). Review options for use of cloud tools as in addition to: - storage for collaboration Develop a business case for investment in a UEA cloud. Deliver an option appraisal of cloud based tools against local provision. Develop a set of recommendations for appropriate use of cloud tools.	The business case was considered by ISSC and it was agreed to progress with moving staff and student email provision to the cloud and this work appears on the POW for ISD for AY 13/14.
UEA London infrastructure	Review, design and plan the replacement IT infrastructure for UEA London, for procurement and replacement in 2013/14	Giving funding concerns it was agreed to defer this work until AY 13/14, some work has been undertaken to ensure that the existing infrastructures continues to provide services.

Student Administrative System	The priorities for each of the Service areas can be summarised as follows:
	 • ARM - Support for Hobsons (AY / Connect) and Paperless
	 • LTS - New Academic Model, Attendance Monitoring, Process enhancement
	 • PPE - Reporting, Greater use of e:Vision, Training record, SITS Generated Pass Lists, e:Vision based Annual Progress Meetings
	 • PLN - Conversion of Automation Task, Timetabling Auto-scheduling, Automatic Duplicate Matching
	The priorities for ISD are
	 • To move routine tasks from Client to eVision to enhance the security of the system, and promote data quality / minimise the risk of error;
	 • To maximise the use of the components of the system already purchased;
	 • To release more time for development and enhancements
		• ARM - Support for Hobsons (AY / Connect) and Paperless.
		 • LTS - New Academic Model, Attendance Monitoring, Process enhancement.
		    • NAM had a number of developments completed as well as the team providing a fair amount of advice in how to set up the system.
		    • Attendance monitoring large amount of specification work was completed and student self-certification of absence was developed and put live. Ground work (specification and development) for other strands in this area has been completed, ready for go live in next PoW.
		 • Reporting, Greater user of e:Vision, Training record and SITS Generated Pass Lists were delayed to increase the resource available for PGR Research meetings and the online PPD module catalogue, as these increased in scope and were prioritised by the PGR Office. PGR Research Meetings and online PPD module catalogue have both been developed and put live. However,

Project	Rationale / objectives	Progress in AY 2012/13
	by minimising the resource allocated to routine support.	Reporting, Greater use of e:Vision and SITS generated Pass Lists all had considerable work completed for them and are therefore in a good position to be completed in next year's POW. • PLN – Automation tasks have been almost fully developed and have undergone user acceptance testing and are expected to go live in October 2013. The suspension tasks were postponed until August 2014 so that SPOT work could be carried out to allow for the SITS changes. Timetabling Auto-scheduling was started as a BETA project in this Programme of Work, but is expected to continue to at least December 2013. Automatic Duplicate Matching was dropped as the resource in the team was not available at the time that it would have had to have been completed from a stakeholder point of view.
Finance System replacement	Will oversee the upgrade of the current finance system from QLx to Agresso Business World. Develop plans for the subsequent replacement of PfACT. This project is being managed by the Finance Division.	The first phase of implementation has been completed. With the Finance system going live at the beginning of August as planned. There are several procedural and data feed issues that are still being resolved. Notably feeds between SITS(SAM) and ABW. Changes to account coding structures have entailed more changes to SITS than envisaged with consequent knock on ramifications, we are working with Tribal to resolve these issues During the year it was decided to pend work on PFACT and PMA migration to the equivalent modules in ABW. This work is now scheduled for completion in May 2014
Pure Research management system	Continuation of the implementation of the PURE research management system to provide a virtual research management environment and tools to support REF	Pure is now running as a live system, with all research outputs being added directly to this software rather than Eprints. The Eprints link is now live and data is being transferred between the two systems Work to complete financial feeds of project information has stalled pending the completion of work on phase 1 and part of phase 2 of the Finance project

Project	Rationale / objectives	Progress in AY 2012/13
Liferay rollout and portal replacement	Continuation of the roll out of Liferay for the delivery of the main website. Oversee the migration of the Portal to Liferay and plan for decommissioning of Blackboard Community System.	ISD supported the Digital Marketing team in the migration of all school and faculty pages into Liferay, including development to extend Liferay core functionality to meet UEA's needs. We have developed course catalogue and people page functionality, and portlets to support UEA's complex navigation and breadcrumb requirements.
Business case for Enterprise reporting and Planning tools	Discoverer is coming to end of life and will need to be replaced, additionally the new corporate plan and administrative structures have introduced a requirement for more granular and flexible reporting tools along with the need for new tools to better support departmental financial planning and modelling. This project will investigate options and develop a business case to underpin any investment.	The business case for enterprise wide reporting tools and planning tools was considered by ISSC. Funding has been made available within ISD budgets to progress the enterprise wide reporting aspect only.
Business case for EDMS	Propose that this is deferred until 2013/14	No action was taken on this.
Library systems futures.	The Library management system and online Library are key to the delivery of high quality content in support of both teaching and research. This project will investigate the options for replacement of the Library management system, continued development of the online Library and tools to improve the student experience of access to relevant content.	A summary report was produced and presented to the Library Forum. Evaluation of new and emerging systems will continue in 2013/14 and data clean-up activities will also take place on the existing system to make any future migration more straightforward. One interim recommendation, the move of UEA's existing resource discovery (Primo) and linking software (SFX) to a "remote hosting" model to improve reliability and improve the student experience will be progressed in 2013/14.
Review and redevelopment of ISD web pages	The project will oversee a review of the ISD web pages, this will include a review of the overall structure and content. It is anticipated that significant levels of additional content will be created to support an increased move towards self service support for Library and IT services	This work was deferred pending input from the digital marketing team.
Potential Library buildings project	This project is subject to the release of additional funding. Plans needs to be developed to support a phased investment in the Library building and potentially at short notice. If additional funding is made available then this work will oversee the building redevelopment.	No significant refurbishment of the Library building was possible, however furniture on a number of the reading floors was replaced over the summer.

Project	Rationale / objectives	Progress in AY 2012/13
Value added student IT Support	Development of an outsourced student PC repair service. Setup a student laptop loan service.	On closer investigation it was felt that demand for these services was extremely limited and with the approval of the IT Forum this item was not progressed.
Review of entitlements	Review entitlements and access rights with the aim of reducing complexity.	A review has been completed of our current provision of entitlements for users of University services. Analysis has been undertaken to identify issues within the current entitlements provision and the related operational procedures. A report is being constructed to make recommendations for streamlining provision, making changes to remove or reduce issues and to make improvements.
DC1 cooling (Estates led project included for information)	Replacement of the cooling in the main data centre	This work was completed.

Planned service enhancements 2012/13

The service catalogue below lists all services provided by ISD and details planned service changes or enhancements, in some cases no changes are planned for services, these are nonetheless included in the report for completeness. Any questions about a proposed service change should be directed to the ISD lead. We intend to provide regular updates on progress in the same format as below using red, amber, green status indicators.

Services are aggregated into twelve high level groups as shown below.

S1 - Library resource provision

S2 - IT infrastructure in teaching spaces

S3 - Staff and student enquiry services (including both Library and IT front of house and helpdesk functions)

S4 - IT infrastructure, email filestore, etc.

S5 - Networking and telephony

S6 - Research Computing

S7 - Technology Enhanced Learning

S8 - Administrative systems

S9 - Studio Technology Service

S10 - Print Group services

S11 - Security Policy and Compliance

S12 – Services for partners and other third parties

Library Resource Provision

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
10	Archives and Special Collections	Providing support and documentation for Archives and special collection services for all users taking queries via phone, email and face to face.	• Improve visibility, relevance and impact of Archives services for all faculties – 'task and finish' group, including setting up an archive steering group.	An initial meeting of the Archive Steering Group took place and further meetings are planned for 2013/14.
29	Information skills training (Library)	User education programmes on the use of Library resources suitable for the needs of different groups within the University community, and delivered by the most appropriate method for the content required	• Development of the existing information literacy training programme to encompass the wider digital literacy context.	The information skills programme was updated this year to incorporate digital technologies such as mobile and tablet for example. A new online section called "Learning in the digital age" was created http://www.uea.ac.uk/is/infoskills/digital
35	LaRC (Learning and resource centre)	Located in the library building, the LaRC provides a space where staff and research postgraduates can meet and access learning resources to support personal development. Includes provision of two training suites predominantly for use by CSED.		
38	Library catalogue and search tools	Search and enquiry tools to allow interrogation and access to the library catalogue and all other UEA electronic catalogues of resources.	• Implement Knowledgebase+ for e-resource management.	Proof of concept work was completed and further work is planned for 2013/14 as part of normal back of house processes.
			• Implement OPAC via Primo functionality including enabling mobile interfaces	This was deferred following a decision to move Primo to remote hosting during 2013/14.
			• Upgrade to Primo version 4 to allow for discipline based searching.	This was deferred following a decision to move Primo to remote hosting during 2013/14.
			• Implement OpenAthens Single Signon to PDS	This work has been deferred and will be completed as part of the Library Systems hosting project

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
39	Library Collections and Resources	A collection of physical and online books, journals and databases available on and off campus. Subscription service providing access to over 10,000 CDs of music. Provided to support the teaching, learning and research activities of the University.	• Negotiate for inclusion of library related questions in module evaluation forms.	After some initial investigations and discussions with the Students' Union, this work was not progressed as it was felt there were too many negotiations that would have to be undertaken with each School. Instead other feedback mechanisms such as attendance at Staff/Student committees and School Boards were felt more likely to pick up issues as they arise rather than after the event. The ISD Survey and other student surveys also provide significant detail.
			• Review high demand and loan periods in light of 24/7 opening.	The reviews were completed and changes made which are summarised here: http://www.uea.ac.uk/is/news/borrowing-changes-100913
			• Clarify reservation and recall system.	This work is postponed to 2013/14.
			• Implement OpenAthens via UK Federation and Single Signon	Completed
			• Respace collections post summer refurb work.	Completed
			• Investigate options for off campus external store and cost of fetch and carry service.	Indicative costs have been received from two companies and these will be fed into future library and campus space discussions.
			• Review licence model for RACs.	Completed
40	Library facilities	Provision of a range of study spaces and special facilities including; individual study carrels, bookable group study rooms and pods, open	• Refresh of self service equipment to include option for proximity cards.	Self-service equipment has been refreshed. Hardware to enable use of proximity cards instead of library bar codes has been fitted but changes to the

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
		access group and individual study areas, AV viewing equipment, lending facilities and self service and mediated services.		Library System to support the alternative identification method are not currently live
			• Develop business case for online bookings software for individual and group study spaces.	This work was deferred to 2013/14 and is now being reviewed as part of the SITS room booking functionality review being undertaken by CIS.
			• Enhance power supply and wireless access	As part of works to replace furniture over the summer power has been provided to 96 desks on floors 2 and 3 of the Library. The nature of the building prevents us from easily providing power to other reading desks. A review of wireless coverage in the Library was commissioned and changes made which have improved performance of the wireless network in the Library.
42	Library services for academics	Specific Library services for academic staff. Including support for putting course materials on Blackboard, a liaison, advice and support service and management of an inter library loans service	• Resubmit business case for reading list software	The business case was resubmitted and widely supported but unfortunately it was not possible to fund this work against other university priorities at the time.

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
43	Library services for researchers	Specific Library services for researchers. Including quiet bookable postgraduate study area, interlending and document supply and support for thesis submission and holding.	• Support REN and SPC in broadening support for research publications and associated research data in light of research council mandates (self publication, bibliometrics, Gold open access, etc.)	A successful business case was made for an Open Access Officer to be located in REN and a university wide policy for the payment of Article Processing Charges was approved by Research Executive.
			• Ethos (British Library's Online Thesis service) and EPrints link up to enhance online e-theses service.	This work was deferred as staff resource was focused on the implementation of PURE.

IT infrastructure in teaching spaces

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
33	IT teaching, training and study areas	Provision of IT teaching and study, training, and casual access areas.	• Review of provision of both central and local IT teaching spaces and future IT/AV requirements. The will be impacted by the outcomes of the virtual desktop project.	Following work with Snellings, a standard AV specification was developed for various types and sizes of teaching spaces at UEA, which was used as the template for the refresh of 64 spaces during 2012-13.
36	Teaching room support	Provision of support for the use of IT and AV equipment in all teaching and meeting rooms on campus.	• Review and recommendations for lecture capture tools.	A set of recommendations for an organisation-wide software-based provision was produced. Funding was not provided to take this forward.
			• Recommendations for technology in teaching spaces of the future.	Options for different display technologies were explored in 2012-13 and included in some of the refreshes of teaching spaces, for example the use of plasma screens and LED-based projectors.
			• Support for new build and refurbishments, including; Building 57 and Enterprise Centre.	ISD helped (building 57) and continues to play an active role in (NRPEC) specifying and implementing AV and IT in new teaching space developments.
			• Support to PSI in development of business case for new AV edit lab.	Costings were identified and provided to HUM to assist with considerations for providing additional teaching spaces.
60	Student network printing	Pay per use printing and copying service for use by students. Students	• Review options for a combined printing and photocopying service.	This work has been deferred to 2013-14.

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
		can add credit to their accounts via pay machines in the Library, ARTS and ITCS buildings or online.	• Review infrastructure resilience	Completed. The review highlighted an issue causing service disruption and a number of configuration issues. All issues have been resolved and no further service disruption has occurred.

Staff and student enquiry services (including both Library and IT front of house and helpdesk functions)

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
7	Campus cards and user account administration	Management, production and issuing of campus cards and user accounts, providing access to a range of services including, IT accounts, car park and building access, identification, library borrowing, and Sportspark access.	• Migrate card production from Envision to single point print and encode on Cardax	Completed
31	IT Helpdesk	Providing first-line support and documentation for service for all users taking queries via phone, email and face to face. Hosting, maintenance and development of the system used by central and Faculty based IT helpdesks for management of calls	• Development of web pages to provide better support for third party devices.	Web pages have been re-structured to improve visibility and navigation, and content refreshed (including help sheets) to aid users with personally-owned devices.
			• Review of opening hours and hours of support.	The opinions of the user community were sought as part of the annual ISD survey in winter 2012-13. This indicated a mixed and fairly balanced view of whether services should be provided earlier in the morning or later in the evening. More investigation will be carried out in 2013-14.
32	IT support	Providing second line technical support and installation services for all central units and faculties (excluding CMP) which includes hardware and software purchasing advice	• See project - Research desktop	
			• Develop agreed levels of support for third party devices.	A corporate policy on the support arrangements for mobile devices was developed and approved by ISSC.
			• Review of opening hours and hours of support	A comparative review of opening hours of Library and IT Helpdesks was undertaken and a gap analysis identified some inconsistencies. Further work is planned for 2013/14.

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
41	Welcome and Security Desk	A reception service, welcoming and helping users and visitors to the Library building with basic information and directional requests.	• Review of opening hours and hours of support	A comparative review of opening hours of Library and IT Helpdesks was undertaken and a gap analysis identified some inconsistencies. Further work is planned for 2013/14.
			• Implement improved system for issuing day and visitor passes.	The V1 process is continually being reviewed and refined in conjunction with HR.
65	User education and training	Training and support for UEA staff on corporate software, policy and compliance matters.		
75	Library Helpdesk	Providing first-line support and documentation for Library services for all users taking queries via phone, email and face to face	• Review of opening hours and hours of support	A comparative review of opening hours of Library and IT Helpdesks was undertaken and a gap analysis identified some inconsistencies. Further work is planned for 2013/14.
30	ISD Web pages	Provision of a web site providing information about ISD services and associated support information.	• See project - Review and redevelopment of ISD web pages	
37	Liaison	Consultation and feedback channels to ensure service delivery supports the requirements of the University; includes direct liaison with Faculties, Library Reps and FITSMs, users surveys and suggestions and comments channels.	• Annual ISD User Survey	Completed

IT infrastructure, email filestore, etc.

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
6	Server hosting	Providing full physical and virtual server hosting service including quote based on specification, order, operating system (Windows or Unix) with option for updating and hosting in secure, environmentally controlled machine room.	• Continued roll out of virtual server environment. As servers are replaced they will be replaced by virtual servers where appropriate (links to Corporate Applications Server Replacements – see below)	Completed
			• Review of SQL server version hosting Infrastructure services databases (SCCM, SCOM, VMware)	Completed
			• Upgrade of SCOM (Operations Manager - Monitoring to 2012)	Slight delay, expected to be completed by 7th October
			• Quarterly server firmware and driver upgrades (to remain within support)	Completed
9	CCTV	Hosting and maintenance of the operating system and hardware supporting CCTV over IP service run for Estates	• Implement server replacement programme over the next three years, working with Estates and the supplier.	Completed
11	Data storage	Centrally provided data storage, backups and archival for all registered UEA users and shared data storage for departments and research groups. Additionally storage infrastructure for service requirements.	• Implement new model for research data storage.	Work carried forward to 2013/14 due to delays from the supplier
			• Tender for storage supplier.	Work carried forward to 2013/14 (low priority)
			• Replacement of NSeries N5600 gateway filers	Complete. This work was identified because IBM removed the support for N-series filers working alongside SVC. We have negotiated an extension to this support which removed the need to replace filer before the end of its planned life, and removing the

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
				immediate need to migrate the other N-series filers.
			• Migration of NSeries gateway data away from SVC	Complete. See above.
			• Yearly replacement of end of life storage	Completed
			• Automated moving of file store when people become a researcher or from INTO to UEA (SPOT activity)	Deferred
12	Data Centres (was Computer suites)	Provision and management of secure, environmentally controlled spaces for hosting services.	• See project - Replacement of cooling system in DC1 and DC2 (led by Estates)	
			• Review of low level backups	Completed
			• Review options for off-site backups	Completed
15	Desktop development & support	Desktop development, maintenance and deployment to a standard PC desktops, to support the educational, research and business activities of the University. Provision of an archive of software, public domain or site licensed available to all UEA staff and students.	• See project - Desktop virtualisation	
			• See project - Research desktop	
			• KMS (Microsoft software licensing) Server replacement	Completed
			• See project – Value added student IT Support (Student Laptop Loan Service)	
			• Application repackaging and deployment	Completed
			• Upgrade of SCCM (Configuration Manager to either 2007 R3 or 2012)	Completed
			• SCCM collections – naming conventions and optimisation of configuration	Completed

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
			• Migration of software deployment from Group Policy to SCCM	Completed
16	Application deployment	Installation of applications which have not been packaged and therefore require manual install. ISD technician teams cover areas all areas except CMP. Management of groups of users in Active Directory controlling automatic application deployment and access to departmental shares	• See project - Desktop virtualisation	
			• See project - Research desktop	
			• KMS (Microsoft software licensing) Server replacement (virtual)	Completed
20	Management directory services	Provision of a DNS, DHCP and network registration tools and managing additions, changes and deletions.	• Roll out of replacement DNS / DHCP software	This work was turned into a formal project. Services were successfully migrated to the new system over the summer months. There is now some minor tidying of data and revisions to documentation to be completed. A review of the project will be conducted before the project is closed.
21	Email lists administration	Provision of automatically generated staff and student mailing lists. Provision of custom mailing lists to allow creation and administration of ad hoc lists by registered list administrators.	• Upgrade/Replace mailman	Some work has progressed, remainder carried forward to 2013/14 (low priority)
22	IT staff email and groupware services	Infrastructure to support staff groupware provision, including email distribution lists, email, contacts,	• Replacement of Can-it Web and database servers	Replacement deferred as this service will not be required when email is migrated to the cloud

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
		calendar and tasks.	• Investigation of retention policies for 'Deleted Items' and 'Sent Items'	Completed
23	Student email service	Infrastructure to support student email provision	• Link Student Timetable to Outlook	Completed
63	UEA authentication service	Provides user, group and device credentials to control access to UEA systems and infrastructure.	• Active Directory OU restructuring to support new IT support structures. Focus is on user accounts and groups.	Completed
			• Replace Domain Controllers servers at UEA Norwich.	Servers have been replaced however migration of Eduroam to the new servers is outstanding. This is due to take place during the Christmas vacation
19	Digital signage	Provision of large format electronic screens for information provision		

Networking and telephony

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
34	JANET and offsite connections	Provision and management of the links to JANET (Joint Academic Network) and beyond to the internet. Provision and management of dedicated links from UEA to remote off-campus sites: NAM site at QEH in Kings Lynn, SISJAC, Mary Chapman Court (student residences), IWA, Norfolk Archive Centre (including East Anglian Film Archive)	• Replacement firewalls	Work carried forward to 2013/14 to allow focus on management directory services and pending the revisions to the JANET connection (see below)
			• Installation of a 2nd JANet connection	Planned work superseded by wider developments on Norwich Research Park as part of Project26. JANet will provide this connection, as well as an upgraded primary connection, within the academic year 2013/14 as part of the JANet6 rollout
48	Campus wired connections	Providing and managing the core high speed network across campus, managing the installation of data points and wiring.	• Review the requirement for network access control with the potential rollout of BYOD and cloud tools.	Work carried forward to 2013/14 (linked to replacement firewalls)
			• Rolling switch replacements (locations to be posted on ISD web site)	Completed
53	Remote access	Services allowing remote access to the network via VPN and dialup.		
57	Residences network	Providing an Ethernet data connection in each of the UEA student residences rooms	• See project - Wireless in residences	
61	Telephony infrastructure	Provision and support for the telephony infrastructure, including installation of new lines, moves and changes, etc.	• Migration of emergency phones, fax machines and special need users to VoIP	Work carried forward to 2013/14 due to staff vacancy
			• Decommissioning analogue exchange	Work carried forward to 2013/14 due to staff vacancy
			• Re-issue of the telephone directory	

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
		Provision of central telephone switchboard services, line billing and directory.	• Switchboard software upgrade and training in its use	Work carried forward to 2013/14 due to staff vacancy
72	Wireless network	Providing wireless network connections across selected sites on UEA campus. Devices can be connected to the UEA wireless network (for members of the university) or BT Openzone (for non-members)	• See project – Wireless in residences	

Research Computing

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
56	Research computing	Research computing services for staff or research students and associated research staff.	• See project - Research desktop	
			• Phase 2a HPC implementation	Completed
			• HPC cluster management - software stack upgrade (hardware and OS support update)	Unable to progress due to supplier takeover, work carried forward to 2013/14
			• Implementation of Windows HPC service	Work carried forward to 2013/14 due to lack in response from Microsoft
			• Decommission ESCluster	Completed
			• Implement new HPC Storage model and infrastructure	This storage will be integrated with the new model for research data storage. Work carried forward to 2013/14 due to delays from the supplier.

Technology Enhanced Learning (TEL)

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
69	Virtual Learning Environment & Portal (Blackboard)	Support, Hosting, maintenance and development of a web-based system for creating and managing electronic teaching materials	• Replacement of 5 servers and server virtualisation	Server replacement was not necessary – Blackboard is now hosted offsite
			• Develop proposal to expand the capacity of BlackBoard support to work with Schools to maximise the benefits of the VLE	We have undertaken several pieces of work with external consultants to improve the way SITS and Blackboard are linked to improve its use in MED
	Staff development	Providing staff development opportunities related to teaching and learning technology including; staff induction, CPD and other training		
	Consultancy and advice	Providing consultancy and advice related to teaching and learning technology	• Contribute to the design and development of technology-enhanced teaching and learning spaces – see above	Completed.
	Research and development	Exploring new or innovative technologies or practises through formal projects or investigation	• Support for Lecture Capture Working Group's development of corporate strategy – see above	Completed.
			• Support for electronic marking project	Completed.
			• Develop pilot Teaching Excellence Website	Completed.
			• eAssessment	The learning technology team have provided ongoing assistance to a variety of technology trials and investigations across the community.
			• Opportunities for use of mobile devices	
			• Support for distance delivery and assessment	
			• Web conferencing	
	Content Creation	Creation of teaching and learning materials for use by academics and students	• Production of video and audio materials	Completed.

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
	Learning technology support	Provision of hardware and software and support for TEL technologies. e.g. Support for use of audience response system		

Administrative systems

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
1	3rd Party Database Hosting	Hosting of Oracle, SQL Server and MYSQL databases on CIS DB systems for 3rd parties	• Roll out of virtual server environment to selected services (not Oracle) • SQL Server 2012 Cluster Implementation • GC 12g Upgrade • Implement MySQL Replication & MySQL 5.6 Upgrade • Oracle 12 (or 11.3) Upgrade • Implement improved resilience with SQL Server A/A/P Configuration	All software upgrades and server replacements have been completed
2	Access control (Cardax)	Hosting, maintenance and development of the swipe card access system providing electronic access to certain buildings and doors within certain buildings and access to car park barriers.	• Migration of card production from Envision to Cardax for single point print and encode	Completed
			• Rollout of Premier Client	Completed
			• Integration with Catering Time & Attendance and SITS Electronic Registers	In progress – delayed to lack of time in Estates and SITS team
4	Accommodation and conferences (Kinetics)	Hosting and maintenance of the system used to support student accommodation and conference office activities.	• Review of software and production of a support and development plan for future work	Completed
8	Car parking management	Hosting, maintenance and development of the system which records use of the car park and issues monthly statements informing users of associated costs	• Changes to charging mechanisms to support Transport Policy 2010 phase 3 charging changes	Completed

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
14	Customer relationship management (Raiser's Edge)	Hosting, maintenance and development of the system for the Alumni office, MAC, REE and Faculty offices to enable management of relationships with graduates and external people and organisations associated with the University Hosting, maintenance and development a web Portal for Alumni.	Review of software and production of a support and development plan for future work	Completed
18	Digital repository	Hosting, maintenance and development of the system to store and allow searches on research papers, e:theses and publications.	• Migration of research paper submission to PURE	Completed
			• Link E:Prints with Pure	Completed
24	Employability	Hosting and maintenance of the system providing management of employment opportunities for students	Review of software and production of a support and development plan for future work including the implementation of a new Employability System	Review complete New system implementation to be completed in January 2014
26	Estates management (Concept)	Hosting, maintenance and development of the system used to support the day to day business of EST including: helpdesk call logging, work scheduling, preventative maintenance, building project management, and integration with CAD systems	• Initial review of options for Concept replacement. Investigation into Aggresso Field Force as part of ERP solution for potential project in 2013/14	Investigations complete Project to migrate to Concept Evolution is in progress
27	Finance system (QLX & PMA)	Hosting, maintenance and development of the system providing	• Replacement of 5 servers and server virtualisation	Not required – system migrated

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
		a general ledger and project accounting for management of financial transactions (including project management account functions for research grant management)	• Migration to new Finance system using new hardware infrastructure	Phase 1 completed (remaining work relates to migration of PMA and PFACT – due November 2013)
44	Nursery System	Hosting, maintenance and development of a system to support the management of the Nursery	Review of software and production of a support and development plan for future work	Completed
46	Federated Access	Provision of a service to enable offsite authentication to UEA resources, and to enable authorised access to offsite electronic resources. Includes OpenAthens and Athens DA.	• Rollout of OpenAthens to multiple Web Systems • Rollout OpenAthens to UK Federation and E:resources	Completed
47	Personnel & Payroll (ResourceLink)	Hosting, maintenance and development of a system used by HRD, Payroll (FIN) and Faculty administrative offices for the management of personnel records and salaries.	• Replacement of 3 servers and server virtualisation	Completed
			• Rollout of self-service payslips	Completed
			• Implementation of self-service personal details (addresses)	Deferred to 2013/14 POW
54	Report development (Oracle Discoverer)	Hosting, maintenance and development of standard reports to support the business requirements of the University. Provision and support for the use of ad hoc reporting tools. Maintenance of a	• Replacement of 3 servers and server virtualisation	In progress (delayed due to server availability and change embargo periods over start of year)
			• Develop business case for Enterprise reporting and planning tools	Completed

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
		Datawarehouse to store corporate data and enabling reporting from this using the standard reporting tools	• Plan and or migrate to new products on virtual servers	In Progress (delayed due to server availability and change embargo periods over start of year)
55	Research application planning (pFact)	Hosting, maintenance and development of PfACT, a full economic costing tool used by FIN and across campus when submitting a research grant proposal	• Replacement of 1 server and server virtualisation	On Hold – server will be decommissioned when PFACT is moved to ABW in Nov
59	Student information system (SITS) - including evision	Hosting, maintenance and development of the system providing support for the administration of the student lifecycle including enquiries, admissions, registration, teaching, assessment, awards and accounts. Used across campus in Faculty administrative offices and within ACAD	• Replacement of 3 servers and server virtualisation • See project - Student Administrative System (see appendix for detail)	Completed
70	Web content management (Polopoly/Portal)	Hosting, maintenance and development of the systems allowing publication of content on the web, including public, intranet and portal. Excludes maintaining content.	• Replacement of 2 servers and server virtualisation	Server replacements deferred to October 2013 due to additional work on Liferay stability issues
71	Web site Hosting	Hosting of web sites on CIS web servers for 3rd parties, including research websites Excludes development of sites or maintaining content.	• Replacement of 2 servers and server virtualisation	In progress (as above)

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
73	Identity Management	Providing Identity Management Services to support account provisioning, visitor management, deduplication and identity based data feeds	• Initial planning and business care for SPOT replacement.	Business case accepted and funding made available for 2014/15 academic year
74	Estates Document Archive	Hosting, maintenance and development of the document management system used to hold archive copies of Estates drawings. This includes the full scanned archive of site and building drawings from 1965 and additionally live AutoCAD site and building drawings	• Replacement of 1 server and server virtualisation	Not required
			• Possible export of data and decommission of this service	Completed Service has been decommisioned
50	Print purchasing (Tharstens)	Hosting, maintenance and development of a system a system used by print group to enable management of print orders	Review of software and production of a support and development plan for future work Upgrade the Tharstens application to the latest version	Review complete Software upgrade scheduled for March 2014

Studio Technology Services

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
3	Access grid	A research communications tool allowing individuals or groups to collaborate with other institutions without leaving the campus. Sessions can be formal or informal: meetings, seminars, lectures, or work sessions		
13	Conference and public event support	Provision of support for the use of AV equipment by conferences or public events		
62	TV studio	Facilities management of TV Studio with Edit Suites and tapeless workflow system. Media and Audio advice and guidance on use of equipment such as microphones and cameras (moving images).		
66	Video and audio copying	A video and audio recording service of materials which are copyright cleared		
67	Video and audio streaming	A streaming service for network delivery of pre-recorded video and audio files		
68	Video conferencing	Maintenance and operation of video conferencing room on floor 02 in the Library. Provision of advice, guidance and support for the operation of video conferencing suites elsewhere on		

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
		campus. Advice and guidance in the choice and use of video conferencing solutions.		

Print Group services

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
	Printing	Preparation, printing and copying of a variety of materials and formats on request		
	Printing Online Coursework	Printing of coursework submitted electronically		
51	Print buying	Procurement of printing materials and services sourced externally.		

Security Policy and Compliance

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
5	Anti-virus and malware software	Provision and update of University approved anti-virus software to UEA owned servers and clients.	• Review of anti-virus software	This work has been carried forward into 2013/14 (low priority)
17	Digital certificates	Managing and maintaining internal and external (Janet) digital certificates for services to ensure security compliance.	• Upgrade certificate servers to Windows Server 2008 R2	This work has been carried forward into 2013/14 (low priority)
25	Ensuring statutory compliance	Providing advice, guidance and training to assist the University in ensuring statutory compliance. Management and coordination of responses to requests. Includes copyright, data protection, freedom of information and environmental information regulations.	• Information Security fortnight.	Completed in January 2013.
			• Investigation and business case to support investment into FOI/EIR logging tools.	Complete.
			• New Information Security training	Complete.
			• New DPA awareness training and process to ensure those who should have training have access to it	Not complete. A review of all information compliance training courses will be conducted in 2013/14.
			• DPA privacy notice template and process review	Complete.
			• Final report to ISSC on implementation of records management and records retention schedules.	Currently in hand. A report has been prepared for ISSC for their information [*insert doc reference*]
			• ICO will update the publications scheme for HEIs in 2012/13. A revision will be required to match the new format	Not complete. A review of the publications scheme will be conducted in 2013/14.
28	ICT Policy Development	Development of ICT policies to ensure compliance with legislation and JANET Acceptable Use Policy, and in maintaining security and availability of University information	• Security policy review and refresh	Complete.

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
37	Liaison	Consultation and feedback channels to ensure service delivery supports the requirements of the University; includes direct liaison with Faculties, Library Reps and IT Support Managers, users surveys and suggestions and comments channels.		
49	Policy Development	Development of relevant policies within the remit of the division to aid in maintaining compliance with legislation and JANET Acceptable Use Policy, and in maintaining security and availability of University information	• Review of General Information Security Policies	Complete.
58	Security incident investigation	Investigation of incidents caused by misuse of UEA's IT services or network and which potentially contravene the University's Information Security Policies	• Development of a proposal for an information security service to coordinate work across groups on information security: risk monitoring, policy, implementation, advice and guidance, training, audits, and incident response and investigations.	Not complete. The service has been scoped, including options for current resource and additional resource. The design of the service will be finalised in 2013/14 when additional resource is made available.
64	UEA site licensed software	Negotiated site licences for software strategic to the University's teaching and research Delivery and management of software to manage site licences Management of electronic licenses distribution for certain operating systems and applications	• Review and audit of site licence software agreements and funding model.	This work has been carried over to 2013/14

Services for partners and other third parties

Srv ID	Title (Service Name)	Description	Planned service enhancements / activities	Progress in AY 2012/13
	IT and Library Services for UEA London		• See project - UEA London infrastructure	
			• Support UEA London investigation into shared library services with Coventry and Glasgow Caledonian sites. B (NL)	Initial discussions took place but no shared strategic drivers identified at present.
	IT and Library Services for INTO			
	IT and Library Services for partners		• Advise NNUH on future provision of their library services following the departure of the NNUH Librarian. A (NL)	Successful appointment made.
	IT and Library Services for third parties		• Investigate possibility of public library satellite service at UEA Library. C (NL)	Agreement in principle was secured.