INFORMATION, STRATEGY AND SERVICES COMMITTEE

UEA

University of East Anglia

Minutes of the meeting held on 11 June 2013

Present: Pro-Vice-Chancellor ACAD Acting (Professor N. Norris) (in the Chair), Director of Information Services (Mr J. Colam-French) (ISD), Executive Dean of Faculty or nominated representative (Professor J. Collier) (FMH), Professor Y. Tasker (HUM), Dr M. Sillence (HUM), Dr T. Turocy (SSF), Convenor of ICT Forum (Professor D. Stevens), Directors of University Services (Mr D. Giles, Dr A. Blanchflower), Director of Finance (Mr S. Donaldson),

In Attendance: Mr Giles Whattam (Head of Marketing and Communications) for agenda item A2.

With: Mr D. Westlake (Secretary)

Apologies: Dean of Medicine and Health Sciences (Professor I. Harvey), Director of Support Services (Mr I. Callaghan), Chair of the Library Forum (Dr S. Connolly), Directors of University Services (Ms A.E. Rhodes and Ms H Lewis), Academic Officer of the Union of UEA Students (Mr J. Bowker)

33. MINUTES

Confirmed
the Minutes of the meeting held on 1 February 2013.

34. MATTERS ARISING FROM THE MINUTES

Noted:

That invitations to take online training on information security had been sent to staff.

Min 26 4): Information Services had considered the request for advance warning to be sent to users about enforced password changes, and believed it should be acceptable to issue two weeks' notice. It now remained to establish how this can be achieved.   **Action: Director of Information Services**

35. STATEMENTS BY THE CHAIR

36. REPLACEMENT FINANCE SYSTEM

Considered
progress report on the Finance System replacement project (A copy is filed in the Minute Book, ref. ISC12D027)

1) The project is on track with the latest version of the plan. The first phase will go live in August, with a second, non time critical phase having been deferred to November.

ISC12M004

2) The project has provided a significant challenge, with considerable senior staff time having been released to deal with it. There had also been a sginificant turnover of staff at the suppliers (Unit 4), leading to a lack of consistency of consultancy.

3) The next two months will be critical; much testing is under way, involving a fairly broad spectrum of users. It was noted that no academic staff had yet been involved in testing, but Professor Julian Andrews will assist on research finance activites, and will also be able to provide input from the perspective of a Head of School.

4) It was noted that user acceptance testing had been happening since 22nd May, not June as was shown on page four of the report.

5) The Project Board had considered back-out options should the new system fail to work. Should this occur, the current finance system would continue in use.

37.   WEB CONTENT SYSTEM

Considered

progress report on the Web Content replacement project (A copy is filed in the Minute Book, ref. ISC12D028)

1) This report was presented by Giles Whattam, Head of Marketing and Communications.

2) All Schools had been migrated to the new Liferay system. The current focus of work was on research and research groups.

3) The project team has met with most Schools to establish ownership of pages, identified web managers and web editors, etc. and it is intended to keep channels of communication open with these groups. It is recommended by the Web Steering group that the model used in the Faculty of Science is replicated in all other faculties.

4) Regular training events will be held for web managers.

5) Web editors would make routine changes to existing pages, whilst more fundamental changes will require sign-off from the School concerned. Changes to navigation of the site will be signed-off by ARM.

6) 179 people had been trained so far, with a considerable amount of further training being offered. The people trained have an immediate requirement to edit the site, but it was noted that the aim is to reduce the number of people making changes to the site. It was confirmed that a log is maintained of changes made.

7) A governance procedure is being rolled out to place control on what users are permitted to do. It was noted that Schools will need to know who in their area has editing permissions; this will be achieved via the web managers. Giles Whattam will establish who has been trained for AHP.   **Action: Giles Whattam**

8) The question of where Graduate Schools sit in the structure was raised.

ISC12M004

9) It was questioned whether ATS posts combining administrative and teaching responsibility fit in the structure, and noted they would all have a People Page (as with all staff). Pages that are not populated are not displayed.

10) The timescale for the events module was raised, and it was noted that this may require a manual fix, since the current priorities were the People Pages and other REF content (web pages being submitted for the REF are being checked to ensure they are fit for purpose). It was confirmed that searchable events functionality will be provided towards the end of the year.

11) The web managers group is focussed on technical matters. It was noted that the Faculty Web Group could be expanded to include marketing managers and others as required: the necessary expertise to be a member would be an understanding of strategic priorities. It was noted that as analytics improve, it will be possible to identify which pages are being used.

12) The Faculty of Science has all its Associate Deans on the Faculty Web Group, as well as a web person from each School. It was noted that adding more people to the group would be helpful to maintain momentum and retain accountability.

38. <u>AUTOMATIC LOGOUT FROM CORPORATE APPLICATIONS</u>

Considered

a review of automatic logout times from corporate applications (ISDMT 13/2/13) ISD (A copy is filed in the Minute Book, ref. ISC12D029)

Appendix – logon review. Please go to https://intranet.uea.ac.uk/committeeoffice/ueacombds/issc/issc1213/110613/isc12d029dividercapp1 to view Appendix

1) The revised General Information Security Policy (GISP) had been considered by the Committee in its last meeting. One of the changes approved related to automatic logout from corporate systems after a period of inactivity; the length of that inactivity was left as an open question at that stage.

2) It was noted that different systems have different levels of granularity. In some cases it may be possible to have different timeout periods according to the type of user logged in.

3) The default timeout for all systems would be set to 20 minutes; some will allow individuals to change this. The maximum period will be set at one hour.

4) It was noted that there are times of the year when extra flexibility is needed. It was confirmed that agreed exceptions would be entered in the risk log.

5) The committee *approved* the recommendations in the review.

ISC12M004

39.   COMMITTEE MEMBERSHIP

Considered

recommendations for changes to the membership of ISSC and the terms of reference of the ISD Boards and consultative fora (A copy is filed in the Minute Book, ref. ISC12D030)

1) The ISD Education and Research Boards were introduced in 2006, and have been very useful for obtaining senior academic input on the direction of travel for the ISD programme of Work. The IT and Library Forums are also very useful.

2) The Web Steering Group does not currently report to ISSC.

3) The Student Administrative Systems Development Board had evolved from the Student Information Systems Board, and it was proposed to make it responsible for all corporate systems, to provide a global overview.

4) The IT Forum will concentrate on central IT systems and services which are not part of administrative systems. The Forum would make recommendations to ISSC for approval.

5) Regarding the Administrative Systems Board, it was noted that there is an interface with the ISD Education Board, and *agreed* that it would be more appropriate to have student representation there than on the Administrative Systems Board. Graduate student representation will also be included in the Education Board, to represent the taught postgraduates.

6) Administrative research systems, such as PURE, E-prints and R-Plan could move from the Research Board to the Administrative Systems Board; confirmed that this Board would prioritise the work to be done, taking input from (among others) the Research Board.

7) The aim is to make decisions about development of administrative systems more transparent and provide the opportunity to reallocate resources for development across systems; this will be particularly beneficial in the approach to the REF.

8) The need to be clear about the cross-over between boards was noted. The committee *agreed* to include two Heads of Divisions *and Services* to the membership of the Administrative Systems Board, along with two Senior Faculty Managers.

9) Concern was expressed that the agenda for the Administrative Systems Board may be large, with a big list of requirements to prioritise. It was noted that a sub-group may be needed to prioritise SITS requests.

10) The need to align the timing of board and forum meetings with the ISSC schedule was noted.

ISC12M004

11) The term of office for the chairs of the Library and IT Forums was ***agreed*** at three years, starting from the beginning of the next Academic Year. Proposals for the chairs will be considered in the final ISSC meeting of each Academic Year. It was ***agreed*** that current chairs could continue for a period of three years.

12) With the amendments noted above, the proposals were ***approved.***

40. <u>CONDITIONS OF COMPUTER USE</u>

Received
Annual review of the Conditions of Computer Use (A copy is filed in the Minute Book, ref. ISC12D031)

1) When the proposals for changes to the Conditions of Computer Use were discussed by the IT Forum in its recent meeting, they had asked that "where practical" should be inserted before "staff should not use University e-mail systems for sending personal messages unrelated to University matters" (section 3.11 b)

2) It was noted that longer serving members of staff often have only their University email address, which they use for professional and personal matters.

3) It was also noted that there can sometimes be a blurring between personal and professional matters; one message might contain elements of both. The case had also been made that there may be occasions when use of the University email address provides necessary proof that an individual is a member of the University, for personal business reasons.

4) It was noted that this measure was introduced into the Conditions as an anti-phishing measure. If individuals use a separate email account for their personal business, messages to the University account purporting to be from a bank (for example), can be clearly identified as spam and confidently deleted.

5) It was noted that students are allowed to use their University email address for personal messages, although the challenge is often to encourage them to use if for University matters rather than an external address.

6) It was confirmed that this measure will not be policed, but a breach of it would be apparent if a problem arose requiring investigation.

7) The Committee ***agreed*** to the insertion of "where practical" at the start of this clause.

8) Section 3.11 k) requires "Files downloaded from the internet, including mobile code…" to be treated with the utmost care. The meaning of "mobile code" will be clarified in the published Conditions.
Action: Director of Information Services

9) With these clarifications, the revised Conditions of Computer Use were **approved.**

ISC12M004

41   IT SUPPORT SERVICE

      Considered

            a report noted by the IT Forum on proposed changes to the IT Support service (A copy is filed in the Minute Book, ref. ISC12D046

          1) This item was moved to Section A of the agenda at the request of the Chair, since it contained significant implications for the quality of teaching rooms; in particular the "Regular room checks, repairs and maintenance" section of the report.

          2) It was noted that the current regime of checking rooms by paid students only applies to the 111 centrally bookable rooms – although all faculty-owned rooms will soon be transferred to being centrally bookable.

          3) The report was **approved,** with the exception of the "Regular room checks, repairs and maintenance" section, for which a revised proposal will be made.   **Action: Director of Information Services**

          4) It was agreed that the current approach to room checking would remain until an alternative service had been agreed. It was agreed that the chair would have the authority to sign this off outside of the regular committee cycle.

\#
42.   LIBRARY RULES

      Received

            Annual review of the Library Rules (A copy is filed in the Minute Book, ref. ISC12D032)

                                     Approved without debate

43.   LIBRARY ENTITLEMENTS

      Received

            a report on proposed changes to increase book availability for UEA staff and students (A copy is filed in the Minute Book, ref. ISC12D033)
                                       Approved without debate

44.   CHARGES FOR REQUESTS MADE UNDER THE FREEDOM OF INFORMATION ACT AND ENVIRONMENTAL INFORMATION REGULATIONS

      Received

            to receive a review of charges which can be made for requests for information, and recommendations for the approach to be adopted at UEA. (A copy is filed in the Minute Book, ref. ISC12D034)
                                       Approved without debate

45.   ICT CONTINGENCY PLAN

      Received

            the revised Top Level ICT Contingency Plan (A copy is filed in the Minute Book, ref. ISC12D035)
                                     Approved without debate

ISC12M004

46.   REVISED POLICIES

Received
    (1)   The revised Records Management policy (A copy is filed in the
           Minute Book, ref. ISC12D036)
    (2)   The revised web content removal policy (A copy is filed in the Minute
           Book, ref. ISC12D037)
    (3)   Policy review for the Data Protection Act(A copy is filed in the Minute
           Book, ref. ISC12D038)

Approved without debate

47.   REVISED PROCEDURES

Received
the revised Security Procedure SP1 Communicating Passwords to Users (A
copy is filed in the Minute Book, ref. ISC12D039)

Approved without debate

48.   AGEING NETWORK REGISTRATIONS

Received
a report on the removal of devices from registration on the network after a
period of inactivity (A copy is filed in the Minute Book, ref. ISC12D040)

Approved without debate

49.   IT ASSET REGISTER

Considered
a report on the development and maintenance of a register of IT assets (A
copy is filed in the Minute Book, ref. ISC12D041)

Approved without debate

50.   E-LEARNING STRATEGY

Received
Report on the future of learning technology, presented to the ISD Education
Board on 14 May 2013 (A copy is filed in the Minute Book, ref. ISC12D042

51.   PROGRAMME OF WORK

Received
Report on ISD Programme of Work – Academic Year 2012/13 available from
https://intranet.uea.ac.uk/is/isdpow/POW+12-13

52.   CUBS REQUESTS

Received
a report on the outcome of the requests made by ISD to CUBS (A copy is
filed in the Minute Book, ref. ISC12D043

ISC12M004

53. ISD SURVEY

Received
a response to the latest ISD Survey (A copy is filed in the Minute Book, ref. ISC12D044

54. RECORDS MANAGEMENT

Received
an update report on the development of Records retention Schedules (A copy is filed in the Minute Book, ref. ISC12D045

55. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes (to follow once approved by the chair) from the IT Forum 22 May 2013 will be available from: https://intranet.uea.ac.uk/is/committees#ITCF

- Papers and draft minutes (to follow once approved by the chair) from the Library Forum 17 May 2013 will be available from: https://intranet.uea.ac.uk/is/committees/llr-forum

- Papers and draft minutes (to follow once approved by the chair) from the Research Board 4 June 2013 will be available from: https://intranet.uea.ac.uk/is/committees/research-board

- Papers and draft minutes (to follow once approved by the chair) from the Education Board 14 May 2013 will be available from: https://intranet.uea.ac.uk/is/committees/education-board

56. DATES OF MEETINGS

Reported
that the meetings of the Committee for 2013-14 have been scheduled for:

12 September 2013 (2.00 p.m.)
8 November 2013 (10.00 a.m.)
6 February 2014 (2.00 p.m.)
10 June 2014 (2.00 p.m.)

**57. REMOTE HOSTING

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