

Matters arising from the minutes of ISSC meeting 11 June 2013

34. MATTERS ARISING FROM THE MINUTES

Noted:

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

Response: Systems have been configured to automatically send out a password renewal reminder a week before it is due to expire. If users have already changed their password within the past year, they do not need to do anything. If they haven't changed their password, they will have a week to do so before the expiry is forced on them.

37. WEB CONTENT SYSTEM

Considered

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

- 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

Response: The key member of staff trained to maintain the RSC (AHP) web pages in Liferay has moved on to another role in the Faculty and as yet has not been replaced.

40. CONDITIONS OF COMPUTER USE

Received

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

- 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

Response: The following explanation for the meaning of 'mobile code' has been added as a footnote to COCU 3.11(k): "Programs, often in the form of scripts or applets, that are downloaded across the network and run on a local machine are often referred to as mobile code." The published COCU is available on the web at <http://www.uea.ac.uk/is/itregs/cocu-pdf> [p.10].

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)

- 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

Response: Following the last ISSC meeting, discussions also took place at the Timetabling Group meetings early in the summer and again in September. Further discussions also took place with estates to clarify and agree respective roles and responsibilities.

It was agreed by all parties that the proposed preventative monitoring and maintenance arrangements should proceed as outlined, and reviewed if there were problems. As it stands at the end of October, we know that a number of issues have been identified and resolved through preventative monitoring measures and that - anecdotally at least - teaching staff have encountered fewer problems and have made fewer requests for support in those spaces.