

# INFORMATION, STRATEGY AND SERVICES COMMITTEE



## Minutes of the meeting held on 8<sup>th</sup> November 2013

Present: Pro-Vice-Chancellor Research (Professor D.J. Richardson) (in the Chair), Executive Dean of Faculty or nominated representative Professor J. Gazzard (FMH), Dr M. Sillence (HUM), Dr T. Turocy (SSF), Director of Information Services (Mr J. Colam-French) (ISD), Director of Finance (Mr S. Donaldson), Convenor of ICT Forum (Professor D. Stevens), Academic Director of Taught Programmes (Dr A. Longcroft), Directors of University Services (Dr A. Blanchflower, Ms H. Lewis)

In Attendance: Mr Giles Whattam (Head of Marketing and Communications) for agenda item **A1**. Mrs D. O'Brien (Finance Project Manager) for agenda item **A2**.

With: Mr P. Hooper (Secretary)

Apologies: Executive Dean of Faculty or nominated representative (Professor Y. Tasker (HUM), Dr B. Milner (SCI)), Independent Member of Council (Mr G. Jones), Chair of Library Forum (Dr S. Connolly), Chair of ISD Education Board (Mrs H. Gillespie), Chair of ISD Research Board (Professor R. Hancock), Chair of ISD Administrative Systems Board (Pro-Vice Chancellor ACAD Professor N. Ward), Chair of the Web Steering Group (Professor I. Harvey), Directors of University Services (Mrs A. Bingley)

### 1. MINUTES

Confirmed  
the Minutes of the meeting held on 11<sup>th</sup> June 2013.

Noted:  
  
Section 39 subsection 8 the membership for the Administrative Systems Board will no longer contain two faculty managers as Director of Planning will take their place.

### 2. MATTERS ARISING FROM THE MINUTES

Received  
  
An update on actions from the meeting held on 11<sup>th</sup> June 2013

### 3. STATEMENTS BY THE CHAIR

- (1) ET are looking at the capital plan to prioritise the unallocated items. Items of importance include:
  - a. An extension for the Library. This will provide a major investment for student facing & student experience facilities.

- b. Agreement has been made to refurbish the campus estate. As UEA is placed in the top 20 Universities in the UK expectations for an attractive looking campus are raised.
- c. UUEAS and student services area which will improve the student experience (includes career service move to the street and the repaving). £6m is reserved for improving student experience with £10m investment in student zones (DOS, LIB, UUEAS). With the refurbishment of UUEAS there is the intention to move some front of house functions of DOS to UUEAS so as to have a combined service. Sheffield and Leeds both have good examples of this student zone working well. Publicity of plans will start end of January 2014.
- d. The Enterprise Centre has had its thatch laying ceremony. What will be contained within the centre has not been fully decided as yet. Some facilities currently in the Library will be moving into the building e.g. LarC (Staff and Research Postgraduate area). This will free up space to allow changes to the rolling stock in the library to be made. This will compact the space needed to store books allowing more space to be used for study areas.

4. UEA INTRANET

Considered

Report on the UEA Intranet Project (A copy is filed in the Minute Book, ref. ISC13D016)

- 1) This report was presented by Giles Whattam, Head of Marketing and Communications.
- 2) An Internal Communications Review was presented to ET some recommendations were approved but further work was requested on communications for students and staff.
- 3) The UEA portal is the main route for this type of communication. The report highlighted a lack of confidence in the current portal and a need to revise it.
- 4) Aim is to improve the standard of the portal to match that of the external website.
- 5) Would like to perform this work as soon as possible as it may have an impact on the student experience.
- 6) Three options are presented in the paper (1. Continue to prioritise external website & fit in intranet work, 2. prioritise intranet with current team which would take 2-3 years to complete or 3. Provide additional investment to create a new team which would complete the work by Sept 2014).
- 7) Reasons to act include that the portal is running on a legacy system that will be turned off (Blackboard community) and the portal will need to move to Liferay by summer 2014.
- 8) Work has been planned to move portal content to Liferay. UEA Health online may need Blackboard Community which could delay Polopoly being swithed off.
- 9) It was noted that there are not lots of people discussing poor quality of the portal and ISSC was not convinced that this would have a major impact on student experience.
- 10) Costings for content to be re-written will need to consider the input required by other schools and departments. E.g. LTS have two posts to help with this. New web post in DMT will help move the content.
- 11) Need to know more about the differences between the portal, intranet, evision and blackboard content. What content is being presented from which system and what is the impact of changes to the student experience.

- 12) ET will need more advice with a consensus of opinion from ISD and ARM on what is needed. More advice is needed on what the problem is.
- 13) It was noted that ISD has an item in their POW which is looking at technology and the impact it may have on the student experience.

**Action:** Giles Whittam (Head of Marketing and Communications). Present to ISSC (Feb 2014) evidence and benchmarking of what others have done and where UEA is positioned. Demonstrate where we don't meet standards and where content is not fit for purpose. Provide a demonstration of the problem of UEA issues and what competitors are doing. Explain the impact on Schools and Departments.

**Action:** Giles Whittam (Head of Marketing and Communications). Send a copy of the Internal Communication review to panel members. Discuss content needed for demonstration with ISD and DMT (ISSC Feb 2014).

## 5. PROPOSED PROGRAMME OF WORK

Considered

Report on the ISD Programme of Work (A copy is filed in the Minute Book, ref. ISC13D001)

- 1) The projects for 2013/14 include proposed developments for Library space where a separate paper is being presented asking for approval to new postgraduate facilities on Floor 2 and potentially group study areas on Floor 01.
- 2) Further projects include
  - a. Cloud tools (Office 365) for email and collaboration tools;
  - b. Plan for UEA London Infrastructure replacement.
  - c. Print group move from Registry to ITCS. This has been pending until a decision has been made on Registry moves and ITCS refurbishment plans.
  - d. Cyber security response. UEA has been assessed by Deloitte's against the CPNI top 20 controls. Draft report will be sent to Audit Committee with recommendations against the top 20 controls with some requiring funding.
  - e. Replacement Careers System required by Christmas.
  - f. Identity Management system replacement – the phase this year will identify a new solution in readiness for procurement in August 2014. Noted that the Entitlements report will feed into the requirements specification for the new system.
  - g. Replacement reporting system work has started.
  - h. Business case for EDMS came from the IT Strategy developed by NCC. Suspect upon investigation that this will be expensive and will not provide enough benefits to warrant procurement.
  - i. Library Systems work will move web-based system to a remote hosting solution. This will also investigate alternatives for the existing web front end (currently Primo).
  - j. Student printing will assess the use of MFD (Multi-Functional Devices) rather than separate scanners, photocopiers and printers. To combine the services into one device will need to reduce the cost of use to 3p per page which will impact on ISD Budget.
    - i. Photocopying is in decline so may be no need to supply within a combined device.
    - ii. What are our competitors doing? Some are providing students with pre-paid allowance for printing on their accounts.

- iii. Students are more likely to scan an item into a PDF and then print it rather than photocopy (as photocopying is more expensive than printing).
  - iv. Need an institutional policy if allowances are to be introduced to prevent differences between schools.
- 3) Service enhancements includes:
- a. Primo Upgrade to provide a friendlier library search interface. Edmund Chamberlain (Head of Resources) is also looking at what alternatives can provide not just an upgrade.

**Action:** Director of Information Services. Review options for student printing with discussion around mixture of solutions and provide a policy for applying this.

**Action:** Director of Planning. Discuss student printing with Faculty Managers and collate data on what schools are providing and cost of implementation of an allowance. Report required for Feb ISSC for CUBS bids.

## 6. ENTITLEMENTS

Considered

A report making recommendations for user entitlement levels, a revised policy and a summary entitlements matrix (A copy is filed in the Minute Book, ref. ISC13D002)

- 1) Paper has been split into three parts:
  - a. Recommendations have been split into short-term and long-term to reflect the replacement of SPOT. Short-Term items are ones that can be done now without the need for a new Identity Management System or are required for compliance reasons.
  - b. A revised policy
  - c. A summary of the Entitlements Matrix
- 2) Recommendations:
  - a. Intercalating student (pg. 5) need to have continued access so that UEA is able to keep communications open. Research student policy states the removal of access. This needs to be adjusted to allow continued access.
  - b. Replace references to NRP with Norwich Bioscience Institutes (NBI)
  - c. When staff leave (pg. 4) they should ensure that their personal data is removed from University owned PCs and Filestore areas. This item will need to be added to the checklist of things to do.
  - d. Visitors requiring access to UEA network need a seamless process for requesting and enabling access. Careers fair is an example of types of visitors that need short-term access. A guest wireless network is available and can be requested through conference service or IT Helpdesk.
  - e. Returning students (continuing to study PG courses – pg. 6) the long-term option is being implemented by SITS team now.
  - f. Returning students (pg 6) that progress from INTO to UEA also have this issue.
  - g. UEA needs to maintain contact with Year 5 MED students (pg. 7) is a wider issue as affects PGCE students and professional schools such as Pharmacy where students are out on placement. Further investigation is required.
  - h. PGT student are unable to see marks in eVision (pg. 7) as their accounts have expired. A solution to this is essential as affects approx. 3000 students. Subsequently LTS has a large workload to inform students of marks. This also makes re-assessment difficult and is therefore a high priority.

- i. Additional groups of people with a relationship with UEA need to be added to the Matrix. These include Visitors being interviewed, (Caroline Sauverin is contact), those providing placements (Becky Fitt is contact) to students (to help with communications), and external examiners (Lynn Ward is contact).
  - j. Visitors need a simple guide to help them through the application process. E.g. QAA want access but do not want to give DOB in application.
- 3) Policy Statement:
  - a. Provisioning of visitor accounts (other red) has been changed so that the Director of Information Services has final say as to who is given an account and the level of entitlements.
- 4) Summary Matrix:
  - a. Research staff (post doc & ATR) should also get 50GB filestore quota. Noted that 95% of storage is research data.
- 5) With the amendments noted above, the recommendations and policy were **approved**.

**Action:** Paul Hooper (Head of Programmes and Project Support). To make amendments to the Entitlements Recommendations paper and policy as noted above.

**Action:** Helen Lewis (Director of University Services). Review Research policy to allow intercalating research student to have continued access.

## 7. FINANCE PROJECT

### Considered

Project report on implementation of the new Finance System (A copy is filed in the Minute Book, ref. ISC13D004)

- 1) The report presented was written in August 2013 and events have moved on since then.
- 2) Project to replace core system and the general ledger has been live for three months.
- 3) Has been a difficult period for users due to their differing needs and skills in using the system. Some use the system every day and quickly absorb the new processes and methods whereas some use the system once in a while and are finding it more difficult to make the change.
- 4) Faculty Finance staff did experience problems with the quality and validity of data. A user group was formed to lodge issues and find a resolution with feedback. Faculties are now much happier with the data and in using the system.
- 5) PIs have similar issues including problems with reports. Project team are now meeting them every other week and most issues have now been resolved. PIs attending meeting are mainly from ENV. Issues with reports are being fixed in the meeting with the users present to make sure they are happy.
- 6) REN need to support academics and now have an understanding of what PIs can see.
- 7) Lots of help calls are being made to the project team which are being responded to within 24 hours. In the future, these will be logged through ESD Helpdesk system.
- 8) Configuration with the system in phase 1 had issues in the stock system (now resolved) which reflected on the accuracy of reports. Stock has gone live but sign-off is needed.
- 9) Interfaces from SAM to ABW were not loading data due to errors but it was anticipated that the backlog of import files will be cleared in 3-4 days.
- 10) Heads of School and departments are not receiving reports as yet. Delays caused by historical data transfer – waiting for opening balances

and year end to finish to prevent adjustment later on). Reports will be available from month three onwards which is still within reasonable timescales (low impact at the moment).

- 11) Phase 2 which includes replacement of PFACT has been delayed from November 2013 to January 2014.

8. RECORDS MANAGEMENT

Considered

A report on progress toward implementing records management at the University (A copy is filed in the Minute Book, ref. ISC13D005)

- 1) ISD have now received all records retention schedule and checked these for consistency.
- 2) Two departments have not completed the records retention schedules. Will be checked once completed. The two departments ARM and DOS handle a lot of student data. These departments are very close to finishing the work.
- 3) The board agreed that assurance has now been given and that work should now be treated as business as usual. Confirmation will be needed that those with RRS outstanding have completed the work.

**Action:** Director of Information Services. Provide a confirmation report that the final records retention schedules for ARM and DOS have been completed.

9. REVISED IT POLICY

Received

Revised File and Email Restoration Policy (A copy is filed in the Minute Book, ref. ISC13D007)

**Approved** without debate

10. 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> (A copy is filed in the Minute Book, ref. ISC13D008)

11. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

Received

Papers and draft minutes (to follow once approved by the chair) from the IT Forum 16 Oct 2013 are available from: <https://intranet.uea.ac.uk/is/committees/it-forum>

Papers and draft minutes (to follow once approved by the chair) from the Library Forum 18 October 2013 are 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 21 October 2013 are 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 10 October 2013 are available from: <https://intranet.uea.ac.uk/is/committees/education-board>

Papers and draft minutes (to follow once approved by the chair) from the Administrative Systems Board 31 October 2013 are available from: <https://intranet.uea.ac.uk/is/committees/admin-systems-board>

12. TERMS OF REFERENCE FOR ISD PROGRAMME BOARDS AND GROUPS

Received

Terms of Reference of the IT Forum (A copy is filed in the Minute Book, ref. ISC13D009) <https://intranet.uea.ac.uk/is/committees/it-forum>

Terms of Reference of the Library Forum (A copy is filed in the Minute Book, ref. ISC13D010) <https://intranet.uea.ac.uk/is/committees/lr-forum>

Terms of Reference of the Research Board (A copy is filed in the Minute Book, ref. ISC13D011) <https://intranet.uea.ac.uk/is/committees/research-board>

Terms of Reference of the Education Board (A copy is filed in the Minute Book, ref. ISC13D012) <https://intranet.uea.ac.uk/is/committees/education-board>

Terms of Reference of the Administrative Systems Board (A copy is filed in the Minute Book, ref. ISC13D013) <https://intranet.uea.ac.uk/is/committees/admin-systems-board>

13. TERMS OF REFERENCE FOR INFORMATION STRATEGY AND SERVICES

Received

Terms of Reference for ISSC (A copy is filed in the Minute Book, ref. ISC13D014)

14. RESERVED AREAS OF BUSINESS AND CONFIDENTIALITY

Received

Reserved Areas of Business and Confidentiality (A copy is filed in the Minute Book, ref. ISC13D015)

15. DATES OF MEETINGS

Reported

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

6<sup>th</sup> February 2014

10<sup>th</sup> June 2014

\*\*16. LIBRARY REFURBISHMENT

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