ISC13D023

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Issue

The paper provides details on the proposed program of development activity to be undertake by ISD during academic year 2013/14.

Recommendation

The recipients are asked to consider and endorse the proposed program.

Resource Implications

With exceptions that are noted in the paper the proposed program can be delivered within allocated ISD budgets.

Risk Implications

Significant developments will be managed using a predefined project management methodology which includes an assessment of risk at the development level.

Equality and Diversity

We do not believe that the proposed program has an impact on specific groups with protected characteristics.

Timing of decisions

Work in a number of areas has by necessity commenced so any decision to alter the program needs to be made at the November meeting of ISSC.

Further Information

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Background

On an annual basis ISD prepares a program of development activity for approval by ISSC. The program has been developed in conjunction with the ICT Forum, Library Forum, ISD Education Board and ISD Research Board and is informed by the current Library and IT Strategies.

Discussion

This paper provides a summary of the planned programme of development for ISD during academic year 2013/14. The programme of work is comprised of a number of projects and a number of departmental level developments.

0.   Projects

Project	Objectives
Library space	Review and replacement of Library signage. Plan for and (subject to funding) implement further improvements to Library space including: - A new postgraduate study facility on floor 2 replacing the current poor quality reading room on floor 01. - Additional group study rooms on floor 01. - With them more of the LaRC to the Enterprise Centre we will be developing plans for how best to reuse the existing space occupied by the LaRC. The University is considering the opportunity of an additional extension to the Library, if this goes ahead then significant input from Library teams is anticipated.
Cloud based email and collaboration tools	To provide cloud based email and collaboration tools for both staff and students that will replace the current onsite provision. We anticipate that this will also provide increased storage for email and increased flexibility in the working environment with the introduction of tools for collaboration.
Student Experience Technology Review	There are a number of new and emergent technology solutions which straddle the learning technology / learning administration divide that have the potential to significantly and positively impact student experience. Such technologies include management solution for assessment and feedback, student retention, marketing and student support. We will convene a cross institutional working group that will review a range of these technologies and develop a vision for how technology might be used to improve the student experience.
UEA London infrastructure	Review, design and plan the replacement IT infrastructure for UEA London, for procurement and replacement in 2014/15. It is anticipated that this work will commence in the second semester.
Print Service relocation	Relocation of Print Services from the Registry into the ITCS building. Refurbishment of the ITCS building to create the space to accommodate Print Services by moving to open plan offices.
Response to ICT	At the request of ET a security assessment has been undertaken by Deloittes

Project	Objectives
Security audit	against the 20 CPNI ICT security controls. Their draft report makes a number of recommendations which the University will need to consider and respond to.
Finance System phase II	The initial phase of the migration to ABW went live on 1 August, work in the second phase will include replacement of PMA and PFact and the implementation of additional functionality.
Careers	Implementation of new software solution, Careers Hub
Identity Management	Procurement and implementation of a replacement Identity Management Solution (replacing SPOT)
Enterprise wide reporting	Implementation of new reporting tools, further development of the data warehouse and decommissioning of Discoverer.
Business case for EDMS	Develop a business case to consider the introduction of a UEA wide Electronic Document Management System (EDMS)
Library systems upgrades	Move Metalib, Sfx and Primo to remote hosting by Easter 2014, upgrade to Primo v 4. Implement Ebsco API to surface missing content and implement SAML single sign on. If resources allow then we will also seek to implement the mobile interface to Primo.
Printing and photocopying	Review options for combined printing and photocopying service. Assess impact on income of aligning photocopying and printing charges.
Research storage	Migrate research users to a new model for research data storage, significantly reducing the cost of provision of research data storage.

1. **Library developments**

Programme of activities to be completed in 2013/14

Overarching:

1. Agree and implement Library KPIs underpinned by essential statistics to inform service delivery and enhancement [May 2014]
   Status: Initial assessment of existing Library KPIs instigated. Further progress planned for the new year.
2. Plan for and (subject to funding) implement further improvements to Library space:
   - a new postgraduate study facility on floor 2. [September 2014]
     Status: Funding confirmed for postgraduate study facility, planning commenced, working with Estates and external architects.
   - additional group study rooms on floor 01. [September 2014]
     Status: Funding for additional group study rooms floor 01 are dependent on planning for postgraduate study Facility.
   - Phase 4 extension conceptual work. [on-going].
     Status: Phase 4 – University has postponed
   - Preparatory work: withdrawals including investigation of joining UKRR Phase 3 [on-going]
   - Review and replace Library signage to enhance appearance of the building whilst also providing clear direction for users. [April 2014]
     Status: Signage review project initiated.

Resources:

3. Move library systems Primo and SFX to remote hosting, including:
   - Implementing Ebsco API for missing content [April 2014]
   - Mobile interface [May 2014]
   - OPAC via Primo [April 2014]
   - Integration of MetaLib functionality into Primo [May 2014] or alternative option for providing subject database listings, etc.
   Status: Project has been initiated, Nov 2013. Specification for hosting and provision of discovery has been created. Tender documentation has been written in conjunction with Procurement. Other aspects are dependent on the outcome of the tender process.
4. Make business case to implement software tools to support embedding of Library resources within Blackboard [November 2013]
   Status: Business case for digitisation and course reading has been developed for a possible CUBS submission, subject to agreement.
5. Specify and implement data clean up on Aleph in priority areas where UEA practice is non-standard (e.g. print journal holdings) in preparation for migration to new LMS [September 2014]
   Status: Review of data has commenced.

6. Review library accessions and collections processes to ensure sustainable workloads including identification of additional outsourcing and unnecessary manual processes/duplication: Interlending, Book ordering, Notifications, EDI, Quarterly updates, Journal claims. [August 2014]
   Status: Review of processes has commenced, with priority given to those with high impact, such as online ordering. Mini project teams within Library have been convened and work is ongoing.
7. Rescope to identify sustainable workflow for the Library's digitisation service, including recording of CLA compliance [November 2014]
   Status: Included in business case for embedded resources (digitisation and course reading)
   To be reviewed by Library Forum.
8. Review vendor supplied MARC records for e-book packages and journals [April 2014]
   Status: Included in the review of hosted discovery platform, dependent on outcome of tender process.

Academic Liaison and Research:

9. Continue to lead with REN on Open Access policy development in light of emerging HEFCE policy on open access which would require all REF-able papers to be submitted open access. [on-going]
   Status: Continue partnership working with REN on OA materials, for example RSC and CHE/PHA. Report being prepared for Research Executive meeting 13th March.
10. Update information skills strategy and ensure join up with ISD's contributions to employability, MOOC, online learning and digital literacy agendas [May 2014]
    Status: Awaiting new Information Skills Librarian, start date 02/01/2014.
11. Support academic and IT staff on implementation of MOOCs and other online courses including licensing of library resources. [On-going]
    Status: Contributing to national Library initiative on MOOCs and providing support to UEA MOOC content creators.
12. Develop library research support strategy including Archives [June 2014]
    Status: Draft Archives policy on the agenda.

User services:

13. Specify requirements for room booking software to feed into ITCS SITS room booking configuration plans. [December 2013]
    Status: Library online room booking specification discussed in detail with ITCS and whether the requirements can be accommodated within SITS.
14. Review three day loan initiative in practice and accurately record all comments and implement adjustments as necessary [January 2014]
    Status: We have received very little feedback about the changes despite actively seeking comments from those using the collection. The results are largely in favour of the changes but we will continue to monitor use of this collection over the whole of this academic year.

Source	Positive	Negative
ISD Survey	1	4
HDC Survey	12	3
Other	1	
TOTAL	**14**	**7**

15. Investigate potential value of library "student champions" & "librarians let loose" initiatives [July 2014]
    Status: Further sessions of "Librarians let loose" sessions out in the Schools are being planned.
16. Review arrangements of the delivery of library services at King's Lynn; including clarification of responsibility for fabric of building [February 2014]
    Status: Review initiated.
17. Specify and implement data clean up on patron records in Aleph in preparation for migration to new LMS and to ensure Data Protection compliance. [September 2014]
    Status: Not yet started.

Contribution to wider ISD projects

- Review of web site and portal including ease of navigation and signposting, especially Faculty and Subject pages
  Status: Review of website, part of wider ISD communication and marketing project, initiated in Nov 2013.
- Communications and marketing project
  Status: Project initiated in Nov 2013.
- UEA London infrastructure (licensing)
  Status: Library providing support to UEA London.
- Disaster recovery process review
  Status: Review of suppliers underway.
- Printing and photocopying
  Status: In progress. Initial discussions have been held to consider implications for Library copying.

Activities postponed to 2014/15 programme of work

- RFID solution: Planning and implementing a migration to the standard ISO 28560-2
- De-commission Aleph barcodes (implement prox on self issue machines)
- Online library fines payment

Other activities

These are activities that may be undertaken if time permits but do not form a part of this year's programme of work and which will not be reviewed formally.
- Relocation of quick reference collection to make more accessible [December 2013]
- Investigate replacement of library management system including migration plans and timescales

- Implement Knowledgebase Plus to ensure better record-keeping of core subscriptions and entitlements
- Completion of Open Athens / Ezproxy project: further global edits and update of URLs.
- Digital repository records in Primo - resolve outstanding issues of missing records and misleading display
- Promotion of freely available (open access) online journal, book and teaching materials
- Review e-books purchasing strategy including review of current models to ensure VFM
- Enhance e-resource usage statistics using RAPTOR software or other similar products to aid better decision-making
- Implementation of changes to entitlements: loan periods for staff adjusted to help keep items circulating.
- Review of food and drink policy including trial of library café facility
- Agree approach to e-theses from EPrints to PURE and essential link with national service EThOS
- Explore options for provision of NHS e-resources to UEA teaching staff
- Continue to work with Norfolk County Library Service to implement public library "lite" in UEA Library including access to kiosk and e-resources.

2. **Faculty IT Support developments**

IT Infrastructure in Teaching Spaces

- Refresh of obsolescent AV equipment in teaching spaces (Summer 2014)
  Status: Work to refresh AV will take place during Easter and Summer vacations.
- Refresh of obsolescent PC equipment in teaching spaces (Summer 2014)
  Status: Work to refresh PCs will take place during the Summer vacation.
- Healthcheck of IT & AV in teaching spaces (Ongoing)
  Status: Regular Healthchecks of IT and AV spaces are now taking place.
- Support for IT and AV provision to new build and refurbishments, including Earlham Hall and Enterprise Centre (ongoing)
  Status: Support for IT and AV provision has been/will continue to be provided in respect of the Julian Study Centre, Earlham Hall, and the Enterprise Centre
- Embed provision of Roomcheck service incorporating remote monitoring of data projectors in teaching spaces (ongoing)
  Status: Regular Roomchecking is now taking place. Remote monitoring of data projectors is now in place for the majority of centrally-bookable spaces.
- Create and support technology trial/demonstration room in ARTS 2.05
  Status: ARTS 2.05 has been refurbished and includes a glass board. Other new technologies could be trialled in the room as and when required.
- Audit IT & AV in formerly Faculty-owned spaces and develop refresh profile (December 2013)
  Status: Former faculty-managed spaces that are now centrally-bookable have been audited and a refresh timescale profile developed.
- Review options for replacement of the helpdesk software.
  Status: Continual Service Improvement work is seeking to establish the requirements of the IT Support service for a case management system, and eventually the configuration of the service itself.
- Review options for student network printing (and if approved implement) a combined printing and photocopying service (review October 2013)
  Status: A paper setting out the options for service improvement has been written and will be presented to ISSC in January.

Staff and Student enquiry services

- Enable card production directly from the helpdesk (Dec 2013)
  Status: A card printer will be installed at the front helpdesk following start of year activities in January 2014.
- Operate start of year process for January and September intakes
  Status: Start of year process was completed in September and is expected to be completed by the end of January 2014.
- Roll out IT Support Drop-in sessions to all faculties/buildings (December 2013)
  Status: Drop-in sessions are being provided in a number of places across campus. These have not been as widely-used as expected, but further sessions will be provided if needed.

- Refresh Faculty-owned PCs as planned within faculties (summer 2014)
  Status: Work to refresh PCs will take place during the Summer vacation.
- Engage with users who have large online profiles to reduce them (ongoing)
  Status: All users with large profiles were contacted and supported during the autumn term, so that they no longer have profile sizes that are detrimental to the performance of their IT.
- Investigate OU arrangements in NSC with a view to revising and streamlining, identify other schools where a similar intervention would be beneficial (September 2014)
  Status: This work is expected to take place during 2014.
- Implement new staff induction service for new joiners and existing staff on demand (October 2013)
  Status: New staff induction service has been in place from September 2013.
- Embed activities of ISD Account Managers (ongoing)
  Status: IT Account Manager roles are fully operating now, and will continue to provide a liaison between faculties/departments and ITCS.

Technology Enhanced Learning

- Investigate technologies to support improvements to assessment and feedback
  Status: This work is ongoing.
- Implement analytics within Blackboard to enable detailed analysis of use across courses, schools and faculties (December 2013)
  Status: Analytics provision has been implemented. Data is being collected which will enable detailed analysis as 2014 progresses.
- Investigate new social media functionality in Blackboard
  Status: This work is ongoing.
- Amend training materials and associated resources as a result of the move to hosted Blackboard
  Status: This work was completed in October 2013.
- Develop Learning Technology Network comprising an online network and community of practise and both formal and informal staff development session
  Status: This work is ongoing.
- Provide both 'discipline dependant' and 'discipline independent' staff development course
  Status: This work is ongoing.
- Develop online resources incl. web presence
  Status: This work is ongoing.
- Develop a formal training course for Camtasia
  Status: This work is ongoing.
- Support Teaching and Learning Day
  Status: This work is ongoing.
- Organise regional eLearning network event – Health eSIG
  Status: This work was completed in December 2013.

- Amend resources and materials, and develop additional sessions in relation to TurningPoint 5 (October 2013)
  Status: This work was completed in autumn 2013.
- Provide on-demand consultancy and advice for schools, course teams and individuals
  Status: This work is ongoing.
- Refresh TEL Futures Report (May 2014)
  Status: This work is planned for 2014.
- Participate in MOOC Working Group
  Status: This work is ongoing.
- Operate small-scale trials and evaluations of technology solutions and practises
  Status: This work is ongoing.
- Investigate Peer Review software with possible pilot of Web PA (if time allows)
  Status: This work is ongoing.
- Explore the use of audience response in relation to mobile devices, including web-based solutions
  Status: This work is ongoing.

Studio Technology Service

- Review streaming service provision and recommend roadmap for future maintenance and development (January 2014)
  Status: This work is ongoing. A report will be completed by the end of January 2014.

3. ICT Systems developments

Overarching

- The majority of the work undertaken by the infrastructure teams on an on-going basis is to ensure the reliability, resilience, security and service continuity of the universities IT infrastructure. Specific tasks being undertaken this year include:
    - Review and testing of IT System disaster recovery plans
      Status: Work has not yet started.
    - Network infrastructure installations for new and refurbished university buildings (Enterprise centre, Building 57, Earlham hall, Medical research building, etc.)
      Status: This is on-going activity that is progressing as planned. Work on Building 57 is now complete
    - First phase implementation of a revised storage and backup infrastructure design following a supplier lead review
      Status: Work is progressing as planned. The configuration of the new backup environment is complete and server back-up clients are being migrated.
    - Rolling replacement of end of life servers (virtualising servers where possible), network switches and storage subsystems
      Status: Work is progressing as planned. Servers have been specified and ordered.
    - Regular server driver, firmware and patch upgrades
      Status: This is on-going activity that is progressing as planned.
    - Continued development of the IT infrastructure monitoring system
      Status: This is on-going activity that is progressing as planned.
    - Review of security logging and the log retention policy.
      Status: Work has not yet started.
    - Continued enhancements to the Data Centre monitoring systems.
      Status: This is on-going activity that is progressing as planned
    - Replacement of Data Centre power strips to provide additional power resilience
      Status: Work is progressing as planned
    - Review of server maintenance to ensure appropriate cover and value for money
      Status: Work has not yet started, planned for May
    - Desktop software application packaging and deployment as requested
      Status: This is on-going activity that is progressing as planned
    - On-going peer led training sessions to IT support teams and the Help desk
      Status: This is on-going activity that is progressing as planned
    - Upgrades to server certificates
      Status: Work has not yet started
    - A number of tenders, including storage, servers, network equipment and VOIP.

Status: Preparation work has been completed on the server and storage tenders

IT Systems

- Provision of cloud based email and collaboration tools for staff and students to provide increased storage and more flexible working
  Status: A project proposal has been presented and approved by ISDMT. A project initiation meeting is being planned.
- Design of a replacement IT infrastructure for UEA London
  Status: Work has not yet started on this.
- Investigate the business case for thin client devices in central IT areas
  Status: Work is progressing and will be completed by the end of January
- Develop business case for investment in Matlab site licence
  Status: The business case has been completed and will be submitted to the ISD Research board for approval and endorsement.
- Implement document and email encryption including full disk encryption for laptops.
  Status: Full disk encryption has been developed and is currently being piloted. Email encryption will be done as part of the migration to 365.
- Review the anti-virus software
  Status: Work has not yet started
- Working with Estates to upgrade the universities CCTV system
  Status: An additional server has been purchased and is currently being installed

Networking and Telephony

- The decision to release the capital funding wireless networking in the student residences has been deferred until next year however preparation work for the installation will be undertaken.
  Status: Preparation work is on-going. A project proposal has been presented and approved by ISDMT. A project initiation meeting is being planned.
- Replacement network firewalls and traffic shapers (including the management stations) will be installed
  Status: Work has not yet started
- Completion of the telephony VoIP migration
  Status: Work is progressing as planned
    - Software upgrade
      Status: The software upgrade is planned for Easter
    - Upgrade of the telephone switchboard to the VOIP system
      Status: This work is linked to the software upgrade and will be done at the same time
    - Migration of emergency phones, fax machines, and special need users to the VoIP system
      Status: Work is in progress and will be completed before the software upgrade
    - Decommissioning of the analogue exchange

> **Status:** Work has not yet started (work will commence after the software upgrade)

- Replacement of the telephone call logger system
  Status: Preparation work is on-going with replacement planned for after the VoIP software upgrade at Easter
- Completion of the replacement DHCP/DNS system
  Status: Work has been completed
- Installation of a second resilient JANet connection
  Status: Preparation work for the installation has been completed and we are expecting JANet to install the connection in March

Research Computing

- The migration of researcher's data storage to a new model will be initiated. This will provide more cost effective blended data storage using a combination of disk and tape.
  Status: The synchronisation of Researcher's home directories has started and is expected to be completed in January. Once completed pilot users will be made live on the storage and a schedule created for user migration and the migration of user shares.
- Upgrade the High Performance Cluster (HPC) management software
  Status: Work has not yet started.
- Develop business case for additional investment in HPC.
  Status: The business case has been developed and will be submitted to the ISD Research board and IT Forum for approval and endorsement.
- Implementation of a pilot Windows HPC service
  Status: The development of the pilot service is in progress and expected to be completed by March. Initially this will be for Windows Matlab users
- Review and enhance the HPC network topology
  Status: Work has not yet started, planned for June.
- Continued enhancements to the Linux desktop
  Status: This is on-going activity that is progressing as planned

4. Corporate Information Services developments

Development work within Corporate Information Services this year will concentrate on 7 main areas, all of which will require significant resource. As a result many systems managed by CIS will be left in a support only mode this year in order for staff to focus on the major projects.

- Continued development of the student administrative systems
  Status: The programme of work for Student Systems is regularly reviewed with the Student Systems Advisory Group. The programme of work is scheduled 3 months at a time- all proposed work for Oct, Nov, Dec was completed on time

- Web Sites and the Liferay Project – this year we will be continuing the work on migrating Polopoly to Liferay as well as working on Research Website migration and interfacing Liferay with new services such as Pure to enable further integration of people pages. We will be replacing the Portal with Liferay pages
  Status: Work has been completed to move the Polopoly people pages over to Liferay. In addition all departments who previously had static people pages are now using atomically generated ones. Future work will now focus on the Portal migration

- Finance project – we will be continuing work on the finance system replacement with the migration of research project funding (PMA) and resource costing (PFACT) modules into ABW
  Status: Installation and configuration of the Agresso components to replace PMA and PFACT has been undertaken. The project team are now working through data entry and testing in preparation for a May go-live

- Research Management Environment – we will be continuing the project to implement PURE, linking with the new finance system, publishing people pages and implementing an RPLAN replacement on PURE
  Status: Work to link PURE with EPrints has now been completed – the main outstating item was the synchronisation of research centres and groups between systems.
  Work to provide the data and interfaces necessary for the people page link with Liferay has been completed
  Servers have been moved to the resilient Web infrastructure.
  REN will be working on the RPlan migration once PMA and PFACT related work is complete

- Authentication and Single Sign on – we will be continuing the rollout the OpenAthens and federated access service. This year we will be addressing library and student union systems.
  Status: We have added federated login to the following addition services:
  AbIntegro - Careers Resource Portal
  Careers Hub - Careers Service management solution
  Cobra – Careers complete business reference advisor for business opportunities

Library single sign on will be implemented as part of a separate project looking at Library discovery tools
Student Union Systems will be incorporated at the point the UUEAS sign contracts for their new web systems

- Reporting and Planning tools – we will be implementing a new tool to replace our existing Discoverer enterprise reporting tools. In addition we will be looking to enhance the service by implementing dashboard tools to support reporting against Corporate Plan objectives.
  Status: Work is split into two strands:
  1) Building a data warehouse to support the data infrastructure including exam board, HESA and Corporate plan reports and supporting data in readiness for a new front end tool – this work is progressing well with users able to access data via a range of separate systems such as Tableau and Excel.
  2) Scoping and purchase of a standard reporting engine. Initial requirements gathering has started. The main bulk of this project will be initiated towards the end of January under the guidance of the new ISD Project Manager.

- Identity management – we will be developing specifications, undertaking procurement, implementing infrastructure and performing staff training in readiness for an Aug 2014 start to the major SPOT replacement project.
  Status: Preparatory work to develop the tender/purchasing information has begun along with information gathering and skill mapping for the proposed team. The formal specification and purchase part of the project will be instigated in late January.

The following systems are planned to be decommissioned as part of our strategy for consolidation of applications:

Estates Document Management (Meridian) – moving to central file store
Status: Complete
Project costing (PFACT) – moving to ABW
Status: In Progress as part of Finance Phase II Project
Project Account (PMA) – moving to ABW
Status: In Progress as part of Finance Phase II Project
Blackboard Community System (Portal) moving to Liferay
Status: Not yet started
Research Planning (RPLAN) migrating to PURE
Status: Not yet started

5. Strategy, Policy and Compliance developments

User education and training

- Review training on all compliance matters with a view to providing more targeted training to suit user needs. (January 2014)
  Status:
  - o All training on compliance matters has been reviewed with a view to providing more targeted training to suit user needs. A prioritised list of courses to address any gaps identified is still to be produced. In particular, we have started running a shorter more general course covering all areas of information compliance.
  - o DPA guidance. We have created four new FAQs for general, staff, student and researcher queries available from the ISD web pages.
  - o Information security training. The course has been made available to all staff. We next intend to revise it based on feedback, and make it available to those who have not yet completed it, including a process for new starters (staff and PGR). (March 2014)

Telephony infrastructure

- Switchboard - upgrade, conversion to VOIP, retraining, new contingency plans, and new ways of working to exploit the VOIP set up.
  Status:
  - o Telephone directory. This was reviewed and updated, with a revised version published in October 2013 (https://www.uea.ac.uk/is/telephone-directory). We will continue to revise the directory every three months with minor changes and corrections, and publish a reviewed version each year.
  - o Switchboard – the work to upgrade, conversion to VOIP, retraining, revised the contingency plans, and new ways of working to exploit the VOIP set up has not yet started. This is expected to be handled in the first half of 2014.

Ensuring statutory compliance

- Changes to handling of copyright licences (3 licences - ERA, NLA, CLA). Create a log and manage their renewals. Develop processes for logging digitisation of material under CLA for the non-mediated service. (January 2014)
  Status: New processes have been developed for logging digitisation of material under CLA for the non-mediated service. Further work is required in responding to guidance from the CLA on removing excluded works from US publishers.
- Licence review to confirm need for subscription to available copyright licences. (January 2014)
- Review copyright guidance and develop additional information published on ISD website based on queries received. (October 2013)
  Status: This work is in hand.

- Records management. Continued work on collecting department RRS. (November 2013)
  Status: All but one department RRS has been collected and published on the records management web pages (https://www.uea.ac.uk/is/strategies/infregs/Records+management/RRS%3a+department+policies). A confirmation report is to be produced that outstanding RRSs have been completed.
- Publication scheme review and further encouragement for proactive publication including provisions for datasets in the Protection of Freedoms Act. (January 2014)
  Status: This work is in hand.
- Datasets and Protection of Freedoms Act – review code of practice and ICO guidance, and develop an action plan to be communicated to the community. (October 2013)
  Status: The changes came into force on 1 Sept 2013, and require us to make requested information which is a dataset available for reuse under licence in a reusable format. Work to inform the FOIA contacts, and update guidance, templates and processes is complete.
- Email management – Develop a proposal on how to move forward on email management policy and practice. (January 2014)
  Status: Source materials have been collected, but development work has not yet started.

ICT policy development

- Information security policies were last revised and approved at Nov 2012 ISSC and so a review should be conducted over the summer 2014. (October 2014)
  Status: Work is in hand
- File and email restoration policy.
  Status: This was reviewed and updated, and approved at the ISSC November 2013 meeting.

Policy development

- The ISD document register will be consulted to determine which documents are due for review and update. COCU is revised every year. The due date for each document and the document owner leading on the review are both recorded in the register.
- Mailing list policy.
  Status: ISD is working with ARM on an expansion of the recently published Mass email policy.

Security incident investigation

- Expansion of this service. Nominated team/staff responsible for infosec. Define service, resourcing and schedule of work for it. Influenced by the CPNI security audit (Deloitte July 2013) Infosec user guidance on UEA website.

Status: In Q1 2014, ISD will recruit a new Information Security Manager who will define a new information security service. A programme of work for this role will be based on our response to the CPNI security audit (Deloitte July 2013).

- Malware infected device procedure. The procedure to be followed when a device (user or University owned) is discovered to be infected with malware has had a major review and update.
  Status: The revised procedure is now in place.