University of East Anglia

ISC13D038

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Issue

The paper outlines progress on the programme of development activity undertaken by ISD during academic year 2013/14.

Recommendation

The recipients are asked to note the report.

Resource Implications

With exceptions that are noted in the paper the proposed programme 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 programme has an impact on specific groups with protected characteristics.

Timing of decisions

Work in a number of areas has already commenced. This report provides an update of mid-year progress.

Further Information

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Background

On an annual basis, ISD prepares a programme of development activity for approval by ISSC. The programme has been developed in conjunction with the IT 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 progress in the programme of work 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	Planning application was approved for two postgraduate study spaces on Floor 2 and 6 new group study spaces for use by all students on Floor 01. Initial costs from the Quantity Surveys suggested a shortfall of £140k but funds have now been identified to enable works to progress and a bid to the Annual Fund has also been submitted. The project will be run as a capital project led by Estates. Consultation with GSA, Associate Deans of Research, and postgraduate student representatives informed decisions about the detail of fixtures & fittings. Book moves are underway with items being moved to ARC 5 and Rolling Stack. Parliamentary Papers have been moved to a commercial storage site off campus with a 'fetch and retrieval' service for parts unavailable online. Catalogue records are in the process of being updated. The change in exam timetable has resulted in rescheduling of work to ensure that students are not disrupted by the planned book moves from the Reading floor which need to take place to make space for the construction work to begin. The bulk of the book moves from Floor 2 will not start until the end of the university examination period but extensive work will be taking place in the Rolling Stack on Floor 02 to make space for the moves. The construction work is planned to start in w/c 14th July with the new spaces available for use by 15th September 2014. Alternative PG accommodation is being investigated for the duration of construction period; Library Conference Room and LaRC2 have been booked whenever possible for the summer to provide alternative quiet study space for students during the building work.
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. This project is still in the definition (planning) stage with the project initiation and overall plan completed. Work is currently in progress in confirming the project schedule with the different groups within the project

Project	Objectives
	team.
	Some technical work has already taken place with the setup of the test and live environment of Office365 and with Authentication. Work on the schedule will be completed very soon to enable the implementation stage to begin.
Wireless in Residence	This item has been added as a new item from the original document. This project is to extend the University Wireless provision into the Student Halls of Residence. Work will also take place to simplify the wireless network by removing the UEA SSID, UEA Guest and BT OpenZone. New facilities will be introduced to make it easier to register a device to use EDURoam. Also a new visitor wireless network will be provided known as "The Cloud" – currently used throughout coffee chains, shopping centres etc.
	The preparatory work for this project has been completed with investigations into asbestos, Listed Buildings Consent (Norfolk/Suffolk Terrace) and procurement of equipment and professional services completed. Survey work within the Residences has been completed along with the majority of installation design plans. Work has started on the installation within Paston House and Nelson Court. As each building is completed the wireless network will be tested and then turned on to allow for early access to residences in that building. It is envisaged that installation work will be completed across all Residences by 5th September 2014 and the work should not interrupt University business over this period.
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.
	Discussions with INTO have taken place to confirm the process and timing of IT Infrastructure removal. INTO are drawing up a detailed plan of the work they envisage to take place and actions required by UEA. UEA will then construct a plan that fits within INTOs.
Print Service relocation	The piece of work looking at the relocation of Print Services from the Registry into the ITCS building has been cancelled.
Response to ICT Security audit	At the request of ET, a security assessment has been undertaken by Deloittes against the 20 CPNI ICT security controls. Their draft report makes a number of recommendations for the University to consider and act upon.
	A response was constructed to the CPNI reports and sent for discussion to IT Forum and ISSC. A new Information Security Manager (Philip Ayers) has recently been appointed and will be assessing the actions required from the report.
Finance System phase II	The second phase of the finance project is nearing completion with project costing and budget management now being undertaken in ABW as opposed to QLX/PMA and PFACT. The project needs to conclude development of the Workflow components related to project approvals before we can decommission PMA.
Implement CareerHub	Implementation of new software solution called CareerHub. This project commenced in December 2013.

Project	Objectives
	Progress gained momentum in February with increased attention from the supplier and the successful feed of student data from SITS. By mid-March the Careers Team were building an understanding-of and proficiency-in the system. In April, employer data was loaded into CareerHub from the Employability system and by the end of April the student portal was live and available to students. Staff and student feedback has been encouraging. Minor teething problems are being resolved as they are reported, but in general the combination of the new Career Central presence on The Street and the new CareerHub offering are seen as very positive.
Identity Management Replacement	Procurement and implementation of a replacement Identity Management Solution (replacing SPOT). The project started at the end of April.

The invitation to tender has been written and reviewed by members of the project team as well as by procurement. Amendments have been made accordingly. The project proposal is being written for review by ISDMT and once reviewed; the project initiation will be scheduled for late May. |
| Enterprise wide reporting | Implementation of new reporting tools, further development of the data warehouse and decommissioning of Discoverer. The project was initiated in March.

Subsequently, an analysis was carried out to establish how many operational reports would need to be re-created using the new tool. The project plan has now been written to clarify the scope, Business Intelligence Unit resource required and the milestone phases of the project.

The invitation to tender is currently being reviewed and will be discussed at the first project board meeting in May. |
Library systems upgrades	Work was re-scoped to a competitive tender exercise looking at market alternatives to our existing resource discovery tool Primo. Tender process is now complete with EBSCO Discovery Service chosen as a successor. Implementation is now underway to deliver replacement interface by September. The new service will integrate with existing Ex Libris Library management systems: Aleph, MetaLib and SFX.
Printing and photocopying	Following ISSC recommendations, a project is taking place to improve the technology delivering the student printing, copying and scanning service. Service enhancements will be available from July 2014.
Software Procurement Process	Review site-licensed software needs with Faculties to ensure appropriate arrangements are in place. A paper has been prepared for consideration by IT Forum outlining recommendations. If supported, this will go to ISSC in June for approval.
Research storage	Migrate research users to a new model for research data storage, significantly reducing the cost of provision of research data storage.

The project started in April with the creation of a project schedule, outlining the specific tasks and resource responsibilities for each iterative migration during the project. The first migration takes place in May and success will be monitored before the next migration commences. The outlook for completion of all migrations is mid-July 2014. |

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: Draft Library KPIs have been produced and are due to be discussed with teams and will be reviewed by ISD's Management Team in early June.

2. Plan for and (subject to funding) implement further improvements to Library space:
   - a new research postgraduate study facility and a new taught postgraduate study facility on floor 2. [September 2014]
     Status: See Library space project. The new spaces should be available for students to use from mid-September 2014
   - additional group study rooms on floor 01. [September 2014]
     Status: See Library space project. Spaces should be available for students to use from the start of September 2014
   - Phase 4 extension conceptual work. [on-going].
     Status: Phase 4 – University has postponed
   - Preparatory work: withdrawals including investigation of joining UKRR Phase 3. Status: UEA Library has formally expressed interest in joining UKRR from 2015 to facilitate future works on Library space. If its application is agreed, UEA will join other research intensive institutions in their joint approach to the challenging issues of print relegation and preservation in an increasingly online world.
   - 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, awaiting recommendations and costings from UEA's signage consultants WSI.

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 was re-scoped to a competitive tender exercise looking at market alternatives to Primo. Tender process is now complete with EBSCO Discovery Service chosen as a successor. Implementation is now underway to deliver replacement interface by September.

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 and submitted to CUBS. Now awaiting outcome.

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: Contingency funds have been raised and initial work on serials records completed. Final checking and in-house clean-up will be complete by July. Other areas needing cleanup (holdings data and some other in-house irregularities) are being assessed for 2014/15 programme of work as this will be essential for any future migration to a new library system.

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: Revised Ebook and DVD ordering workflows are now in place. Any further changes to book ordering are on-hold pending wider review of back of house activity and the need for system upgrades to help facilitate improvements.

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) submitted to CUBS.

8. Review vendor supplied MARC records for e-book packages and journals [April 2014]
   Status: This work was included in the review of hosted discovery platform, dependent on outcome of tender process. An appraisal of the data supplied by the chosen vendor and implications of loading it will be conducted as part of the latter stages of the discovery platform implementation.

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 revised UEA Open Access policy and Open Access support materials. Half day conference with HEFCE speaker booked for September 2014. Current work is focusing on ensuring workplan for PURE development is sufficiently robust and timely to support step change in open access practice to meet new HEFCE REF requirements.

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: Revised information skills programme has been implemented and approach to digital literacies is being reviewed as part of wider ISD strategy work.

11. Support academic and IT staff on implementation of MOOCs and other online courses including licensing of library resources. [On-going]
    Status: Continue to providing support to new UEA MOOC content creators especially in terms of advice on copyright and open educational resources.

12. Develop library research support strategy including Archives [June 2014]
    Status: Revised archive policy agreed by ISSC and is being implemented. Policy available via SPC and Archives webpages. Ongoing discussions with HUM about priorities from its perspective.

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 and confirmed with SITS team. SITS team plan to implement group study space bookings by the start of the 2014/15 academic year.

14. Review three day loan initiative in practice and accurately record all comments and implement adjustments as necessary [January 2014]
    Status: Complete with no major concerns identified. A review of the first full-year of operation will be undertaken in the summer including analysis of all feedback received and loan and utilisation statistics.

15. Investigate potential value of library "student champions" & "librarians let loose" initiatives [July 2014]
    Status: The "Librarians let loose" model continues to be used by Faculty Librarians as an additional approach to student engagement. The ideas of 'student champions' will be discussed further with the community in the 2014/15 academic year as one approach to help improve student satisfaction in specific subject areas identified through recent ISD and student surveys.

16. Review arrangements of the delivery of library services at King's Lynn; including clarification of responsibility for fabric of building [February 2014]
    Status: Proposed staffing changes agreed. Awaiting agreement from NSC for proposed minor change of opening hours.

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: This work will be postponed to the 2014/15 year owing to staff changes in User Services.

Contribution to wider ISD projects

- Review of web site and portal including ease of navigation and signposting, especially Faculty and Subject pages
  Status: This work is scheduled with Digital Marketing from May to August 2014.

- Communications and marketing project
  Status: This project has been postponed until after the ISD Strategy has been agreed.

- UEA London infrastructure (licensing)
  Status: This project has been scaled back owing to the announcement of UEA's withdrawal from London provision.

- Disaster recovery process review
  Status: The Library's DR and BC plans have been reviewed free of charge by our external DR/BC services provider and a re-write is expected in the 2014/15 academic year.

- Printing and photocopying
  Status: New Multi Function Devices (MFDs) are planned to be installed in the Library as part of the wider ISD student network printing implementation project.

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 the Summer vacation.
- 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 trialed 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 an IT Service Management system to underpin the wider adoption of ITIL best practice across ITCS.
- 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 was presented to ISSC in January. A project is now underway to replace laser printers and photocopiers in ISD-operated spaces with a combined MFD fleet.

Staff and Student enquiry services

- Enable card production directly from the helpdesk (Dec 2013)
  Status: A card printer was 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 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 later in 2014 following the merger of NSC and RSC.
- 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 dependent' 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 complete.
- Support Teaching and Learning Day
  Status: This work is complete.
- 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: The focus of work in 2013-14 has been on building up the learning technology service and assisting with a range of delivery projects. The pace of development of the technology is such that an annual refresh of the report has not been deemed necessary.
- 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 has not been pursued.
- 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: The existing Helix streaming server will be replaced by eStream in summer 2014. The new service will be fully integrated with Blackboard and provide a service that is a better fit with the current and likely future needs of users.

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 University's IT infrastructure. Specific tasks being undertaken this year include:
    - Network infrastructure installations for new and refurbished university buildings (Enterprise centre, Julian Study Centre, Earlham hall, Medical research building, etc.)
    Status: This is on-going activity that is progressing as planned. Work on the Julian Study Centre and Earlham hall is now complete.
    - First phase implementation of a revised storage and backup infrastructure design following a supplier lead review
    Status: Work is progressing slightly later than planned. The configuration of the new backup environment is complete and server back-up clients are being migrated. All work is expected to be complete by the end of May.
    - Rolling replacement of end of life servers (virtualising servers where possible), network switches and storage subsystems
    Status: Work is progressing as planned. All the equipment has been delivered and is being installed.
    - 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: An audit of the installation and configuration has been completed. The audit results are currently being reviewed to identify the changes required.
    - 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 is progressing as planned.
    - 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: Migration of services to new certificate servers is nearing completion.

- A number of tenders, including storage, servers, network equipment and VOIP.
  Status: The tender for wireless equipment has been completed, storage and network equipment tenders are about to be initiated.
- Review and testing of IT System disaster recovery plans
  Status: This work will need to carry forward to next year's POW due to significant staff absence within the System team

IT Systems

- Provision of cloud based email and collaboration tools for staff and students to provide increased storage and more flexible working
  Status: The project proposal has been agreed, the detailed schedule is being developed and work is progressing as planned.
- Design of a replacement IT infrastructure for UEA London
  Status: This work will no longer take place
- Investigate the business case for thin client devices in central IT areas
  Status: This work has been completed.
- Develop business case for investment in Matlab site licence
  Status: This is complete. The business case was completed, approved by the ISD Research board and a CUBS bid submitted.
- Implement document and email encryption including full disk encryption for laptops.
  Status: Full disk encryption has been developed and a proposal will be going to the IT forum for discussion and approval. Email encryption will be done as part of the migration to Microsoft Office 365.
- Review the anti-virus software
  Status: The review has been completed and a proposal will be going to the IT forum for discussion and approval.
- Working with Estates to upgrade the universities CCTV system
  Status: All work planned this year has been completed.

Networking and Telephony

- The capital funding for the wireless networking in the student residences has been released.
  Status: A project plan has been agreed and work is commencing. The wireless surveys are mostly completed and installations have started.
- Replacement network firewalls and traffic shapers (including the management stations) will be installed
  Status: Work is progressing and is expected to be complete by the end of July.
- Completion of the telephony VoIP migration
  Status: Work is progressing as planned
    - Software upgrade
      Status: The software upgrade has been completed
    - Upgrade of the telephone switchboard to the VOIP system

Status: This has been completed.
- o Migration of emergency phones, fax machines, and special need users to the VoIP system
  Status: Work is in progress and is expected to be completed by the end of May.
- o Decommissioning of the analogue exchange
- o **Status:** Work has not yet started (work will commence after the migration of emergency phones, fax machines, and special need users to the VoIP system, has been completed)

- Replacement of the telephone call logger system
  Status: Preparation work is on-going.
- 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 however JANet are experiencing some delays with the installation, which we are expecting to be complete May/June.

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: A project plan for the migration has been agreed and a pilot group of users have been migrated.
- Upgrade the High Performance Cluster (HPC) management software
  Status: Work has not yet started.
- Develop business case for additional investment in HPC.
  Status: This is complete. The business case was completed, approved by the ISD Research board and a CUBS bid submitted.
- Implementation of a pilot Windows HPC service
  Status: A pilot service is operational and is being actively used by researchers. An additional node has been ordered to provide additional resource for the service.
- Review and enhance the HPC network topology
  Status: The review is complete and the required hardware is expected to be delivered by the end of May
- 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 Administrative Systems Working Group. The programme of work is scheduled 4 months at a time- all proposed work for January to May was almost all completed on time, with a few small elements not completed, including some Address bug fixes and spanning module issue fix. Work which was completed includes PGR Annual Progress Meetings, Online Submission and Marking work (Evaluation of e-marking pilot; reassessment submission; 99 file fix; automated printing of late submissions), Timetabling (BETA project, annual rollover and non-module events), Kinetics feed improvements, Key Information Sets work, Online Module Enrolment setup and development, Attendance Monitoring Improvements, SITS Upgrade and Server Work (replacement and addition of servers, as well as improvements to performance of coding).

- 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 focused on a major upgrade of Liferay to allow migration to new hardware, expected to complete by the end of May. Work with DMT to create a microsite template for research websites will roll out after the upgrade. The hosting service cPanel has been migrated to virtual servers on new hardware, including moving ~70 websites, and removing obsolete sites. Planning for 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: The second phase of the finance project is nearing completion with project costing and budget management now being undertaken in ABW as opposed to QLX/PMA and PFACT. The project needs to conclude development of the Workflow components related to project approvals before we can decommission PMA.

- 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: Following the move of financial components from QLX/PMA and PFACT into ABW we are working to finalise new data feeds to feed project financial information to PURE. We have been working with REN to develop plans for storing meta data associated with research data in PURE as well as developing plans for improving the research information discovery via the Pure portal as a re-placement for e:prints.

- 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: Moodle has been moved to an offsite instance and we are working with the suppliers to enable federated login to the service (used exclusively via Med)
  The Liferay upgrade will bring the ability for editors to use single sign on
  A new library discovery tool has been selected which supports federated login – we will be enabling this as part of the implementation.
  We are investigating enabling federated login to evision prior to the start of the next academic year and ESD Helpdesk to support the migration of The Portal from Blackboard.
  Student Union Systems will be incorporated at the point the UUEAS sign contracts for their new web systems
  We have implemented new ADFS infrastructure to support federated login to Office 365. At present, this does not use the OpenAthens service – we plan to move the two federated login solutions towards a single solution over the course of the next academic year.

- 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. The project has been initiated and we are currently developing a request to tender document.

- 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. We are currently working with Purchasing to finalise the tender process and documentation.

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

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: In progress as part of Digital marketing team development of the new Portal.
(may still be required for Nursing Sciences Project but will be funded and run
through that project rather than used for a site wide portal).

Research Planning (RPLAN) migrating to PURE
Status: Not yet started.

Polopoly Web CMS, Flat File and ~ (Tilde) home pages
Status: In progress as part of the Liferay Migration Project.

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 and identify gaps. We have run targeted courses for specific groups of staff tailored to their particular interests (DPA for ARM and CIS, as well as a shorter more general course covering all areas of information compliance.
  - o We are in the process of setting up online courses in DPA, Freedom of Information and Information (Records) Management provided by ICR.
  - o Copyright web pages. The review and rewrite of all web pages giving guidance on copyright is on-going expected to be complete by the summer.
  - o Information security training. The course is being revised based on feedback received from its initial offering to staff.

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 switchboard has been upgraded and converted to VOIP. All operators have been trained in the use of the new system.

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: Guidance on removing works from US publishers excluded from the CLA licence was provided to those affected. The licence renewal process was documented and shared with administrative support.
- Licence review to confirm need for subscription to available copyright licences. (January 2014)
  Status: Complete
- Review copyright guidance and develop additional information published on ISD website based on queries received. (October 2013)
  Status: This work is in hand and expected to be complete by the summer.

- Records management. Continued work on collecting department RRS. (November 2013)
  Status: Complete. A confirmation report was produced that outstanding RRSs have been completed and provided to the ISSC in Feb 2014.
- 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. Affected departments have been informed of the expectations for proactive publication of some information on the University website (as described in the revised definition document for HE).
- 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: Complete
- Email management – Develop a proposal on how to move forward on email management policy and practice. (January 2014)
  Status: This work is pending changes being introduced in summer 2014 by the upgrade to Office 365. An email management flyer was produced (summarising key points) and is available from the ISD website.

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, and the new Information Security Manager will lead on the review.

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: The new Information Security Manager started on 6 May 2014. A programme of work for this role includes following up on actions described in our response to the CPNI security audit (Deloitte July 2013).