

INFORMATION, STRATEGY AND SERVICES COMMITTEE



Minutes of the meeting held on 6th February 2014

Present: Pro-Vice-Chancellor Academic (Professor N. Ward) (in the Chair), Executive Dean of Faculty or nominated representative Professor I. Harvey (FMH), Director of Information Services (Mr J. Colam-French) (ISD), Director of Finance (Mr S. Donaldson), Convenor of ICT Forum (Professor D. Stevens), Chair of Library Forum (Dr S. Connolly), Chair of ISD Education Board (Mrs H. Gillespie), Chair of ISD Research Board (Professor D. Zizzo), Academic Director of Taught Programmes (Dr A. Longcroft), Directors of University Services (Dr A. Blanchflower, Ms H. Lewis, Mrs A. Bingley)

In Attendance: Mr Giles Whattam (Head of Marketing and Communications) for agenda item **A1**.

With: Mr R. Scott (Secretary)

Apologies: Executive Dean of Faculty or nominated representative (Professor Y. Tasker (HUM), Dr M. Sillence (HUM), Dr B. Milner (SCI), Prof T. Turocy (SSF)), Independent Member of Council (Mr G. Jones)

17. MINUTES

Confirmed
the Minutes of the meeting held on 8th November 2013.

Noted
Theodore Turocy, the Dean of Faculty of nominated representative for SSF, should be listed as Professor.

18. MATTERS ARISING FROM THE MINUTES

Received
An update on actions from the meeting held on 8 November 2013.

- 1) The Library refurbishment is being progressed, but not in the way described in the action. A proposal is included in the papers for this meeting.

19. STATEMENTS BY THE CHAIR

There were no statements by the Chair.

*20. INTRANET AND PORTAL REVIEW

This minute is confidential and attached as a separate sheet.

21. PRINTING AND PHOTOCOPYING FOR STUDENTS

Consider and approved

A proposal for changes to the provision of printing and photocopying services to students (A copy is filed in the Minute Book, ref. ISC13D017)

- 1) We currently use different devices for printing and photocopying. We want to move forward onto a single device for both activities – a multi-function device (MFD), which is also able to do scanning. This will cost an extra £12,000 per year.
- 2) The move to MFDs allows ISD to provide printing and photocopying everywhere that it currently provides printing.
- 3) The papers described options for different approaches to charges.
- 4) It is clear we cannot continue to charge different rates for printing and photocopying, and the charges should be harmonised.
- 5) There is a benefit in bringing across local School and Faculty arrangements into a centrally-managed service. For instance, NSC students would be able to use their printing credit in the Library.
- 6) There is concern that an increase in charges would impact negatively on the student experience and consequently IT scores in the NSS.
- 7) Economics tells us that behaviours will change if you change the pricing structures, and an economic analysis would help understand the impact of the proposed changes.
- 8) Printing and photocopying charges have not changed for at least six years.
- 9) Efforts such as improving authentication into e-resource help encourage users to print less.
- 10) We will need to get the communications right to show the benefits of the change.
- 11) **Resolved** that the choice made should not cost ISD more money. The break even charge per page is a little under 5p. The option of providing a level of free printing was not supported by the committee.

*22. ISD CUBS SUBMISSION

This minute is confidential and attached as a separate sheet.

23. ISD STRATEGY REVIEW

Considered and approved

A proposal for reviewing and updating the IT and Library strategies into a single ISD strategy (A copy is filed in the Minute Book, ref. ISC13D019)

- 1) In considering plans for 10-15 years' time, we may want include views on what student will look like, as well as what the world will look like over that time frame.
- 2) In general, education is behind the use of technology led by commerce.
- 3) As the future is difficult to predict, we should allow for as much openness and flexibility as possible.
- 4) There is a value in undertaking strategic planning for the institution, then pulling back into the effects on each individual department.
- 5) The proposed approach to developing a single ISD strategy was **approved**.

24. LIBRARY ARCHIVES POLICY REVISION

Received

ISC13M002

A revision to the Library archives policy (A copy is filed in the Minute Book, ref. ISC13D020)

Approved without debate

25. EMAIL AND WEB NAMING POLICY REVIEW

Received

A revised policy on the naming of email and web addresses (A copy is filed in the Minute Book, ref. ISC13D021)

Approved without debate

26. CPNI IT SECURITY AUDIT REVIEW

Received

The confidential audit committee summary of findings from the CPNI critical control review (A copy is filed in the Minute Book, ref. ISC13D022)

27. ISD PROGRAMME OF WORK 13/14

Received

A report on the ISD Programme of Work 13/14 (A copy is filed in the Minute Book, ref. ISC13D023)

28. ISD RISK REGISTER

Received

A report on the review of risks ISD (A copy is filed in the Minute Book, ref. ISC13D024)

29. FREEDOM OF INFORMATION, DATA PROTECTION AND COPYRIGHT

Received

Information Compliance Annual Report (A copy is filed in the Minute Book, ref. ISC13D025)

30. RECORDS MANAGEMENT

Received

A report confirming that RRSs have been produced for DOS and ARM (A copy is filed in the Minute Book, ref. ISC13D026)

31. SECURITY UPDATE

Received

An annual report on security breaches, and IT security activities during 2013 (A copy is filed in the Minute Book, ref. ISC13D027)

32. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes (to follow once approved by the chair) from the IT Forum meeting of 15 January 2014 will be 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 meeting of 14 January 2014 will be available from:
<https://intranet.uea.ac.uk/is/committees/llr-forum>
- Papers and draft minutes (to follow once approved by the chair) from the Research Board meeting of 10 January 2014 will be available from:
<https://intranet.uea.ac.uk/is/committees/research-board>
- Papers and draft minutes (to follow once approved by the chair) from the Education Board meeting of 20 January 2014 will be available from:
<https://intranet.uea.ac.uk/is/committees/education-board>
- Papers and draft minutes (to follow once approved by the chair) from the Corporate Information Services Board meeting of 28 January 2014 will be available from <https://intranet.uea.ac.uk/is/committees/corp-info-services-board>

33. TERMS OF REFERENCE FOR CORPORATE INFORMATION SERVICES BOARD

Received

Terms of reference of the Corporate Information Services Board (A copy is filed in the Minute Book, ref. ISC13D028)

Membership list for the Corporate Information Services Board (A copy is filed in the Minute Book, ref. ISC13D029)

34. DATES OF MEETINGS

Reported

that the next meeting of the Committee 2013-14 has been scheduled for 2pm on the following date:

Tuesday 10th June 2014