

## ISC14D003

**Title:** ISD Programme of Work 2013/14  
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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	<p>Work has progressed over the summer on the two postgraduate study spaces on Floor 2 and 6 new group study spaces for use by all students on Floor 01. Some construction delays mean that the spaces will be opened a little later than planned but contingencies are in place to minimise any impact on start of year.</p> <p>Regular meetings continue to be held with the builders, architects, Estates and others to check progress and to agree decisions on construction issues and dependencies as they arise.</p> <p>Information about the project is displayed in the Library entrance with daily notices about the work being undertaken and any likely disruption to users.</p> <p>The main delay is a 4 week delay for delivery of the doors and a decision has been made to provide temporary doors in the first instance so the spaces can open early October.</p> <p>We are confident that the quality of the end product will be high and these new rooms will be a considerable asset to students, postgraduates and staff. We look forward to being able to offer tours to members of ISSC as soon as the project is complete.</p>
Cloud based email and collaboration tools	<p>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.</p> <p>Work on this project identified several areas of concern which has resulted in the email migrations being postponed. Areas included:</p> <ul style="list-style-type: none"><li>• User Acceptance Testing had not completed in time to allow pilot groups to commence</li><li>• IT Helpdesk and IT Support training had not started</li><li>• Several Policy items were found that requires more in-depth investigations</li></ul>

Project	Objectives
	<ul style="list-style-type: none"> <li>• Several technical issues were found with Email Migrations: <ul style="list-style-type: none"> <li>○ <b>Delegated Access:</b> If a user has delegated another user to access their email or calendar (e.g. head of School may have a secretary that needs to access their calendar to manage appointments) then to allow delegated access to continue to work all parties sharing the email/calendar will need to be migrated at once. We are currently working on finding these groupings so we can migrate them as one.</li> <li>○ <b>Shared Mailboxes:</b> Shared email accounts that are not managed by SPOT will disconnect the users who access them to read and send emails from them. Work is taking place to move 500 email accounts to be managed by SPOT.</li> <li>○ <b>Mobile Devices:</b> Any mobile device configured to access UEA email will lose connectivity. The user will need to reconfigure their device to reconnect. A series of guides have been produced for different devices. However, it was expected that a large number of users would have contacted the IT Helpdesk for assistance at a time when they would be busy supporting Start of Year activities.</li> </ul> </li> </ul> <p>Due to the impact that the known issues can have on SOY and considering the current impact as a result of research storage it was decided that staff and student migrations should stop for the time being.</p> <p>Work on Office 365 has continued in preparation for email migrations. Work taking place includes:</p> <ul style="list-style-type: none"> <li>• Continued Testing &amp; resolution of Issues for Email migrations into Office 365</li> <li>• Completion of Integration of UEA systems with Office 365</li> <li>• Completion of Online Guidance Material</li> <li>• Continuing training of IT Staff on Office 365</li> <li>• Completion of a series of Pilots to use the Collaboration only aspects of Office 365</li> <li>• An update to MS Office 2013 on all ISD managed Staff and Student Windows PCs.</li> <li>• Creation of an options paper for migrating Email into Office 365</li> <li>• Investigation of any settings that may affect ISD policy.</li> </ul>
Wireless in Residence	<p>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.</p>

Project	Objectives
	<p>Work is on track to be completed by 5<sup>th</sup> September 2014.</p> <ul style="list-style-type: none"> <li>• Extending Wireless into Residence has been completed</li> <li>• Removing older wireless networks (UEA, UEA Guest, BT Openzone) has been completed</li> <li>• Introduction of “_The Cloud” wireless network for visitors and guests has been completed</li> <li>• Introduction of a system to make it easier to register for the wireless network has been completed.</li> </ul>
UEA London infrastructure	<p>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.</p> <p>Discussions with INTO have taken place to confirm the process and timing of IT Infrastructure removal. Work that has taken includes:</p> <ul style="list-style-type: none"> <li>• <b>Continuation of service for students and staff moving to Norwich:</b> Checks have been made to ensure IT Accounts, email and campus Cards will work when these users move to Norwich Campus. Filestore contents for these users is being moved to Norwich.</li> <li>• <b>Continuation of service for students and staff in London:</b> IT Infrastructure is not due for removal until Jan 2015 however work has taken place to allow for continued access to library resources for student and staff that need this access.</li> <li>• <b>Email:</b> London staff are moving email to INTO’s system by Sept 2014.</li> <li>• <b>Filestore:</b> London staff will have filestore moved to INTO facility by Sept.</li> <li>• <b>Licensing:</b> UEA and INTO are organising an extension of licenses and maintenance contracts where appropriate to allow for infrastructure to stay in place until Jan 2014.</li> <li>• <b>Networking:</b> The network at the London site will be moving temporarily to a separate part of UEA’s network. This will allow us to stop automatic access to UEA licensed resources such as library electronic journals, whilst maintaining network connectivity at the London site.</li> </ul>
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	<p>At the request of ET, a security assessment has been undertaken by Deloitte against the 20 CPNI ICT security controls. Their report makes a number of recommendations for the University to consider and act upon.</p> <p>A new Information Security Manager (Philip Ayers) has been appointed and has put together a plan of work to improve information security to be included in the ISD POW for 2014/15.</p>

Project	Objectives
Finance System phase II	<p>The second phase of the finance project involves the costing and budget management of research projects using ABW's Agresso Research Costing and Pricing (ARCP) system (which replaces QLX/PMA and PFACT).</p> <p>Several issues are causing delays and difficulties in completion of the project:</p> <ul style="list-style-type: none"> <li>• Some anomalies exist in the interface to PURE as a result of incorrect mapping of data between the two systems</li> <li>• Reporting from the system is not yet possible</li> <li>• Workflow is not operational yet</li> <li>• There are inconsistencies between project activities and the intended purpose across pre-production environments (development, test and live)</li> <li>• Data and code across environments is in different states of currency</li> </ul> <p>A project schedule is being compiled to plan the necessary activities to correct the current situation. In addition, discussions are to be held with the supplier – Unit 4 – to allocate an Account Manager and to reach agreement on work required to document the current system and a delivery schedule to complete outstanding configuration.</p> <p>Other standard project documentation (highlight reports, risk log, issues log, project meeting agenda and actions) is being introduced to manage, track and report-on the project.</p>
Implement CareerHub	<p>Implementation of CareerHub is nearing completion, with the successful delivery of:</p> <ul style="list-style-type: none"> <li>• Appointment booking</li> <li>• Loading of student and employer data</li> <li>• Implementation of the Student portal</li> <li>• Implementation of the Employer portal</li> <li>• Vacancy recording</li> <li>• Event recording</li> <li>• The ability to query, extract and analyse data</li> </ul> <p>There remain three actions outstanding:</p> <ul style="list-style-type: none"> <li>• Testing of card readers to be used to record event attendance</li> <li>• An agreed end-of-year process for communication to graduates by Careers and Alumni</li> <li>• The facility for Alumni to extract mentor-data from CareerHub to update Raisers Edge</li> </ul> <p>These actions are in progress and will complete by mid-October. Once completed, a project closedown report will be presented to the Project Board and the project closed.</p>

Project	Objectives
Identity Management Replacement	<p data-bbox="533 237 1426 304">Procurement and implementation of a replacement Identity Management Solution (replacing SPOT). The project started at the end of April.</p> <p data-bbox="533 344 1433 517">Two responses were received to the invitation to tender which closed on 12th August. These are being evaluated by project team members who will meet to reach a final decision by 12<sup>th</sup> September. Their recommendations will be submitted to SMT for review and confirmation on which supplier to select.</p> <p data-bbox="533 557 1374 624">Once the supplier has been selected, contractual requirements will be concluded by Procurement and engagement can commence.</p> <p data-bbox="533 665 1345 732">Project-shaping and high-level planning will be the first activity. It is envisaged that this will take place at the beginning of October.</p>
Enterprise wide reporting	<p data-bbox="533 741 1449 913">The invitation to tender closed on 5<sup>th</sup> September with submission of eleven responses. These will be evaluated by the project team during September with a shortlist produced by the end of September. A project board meeting will be held at this stage to discuss the findings and to move to the next stage of procurement.</p> <p data-bbox="533 954 1453 1021">In the meantime, analysis of existing Discoverer reports and development of the data warehouse is in progress.</p> <p data-bbox="533 1061 1449 1167">Minor delays in project activity have been caused by operational problems with the Data Warehouse feed and for the provision of justified requests for reports by the business.</p>
Library systems upgrades	<p data-bbox="533 1173 1437 1272">Library Search using the new Ebsco EDS service was launched alongside the new ISD website and University portal on Tuesday 9<sup>th</sup> September. You can see both at the following URLs:</p> <p data-bbox="533 1312 1134 1379"> <a href="https://libsearch.uea.ac.uk">https://libsearch.uea.ac.uk</a>  <a href="https://www.uea.ac.uk/hub/information-services">https://www.uea.ac.uk/hub/information-services</a> </p> <p data-bbox="533 1420 1442 1487">A change of this scale will inevitably lead to queries and the library has help and guidance available for those using the system for the first time.</p> <p data-bbox="533 1527 1442 1700">However, the main driver is that the service should be much more intuitive to use without needing so much help and explanation. Mitigation is in place to support users through the transition. Any email queries should be forwarded to Electronic Services Team <a href="mailto:eservices@uea.ac.uk">eservices@uea.ac.uk</a> in the first instance.</p> <p data-bbox="533 1740 1433 1845">The new service integrates with existing Library management systems: Aleph, MetaLib and SFX, with the latter services due for further review this academic year.</p>
Printing and photocopying	<p data-bbox="533 1852 1417 1919">Following ISSC recommendations, a project is taking place to improve the technology delivering the student printing, copying and scanning service.</p> <p data-bbox="533 1960 1449 2027">The new PrintPlus+ service was implemented during the summer, and is now available to students in the Library and ITCS building. The service offers</p>

Project	Objectives
	<p>photocopying, scan-to-email and printing from conveniently-located Multi-Function Devices (MFDs, or 'all-in-one' devices that replace conventional printers and photocopiers). Printing is available as duplex by default, and in colour up to A3.</p>
<p>Software Procurement Process</p>	<p>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.</p> <p>A revised process for the procurement of software and its additional to the software catalogue was developed jointly between ISD and faculty finance managers, and was endorsed by ISSC in June. The process is now in use for software procurement. Further work to record and manage software assets will be undertaken during 2014-15.</p>
<p>Research storage</p>	<p>Considerable disruption has been caused to our research users after around two-thirds of the users were migrated to the new Research Storage solution. Since that time we have been working with our partners at Tectrade, IBM and Arcastream to establish the causes of these issues. The research storage service has remained stable since 11th July. More detail is provided in a separate document.</p>

## 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 the plan is to implement these alongside the ISD ITIL Project which is scheduled for the 2014/15 programme of work.
  
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 October 2014
  - additional group study rooms on floor 01. [September 2014]  
**Status:** See Library space project. The new spaces should be available for students to use from October 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. This will be further progressed as part of the 2014/15 Collection development project.
  - Review and replace Library signage to enhance appearance of the building whilst also providing clear direction for users. [April 2014]  
**Status:** Signage has been updated this summer with an emphasis on minimalism and clarity.

#### 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:** See report on 'Library systems upgrades' above.

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 was supported as part of the CUBS process and the post required is currently going through the post release process. Work is likely to begin in December/January as part of the 2014/15 programme.
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:** Remedial work on serials records was completed successfully. 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. Further changes are planned for the 2014/15 programme of work including additional processing being done by our book suppliers.
7. Rescope to identify sustainable workflow for the Library's digitisation service, including recording of CLA compliance [November 2014]  
**Status:** Business case for digitisation and course reading was supported as part of the CUBS process and the post required is currently going through the post release process. Work is likely to begin in December/January as part of the 2014/15 programme. The annual CLA rollover and reporting was completed successfully.
8. Review vendor supplied MARC records for e-book packages and journals [April 2014]  
**Status:** The review recommended benefits in terms of a reduction in manual work for an already over-stretched E-services team and the swifter availability of e-resources for users. Therefore vendor supplied MARC records will be implemented as part of the 2014/15 programme of work.

#### **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:** Half day conference with Vice Chancellor, PVC Research and HEFCE speaker was run on 17th September 2014. 2014/15 work will include ISD focusing on ensuring the workplan for PURE development is sufficiently robust and timely to

support the 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 a new Digital Literacy & employability project will be run as part of the 2014/15 programme.
11. Support academic and IT staff on implementation of MOOCs and other online courses including licensing of library resources. [On-going]  
**Status:** ISD continues to provide 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 was agreed by ISSC and is being implemented. Following external funding from the Foyle Foundation, a project to implement a new Literary archive is being developed by the Library and HUM during the 2014/15 academic year.

#### **User services:**

13. Specify requirements for room booking software to feed into ITCS SITS room booking configuration plans. [December 2013]  
**Status:** The new online room booking system integrated with SITS was not available for the start of year but will be added to the 2014/15 programme of work. In the interim, the Library will be continuing with its manual systems.
14. Review three day loan initiative in practice and accurately record all comments and implement adjustments as necessary [January 2014]  
**Status:** Initial analysis of the utilisation data shows that use of the High Demand Collection has increased slightly. A full report on the first year of operation and analysis of the feedback received, will be presented to LLRF in October.
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 and service hours were agreed and implemented in time for the start of the 2014/15 academic year.

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:** As reported in May, this work was 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 was completed successfully for the launch of the new site in September 2014.
- Communications and marketing project  
**Status:** This project was postponed.
- UEA London infrastructure (licensing)  
**Status:** This project was scaled back owing to the announcement of UEA's withdrawal from London provision. Contingency plans are in place to support e-resource access for the remaining cohorts.
- 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) were 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 took place during the Summer vacation.
- Refresh of obsolescent PC equipment in teaching spaces (Summer 2014)  
**Status:** Work to refresh PCs took 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.  
**Status:** Support for IT and AV provision has been/will continue to be provided in respect of the Julian Study Centre (completed), Earlham Hall (completed), and the Enterprise Centre (ongoing)
- 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 an IT Service Management system to underpin the wider adoption of ITIL best practice across ITCS. A project to explore the adoption of ITIL is scheduled for 2014-15.
- Review options for student network printing (and if approved implement) a combined printing and photocopying service (review October 2013)  
**Status:** Student network printing was updated with the rollout of multi-function devices in July 2014, providing a new service called PrintPlus+.

### 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 2013 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 took 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 in 2014-15 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, and is the subject of an ISD-led project scheduled for 2014-15.
- 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.
- 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 was replaced by eStream in August 2014. The new service is fully integrated with Blackboard and provides a service that is a better fit with the current and likely future needs of users. Training sessions and ongoing support has and will continue to be provided to academic colleagues throughout 2014-15.

### 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 and work is continuing on the other builds
  - First phase implementation of a revised storage and backup infrastructure design following a supplier lead review  
**Status:** The backup elements of this work have been completed. Work on the storage infrastructure has stopped as the resource is being used to progress the issues with Research Storage. The work will rescheduled into the 2014-15 POW.
  - Rolling replacement of end of life servers (virtualising servers where possible), network switches and storage subsystems  
**Status:** Work planned for this year has been completed.
  - Regular server driver, firmware and patch upgrades  
**Status:** This is on-going activity however all expected work for the year has been completed.
  - Continued development of the IT infrastructure monitoring system  
**Status:** This is on-going activity and planned activity for the year has been completed.
  - 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 and will feed into the security review project.
  - Continued enhancements to the Data Centre monitoring systems.  
**Status:** This is on-going activity and work planned for this year has been completed.
  - Replacement of Data Centre power strips to provide additional power resilience  
**Status:** Work planned for this year has been completed. The remainder of the replacements will be completed next year.
  - Review of server maintenance to ensure appropriate cover and value for money  
**Status:** Work has completed and the contract awarded.
  - Desktop software application packaging and deployment as requested  
**Status:** This is on-going and all work required for the new academic year has been completed.

- On-going peer led training sessions to IT support teams and the Help desk  
**Status:** This is on-going activity and work planned for the year is completed.
- Upgrades to server certificates  
**Status:** Migration of services to new certificate servers has been completed.
- A number of tenders, including storage, servers, network equipment and VOIP.  
**Status:** The tender for wireless equipment and network equipment have been completed, VOIP tender is about to be initiated and storage and server equipment tenders will be initiated early in the next academic year.
- 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:** Progress is reported under the project section
- 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 was approved for Windows PC's. A revised proposal for Mac and Linux PC's will go to the October IT forum meeting. 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 the proposal approved. Implementation will be completed in early September.
- 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:** Progress is reported under the project section
- Replacement network firewalls and traffic shapers (including the management stations) will be installed

**Status:** Procurement has completed, implementation will be guided by the security review project in 2014/15.

- 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.

- Migration of emergency phones, fax machines, and special need users to the VoIP system

**Status:** This has been completed

- Decommissioning of the analogue exchange

**Status:** Work is progressing and expected to be complete by the end of September, as planned.

- Replacement of the telephone call logger system

**Status:** Work is progressing and expected to be complete by the end of September, as planned.

- Completion of the replacement DHCP/DNS system

**Status:** Work has been completed

- Installation of a second resilient JANet connection

**Status:** This has been completed

## 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:** Progress is reported under the project section

- Upgrade the High Performance Cluster (HPC) management software

**Status:** This has been completed

- 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.

- Review and enhance the HPC network topology

**Status:** This has been completed

- Continued enhancements to the Linux desktop

**Status:** This is on-going activity and all planned work for the year has been completed.

#### 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 current focus of work is on

- Electronic Marking
- Supervisory Meetings
- SITS Upgrades
- Rogo Upgrade
- Hobsons integration work
- Timetabling Developments
- Non-module Events
- Annual Student Rollover improvements

Despite a large team the backlog of work being requested by the team is continuing to grow. At present there is a back log of at least 2 years work. A proposal is being developed for the Corporate Systems Board to review resourcing models and levels

- 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 upgrade Liferay and move it to new more resilient hardware. DMT have created a microsite template for research websites which is now being rolled out – this reduces some of the need for bespoke cpanel sites. Following a security incident the hosting service cPanel has been migrated to an offsite provider, including moving 40 websites, and removing obsolete sites. The first stage of portal migration has been undertaken. All non-private internal content for central unit web pages has been migrated to Liferay.

- 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 has been harder to achieve than we were led to believe or envisaged. A new project manager is now in place and we plan to conclude the project by November 2014. 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:** Liferay, ESD Helpdesk, Library Discovery, eVision and Student Union have all been moved to Single Signon via the OpenAthens service

- 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:

- 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.
  - Scoping and purchase of a standard reporting engine. The project has been initiated and we are currently evaluating tender responses.
- 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:** The project has been initiated and we are currently evaluating tender responses.

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:** Although we have moved the Portal the Blackboard community system has been retained at the request of Health Sciences to support new courses they are offering.
- 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:**

- 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).
- We have set up a new online course for DPA, and are working on getting similar courses for Freedom of Information and Information (Records) Management established. They are hosted by ICR and expected to be available by end Oct.

### Telephony infrastructure

- Switchboard - upgrade, conversion to VOIP, retraining, new contingency plans, and new ways of working to exploit the VOIP set up.

**Status:**

- Telephone directory. This was reviewed and updated, with a revised version was published in October 2013 (<https://www.uea.ac.uk/is/telephone-directory>). Work will start on the annual refresh shortly.
- Switchboard. The switchboard has been upgraded and converted to VOIP. All operators have been trained in the use of the new system and the business continuity plan has been updated to reflect the new set up.

### 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:** Complete.

- 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:** The review and rewrite of all web pages giving guidance on copyright is about 50% complete, and has now been subsumed into the migration of the ISD webpages to Liferay.

- Records management. Continued work on collecting department RRS. (November 2013)

**Status:** Complete.

- Publication scheme review and further encouragement for proactive publication including provisions for datasets in the Protection of Freedoms Act. (January 2014)  
**Status:** Complete. Increasing the amount of material routinely published on our website will form part of the liaison with departments handling FOIA requests.
- 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:** 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:** In hand.

### **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 provided advice to ARM on the recently developed 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. After induction and analysis of audit reports, an approach to addressing security issues highlighted is being developed, and will form a part of the ISD POW 14/15.