

INFORMATION, STRATEGY AND SERVICES COMMITTEE



Minutes of the meeting held on 10th June 2014

Present: Pro-Vice-Chancellor Research (Professor D. Richardson) (in the Chair) Pro-Vice-Chancellor Academic (Professor N. Ward), Executive Dean of Faculty or nominated representative (Dr M. Sillence (HUM), Professor T. Turocy (SSF)) Director of Information Services (Mr J. Colam-French) (ISD), 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), Academic Officer of the Union of UEA Students (Ms. L. Withers-Green)

In Attendance: None.

With: Mr R. Scott (Secretary)

Apologies: Executive Dean of Faculty or nominated representative (Professor Y. Tasker (HUM), Prof J. Gazzard (FMH), Dr B Milner (SCI)), Independent Member of Council (Mr G. Jones), Chair of Web Steering Group (Professor I. Harvey (FMH)), Director of Finance (Mr S. Donaldson)

35. MINUTES

Confirmed
the Minutes of the meeting held on 6th February 2014.

36. MATTERS ARISING FROM THE MINUTES

There were no matters arising from the minutes of the meeting of 6th February 2014.

37. STATEMENTS BY THE CHAIR

- 1) The new PVC for Research and Enterprise, Professor David Petley, will be visiting the University on Thurs 12 June. He is expected to take on the role of Chair of ISSC.
- 2) Over the summer, the Chair and PVC Teaching and Learning (Professor Neil Ward) will be working on a refresh of the Corporate Plan.
 - i. The revised plan will cover the period through to 2020.
 - ii. It will have four chapters picking out the key themes to move forward on. It is not expected to cover everything. Themes will include:
 1. Student education and opportunity. This includes blended teaching, the campus experience and employability.
 2. Research and enterprise
 3. Internationalisation. We want to improve our reputation internationally and establish ourselves in the world top 100 HEIs in the league tables. (We also aim to get into the UK top ten HEIs.)
 4. University resources. This includes HR, Estates, and finance.

- iii. Consultation on the development of the Plan will include divisional heads.
- 3) The University has submitted a bid to HEFCE for funding to develop an institute for big data and societal change. We expect to know the outcome to our submission by the end of July 2014. Partners in the bid include Norfolk County Council, Aviva, HP and Microsoft. There is no contractual requirement nor any expectation that should the bid be successful we would buy services from any of these partners.

38. ISD STRATEGY 2014 - 19

Considered and approved
the draft ISD Strategy for 2014 to 2019 (A copy is filed in the Minute Book, ref ISC13D030)

- 1) Even though the Corporate Plan is due to be revised, the time spent aligning the ISD Strategy with the current Corporate Plan is not wasted and should continue.
- 2) Members of ISSC were encouraged to look at the final report from the scenario planning exercise they participated in. It did not focus on just IT and Library futures, but the HE sector in general.
- 3) Section 1 - student learning and employability
 - i. The strategy does accurately reflect the direction described in the Learning and Teaching Strategy.
- 4) Section 2 - teaching
 - i. It was *agreed* to add something on how ISD will work with CSED to develop courses to support academic staff professional development in the innovative use of tools for teaching.
 - ii. The bullet on "investigating ways of providing support for course content creation" will include any provision for lecture capture and use of tools at the desk. We will not be able to say at this point when funding will be made available to deliver on these aims. It was noted that the ISD Education Board had recommended that some low cost items (such as microphones and webcams) will be provided by the local school.
 - iii. The strategy is not intended to list all planned work for all the corporate applications. ISSC will review the ISD Programme of Work, and establish its priorities.
 - iv. It was *agreed* to add an additional point on the development of the student administrative system to ensure that the basics are covered.
- 5) Section 3 - research and enterprise
 - i. The ISD Research Board were happy with this section.
 - ii. It was *agreed* to add "including student enterprise" to the bullet on enterprise initiatives. There is a link between employability and facilitating student enterprise.
 - iii. It was *agreed* to add "and flexible" to the description of local services in the introduction.
- 6) Section 4 - organisational development
 - i. The second bullet focuses on the use of new technology which supports scholarly activity.
 - ii. It was noted that to attract good students, the quality of the website is also important.
 - iii. It is not possible to decide at this point how to balance investment in student recruitment and support for teaching and learning.
 - iv. It was *agreed* to reword the bullet to say "support the University's core business aims". These aims will be articulated in the drafting of the revised Corporate Plan, and the ISD Strategy should retain flexibility to be able to work with them.
- 7) Section 5 - Library resources
 - i. It was acknowledged that Library staff are also valuable resources to pedagogic development as well as the Library collections.

- 8) Section 6 - IT infrastructure
 - i. Students coming to UEA will be familiar with well-designed state of the art systems such as Facebook, and this could lead to complaints about the quality of the systems we provide. It is difficult to work out which part of the IT service impacts on the NSS scores.
 - ii. Very few academics are doing more than the minimum in Blackboard. If we did more with tools we have already got, we could make a positive impact.
 - iii. Staff coming to UEA from other institutions are often complimentary about the IT service here.
- 9) Sections 7 - 10 - no comments.

Action: Director of Information Services to revise the ISD strategy in the light of the comments described above.

Action: Director of Information Services and Director of University Services (LTS) to develop an additional point for *Section 2 - teaching* covering concerns around the development of the student administrative system.

*39. STUDENT NETWORK PRINTING

This minute is confidential and attached as a separate sheet

*40. ENCRYPTION OF DEVICES AND REMOVABLE STORAGE

This minute is confidential and attached as a separate sheet

41. CONDITIONS OF COMPUTER USE

Received

Annual review of the Conditions of Computer Use (A copy is filed in the Minute Book, ref ISC13D033)

Approved without debate

42. LIBRARY RULES

Received

Annual review of the Library Rules
(A copy is filed in the Minute Book, ref ISC13D034)

Approved without debate

*43. ANTI-VIRUS REVIEW

This minute is confidential and attached as a separate sheet

44. SOFTWARE PROCUREMENT

Received

A proposal for software procurement processes (A copy is filed in the Minute Book, ref. ISC13D037)

Approved without debate

45. ISD PROGRAMME OF WORK

Received

A progress report on ISD Programme of Work – Academic Year 2013/14.
(A copy is filed in the Minute Book, ref. ISC13D038)

*46. ISD SURVEY

This minute is confidential and attached as a separate sheet

47. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes (to follow once approved by the chair) from the IT Forum 21 May 2014 will be available from: <https://intranet.uea.ac.uk/is/committees#ITCF>
- Papers and draft minutes (to follow once approved by the chair) from the Library Forum 19 May 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 13 May 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 20 May 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 23 May 2014 will be available from: <https://intranet.uea.ac.uk/is/committees/corp-info-services-board>

48. COMMENTS AND SUGGESTIONS

Received

Reports from the IT and Library services on comments and suggestions received in the last year. (A copy is filed in the Minute Book, ref. ISC13D040)

49. DATES OF MEETINGS

Reported

that the meetings of the Committee 2014-15 have been scheduled for:

Thursday 11th September 2014 (2.00 p.m.)

Friday 7th November 2014 (10.00 a.m.)

Thursday 5th February 2015 (2.00 p.m.)

Tuesday 9th June 2015 (2.00 p.m.)

50. ANY OTHER BUSINESS

- 1) The Chair thanked Professor D. Zizzo (ECO) for his work on the committee, and wished him well in his new ventures.