

LTC09D003

Title: UEA London – Update from the Information Services Directorate
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Attached are the following reports:

- UEA London – IT briefing for LTC – Report from Mark Jones
- Library provision – Report from Nicholas Lewis

UEA London – IT briefing for LTC

The UEA Information Services Directorate has agreed to develop, deliver and support the core ICT infrastructure at UEA London. This paper briefly outlines how the ICT will be delivered from the student perspective.

There will be a computer suite (server room) at 102 Middlesex Street that will house a small number of servers and network switches. The development of the computer suite is part of the build and is the responsibility of the INTO joint venture, UEA have provided a full specification for the computer suite which include systems to ensure resilience and service continuity.

The ICT infrastructure will include the provision of a JANET network connection to the site. In turn, a physical network will operate and be supported **by a wireless network which will allow access via the Eduroam service for all registered student of both UEA and City**. Telephony services will be supplied via a VoIP solution.

At UEA London, students affiliated with the different partner institutions will login to a PC workstation and be delivered a desktop with the appropriate corporate branding and access to a list of agreed software and electronic resources they are licensed and entitled to use. Terminal services will be employed to manage this solution and ensures the appropriate outward facing IP address is presented for each of the institution's students. **This means that City students will have a desktop developed by City and providing access to recourses licensed for their students and UEA student will have access to a similar UEA developed desktop.**

Login, authentication and security will be managed by a locally hosted Directory Services solution. A child domain (london.uea.ac.uk) will exist and store City University's student credentials through a synchronization process. A read-only cache of the UEA Norwich directory service will be maintained at UEA London. This infrastructure allows the allocation of groups in active directory to manage user provisioning and mailing list if required.

Email services for UEA London will be hosted by UEA Norwich and City University using existing web-based solutions. UEA staff, UEA students, UEA-INTO staff and UEA-INTO students will receive a @uea.ac.uk email account. City students will most likely have email addresses that are @city.ac.uk but is to be confirmed by City University. UEA staff accounts will be on the main UEA Exchange server and the UEA student accounts on the main UEA student email system.

Storage will be managed locally at UEA London and will provide storage to all users (including City), except 'Visitors', at UEA London. Any visiting UEA users will continue to receive file and profile services from UEA Norwich file services via the site-to-site VPN. The document storage quotas will be 1Gbyte for students, 2Gbytes staff and profile/email quotas will be inline with those currently used at UEA or City. **We expect UEA Norwich staff to be using a UEA laptop which will provide locally cached documents and profile.**

A solution to manage student network printing has been identified which will run locally at UEA London. The service will be modeled on the solution at UEA Norwich. Start-up costs are relatively high so due consideration must be given as to whether this is should be part of a phased install as student numbers increase.

A common VLE supplied by INTO will be accessible to students. UEA Norwich and City University will supply data feeds to enable access. UEA only students will also have access to the UEA VLE (Blackboard). City-INTO students have potential access to the City VLE but this is a responsibility for City to address.

With regard to access to 'student information systems', It is not envisaged that any UEA Norwich CIS applications will be hosted locally at UEA London. **Joint venture or UEA staff based at Middlesex Street who are authorised to access UEA corporate applications will gain access via web based applications. Access to SITS will be via e-vision via an HTTPS connection. Functions that can't be run in e-vision will be performed by faculty staff at UEA Norwich where appropriate.** Further development of e-vision functionality will be required. The scope and timescales of development work on e-vision is to be determined. It is technically possible to allow client access to UEA SITS from UEA London and this is being explored. Remote client access incurs a capital cost and the needs further consultation with the UEA SITS team.

INTO are responsible for the specification, procurement, installation and replacement of audio visual services at UEA London.

To support UEA London, two posts will be based on site and will provide 1st and 2nd level support to staff and students. Their duties will include systems administration, technician and helpdesk tasks. 3rd line support will be provided by UEA specialist staff at UEA Norwich. They will be line managed locally. Work is required to define the helpdesk responsibilities and reporting lines through the creation of an SLA.

Risks

1. **Risk 1 – Impact on ISD programme of work for UEA.** In order to provide staff resource for this project significant planned areas of development for UEA have been postponed. In particular ISD had hoped to start work on a series of projects to improve support for teaching and learning, this has been postponed until February 2010.
2. **Risk 2 – Timescales.** The ICT project is working to very tight timescales and we are working to catch up on delays from the start of project. A significant amount of the specification for the computer suite was omitted by INTO from the initial agreement for the build and as a result this fitted after the building is handed over adding further delays to when we can start to deploy the ICT. The proposed go live date of 18th January is extremely tight and we may not hit it.
3. **Risk 3 – Joint teaching of City and UEA students and desktop provision.** The nature of the intended course delivery is such that City and UEA students will be taught jointly. The ICT infrastructure and in particular the student desktop provided to the two groups will not be same. City students will have a desktop developed by City University giving access to City owned resources and UEA students will have access to a UEA desktop. While we intend to work with City University to seek as much commonality as possible there is the potential that different desktops and services therein may lead to confusion and this could impact on the overall student experience.
4. **Risk 4 – Failure to provide VLE functionality.** At the outset of planning the ICT infrastructure it was agreed that UEA and City students should

have access to a common VLE and it was agreed that this would be developed by the INTO joint venture. It appears unlikely that this will be delivered and at this stage it is unclear how course resources will be made available to students. Alternative temporary solutions are being explored. One possibility is the provision of a central fileshare for document access and management, and mailing lists to allow communication to students.

Mark Jones
UEA London ICT Project Manager
September 2009.

LTC: UEA London 7/10/09

Additional statement from Library Director

In terms of library resource provision, the brief has been to replicate as far as possible the UEA Norwich experience for UEA London students. At UEA London, all the students will have access to UEA's online resources via the IT infrastructure which is being provided by ISD. This will provide a significant amount of content in support of these courses in terms of databases, journals and eBooks.

Access to physical library resources is more complex and will differ according to the different needs of the different types of students.

Foundation, Diploma and Graduate Diploma students

Access to physical resources for these students will be the primary responsibility of the Learning Resource Centre (LRC) to be based in the 100 Middlesex Street building and run by INTO along the same lines as the LRC at INTO UEA (Norwich) where the stock is primarily based on tutor recommendations¹. There will be approximately 90 shelves of relevant stock equating to approximately 2,250 items covering the full range of subjects being studied at this level. I am advised that students each receive a book pack with their core readings. They also receive other learning materials and readings as part of the course materials.

In addition, as part of the Joint Venture Agreement, there will be some borrowing rights to the collections at City University Library. Although City's holdings are less comprehensive than UEA's in some areas, the academic levels of books (predominantly undergraduate) will be appropriate to supplement the local LRC provision thereby fulfilling a similar function to UEA Library in Norwich.

There are two limitations to this approach, the first being the distance between 100 Middlesex Street and City University (a 30 minute walk or 20 minute tube and walk). To address this issue, several other local HE Library sites were reviewed, including London Metropolitan, but these were not deemed to be suitable.

The second limitation is the imprecision in the schedule of services provided by City University (which City has so far been unwilling to clarify further), but UEA Library will work with City to try to ensure any limitations are overcome in practice.

INTO teaching staff will be best placed to report on whether the physical provision is adequate for their Foundation, Diploma and Graduate Diploma students and I would suggest that this arrangement for additional library provision is reviewed after one year (January 2011).

Postgraduate students

I understand that the March 2010 MBA in Strategic Carbon Management will be the first postgraduate programme to be run at UEA London. UEA Library has reviewed the reading lists for this course and is also aware of two other proposed postgraduate courses, the Masters in Creative Entrepreneurship and the MSc in Data Mining & Knowledge Management which are due to commence in 2010.

¹ At UEA Norwich I am responsible for the Main Library provision but not for the INTO UEA (Norwich) Learning Resource Centre [LRC] and I have no specific budget allocation for buying books specifically for INTO courses.

For the first couple of years, we have agreed in principle with the Joint Venture (JV) that these courses will be allocated approximately 6 shelves in the UEA London LRC in order to keep a collection of around 130 titles relevant to these courses. This is deemed adequate on the basis of the indicative reading lists received for the MBA in Strategic Carbon Management and from the verbal assurances we have had that both the Data Mining & Knowledge Management and Creative Entrepreneurship programmes will have very limited needs in terms of physical library provision.

The plan is for these physical resources to be borrowable by UEA London postgraduate students but this will be dependent upon the UEA London LRC having a Library Management System that enables different borrowing rights for different types of users. In other words, they will need to ensure these books can only be borrowed by those with postgraduate or staff status (although anyone could read these items in the resource centre itself). This question of borrowing has not yet been resolved.

Initial indications are that the JV will purchase the books needed for the MBA in Strategic Carbon Management programme which will cost approximately £2,000. This will be supplemented by existing UEA e-resources. However, I also understand there are approximately £7,000 of additional recurrent journals and e-resources requested on the reading lists. UEA Library has made it clear that these new resources are not affordable within existing library budgets and it has been stated as the understanding both of the Director of Information Services and of Dean London that such costs will need to be met by School supplementation (see new course proposal, section BC7F).

As with the Foundation, Diploma and Graduate Diploma students, there will be additional access to library resources to City University but this does not include access to the Cass Business Library which is unfortunate. Therefore we have also negotiated an option to purchase membership of Senate House Library (University of London) for postgraduates. Senate House covers most disciplines except Science and is good for research level material. It is less good for current, up-to-date undergraduate texts. The decision about whether to sign up the first cohort of postgraduates has yet to be confirmed.

After 2 years, I understand it is possible that the UEA London LRC will expand to include additional provision on another floor. At that point a more extensive collection could be planned for UEA London courses and is indeed likely to be essential for any planned undergraduate provision. At that point, the model of 'piggy-backing' UEA student provision on the back of the INTO LRC may need to change and a small UEA-run Library may well need to be provided. There will be considerable capital costs in establishing such a satellite site and this has been flagged with the JV for planning purposes.

Nicholas Lewis 29/09/09