

INFORMATION, STRATEGY AND SERVICES COMMITTEE



Minutes of the meeting held on 23rd September 2014

Present: Pro-Vice-Chancellor Research (Professor D. Petley) (in the Chair), Executive Dean of Faculty or nominated representative (Professor Y. Tasker (HUM), Dr M. Sillence (HUM), Professor J. Collier (SSF)), Director of Information Services (Mr J. Colam-French) (ISD), Convenor of ICT Forum (Dr Sandra Gibson), Chair of Library Forum (Dr S. Connolly), Academic Director of Taught Programmes (Dr A. Longcroft), and Undergraduate Education Officer of the UUEAS (Mr C. Rand).

In Attendance: Caroline Sauverin (LTS), David Messling (UUEAS)

With: Mr R. Scott (Secretary)

Apologies: Pro-Vice-Chancellor Academic (Professor N. Ward), Prof J. Gazzard (FMH), Dr B Milner (SCI), Independent Member of Council (Mr G. Jones), Director of Finance (Mr S. Donaldson), Chair of ISD Education Board (Mrs H. Gillespie), Chair of Web Steering Group (Professor I. Harvey (FMH)), Directors of University Services (Mrs A. Bingley, Dr A. Blanchflower, Ms H. Lewis), and Postgraduate Education Officer of the UUEAS (Mr L. McCafferty)

1. MINUTES

Confirmed
the Minutes of the meeting held on 10 June 2014.

2. MATTERS ARISING FROM THE MINUTES

Received
an update on actions from the meeting held on 10 June 2014.

39) The ISD User Survey expected to be conducted in November 2014 will include questions about the printing service, and from that we may learn how well the changes to printing have been received and their potential impact on NSS scores. The outcome of the survey will be reported back to the Committee.

4. STATEMENTS BY THE CHAIR

1) The Director of Information Services informed the Committee of the resignation of the Assistant Director for Faculty IT Support, Steve Jackman, who will leave UEA at the end of October 2014.

3. PROPOSED INFORMATION SERVICES PROGRAMME OF WORK 14/15

Considered

ISD Programme of Work for 2014/15. (A copy is filed in the Minute Book, ref. ISC14D001)

- 1) The Director of Information Services introduced the projects listed in the ISD POW for 2014/15. The detail on team plans, also provided, will be looked at by ISD's other committees.
- 2) Projects
 - a. Wireless in residences. This project has been successful in quality, budget and timing.
 - b. Library space. This project is slightly delayed.
 - c. Printing. This project only now needs a post project review.
 - d. Office 365. Due to issues with research storage during the summer impacting on the availability of technical staff, the email component of the implementation of Office 365 has been deferred to Christmas. OneDrive and the Office 2013 upgrade have been delivered. It is not clear if OneDrive would be a suitable tool to enable LTS to manage the development of exam papers.
 - e. CareerHub. This system allows monitoring of attendance at careers events, not general attendance on campus. Gathering student feedback on the system will be a matter for Careers to address.
 - f. UEA London Disengagement. ISD will need to continue running the infrastructure until January 2015.
 - g. Research Storage. This was discussed under a separate agenda item A2.
 - h. Enterprise wide reporting. This project is continuing, and is currently evaluating tender responses. The old system is still being used, and there is only limited capacity for the development of new reports on the old system as the same team is involved in the implementation of the new system. The new system will not be used for this year's HESA return. The HESA return is generated directly from the data warehouse.
 - i. Identity management (SPOT) replacement. This project is continuing, and is currently out to tender. The contract for the consultancy to implement the new system has not yet been awarded.
 - j. ABW. This project is running late and should have closed about eight months ago. A new project manager and director have been appointed with a view to completing the final stage of the project by the end of November 2014. REN are working to mitigate the impact of late delivery of the research grant management component and any potential issues with migrated data. New grants added into ABW should not present any problems.

- k. ITIL. This is a new project looking at best practice for IT service management. It will likely focus on the front-facing areas of IT support.
 - l. e-Assessment. This new project will be initiated shortly. There is a gap in supporting the creation of content in Blackboard. The Director of Information Services is seeking to use funds saved from the wireless project to fund a fixed term learning technologist post for two years. From week 10, e:vision will support e-marking for PDF and Word submissions, and this provision will be available for anyone to use.
 - m. Security improvements.
 - i. The newly appointed Information Security Manager has reviewed all recent security audits and will come to an ISSC meeting to present on a proposal for improving security. This will outline the risks we face and the investment needed to mitigate that risk.
 - ii. The May 2013 CPNI audit did not discover the specific risks associated with the web server (cPanel) as that audit did not include any system investigation or penetration testing. A paper on issues with bespoke web site delivery will be presented to the Web Steering Board before coming to ISSC. ISD has had a useful discussion with REN about costing for research storage. A similar approach for research web sites will be explored.
 - n. PURE Portal. It was noted that the REF Open Access regulations come into force on 1 April 2016.
 - o. Online payments. The main driver for this work is to support conferences and events. Other universities have used a similar service to generate third stream income.
 - p. Library resource discovery. ISD is looking at migrating Metalib and SFX into the same provider used for search. If this works, it will deliver savings.
 - q. Digitisation of reading lists. This project will provide an electronic bookshelf in Blackboard. It will be available to all schools, but there may be an issue with up take. A three-year post (pending release) will work with Faculties on collecting reading lists for publication in Blackboard.
 - r. Digital literacy. ISD is seeking funding to develop student digital literacies. Possible sources are outreach funding or the HEA. Helena Gillespie is the institutional link for the HEA.
 - s. Literary archive. ISD has been able to appoint a fixed term two year archivist to support this project.
- 3) Comments on Team Plans:
- a. 3. Library 247 review. The review is not looking at the efficacy of 247 opening, but the contract with the suppliers of the out of hours security service.

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- b. 49. Online information compliance training. Any online training can be accredited to a PGR student's record as part of their personal and professional development. Completion of the online courses (DPA, FOI, Records Management) could be recorded in SITS, though this may need to be handled manually. This should be explored with REN.

Action: Caroline Sauverin (LTS) to discuss use of Office 365 with the Assistant Corporate Information Service Director.

Action: Director of Information Services to report back on ABW at next ISSC meeting.

Action: Director of Information Services to invite the Information Security Manager to present to a future ISSC meeting.

Action: Director of Information Services to bring a paper on web site issues to next ISSC meeting.

Action: Director of Information services to contact REN about the inclusion of online course completions in PGR records.

4. RESEARCH STORAGE REPORT

Considered

Report on changes to file storage solution for researchers. (A copy is filed in the Minute Book, ref. ISC14D002)

<https://intranet.uea.ac.uk/committeeoffice/ueacombds/issc/issc1415>

- 1) The original aim of this piece of work was to provide a storage service which could compete with USB sticks. Storage is priced at £100/year per 1TB. After a successful pilot, the service was introduced to the wider research community who were migrated in batches.
- 2) Issues were first noted after 1500 users had been migrated onto the service. A further seven instances of service failure occurred in a 2-3 week period causing significant disruption to academic colleagues.
- 3) ISD has been working closely with the supplier, who are also very keen to ensure the service works reliably, and the service has now been stable for eight weeks.
- 4) A number of changes still need to be made to the system, and ISD will start on these at the end of November. Changes will be made one at a time in two week intervals to allow time for any issues to arise.
- 5) The project manager working on ABW will look after the conclusion to this work, and we expect it to take at least a couple of months to migrate the remaining 1000 users.

Action: Director of Information Services will report back on progress with the research storage migration in due course.

5. PROGRAMME OF WORK

Received

a report on ISD Programme of Work – Academic Year 2013/14. (A copy is filed in the Minute Book, ref. ISC14D003)

6. ISD STRATEGY

Received

the final version of the ISD Strategy 2014-19. (A copy is filed in the Minute Book, ref. ISC14D004)

7. LIBRARY STAFFED SERVICE HOURS

Received

a report on changes to Library staffed service hours. (A copy is filed in the Minute Book, ref. ISC14D005.)

8. DATES OF MEETINGS

Reported

that the meetings of the Committee 2014-15 had been scheduled for 2pm on the following dates:

Friday 7 November 2014
Thursday 5 February 2015
Tuesday 9 June 2015