



Higher Education Information Directors in Scotland (HEIDS)

Approved Minutes

Wednesday, 8th May 2013
Edinburgh Napier University

Present:

Vice-Chair

Brian Mullins The University of the West of Scotland BM

Secretary

Fraser Muir University of Edinburgh FM

Notetaker

Sally Jorjani Edinburgh Napier University SJ

David Beards	SFC	DB
Mark Cockshoot	Heriot-Watt University	MC
Stuart Dobbie	Glasgow Caledonian University	SD
Alan Doyle	APUC	AD
Dean Drew	University of St Andrews	DD
Gerry Dougan	Scotland's Colleges	GD
Brian Gilmore	University of Edinburgh	BG
Dave Graham	Queen Margaret University	DG
John Maher	University of the Highlands & Islands	JM
Simon Marsden	University of Edinburgh	SM
Andy McCreath	RGU	AM
Sandy McDonald	Glasgow University	SMD
Catherine McMillan	University of Strathclyde	CM
Frances Neilson	JANET UK	FN
Brian Robertson	University of Aberdeen	BR
Fraser Ross	RCS	FR
Jem Taylor	University of the Highlands & Islands	JT
Mark Toole	University of Stirling	MT
Colin Watson	Glasgow School of Art	CW
David Telford	Edinburgh Napier University	DT

In attendance

Peter Tinson UCISA PT

1. Apologies were received from the following:

Steve Watt	University of St Andrews
Caroline Cochrane	RCS
Mike Roch	Heriot Watt University
Chris Pinder	Edinburgh Napier University
Kathy McCabe	University of Stirling

2. Minutes of the previous meeting:

Action

The minutes of the meeting held at Glasgow Caledonian University on 4th February 2013 were approved.

Matters arising not dealt with elsewhere on the agenda were covered.

Names to be sent to FM by the 6th June for volunteers for the Blackboard Task Force which should last around 18 to 24mths.

There were no objections to the revised Constitution which had been circulated previous to the meeting, thus the revised Constitution was accepted by the meeting.

3. Reports from shared services report progress groups

The Chair asked each of the sub-group convenors to report on any progress with their relevant shared services work.

3a. IT Continuity and Storage

SM mentioned that a meeting has been held which was well attended with a mixture of Library and IT staff which worked well. Another similar event will be run within the next 6mths. Members who attended concurred that the meeting was very positive and related topics should be explored at a future event.

3b. Collaboration tools

AMC explained that a teleconference with interested parties and JISC Nexus had taken place recently to discuss possibilities around mobile applications and integration with back-end systems.

GD is making progress with setting up a Community of Practice.

AMC mentioned that JISC Nexus service event has been set up for the 4th June which will be held at the Royal Conservatoire of Scotland. Currently, there are 20 people expressing an interest to attend. Of particular note for this meeting is the integration process for a mobile app that is being developed around attendance monitoring.

3c&d. Blackboard; licensing and hosting

MT mentioned that the initial offer from Blackboard on licensing/hosting has been circulated, and rejected as there was not enough savings in the proposal to make it worthwhile.

MT has met with Blackboard again to discuss the 2nd offer, and there are three areas identified for further discussions, hosting, banding and length of contract. Blackboard is now reviewing these areas and will come back with a final proposal which will be circulated to members.

Concerns were raised by the members to MT for further discussion with Blackboard:

- Costs for some institutions may rise as not all have all the required software packages for Blackboard
- Suggestion that the banding used by JISC, which all institutions have signed up to, might be a way forward
- Suggestion that broadening the scope of the offering to include call offs,

as an example, may be worth pursuing.

3e. Moodle

APUC PIN was issued to which 40 responses were received. From this the list of vendors was narrowed down and relevant suppliers were subsequently requested to attend a meeting at Edinburgh Napier University in order to discuss further their offering and what the nature of a Moodle Shared Service would look like. From these meetings a Moodle PIN Options document was written, circulated and discussed at a meeting on the 3rd May by interested HE/FE Institutions.

Outcomes from meeting are currently to seek feedback on:

- Options documents from both the HE and FE sector
- What the nature of a collaborative Moodle purchasing agreement would look like.
- What is the Moodle related infrastructure of each institution?
- What do each institution's Moodle instances look like, 3rd party software, local developments, requirements and so on
- Suggestions on Principals of Operation which will be turned into a Terms of Reference

A volunteer institution to host the meeting in July 2013 is currently being sought, suggestions or offers should notify DT.

4 Office 365 experiences round table

Aberdeen: Will deploy in principle for all staff/student in June 2013. There has been an extensive 6mth pilot which has thrown up initial teething problems biggest of which was the installation of the Office Communicator.

Stirling: Deployed email and calendars in January 2013 for students which went very smoothly. There were no real issues apart from a few students who did not like the interface. Further deployments will take place over summer, along with the staff being moved over.

SFC: Actively considering the move to Office 365.

Edinburgh: Moved to Office 365 for Students, not Postgraduate, since January 2013. Actively planning to move the majority staff to Office 365 by January 2014.

JANET: Actively considering the move to Office 365

Strathclyde: Moving 1st year students only by September 2013, then rest by Summer 2014. As yet have not considered moving staff over.

RCS: Have not moved yet, however when the time comes will move everyone at the same time.

GCU: Propose to move Students this year and Staff next year.

QMU: Have currently a successful pilot running, with the main issue being calendars and sharing of these. Aim is to migrate both staff/students over the summer for the start of the Academic Year 13/14.

UHI: Positive experience having migrated both staff/student in August 2012. Mailboxes for staff were migrated however students need to request this. There were some issues with an archive corruption for some personal files and performance in the first 3weeks however these have been resolved.

Heriot Watt: Currently in negotiation as to when the migration will take place, current thinking is Academic Year 13/14, with students first then Postgraduates/Staff next.

Edinburgh Napier: Deployment was difficult due to the LiveEdu processes, and the internal communications within Microsoft themselves. Microsoft have subsequently apologised and reorganised internally due to the feedback from their deployment. Students have been migrated and staff are due to be by the end of the year.

UWS: Deployment will take place in July 2013 for students and staff will be by

summer 2014. Formal agreement due to the changes that will occur with Office 365 for staff are with the Senior Management Team for sign off.

GSA: Currently they are going through a risk analysis however the aim is for deployment over summer 2013.

GU: Decision will be made in Autumn 2013 as to when to move to 365. Students will be the first to move then staff, however there is an issue with regards to confidentiality of calendars.

RGU: Students are on Live@Edu however not staff. Estate changes are currently their priority with new buildings being commissioned.

5 **BOYD**

There have been responses from two institutions with regards to policies. The general thrust:

- Is to classify data to the end user as to what is and is not sensitive data?
- Minimise what is classed as sensitive data on devices and make sure it is encrypted.
- Ensure that encryption is cross platform as currently there are issues
- Minimise the use of Cloud Storage for sensitive data
- Ensure that devices have a password or pin
- Review the ability to remote wipe device if lost or stolen

A recent UCISA meeting raised issues, about the issue around data and devices seen as their own not viewed as the University's property.

User Education is seen as the best way forward in order to protect the data and instigate the cultural change that is required. Staff need to understand the full consequences of what happens if their device is lost or stolen. Raising awareness and user education is seen as the most appropriate way

Members discussed the ability to remotely wipe devices as this breaks with the YOD of BYOD with suggestions that this should only be deployed to a certain level and set of staff.

6. **Reports from groups**

6.1 **SFC**

SFC Chief Executive, Mark Batho has resigned and accepted a position as Vice Principal at Abertay University. The plan is to have an interim Chief Executive until the end of the year. The current focus of the SFC is the Outcome Agreement.

6.2 **UNIVERSITIES SCOTLAND**

Report on the Efficiency Task Force has gone to the consultants Ernst & Young. There is a good story here from a Scottish perspective.

6.3 **JISC**

There is new JISC Management team in place and an announcement will follow shortly. There has been lots of work on programme design, particularly around the selection process and scrutinising all projects in 2013 for their completion dates.

6.4 **JANET UK**

JANET Brokerage service is to be renamed Janet Cloud Services.

6.5 **SWAN**

Procurement of services is still scheduled for October 2013.

6.6 RSCs

Reduction in funding from HEFCE to JISC is a concern for continued support of the RSCs. Funding will be required from the sector but it is not clear at this time what the support model will be.

6.7 SCURL/SCONUL

Edinburgh Botanic Gardens is now a SCURL Member. Briefing event for Library Directors on research data is being developed to tackle a feeling of lack of coordination. The group will work with JISC and the event will be open to IT staff as well. SCONUL is in discussions with UCISA about the impact on membership from private HE Institutions, mainly from England.

6.8 UCISA

PT reported that the PWC survey has been completed and there is a meeting next month to receive the results. However not clear at this time where the report will be disseminated to.

There is sectoral demand for benchmarking, with a suggestion to set up a Community of Practice for better sharing.

UCISA IS working with JANET on costs for IT Services, commencing a pilot with 6 institutions looking at service catalogue consistency and benchmarking across the services.

UCISA will be writing to the UKBA with regard to the revamp of their IT system. PT also recommended the "Getting to Grips with ICT" briefing document from the Leadership Foundation for Higher Education.

The top concerns survey this year was a panel looking at strategic issues in ICT, and a report will be released within the next 3 months.

PT presented the University of the West of Scotland with a certificate for their commended entry in the Award of Excellence. BM thanked the relevant staff for their efforts in achieving the award.

6.9 APUC

Members received an update from APUC on the following projects:

1. Business Analytics Framework
2. Adobe Education Licences
3. Areas for common Consultancy Framework
4. Marrakech Approach will be used for all agreements
5. Category Strategy
6. T&Cs are being developed

6.10 FE/HE ICT Sector oversight

JISC are to undertake a six month study on College MIS aiming to develop roadmaps and steps identifying opportunities. A proposal on infrastructure however was rejected by the SFC and is now being reworked. There are monies available for shared services projects.

7 AOCB

An email update from the Chair would be circulated to the group in his absence.

AMcC notified members that there was a paper on ICT sent by the Oversight Board to Universities Scotland and Colleges but not to individual HEIs. Members agreed that there needs to be reengagement between HEIDS and Universities

Sally Jorjani
Fraser Muir
May 8, 2013