



Higher Education Information Directors in Scotland (HEIDS)

Approved Minutes

Wednesday, 18th September 2013
University of St Andrews

Present:

Chair

Steve Watt University of St Andrews SW

Vice-Chair

Brian Mullins The University of the West of Scotland BM

Secretary

Fraser Muir University of Edinburgh FM

Notetaker

Simone Cilia University of St Andrews SC

Mark Cockshoot	Heriot-Watt University	MC
Alan Doyle	APUC	AD
Dean Drew	University of St Andrews	DD
Brian Gilmore	University of Edinburgh	BG
Alun Hughes	University of the Highlands & Islands	AH
John Maher	University of the Highlands & Islands	JM
Simon Marsden	University of Edinburgh	SM
Andy McCreath	RGU	AM
Gordon McLoughlin	Glasgow School of Art	GML
Catherine McMillan	University of Strathclyde	CM
Raymonde Murphy	Glasgow Caledonian University	RM
Frances Neilson	JANET UK	JN
Brian Robertson	University of Aberdeen	BR
Mike Roch	Heriot-Watt University	MR
Fraser Ross	RCS	FR
Paul Saunders	University of Dundee	PS
Colin Watson	Glasgow School of Art	CW

In attendance

Peter Tinson	UCISA	PT
Anna Matthews	UCISA	AM
Richard Hains	Ernst & Young	RH
Sharlene Jobson	JISC Nexus	SJ

1. Apologies were received from the following:

Caroline Cochrane	RCS
Gerry Dougan	Scotland's Colleges
John Maher	University of the Highlands & Islands
Kathy McCabe	University of Stirling
Stuart Dobbie	Glasgow Caledonian University
Jim Dunsmore	Glasgow Caledonian University
Sandy McDonald	Glasgow University
Mark Toole	University of Stirling

2. Minutes of the previous meeting:

The minutes of the meeting held at Edinburgh Napier University on 8 May 2013 were approved.

Action

3. ICT Sector Oversight – consultation on “Measures and Benefits Framework”

AH represented HEIDS at the Measurement and Benefits workshop on 30 July 2013. AH reported no important updates from the workshop. AH reported to the group that Government funding for the sector would assist in the development of KPI's for the framework.

The group discussed that IT requirements within the Higher Education Sector cannot be compared to IT requirements within the Public Sector.

A process of efficiency through benchmarking was one of the objectives.

JANET Financial x-Ray is a standardised catalogue containing around 40 categories. The system allows for activity based costing plus a detailed analysis of overall expenditure. The product has received mixed reviews through the HE sector as figures are often open for interpretation.

AH suggested an HEIDS subgroup to manage the consultation process between HEIDS and Scottish Government.

AH

4. Reports from Shared Services report progress groups:

4a – IT Continuity and Storage; focussing on Research Data

SM discussed Shared Services Strategy regarding storage of Research Data. University of Aberdeen, Heriot-Watt and University of Edinburgh met to discuss the potential of shared services within the HE sector. SM confirmed from this meeting that Universities are interested in shared services solutions but a solution has yet to be offered.

ACTION: University of Dundee to host Research Data Management workshop involving IT staff and Library staff.

PS/SM

BM discussed the Scottish Governments Group recommendation for institutions within the Public Sector to share data storage within 6 Data Centres. The group agree that this is not achievable and should consider a percentage drop of Data Centres instead of a target number.

ACTION: Define Data Centre Landscape & future direction and invite Jim Gordon to HEIDS meeting.

SW

4b – Collaboration Tools

AMcC reported on potential collaborations regarding the following services; telephony, video conferencing & BYOD. It was also discussed that SharePoint provided through Office 365 is a good alternative to in-house SharePoint.

It was suggested that Universities need to share their experiences regarding Cloud solutions to encourage a unified communication strategy.

4c & d Blackboard; licencing and hosting

Agreement reached with Blackboard and revised offer made to all participating institutions. The overall view is that not much of a discount has been obtained but worth having and there is a long term strategic importance of all members with common core software and the same licence end date.

Hosting looks expensive to some members, but need to bear in mind the added value of expertise and staffing levels that Blackboard hosting can offer. A meeting was convened on July 4 to consider the next phase of discussions with Blackboard and some new target areas identified.

4e – Moodle

No update received on this strand.

5. Ernst & Young report on Shared Services

The group received a presentation from Ernst & Young on their work in the sector around shared services.

Findings: 170 Shared Services ventures within Public Sector

Shared Services mostly occupy Research & Knowledge Transfer fields but there is major growth in procurement, estates & ICT. Shared Services tend to be pragmatic & geographically driven with the overall benefit being cost efficiency.

Most common issues arising from institutions moving to Shared Services are the inability to change internal processes to work within the limitations of a shared service process. Instead institutions expect the shared service to change their processes to fit into the different requirements of individual institutions. This is counterproductive and ultimately becomes a financial burden

Recommendations: Build on existing service relationships. The opportunities that are present with the utilisation of shared services include; information sharing, sharing of common opportunities, sharing of catalogue as well as the development of a forum to discuss alternative approaches to cost reduction.

AH discussed the benefits of shared services to include the ability to manage procurement needs across different campuses from a central location.

SM recognises the difficulty in the initiation of Shared Services across the HE sector as business process and institutional change is required.

ACTION: DB to arrange a meeting to discuss HE sector Shared Service options. DB

6.1 SFC

To follow

6.2 UNIVERSITIES SCOTLAND

6.3 Jisc

New Jisc senior management team now complete with appointment of Phil Richards as Chief Innovation Officer. Letters circulated to Principals in last few days identifying Jisc “core services”, each institution’s subscription to cover these and some optional services (with costs). Wider number of services in the “core” than seemed likely at one time and includes innovation developments.

Jisc co-design projects (co-design partners include UCISA and SCONUL) are building up momentum, 5 of the 6 projects appear to be on track. The student innovation team programme has attracted quite a lot of publicity.

6.4 JANET UK (FN)

Next Technical Day to be held in February 2014 (Aberdeen) & on 9th July 2014 (Central Belt).

Draft JANET Service Environment Paper requires feedback from HEIDS.

All

Janet CSIRT and the Education Shared Information Security Services (ESISS) event on the 24th September to discuss the automated penetration testing service.

Janet 6 launch November 26 in London.(invitation only)

6.5 SWAN (MT)

SWAN procurement is on-going. There are currently three tenders and a decision is expected at the end of November.

6.6 RSCs (CC)

The Jisc RSC Scotland Service now falls under the new Jisc Executive Director for Customer Experience, Robert Haymon-Collins. Several Jisc services feel there has been a shift towards customer engagement under the new regime. Funding for RSC–Scotland has been assured at current levels and the RSC feels assured that the differing needs of Scotland will be accounted for in the future.

Regionalisation in FE is still continuing to dominate regional support and the operational plan is being shaped to support these emerging needs.

6.7 SCURL/SCONUL

Most SCURL activity is around collaborative procurement: major procurements underway for print books and e-books. SCURL Library Services Platform Task Force is working on developing a vision and business plan for a shared service across Scotland to support libraries’ IT. At the moment this has a wide scope, in terms of range of services covered and potential participants (National Library and colleges are showing a lot of interest). Still require a HEIDS representative on the task force.

There is a new Group looking at metadata; one of their early activities will be to examine the possibility of shared metadata schema for research data management in Scotland.

SCURL recently completed a mobile devices survey of HE libraries and will be publishing the results in October.

The summer SCONUL conference in June 2014 will be in Glasgow. Main focus of SCONUL recently has been: working with Jisc and others in the Jisc co-design projects; pushing on with Research Data Management; discussion on possible membership of not for profit and for profit private providers; finalising the completion of a major project with the Jisc looking at the future of library management systems.

6.8 UCISA

PT reported on the Strategic Challenges for IT Services publication. He has recommended stronger relationships with FD's and Estates Directors will assist in fostering a greater understanding of Strategic Challenges.

Call for SharePoint Case Studies is now closed.

Revising Model regulations – Call for expressions of interest.

6.9 APUC

No update

6.10 FE/HE ICT Sector oversight

AH updated members on progress with Measurement & Benefits Framework. Potential Shared Services through APUC proposal have been delivered to Scottish Funding Council. AH also reported a study into feasibility of SER style systems across HE sector.

7 AOCB

No other business noted.

Next meeting will be at Robert Gordon University on November 18.