



Higher Education Information Directors in Scotland (HEIDS)

Approved minutes

Thursday, 29th May 2014
University of Aberdeen

Present:

Vice-Chair

Brian Mullins University of the West of Scotland BM

Chair

Steve Watt University of St Andrews SW

Secretary

Fraser Muir University of Edinburgh FM

Alan Doyle	APUC	AD
Alun Hughes	University of the Highlands & Islands	AH
Brian Henderson	University of Aberdeen	BH
Brian Robertson	University of Aberdeen	BR
Dave Graham	Queen Margaret University	DG
David Beards	SFC	DB
Dean Drew	University of St Andrews	DD
Frances Neilson	JANET UK	FN
Fraser Ross	RCS	FR
Jem Taylor	University of the Highlands & Islands	JT
Jim Gordon	Scottish Government	JG
John Maher	University of the Highlands & Islands	JM
Graham Miller	University of Stirling	GM
Louise Kerr	Universities Scotland	LK
Matthew Alexander	Glasgow Caledonian University	MA
Paul Saunders	University of Dundee	PS
Pauline Roberts	UCSS	PR
Sandy McDonald	Glasgow University	SMcD
Simon Marsden	University of Edinburgh	SM
Tony Weir	University of Edinburgh	TW

In attendance

Louise Kerr	Universities Scotland	LK
Lynne Kirton (Notetaker)	University of Aberdeen	

1. Apologies were received from the following:

Andy McCreath	RGU
Brian Gilmore	University of Edinburgh
Caroline Cochrane	RCS
Catherine McMillan	University of Strathclyde
Colin Watt	Glasgow School of Art
David Hall	RGU
Anna Matthews	UCISA

David Telford
Dean Phillips
Gerry Dougan
Gordon McLoughlin
Jean Keighren
Kathy McCabe
Mark Cockshoot
Paul Hopkins
Peter Tinson

Edinburgh Napier University
University of Aberdeen
Scotland's Colleges
Glasgow School of Art
University of Dundee
University of Stirling
Heriot-Watt University
Glasgow Caledonian University
UCISA

2. Minutes of the previous meeting:

Action

The minutes of the meeting held at Queen Margaret University, Edinburgh on 13th February 2014 were approved.

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. Research data management experience

SM noted that the University of Edinburgh and the University of Dundee are keen to pursue collaboration but as yet no date has been agreed for discussions to begin.

PURE is used for certain components surrounding data management but as yet no process is in place for cataloguing or metadata. SW agreed that the University of St Andrews is in a similar situation and suggested that working groups or interest groups should be established to allow colleagues from each institution to meet and discuss the challenges surrounding this and the differences between the relevant technology and skill sets.

Data Asset Register and Data Vaulting need to be reviewed and not every institution is in a position to meet all of EPSRC's mandate.

3b. Collaboration tools

SM, BR and AMcC had previously agreed to organise an event to share/promote good practice in Office 365. Although a programme has been created it has proved difficult to co-ordinate the relevant resource. However, it is hoped that the event will proceed in the Autumn.

The group agreed that HEIDS should engage with the Microsoft Scottish Director noting the discontentment of the group with the level of service being offered to the Scottish Education sector. The group will also ask what commitment Microsoft are prepared to offer and will invite a representative of Microsoft to attend a future HEIDS meeting. AD agreed to co-ordinate the individual level of spend to Microsoft from each of the institutions to identify the total spend which would add weight to the communication with Microsoft.

SW

AD

It was also agreed that Microsoft should become a standard agenda item for this group.

UCISA is currently finalising the arrangement for their webinar on Information

Management which will be held on 3rd September 2014.

BM to feedback discussion on Microsoft to AMcC.

BM

3c. Moodle

DT to send a draft template to institutions that have shown an interest in a shared Moodle environment. DT

AD is putting together a shopping list of requirements for a shared environment and would like feedback from anyone who is interested with any preferred requirements before going out to the market place.

Commercial services are not classed as a shared service.

4. Scottish Government Data Centre Strategy

JG's draft Scottish Government Data Centre strategy paper had previously been circulated to the group for comment.

The aim of the Scottish Government is to stop further individual data centres being built and to encourage more use of the cloud.

When considering a new data centre institutions should be encouraged to consider greater user of the cloud in the first instance, shared or co-location data centres, whichever is the most cost effective for their institution and would yield the greatest efficiency savings.

The Scottish Government is considering putting together a Procurement Framework for institutions looking to re-locate to the cloud while also considering a Scottish Public Sector Community Cloud.

SW noted that the Education sector is already advanced in making use of shared services and cited the University of Aberdeen's data centre in collaboration with RGU and North East Scotland.

The Procurement Group will have to review the list of current data centres and identify if any would be available for sharing. However, it was noted that there would be concerns expressed regarding co-locating. A framework to go out to OJEU from the Procurement Committee. It was noted that new data centres should have the compatibility to take various networks i.e. JANET and SWAN.

A guidance document to be issued by the Scottish Government. Representatives from JANET and Scottish Government to meet as JANET provision has to be included in all data centres. A model for using commercial providers could be investigated.

5 Information Security

PS raised the issue of lack of security focus within institutions and noted that the majority have no more than one person dedicated to the task. PS also suggested that it was unlikely that the same institutions have a method of detection for Advanced Persistent Threat (APT) or the ability to respond to it.

PS is meeting with Dell and their security services to establish if they can provide a managed security monitoring service and identify costs involved. He asked the group to respond directly to him if they would be interested in attending this meeting. The model would be that Dell would identify the threat and the local institution could resolve.

It was suggested that a national service based out of NORMAN UK HE Group may be able to provide a more secure service.

The biggest threat is from social engineering resulting in staff giving out their passwords unintentionally. This could be made more difficult by moving to pass phrases of 14 characters. BR noted the difficulty in getting senior management to mandate IT training in the employment process but it is part of the induction process.

BG's group meet in June and any collaborative work in security should be dealt with at this forum. This group to consider potential threats to each of their institutions.

A major security event will be held in London in October and it was suggested that a separate event could be held in Scotland to try and identify how issues can be resolved at local level. FN to include information on this discussion in CCERT. FN

Dundee University hosted a security week in February 2014 and St Andrews a security day. It has been agreed to run the event again next February and PS suggested that it would be beneficial to other institutions who wished to participate including the Scottish Government. PS

6. USET Targets

BM had previously circulated the current targets and initiatives that USET have submitted. Some of these are quite ambitious and should be re-considered before going to the Principals meeting in June.

BM suggested that this group review the current document and if a member's name has a date and target associated with it consider whether or not it can be met as a twelve month deliverable. BM asked that this be treated as a matter of urgency as he would need to re-submit an amended paper to Universities Scotland. ALL

7. Reports from groups

7.1 SFC

DB updated the group on the New Chief Executive (Laurence Howells); the minor re-structure to create a new team in Estates and Carbon reduction; Workshops on Learning and Technology, E-Learning – Digital Public Services strategy; Conference next week on main investment work with Open University to leverage expertise in MOOCs.

7.2 UNIVERSITIES SCOTLAND

LK updated the group on SFC target to shape outcome agreements; Code of Governance; Committee to review USET targets in June, thanks to HEIDs for their input into plan and case studies; continue to develop links with the environmental association within the education sector.

7.3 JISC

The June 16, 2014 has been set as the deadline for institutions to apply for membership of JISC Cost Sharing Group.

7.4 JANET UK

FN updated the group on the JISC Strategy and Technical Day on 10/07/2014, Interface for video conference users – information on web site imminently; meeting with SWAN, JANET and HEIs on collaboration in the next few years, the creation of a forum for help and support with representatives from AbMAN and FATMAN and the introduction of a Community Website.

7.5 SMCG/SWAN

SWAN has gone live in recent months – the next phase will concentrate on security levels; Compliance on user agreements confirmed; Business case agreements to be sent to be sent to BM for circulation to HEIDS.

7.6 RSCs

The JISC-RSC Scotland is concerned by the lack of communication from JISC regarding the JISC re-shaping. This uncertainty regarding the future (including the host institution position) is having a significant impact on the RSC Scotland. However, the staff continue to roll-out the operational plan and priorities for RSC support of the sector in Scotland for 2014-2015 include:

- managing the rationalisation of the curriculum across the new regional colleges
- updating staff skills to deliver the curriculum more flexibly & to make effective use of technology
- shared services and system integration
- support in the use of mobile technology and management of these devices
- support for colleges in the implementation of Open Badges within their institution
- continued support to ensure the equality and diversity of learning materials
- maintaining the widespread dissemination & sharing of effective practice through the RSC's Case Study initiative

The JISC-RSC Scotland Annual conference will be held in Glasgow on June 13th.

7.7 SCURL/SCONUL

BM updated SCURL colleagues on the work of HEIDS at their recent meeting in Ayr; both HEIDS and SCURL are keen to investigate a closer working relationship in shared responsibilities and research data management; HEIDS Executive to attend SCURL meetings and vice versa.

7.8 UCISA

Reservations for the SIG Conference from 12-14th November can now be made.

7.9 APUC/Procurement Scotland

AD updated the group on the management of both APUC and Procurement Scotland; SCURL Library Task Force; PR tasked with reviewing catalogue e-books that come from SHEDL, identify the cost and how different it will be for each of the four institutions; Ten minute presentation at the next HEIDS meeting

on activity within the FE sector, Workshops to explore shared services with Tayside; Authentication – what would be the standard; Contract updates on Student Records framework agreement of 2-3 suppliers will be completed in the next few weeks and the Scottish IT Peripheral Agreement is close to completion including AV equipment and network equipment; Finance/HR frameworks still have another three years before the need to be re-negotiated.

7.10 FE/HE ICT Sector oversight

Update on Training and Analysis; Infrastructure projects outwith the sector – a colleague of BM has been seconded to work at the Commonwealth Games; Workforce development.

8 AOCB

8.1 Glasgow School of Art

BM asked that the minutes reflect on behalf of HEIDS a message of sympathy to Glasgow School of Art following the major fire that has seriously damaged the Mackintosh building. BM stated that he would personally contact GSA colleagues to offer help.

BM

8.2 Digital Public Service Roadshow

FM will circulate details of the Digital Public Service Roadshows scheduled for Edinburgh, Inverness and Glasgow.

FM

8.3 Joint Educause/JISC Conference

PS is to be part of UK/USA contingent presenting at the Educause/JISC conference in Orlando in September 2014 and asked for input from HEIDS representatives.

PS

9 AGM

Members agreed that the current Executive should continue for a further year. Furthermore, it was agreed that the constitution should continue in its current form for the next year.

Lynne Kirton
Fraser Muir
29 May 2014