Higher Education Information Directors in Scotland (HEIDS)

Approved minutes

Tuesday, 4th November 2014
Strathclyde University, Glasgow

Present:

Chair		
Steve Watt	University of St. Andrews	SW
Vice-Chair		
Catherine McMillan	University of Strathclyde	CMcM
Secretary		
Fraser Muir	University of Edinburgh	FM
Colin Watson	Glasgow School of Art	CW
Gordon McLoughlin	Glasgow School of Art	GMcL
Simon Marsden	University of Edinburgh	SM
Alun Hughes	University of the Highlands and Islands	AH
Gerry Dougan	College Development Network	GD
Mark Cockshoot	Heriot-Watt University	MC
Caroline Cochrane	Royal Conservatoire of Scotland	CC
Peter Tinson	UCISA	PT
Allan Doyle	APUC	AD
Pauline Robertson	UCSS	PR
Dean Drew	University of St Andrews	DD
Paul Saunders	University of Dundee	PS
Dean Phillips	University of Aberdeen	DP
Cathy McCabe	University of Stirling	CMcM
Andrew McCreath	Robert Gordon University	CMcC
Dave Graham	Queen Margaret University	DG
John Maher	University of the Highlands & Islands	JM
Frances Neilson	JANET	FN

In attendance

Owen Freel (Note taker)	UCSS	OF

Actions

Action ID	Owner	Description	Status
1.1	SM	Discuss with ISSSC possible support for research data strand	In Progress.
1.2	PR/OF	Arrange an event on lab e-notebooks	In Progress, OF scoping requirements. (SW, FM and SM all offered to provide people who can speak on the subject of ELNs.)
1.3	SW	Send on SWAN invite to interested parties	Closed
1.4	LK	Ask Dan to take Mobile App off the USET list	Closed
1.5	AMcC	Liaise with BM and BR to see if mileage in a follow up to the Hamilton event, with a view to enabling sharing on BYOD and Airwatch in UWS experience	In Progress
1.6	PR	Share findings of follow up work on Moodle workshop to HEIDS	In Progress
1.7	AW	Enquire as to where shared LTE content would best sit within the sector.	OF informed AW will liaise with Universities Scotland and Colleges Scotland to establish where this best fits
1.8	PR	Circulate the Strategic Development Plan to all at HEIDS	Closed
1.9	AM	Raise survey by Infrastructure Group to Mark as she was not aware of any update	In Progress
1.10	FM	Clarify JANET Invoicing questions with Janet UK	Mark Wright has been contacted to clarify structure
1.11	SW	Obtain details on the dialogue between JISC and SFC on subject of RSCs	In Progress
1.12	All/FM	Send any USET updates to Brian prior to next USET meeting on the 9th of October - Examples and Case studies from the Sector on the themes of "Working Smarter" and "Carbon Reduction" are welcome and would be appreciated	Any updates should be sent to Louise Ker of Universities Scotland. Danger of duplication with USET and SFC Return. FM will liaise with LK to clarify
1.13	SW	Send on SWAN invite to interested parties	Closed

1.14	SM/TW	Look to nominate someone from Edinburgh University to lead IS stream with SCURL on Access Card project.	IS Stream Lead nominated from Edinburgh University- Graham
1.15	BR	Contact APUC regarding clarification of Networking, routing and switching framework	AD will contact BR regarding this point to give any clarification required
1.16	All	Colleagues to consider position of vice-Chair	Closed (Catherine McMillan appointed Vice-Chair
2.17	SM	SMs to write a short note explaining the scope of the 4 RDM offerings from Edinburgh, for HEIDS colleagues.	
2.18	PR	Send on the 0365 slide sets to HEIDS members.	
2.19	AMcC	Take Lync Directory investigation forward with the support of volunteers from Dundee University (PS), UCSS (PR, College Development Network (DG), UHI (JM), and University of Aberdeen (DP).	
2.20	PS	Report back on the experience of Dundee University on roll out Mobile Device Security as it progresses	
2.21	SW	Send on CISP information to group members.	
2.22	SW	Recirculate framework on Scottish Government Colocation and Virtualisation.	
2.23	PR/FM	Liaise to draw up register of in-sector sharing examples for reference	
2.24	FN	Send on transnational education document to seek input on future requirements for international connectivity.	
2.25	SW	Send round a list of all existing groups and members related to USET, to HEIDS members	

1. **Welcome and Apologies**

   Apologies were received from the following:

Louise Ker	Universities Scotland
David Beards	SFC
Sandy Macdonald	University of Glasgow
Tony Weir	University of Edinburgh
Raymonde Murphy	Glasgow Caledonian University
Fraser Ross	Royal Conservatoire Scotland
Brian Robertson	University of Aberdeen

   The Chair welcomed Catherine McMillan who has assumed the role of Vice-Chair.

2. **Minutes of the previous meeting and Actions Arising:**   **Action**

   The minutes of the meeting held at UHI, Inverness 29th May 2014 were approved (with minor changes to the attendee and apology list).

   Updates and Comments to previous actions are captured in the Action Log above.

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 recapped the Data Sharing Options that Edinburgh University is in the process of creating- Data Store (for live Data), Data Share (a repository), Data Vault (long term storage) and Data Register (a list of metadata to navigate to data sets stored elsewhere). SM asked if other institutions would be interested in using these services when available. A number of institutions spoke of possible interest, but also of possible cultural barriers that would have to be overcome.

   The chair welcomed SMs offer to write a short note explaining the scope of the 4   SM
   offerings for HEIDS colleagues.

   FM stated that useful blogs on this stream of work are available online for those who are interested in learning more on this.

   3b. Collaboration tools

   AMcC thanked PR for the well-attended O365 event, and recapped some of the points raised at the event.

   PR to send on the 0365 slide sets to HEIDS members.   PR

AMcC asked which collaboration tool would the group like to be considered next. There was discussion around RDM, data sharing and Lync. Consensus emerged that Lync was an interesting area for many institutions at present.

AMcC will take the Lync Directory investigation forward with the support of volunteers from Dundee University (PS), UCSS (PR, College Development Network (DG), UHI (JM), and University of Aberdeen (DP).

AMcC

The chair noted that there is a Microsoft Event scheduled for the 20th of November and encouraged HEIDS members to attend to lobby MS for support in the HE sector.

PS offer to report back on the experience of Dundee University as they roll out Mobile Device Security was welcomed by the group

PS

3e. Moodle

PR updated on post-Workgroup work on Moodle, investigating appetite and opportunity for Sharing.

PT observed that LCC's Moodle offering is growing in membership, PR stated that reached out to LCC to discuss possible synergies/opportunities.

3f. Information Security

PS updated group on the latest Security related work carried out at Dundee University- 2 factor authentication, introduction of 14 string passwords, staff training and plans for student training.

PS raised the opportunity that corporate entities may be interested in sponsoring a "Security Week" event- an event that that could be held in different institutions for a day to raise security awareness/best-practice.

Other members of the group stated that this may be of interest but many felt that Security for staff, as opposed to students, were of higher priority in their institutions.

FM asked if anyone uses online training for security. PT stated that he was aware of some institutions that used commercial online training. UCISA plan to offer security related deal with provider has been delayed due to staff changes. UHI stated that they had recently started using Lynda.com for online training.

PS will follow up with material to be sent around after HEIDS meeting

PS stated that Dundee University offer box.com free to staff and students- in the expectation that people will use this (secure, university controlled) option for sharing data rather than implement their own ad-hoc unsecure solution.

The chair raised Cyber Information Security Partnership- gives sight of new threats as they arise, informed by GCHQ of latest threats, a best-practice and sharing group. Uptake has not been great given the richness of the resource. SW will send on CISP information to group members.

SW

PT spoke of the Universities UK Security Readiness Survey sent out in September, report due back soon. Spoke of the concept of "proportionality" that makes HE different to other sectors- tension between security and openness

4.   Scottish Government Colocation and Virtualisation – shared data centres

SW called on institutions to engage in the Scottish Government's request for feedback in the Collocation and Virtualisation (e-mail circulated by PR on the 22nd of October). Chair recommended reading the Framework that is available here. SW is meeting with the Scottish Government on the 18th of November. The chair will recirculate framework- happy to feedback any concerns raised by the sector.

SW

The scattergun approach of communications from the government to the Sector was raised- can HEIDS help?

The group discussed the Sector's maturity position with regards to sharing compared to other sectors. The consensus was that the group believes it is very advanced compared to other Sectors. The question was raised how we can best ensure that this work is recognised. Suggested that a register of examples (i.e. NESS data centre, O365, Eduroam, Collaborative Purchasing) of sharing within the Sector would be handy to enable the Sector to demonstrate the focus and work.

PR and FM will liaise regarding drawing up a list of efficiencies/sharing

PR/FM

AD stated that the figures available on Hunter (or via APUC's eSolutions team) showing the IT spend saving due to use of collaborative purchasing provides another element that demonstrates the saving the Sector has achieved through sharing.

PT offered to follow up with HEFCE to see if they can provide useful information from already gathered data on Sharing and Collaboration for Scotland.

The Chair requested that PR be sent feedback on Scottish Government Collaboration document.

5.   Reports from Other Groups

5.1   SFC
FM relayed some messages from DB (who had sent his apologies). DB happy to see that ISSC is on the agenda and mentioned that the ISSC 1 year review will be in 2015. Sector Oversight Board is scheduled for the 22nd of January.

5.2   Universities Scotland
Nothing to report

5.3/4   JANET and JISC
FN will send on transnational education document looking to assess requirements from institutions for international connectivity. Ester Williamson is looking to meet institutions around this and hold a workshop in 2015. Please send international contacts at institutions to FN who will pass on to Ester. If institutions are interested in any particular geographies please flag to FN.

FN

Restructure of JISC and JANET customer engagement in the process of being altered was summarised. Plan for JISC Scotland to be sited at CDN building in Stirling in 2015.
A new JISC Account Manager will replace Frances who is leaving at the end of the year. Thanks were given to Frances for all her work in the past.

Frances stated that Shirley Wood at JANET as an alternative contact until further notice, or e-mail services@jisc.ac.uk

5.5 SWAN
FN stated that Steve Percival created a report. Meeting held with Capita RE SWAN relationship. JANET currently has two 10 Gig link connections between SWAN and JANET. Local authority migration to SWAN currently taking place.

Group discussion where suitability for SWAN connectivity in smaller, rural or poorly provisioned urban sites was mentioned (current 1 Gig largest offering from SWAN lower than most institutions have at present).

5.6 RSCs
CC updated as to the latest plans proposed from JISC- seems much less resources available, Scotland and N. Ireland to be merged. January 13th is the date of the next meeting- an opportunity for those who wish to attend lobby to ensure Sector continues to be supported in Scotland.

Noted that colleges disheartened by the disappearance of RSC support.

FN recapped the new split between JISC Commercial and JISC Technologies (CEO Tim Kidd).

5.7 SCURL
FM informed that information regarding HEIDS input to authentication project has been sent to Jill Evans. HEIDS will receive further updates as the project progresses

5.8 UCISA
PT stated that UCISA has been meeting with JISC Management team regarding reorganisation and advocating the re-establishment of stakeholder group. PT updated on a number of points- details available in "Appendix 1 HEIDS MIN 20141104 – UCISA".

5.9 APUC
AD spoke of the Enablement Services available. Desktop framework re-procurement process has started- interested parties should contact Lorona Watts

MS resellers agreement- was designed for small colleges, needs have changed post mergers.

APUC currently gathering data for reports to USET- targeted to have 40% of ICT spend via collaborative purchasing agreements.

5.10 FE/HE ICT Oversight Board
GD spoke on the MIS feasibility study. JISC agreed to move ahead with this- review data landscape, duplications. Having the system provide majority of student information upon application would be welcome.

5.11 UCSS/ISSC
PR updated on Institution engagement (82% of HEs and 60s of FEs have been met) - 10 remaining.

Key milestone for ISSC to collect Sector's 5 year spend plan discussed. PT mentioned the Financial X-Ray from JANET that gathers this type of information- a paid for service as requires 2 weeks consultation for each

institution. PT will provide PR with high level area breakdown of areas that X-Ray looks at. FM suggested that the focus should be on services rather than functions

CMcC spoke of challenges on predicting future activity - especially at institutions re-examining their strategic direction.

SM suggested that looking at specific plans of work scheduled would be better. AH agreed that pilot was good idea. Suggested "de-cluttering", look at top level picture.

AMcC stated that all committed to sharing. Key is capture of the "Direction of Travel" Investment, Priorities and Challenges would be more valuable for identifying sharing opportunities than spend.

GMcL spoke of Local Government attempts to perform similar exercise previously, and it failing after a great length of time.

PS stated that Dundee University did a similar exercise with 4 internal colleges decided best approach was to look at portfolio and service catalogue that they will look to offer over next 3-5 years. JM agreed that using standard catalogue would be useful. SW could look at milestones and participate in pilot. AH/JM of UHI agreed to act as pilot for data gathering, AMcC stated that he and PR would discuss on following Monday.

ELN
OF updated on Desk Research on ELNs and asked for clarity from group as to target audience of proposed Workshop- Heads of IT, Researchers or both?

Researchers, Undergraduates and academics all potential target for workshop. SW, FM and SM all offered to provide people who can speak on the subject of ELNs.

Virtualisation
PR asked about appetite for workshop on Virtualisation. Limited appetite for server virtualisation (those that spoke seemed happy that they had progressed through this already at their institution), suggestion that Desktop virtualisation might be more of interest, though this was challenged as the current licencing headaches make this a very tricky proposition until the market matures.

AOB
FM stated that he is in the process of planning next year's meetings and asked if any institutions wished to volunteer their premises to let him know.

SW to look at the USET vacancy created by BMs departure. SW will send round a list of all existing groups and members to HEIDS to ensure that no duplication and the Sector joined up.   SW