



# Higher Education Information Directors in Scotland (HEIDS)

## Approved minutes

Tuesday, 19th February 2015  
ECA, University of Edinburgh

### Present:

#### 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

Frazer Greig

University of Abertay

FG

Allan Doyle

APUC

AD

Pauline Robertson

UCSS

PR

Dean Drew

University of St Andrews

DD

Jason Miles-Campbell

JISC Scotland

JM-C

Louise Ker

Universities Scotland

LK

Graham Millar

University of Stirling

GM

David Beards

Scottish Funding Council

DB

Dave Graham

Queen Margaret University

DG

Gerry McAulay

University of the West of Scotland

GMcC

Brian Robertson

University of Aberdeen

BR

Raymonde Murphy

Glasgow Caledonian University

RM

Jem Taylor

University of the Highlands and Islands

JT

### In attendance

Owen Freel (Note taker)

UCSS

OF

## Actions

Action ID	Owner	Description	Status
Meeting of 12 September 2014, University of the Highlands and Islands			
1.1	SM	Discuss with ISSSC possible support for research data strand	In Progress.
1.2	OF	Arrange an event on lab e-notebooks	In Progress, list of institutional leads sourced at Feb HEIDS for OF to contact
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	Closed
1.6	PR	Share findings of follow up work on F&T Workshop to HEIDS	Ongoing
1.7	AW	Enquire as to where shared LTE content would best sit within the sector.	Ongoing
1.9	AM	Raise survey by Infrastructure Group to Mark as she was not aware of any update	In Progress.
1.10	JM-C	Clarify JANET Invoicing questions with Janet UK	Closed
1.11	SW	Obtain details on the dialogue between JISC and SFC on subject of RSCs	Closed
1.12	ALL/ FM	Send USET Updates to Louise Ker of Universities Scotland on the themes of "Working Smarter" and "Carbon Reduction". FM to liaise with LK to clarify	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
1.14	SM/TW	Look to nominate someone from Edinburgh University to lead IS stream with SCURL on Access Card project	Closed
1.15	BR	Contact APUC regarding clarification of Networking, routing and switching framework	Closed

Meeting of 4 November 2014, University of Strathclyde

2.17	SM	SM to write a short note explaining the scope of the 4 RDM offerings from Edinburgh, for HEIDS colleagues.	Ongoing
2.18	PR	Send on the 0365 slide sets to HEIDS members.	Closed
2.19	AMcC	Take Lync Directory investigation forward with the support of volunteers from Dundee University (PS), UCSS (PR, College Development Network (GD), UHI (JM), and University of Aberdeen (DP)	Ongoing
2.2	PS	Report back on the experience of Dundee University on roll out Mobile Device Security as it progresses	Ongoing
2.21	SW	Send on CISP information to group members.	Ongoing
2.22	SW	Recirculate framework on Scottish Government Colocation and Virtualisation.	Ongoing
2.23	PR/FM	Liaise to draw up register of in-sector sharing examples for reference	Ongoing
2.24	FN	Send on transnational education document to seek input on future requirements for international connectivity.	Ongoing
2.25	SW	Send round a list of all existing groups and members related to USET, to HEIDS members	Ongoing

Meeting of 19 February 2015, University of Edinburgh

3.26	JM-C	JM-C to feed back JISC Technologies view on filtering of Eduroam and dns	
3.27	JM-C	JM-C to pick up question of JANET invoicing previously raised to Frances Neilson at prior HEIDS	
3.29	LK	Share last year's USET report to provide steer as to the sort of examples US are looking for efficiencies report	

## 1. Welcome and Apologies

### Apologies were received from the following:

Caroline Cochrane	Royal Conservatoire Scotland
Peter Tinson	UCISA
Paul Saunders	University of Dundee
Fraser Ross	Royal Conservatoire Scotland
Anna Mathews	UCISA
Andy McCreath	Robert Gordon University
John Maher	University of the Highlands and Islands
Bernadette Kelly	Glasgow Caledonian University
Tony Weir	University of Edinburgh
Jim O'Donnell	University of the West of Scotland

The Vice Chair, Catherine McMillan, welcomed the group and sent the apologies of the Chair Steve Watt, absent through illness.

## 2. Minutes of the previous meeting and Actions Arising:

### Action

Updates and Comments to previous actions are captured in the Action Log above. Amendments to the minutes to the November 21014 meeting were received and approved electronically following 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. Research data management experience

A presentation on RDM from Edinburgh University was scheduled for after lunch. BR enquired about ELN workshop, OF stated that this would be covered in Action Log update. BR suggested that the scope of this workshop should be tailored to HEIDS audience of IS people (as opposed to researchers themselves).

### 3e. Moodle

PR updated the group- ISSC working with David Telford of Napier. Napier in discussions about hosting an FE institution's Moodle, as this progresses UCSS will be involved. ISSC are drawing up an options appraisal in business case format, due in 6 weeks' time. Outcomes from previous work is that shared development of more interest than shared hosting.

### 3f. Information Security

FM updated the group in PS's absence. Update from PS expected at next meeting. The Information Security group had not met since the last HEIDS meeting.

CMcM raised fact that she had conducted a quick survey via HEIDS mailing list on Web filtering. Few responses received.

BR mentioned that his institution was considering turning off web filtering as taxing for firewall (and students could access non-filtered material regardless via alternative means, e.g. 4G).

JT raised issue of institutions that catered to both HE and FE populations. Requirements for filtering different for FE and HE students. Solution has been to utilise DNS that forces FE users to use content filtering proxy.

CMcM mentioned that counter-terrorism and security legislation that had been envisaged to 'compel' filtering in universities had been reduced to 'recommending' filtering.

JT mentioned that it was his understanding that one was not allowed to filter on Eduroam, the question whether one can use DNS to filter is an open one.

RM spoke of his institution's experience in filtering (in place for some time, rarely caused complaints from academics and students as accepted as part of the culture) and offered to discuss experience with interested members.

JM-C stated that he was unaware of JISC or JANET Perspective on this. JM-C will ask JISC Technologies for their view on this. JM-C

#### **4. Presentation and update from Jisc Scotland**

JM-C introduced himself and his role as head of JISC Scotland (also Head of JISC Northern Ireland, but noted that they remained separate organisations). JM-C mentioned his background at JISC legal and within Scottish HE.

JM-C stated that JISC had recognised that their offerings and model had become fragmented and difficult to navigate and the changes brought in would look to simplify the institutional user's experience. Reduction in funding combined with desire to be more efficient and joined up and to demonstrate value to the institutions combined in shaping new model.

Jisc has desire to support projects that are scalable at the national level. Previous Jisc RSC model was not designed to support HE.

The desire is to provide a one-stop shop for institutions looking to use Jisc's many different offerings. "One Jisc" model will be supported by a CRM that will allow Jisc to track queries, requests for support no matter which part of Jisc is engaged. Support for HE now a formal part of remit (rather than 'best endeavours' under previous RSC model).

Each institution will be assigned a dedicated Jisc Account Manager to enable navigation of this complex organisation. Account Manager's role will be to know institutions' needs and bring solutions. JM-C himself acting as Account Manager for a number of HE institutions while recruitment process continues for permanent Account Managers for all institutions. There will also be three Scottish based Subject Matter Experts.

Jisc will look to demonstrate usefulness. A tool is being created at present to show what Jisc offers and delivers to each institution.

JM-C stated that all institutions had recently been asked to nominate prime institutional contact to liaise with Jisc. JM-C stated that this will be revisited where no response received to ensure that all have given that “strategic contact”.

The “one-stop-shop” for contacting Jisc with queries about any of their offering is [customerservices@jisc.ac.uk](mailto:customerservices@jisc.ac.uk)

AH stated that the single point of contact concept worthwhile as Jisc is very complex. Could JM-C give example of some of the “hidden gems.” JM-C gave example of JANET Reach; funding for connecting to commercial partners.

AH asked for clarity on comment that Jisc looking to adopt “a more commercial model”. JM-C stated that this meant that Jisc owned by the sector, and looking to demonstrate value for sustainability.

JT asked for expected timescales for single point of contact to be in place. JM-C started that Jisc is not expecting institution to stop using existing channels where already in place and already works well, the CRM should ensure that contacts coming in to any interface are captured. The vision is, when bedded in, that whoever one contacts Jisc will know what is happening elsewhere between institution and other parts of Jisc.

BR asked if Jisc would continue to support regional networks. JM-C responded that where value (technology or educational) can be demonstrated they will continue to support but is unable to speak about specific services at this time.

DB asked about the physical presence of Jisc. JM-C advised that home-based is first and foremost in new model. CDN in Stirling is available for Jisc staff for hot-desking.

FM raised the issue of JANET invoicing raised previously at HEIDS and already asked of JANET with JANET. JM-C stated he would pursue an answer on this. *(Action log above changed to reflect change of ownership)* JM-C

CMcM asked about “strategic contacts” requested from institutions - where was this routed? JM-C stated that initial approach was to Principal’s Office at each institution. CMcM suggested that routing to IS contacts would enable this to be routed to the appropriate contact. JM-C stated they would revisit the contact approach when they collated the responses from institutions (also have to look at engaging Library and Learning and Teaching colleagues as well as IS).

JM-C closed with the observation that “proof would be in the delivery.”

## **5. Unit 4 withdrawal of support for PFACT and use of other RMAS**

CMcM raised the upcoming withdrawal of support for PFACT, which is used by many institutions. This is used as a Research Project Costing Tool and had most of the market in HE until recently. 3 suppliers have been spoken to, to assess replacement.

SM confirmed that University of Edinburgh and Heriot Watt have been working on a joint project regarding RMAS covering entire Research Management Administration (both pre- and post- award). A tender process selected Worktribe - a cloud based solution which provides tools for costing, ethics, financial management. Worktribe currently developing to meet the joint requirements, expected to be completed in May 2015. Heriot Watt looking to roll out in

summer, Edinburgh in October. SM stated that progress satisfactory in this complex area.

CMcM stated that Worktribe, Unit4 and Tribal have all presented alternatives to Strathclyde recently.

BR stated that his institution currently implementing Agresso through ERP with an 18 month to 2 year timescale for completion.

CMcM stated that the current PFACT product would not suddenly stop working in October, but that it would be out of support - noted that the change to support was not well communicated. CMcM stated that it would be interesting to hear about progress at Edinburgh and Heriot Watt as project progresses. CMcM stated that Unit4 are not offering a clear upgrade path from current product.

## **6. Reports from Other Groups**

### **6.1 SFC**

DB updated on SFC. Working just now on new Strategic Plan. Expected that funding allocations for institutions and JISC will be finalised in March. DB stated that REF results generally positive for Scotland as a whole- asked the room if results will affect RDM strategy e.g. change in approach recognising that the more data made visible could increase funds.

The comment sparked discussion about engagement with suppliers and members discussed those suppliers who might would be best placed to inform current and expected issues. FM stated that post-lunch slot would be best for these types of presentations. Suppliers should be encouraged to avoid any hard-sell.

FM stated that if anyone wishes to propose a slot then best to go through secretary (FM noted that he would no longer be secretary after next meeting).

### **6.2 Universities Scotland**

LK updated on Universities Scotland Activities.

On the subject of the counter-terrorism act raised earlier; Secretaries group is looking in to this; they will feed back when complete. Currently being reviewed by Scottish and UK ministers.

LK informed that she would no longer be attending HEIDS as moving to new role, Dan Wedgewood will represent Universities Scotland going forward (LK remains at Universities Scotland and will be able to help Dan during handover transition.

Universities Scotland involved in constructing response to government consultation. Legislation expected in June. The cabinet secretary's priorities are- widening access, visas for foreign students, skills and employability, sustainable economic growth.

US are advocating the return of 22 Million withheld from sector in light of the positive REF results. LK noted that capital spend is at a historic low compared to last 10 years.

SHEIN Project on business process improvement at first stage- a survey in core business processes. LK will send survey to FM for distribution.

USET activities are upcoming spending review, 2015 Working Smarter Report, submissions to spending review. Looking for good examples from HE institutions for inclusion that show gains/efficiencies in money, manpower, and student experience. A few lines of text on any notable examples to LK or Dan Wedgewood would be appreciated. FM requested LK share last year's USET report to provide steer as to the sort of examples US are looking for efficiencies report.

Digital Public Services- upcoming leadership event with John Swinney in attendance - invite has been sent to principals. ISSC will present at this. Help in encouraging principals' attendance would be welcome as low uptake on this at present. AH noted that this event clashes with UCISA event. CMcM noted principals are extremely busy and targeting IT and Digital Learning leads in institutions would result in a better response rate.

#### 6.3/4 JANET and JISC and RSCs

/6 In the light of reorganisation explained by JM-C above these three points (6.3, 6.4 and 6.5) will be combined going forward.

Notes from section 4 above covered these points today with the following additions; DB mentioned that Depute Principal Dr Ken Thompson from Forth Valley College has joined the JISC board. JM-C added that Prof. Nigel Seaton, principal and vice-chancellor, Abertay University, is a member of the JISC board.

#### 6.5 SWAN

AH stated that SWAN is being rolled out and programme board reasonably happy with rollout. Programme board is looking at added-value services that can be offered alongside SWAN. Unified comms could be an offering. No view at present if single supplier or multi-vendor model will be preferred. JT stated that a glossary of terms would be useful as words unclear.

Scottish Government advocating national VC service based upon the NHS model. AH raised concerns and was invited to join the Project Board. BR asked if this videoconferencing option overlaps with JISC service. AH stated that overlap was hard to determine at present - worst case scenario is that this is an irrelevance to HE Sector. AH asked if group could think of a collaborative solution using what is already in place.

DB raised consequences of JISC absorbing Clydenet and other MAN's. Previous route for requesting upgrades of connectivity will have to be reviewed in light of SWANs offering of local access. FM asked JMC how SWAN and JANET would interact. DD observed that Capita via SWAN were now offering 10Gbit connections. JMC stated that JISC is not looking to push JANET solution if not the best fit. BR raised the points that SWAN was unable to offer dark fibre connections, and that in many localities there is a lack of competition from providers. JT recapped his understanding that JANET is accessible via SWAN but unsure of details - clarity is desirable.

GM stated that next Transition meeting in March.

#### 6.7 SCURL and SCONUL

FM stated that Graham Wood had assisted SCURL in investigating authorisation and authentication options for SHEDL. BR asked if any suggested solutions to some suppliers not wishing to authenticate via Shibboleth, at present institution using proxies which causes issues.

The group discussed various issues and experiences of hacking and compromising of proxy-based institutional services. This can have impact and



take-down notices served against important accounts. BR stated that Shibboleth use would overcome the issues discussed. FM noted that there are costs to suppliers associated with this. BR suggested a collective approach to drive suppliers towards Shibboleth.

BR and FM agreed that SCURL best placed to push the above. FM offered to feed back the current security issues to Mike Roch and asked for examples that could be shared to illustrate the issue.

#### 6.8 UCISA

It was noted that UCISA had circulated a written update prior to the meeting- no comments offered by the group.

#### 6.9 APUC

AD updated the group on APUC work in previous quarter. AD recommended institutions take a look at the new JANET data centre agreement in place with Infinity, looks to be easier to use than previously. Scottish Procurement IT Hardware agreement expiring in May - looking to extend the agreement for a short while in order that machines and roadmaps on the replacement agreement are based on the incoming generation of processors.

AD explained 'Electronics Watch' a fairly new organisation of which APUC and University of Edinburgh are founding members. Looks to protect workers' rights in the electronics industry supply chain management. This is a complex area and updates will be given in the future.

National Server and Storage agreement approaching renewal stage. Decision to be made whether to extend or go to market. Any feedback on this should be sent to Lorna Watts at APUC.

As of February next year APUC agreement for Microsoft will expire to be replaced by SUPC agreement a multi-supplier framework agreement. AD recommended using mini-competition when calling off on this agreement.

#### 6.10 FE/HE ICT Sector Oversight Board

DB raised the upcoming DPS conference and mentioned this is how we engage with government policy makers. DB stated that 50% of HE spend going through framework agreements which is more advanced than other sectors. ISSC created as sector has already taken advantage of the simpler opportunities to share. DB mentioned that Lockheed Martin involved in the creation of new framework.

DB stated that a survey on impact would be sent out shortly to institutions (previously APUC had filled this in for the Sector). The SFC will try to pre-fill survey as much as possible and hopes to be able to give more notice between survey being sent out and return date.

CMcM noted that Universities Scotland asks for similar data in the Efficient Government return.

#### 6.11 UCSS/ISSC

PR referred to the report sent out in advance of the meeting. ISSC has now visited 100% of all FE and HE institutions (excluding those colleges served by UHI) and is visiting all once more for the Operational and Project Plan reviews. Of these second meetings approx. one third have taken place, one third scheduled and further one third to be arranged. Initial meetings have built relationship that is enabling these meeting to progress well.

ISSC has new employee starting in March.

PR mentioned the Fife and Tayside collaboration group which had identified collaborative training as a suitable project for ISSC to facilitate, endorsed by ISSC Strategic Steering Group. Desire for training, limited budgets, similar needs and a desire to have the training as local as possible all lend itself to a Shared Solution for the Sector.

PR raised the ICT Skills Workforce Development work that GD had participated in. GD outlined that this group had identified a skills gap throughout the Public Sector for IT related skills.

PR stated that ISSC would like to start with creating and maintaining a list of training providers and courses for the Sector (with a view to opening out further to Public Sector ICT staff). PR asked for endorsements, there were no nay-sayers.

## **7. AOB**

FM stated that the next HEIDS meeting is scheduled for the 19<sup>th</sup> of May at Stirling University.

November HEIDS meeting will also be the AGM, and FM's last HEIDS as Secretary. FM invited volunteers to make themselves known before then.

CMcM thanked FM for his work as Secretary so far.

Presentation for the afternoon (Stuart McDonald of Edinburgh University on their RDM project).

SM stated that if the RDM presentation is of interest to an institution to have a discussion with him - no commercial model finalised as yet.

CMcM thanked the University of Edinburgh for the use of their facilities.