



Higher Education Information Directors in Scotland (HEIDS)

Approved minutes

Tuesday, 19th May 2015
University of Stirling

Present:

Chair

Steve Watt University of St Andrews SW

Vice Chair

Catherine McMillan University of Strathclyde CMcM

Secretary

Fraser Muir University of Edinburgh FM

Ann Brown	University of Dundee	AB
Caroline Cochrane	Royal Conservatoire	CC
Allan Doyle	APUC	AD
Dean Drew	University of St Andrews	DD
Rob Gibson	SRUC	RG
Dave Graham	Queen Margaret University	DG
Frazer Greig	University of Abertay	FG
Graeme Hamilton	University of Stirling	GH
John Hogg	University of Strathclyde	JH
Alun Hughes	University of the Highlands and Islands	AH
Eileen MacDonald	University of Stirling	EMcD
Sandy MacDonald	University of Glasgow	SMcD
John Maher	University of the Highlands and Islands	JM
Gerry McAulay	University of the West of Scotland	GMcA
Kathy McCabe	University of Stirling	KMcC
Andrew McCreath	Robert Gordon University	AMcC
Graham McKay	University of Dundee	GMcK
Jason Miles-Campbell	JISC Scotland	JMC
Graham Millar	University of Stirling	GM
Finn Miller	University of St Andrews	FMi
Dean Phillips	University of Aberdeen	DP
Pauline Robertson	UCSS	PR
Jem Taylor	University of the Highlands and Islands	JT
Peter Tinson	UCISA	PT
Colin Watson	Glasgow School of Art	CW
Dan Wedgewood	Universities Scotland	DW
Tony Weir	University of Edinburgh	TW
Mike Whyment	University of Aberdeen	MW

In attendance

Owen Freel (Note taker)	UCSS	OF
Derrick McCourt	Microsoft	DMcC
Terry Trundley	Edinburgh College	TT
Alan Wood	Microsoft	AW

Actions

Action ID	Owner	Description	Status
1.1	SM	Discuss with ISSC possible support for research data strand	In Progress. SM and PR to push
1.2	OF	Arrange an event on lab e-notebooks	In Progress. Additional institutional contact given to OF May 2015. List of institutional leads sourced at Feb HEIDS for OF to contact
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.	OF to request update for next HEIDS
1.9	AM	Raise survey by Infrastructure Group to Mark as she was not aware of any update	20150519- PT to raise with new chair, Dave Thorley. In Progress.
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	20150519 DW updated. Submissions still welcome from Institutions
1.17	SM	SMs to write a short note explaining the scope of the 4 RDM offerings from Edinburgh, for HEIDS colleagues.	Ongoing
1.19	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)	20150519 JM updated on federation progress AMcC to provide update at next HEIDS 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.	20150519 SW to re-send Ongoing
2.23	PR/FM	Liaise to draw up register of in-sector sharing examples for reference	20150519 FM and PR look to close this quarter.

2.24	JM-C	Send on transnational education document to seek input on future requirements for international connectivity.	Action reassigned from FN to JM-C. Ongoing
2.25	SW	Send round a list of all existing groups and members related to USET, to HEIDS members	Ongoing
3.26	JM-C	JM-C to feed back JISC Technologies view on filtering of Eduroam and dns	JM-C sent out Jisc response. NOT mandated, Jisc happy to support. Closed
3.27	JM-C	JM-C to pick up question of JANET invoicing previously raised to Frances Neilson at prior HEIDS	20150519 Action reassigned from FN to JM-C. Ongoing
3.29	DW	Share last year's USET report to provide steer as to the sort of examples US are looking for efficiencies report	20150519 DW provided during meeting. Closed
4.30	SW	SW will capture Sector concerns and send to MS	
4.31	ALL	HEIDS to suggest further MS related ideas for events.	
4.32	DMcC	DMcC to share the Skype for Business roadmap	
4.33	GH	GH to provide link to Security presentation after the event	
4.34	DW	DW to send mail explaining what types of input US are seeking from institutions	Completed through email to HEIDS list 26/5/15
4.35	SW	SW to catch up with TT to discuss TT's template.	
4.36	SW	SW will get back to DW regarding inputs to cost modelling	
4.37	SW	SW to provide UCSS with an expanded agenda slot for the purposes of presenting key findings from report for next HEIDS	
4.38	Jisc	Jisc to update on University Secretaries Counter Terrorism work.	
4.39	FM	FM to ping note to Mark RE Roadmap to ISO20015	

4.40	OF	OF to ask AD if Jisc frameworks the same as others- i.e. can all Universities and Colleges access via JANET Framework	
4.41	FM	FM will post up presentation on HEIDS website.	
4.42	AD	AD to gain understanding of MS Proposal made during morning session	

1. Welcome and Apologies

Apologies were received from the following:

Brian Robertson	University of Aberdeen
David Beards	SFC
Gordon McLoughlin	Glasgow School of Art
Mark Cockshoot	Heriot-Watt University
Anna Mathews	UCISA
Paul Saunders	University of Dundee
Simon Marsden	University of Edinburgh

Minutes of the previous meeting and Actions Arising:

Action

2. The minutes of the meeting held at Edinburgh University, 19th of February were approved.

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

3. Sector engagement with Microsoft (Derrick McCourt and Alan Wood in attendance)

Derrick McCourt invited an open discussion and laid out Microsoft's overall strategy. MS focussing on becoming a cloud based business.

Part of DMcC's role is to ensure that tech is being used fully. Target to give away 2 million copies of o365 to students – students are missing opportunity to get MS for free- only 400k uptake.

MS relationship with HE- fairly flat in terms of revenue, mix of products that make up this revenue changing. Landscape change means that Cloud, Lync and Azure providing revenue.

Topics that had been sent to MS by FM from the sector reflect changes that will be addressed in evolutionary fashion. AW then spoke of his 3 years as HE lead for MS in Scotland. Spoke of the Waverley Gate immersive experience and encouraged those round the table that had not experienced it to try it out. AW mentioned that some students had also been through the immersion experience.

AW spoke of growth of o365, and acknowledged the issue of support. Mentioned proposed Premier Support Contract- would like to get provisional buy in for consolidated service from institutions to give mandate to create a proposal. SW suggested that the group spend some time going through the list of issues sent previously to MS by FM on behalf of HEIDS.

Account Manager discussion. SW invited suggestions for what would be desired from an Account Manager. Mentioned Public Sector Workshop on the 16th of June. DMcC asked about competitors to MS's offerings of support to institutions. MW stated that MS service perhaps the worst when compared to competitors. Perception is that service is reactive not proactive. Frustration that despite MS surely knowing that institutions have well skilled first line internally, still treated

as 'man off the street' by MS and forced to endure simplistic pro forma first line questions and steps despite these being exhausted by the time institution contact MS. MW pointed to companies such as Oracle and Orange that know that if a University is raising an issue it should be treated as a real issue rather than something that can be solved by a 1st line operative. DG echoed MW's point above- frustrating "starting at the bottom" of support diagnostic and queue, desire to skip the first line.

DMcC acknowledged that o365 built to scale and is in "mass service". MW- Account Manager should be contacted by MS support when they record institution raising a significant number of issues.

RG shared his experience of purchasing support from an MS accredited 3rd party supplier who were unable to provide simplicity in resolving issues experienced. Ultimately 3rd party was unable to resolve and MS had to do necessary work. SMacD echoed RG – model between MS and 3rd party supplier is cloudy.

DMcC asked what type of events would be of interest to the group for MS to run- welcomes suggestions going forward. DMcC stated he will share MS roadmap. Asked what is best way to engage.

ACTION SW will capture Sector concerns and send to MS.

SW

SW then moved to the point of MS "enhanced service". AW recapped his understanding that areas of concern voiced so far were institution's interaction with MS, lack of understanding as to what 3rd party suppliers can do. AW stated he believed that what would help from the current situation would be – human interaction to improve service, a pro-active advisory service including best practice and infrastructure advice. AW would like to have idea of potential appetite to take back so MS can respond with offer.

AW outlined a possible solution if 5 or more institutions would be interested in taking this further. 24x7x365 support, covering both Cloud and On Premise, bespoke training, incident response, dedicated University Technical Account Manager. MS would take responsibility for ensuring support shared, and that institutions would not suffer by another institution monopolising the time allocated. AW stated that this was an innovative proposal. Proposed a 2nd meeting with interested institutions to further shape the solution.

SMacD- could we have visibility between what existing Premier support customers receive at present and what the new proposal would offer? AW acknowledged that some institutions already have Premier support and a separate conversation required.

AD requested that APUC be involved in further discussions on behalf of institutions.

JM recapped on the work to federate Lync across institutions ongoing. AW stated that the proposed new support would enable co-ordination of such cross institutional work. PT stated that UCISA encourages these sorts of creative solutions. SW Will follow up on this.

SW

DMcC stated that if HEIDS could produce a list of issues/areas will look to get expert to help with Lync federation work.

ACTION: DMcC to share the Skype for Business roadmap.

DMcC

Events – DMcC asked for topics for future MS events. AMcC suggested SharePoint as being of interest.

ACTION: HEIDS to suggest further MS related ideas for events.

All HEIDS

FM stated that events may be of interest to FE institutions, though careful not to dilute value that HE might gain. DMcC mentioned the shared learning group convened in Local Authority area, 25 local authorities involved, quarterly meeting alternating between LA and MS offices.

Updates in general were then discussed. DMcC said such is the pace of change it is challenging to keep up with developments even within MS itself. AW stated that group of representatives with NDA signed would help MS share sensitive upcoming plans in an even more timely manner.

DMcC stated that Technical Access Program is easy to sign up to and gets one access to beta releases. FM stated that the “push-pull” nature of information exchange is important. When AW knows that a couple of universities have issues it would be useful to have MS communicate this to other institutions which are likely to face similar issues. DMcC suggested that a Yammer group of HE MS users could be created.

AW stated that a sector plan will be created by MS in the summer. DMcC keen for this plan to have feedback during creation, and shared with the sector when finalised. FM asked if the existing o365 Yammer group is UK education focussed. MW stated no but it is possible to create their own focus groups for this. Discussion whether utility in Scottish HE group, or whether leveraging UK community better.

DG stated that it is embarrassing that MS roll out new products/functionality to users without informing IT – even rough timescales of roll outs would be beneficial. FM echoed this and noted that Sectors own group via JISC mail gives better warning about MS changes than MS itself.

4. Reports from Shared Service Groups

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

4a. Research data management experience

TW spoke of institutional perspective on Shared Services. Edinburgh has been looking at Research Data Management for last couple of years - looking at it “in the round”, what institution wants to do, as well as needs to do. TW made the point that PI awareness is key, but can be difficult to get.

FM raised EPSRC requirements. SMacD stated that Glasgow University making steady progress. Comms and behaviour change in labs the hardest element. CMcM - Strathclyde now in business as usual after project. PURE being used for repository. Now have sufficient storage space, training of new researchers when they start.

4b. Collaboration tools

MW stated that technical document being prepared for Lync. Federation easy enough to start. JM - Technical document now circulated for comment. Eduroam-like instruction guide element not straightforward and stalled here.

4c. Moodle

TT spoke of his institutions experience with Moodle. Changes post merger meant that Moodle experience of team limited. Discussions took place with Napier over period of time regarding using Napier as host. PR of UCSS helping with contract. Proof of concept now complete. August deadline for managed service. Edinburgh College has experience of cross-institutional work with their running of New Battle Abbey ICT. Foreseen advantages of collaboration for EC will be ability to buy development time from EN, LTE with direct access to ENU, 24x7 support.

PR noted that the contract is being drawn up at present with a view to re-using for other institutions.

4d. Information Security

GH from Dundee University spoke of his experience in the first 2 months within the institution. 1st of the three major step (Strategy, Tactical then Operational) is Strategy which is what is currently being worked through. GH spoke of the 4 year programme being implemented covering Governance, Culture, Reporting, Business Continuity, Training.

GH

ACTION: GH to provide link to Security presentation after the event. Getting Management buy-in is key to success.

Information Security week (an internationally recognised time) is in October- University of Dundee intends to use this week to raise awareness and run a series of events.

GH praised the UCISA Information Security toolkit recently produced as a fantastic document. AMcC suggested that security could lend itself to a Shared Service. GH stated that he is happy to share information and collaborate. PT reported that UCISA is looking to revisit UCISA InfoSec training. GH mentioned that UoD were looking at the feasibility of MOOC Security training. AW asked if an industry partner had been considered. GH stated that open to idea, though University of Dundee would be looking to retain control. DW mentioned that Universities Scotland are keen to see a ICT Sector wide security event take place.

GH reiterated that the UoD event would be taking place on October to utilise publicity and press anticipated for InfoSec Week. CMcM asked GH his view as to where InfoSec should sit within an institution/organisation? GH responded that as people then process is key then natural place would be for InfoSec to sit within HR, Legal or Governance. Within commercial companies there has been a move to place InfoSec under Chief Risk Officer.

5. **Business Improvement and Change at the Universities of St Andrews and Strathclyde**

Finn Miller Change Manager at the University of St Andrews presented on change within St Andrews. Presentation was on both vision and present day activities.

John Hogg spoke of Business Improvement at the University of Strathclyde. JH stated that decision made at Strathclyde that Business Improvement should sit within HR. JH explained the Strathclyde approach to Business Improvement. FM asked around the room which institutions had a Project Management Office, response was less than 50%.

6 **Reports from other groups:**

6.1 SFC

David Beards sent his apologies, Alun Hughes gave a brief update on the Sector Oversight Board

6.2 Universities Scotland

DW spoke on behalf of Universities Scotland. Stated there were two main priorities US are working on – the HE Governance Bill Consultation, and the Funding and Spending Review. DW stated there has been robust consultation. Expect the government to publish analysis and awaiting the bill – expected June or July 2015.

The Funding and Spending Review will likely stress the “4 I’s- Investment, Innovation, Internationalisation, Inclusive Growth. DW believes that the University sector can help address all 4 of these areas, and would welcome examples of work within institutions that demonstrate these 4 I’s.

DW then reminded the group of the upcoming USET 2015 report. The ICT Workstream has provided some of the strongest examples of institution’s commitment to Efficiency and DW would welcome examples to provide a rich picture.

ACTION: DW to send mail explaining what types of input US are seeking from institutions. DW

DW mentioned that in context of the spending review demonstrating wise and responsible use of funds. SFC will be looking for 10 year capital strategy. TT stated that Edinburgh College has drawn up template for capturing capital roadmap that will be sent to Colleges, covering desktop, infrastructure etc.

ACTION: SW to catch up with TT after on Terry’s template and will respond to DW regarding inputs. SW

6.3 Jisc

JMC updated on Jisc activities. Jisc now has full complement of Account Managers for institutions, those institutions that JMC has been covering himself in the interim will be handed over shortly to new Account Manager. This should allow for more engagement.

4th of June there is a JISC event in Edinburgh Napier University. Invites will be going out shortly. Event called “Connect More”. Jisc has asked that each

institution nominate a Strategic Contact to engage with Jisc – not just for ICT and libraries but someone who can represent the strategic priorities of the University as a whole.

Event on the 18th of June regarding Clydenet and FATman transition.

Jisc sponsored Herald Award due on Thursday, submissions easy to do should any members wish to participate.

Jisc “owned for you, by you”- need to hear from institutions to shape the future. PT asked if Strategic Contact will be lead contact for JISC. JMC confirmed that it would be- doesn't need to be head IT person. PT stated that it would be good to ensure that the head IT person knows who the strategic contact is.

6.4 SCURL/SCONUL

FM stated he had sent on information on EZproxy to Mike Roch. Will look for update for future meeting.

FM

6.5 UCISA

PT made reference to the UCISA update document sent before the meeting. PT referred to the UCISA ITSM document mentioned earlier in the day, and stated that Part 2 was expected around October.

Staff Development group is looking to survey on skills institutions will require in future – this may lead to gap analysis and procurement of training. This is a long term project.

PT happy to collate institutional views/feedback on Jisc, and liaise with Jisc to represent universities.

UCISA is looking to release Social Media Toolkit in the autumn.

PT spoke of the upcoming Learning Spaces toolkit which is expected to be delivered in the autumn. PT spoke of HEDIIP work on Data and Information Process, looking to streamline and reduce reporting effort by addressing the landscape.

6.6 APUC

AD spoke of Scottish Procurement replacement for ICT Managed Services agreement now in place. Known as Digital and Technology Services (DATS).

Scottish Procurement Desktop and Mobile Hardware Agreements extended.

APUC's Finance and HR systems frameworks have been extended to 3rd year.

HE Apple agreement being re-tendered by HEPCW and LUPC.

Mobile voice & data mini comp in progress with Scottish Procurement. Mini-comp is also planned for the Mobile by an HE Telecoms group based with NEUPC.

SCURL “next generation Library Platforms Framework” specification workshops taking place on. Expected to be awarded December 2015.

AD requested feedback on National Storage & Servers agreement which is widely used by Scottish HE and also NEPA. Potential to provide procurement support to aforementioned MS agreement. AD undertook to develop a deeper understanding of MS proposal made that morning.

AD

ERP licence framework has been raised by a few HE institutions, and also wider public sector bodies. Feedback welcome. AMcC spoke of work taking place on the Mobile Voice and Data group covering wider Public Sector. Will pass on to AD if required.

6.7 FE/HE ICT Sector Oversight

AH stated that updates available from the SFC website updated in last meeting. Keen to identify projects that exemplify collaboration. ISSC mentioned as providing these going forward. Mention made of SWAN most obvious example of large complex project. Has had a difficult beginning, watching brief by the oversight board.

6.8 UCSS

PR expressed thanks to all institutions for collaboration and openness during recent Operational Review Work (100% participation by all HEIs). PR stated that UCSS now working on report based on these meetings- suggested that UCSS happy to present key findings from the Report at next HEIDS.

ACTION: SW to provide UCSS with an expanded agenda slot for the purposes of presenting key findings from report for next HEIDS.

SW

7 AOB

ACTION: Jisc to update on University Secretaries Counter Terrorism work.

JMC

AW stated that 7 institutions had expressed interest in discussing further Premier Support offering. FM asked if APUC should be engaged in this work.

AD stated that APUC would welcome seeing proposal created by MS to advise the sector. PR stated that ISSC happy to support.

ACTION: FM to ping note to Mark RE Roadmap to ISO20015

FM

ACTION: OF to ask AD if Jisc frameworks the same as others- i.e. can all Universities and Colleges access via JANET Framework

OF

ACTION: FM will post up presentation on HEIDS website.

FM

8 AGM

The HEIDS AGM then took place, with a sufficient quorum for voting purposes. All members present were happy with constitution. Constitution continues unchanged.

Chair and Vice Chair continuation was proposed and was passed unopposed.

The appointment of Brian Henderson from the University of Aberdeen as Secretary was passed unopposed and the AGM concluded.