

Actions

Action ID	Owner	Description	Status
1.2	OF	Arrange an event on lab e-notebooks	20160209- Will be combined with RDM event, Action 6.02
1.9	PT	Raise survey by Infrastructure Group to Mark as she was not aware of any update	PT to raise with new chair, Dave Thornley. In Progress. 20160209- May be a subsequent survey
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	PR	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)	PR has set up website with all details from institutions who have fed back. PR requested feedback from group on the website when distributed. MW offered assistance here.
2.24	JM-C	Send on transnational education document to seek input on future requirements for international connectivity.	Closed
4.30	SW	SW will capture Sector concerns and send to MS	20160209 (Combined with 4.31) SW stated no new issues raised of late. Idea mooted to share with new MS Account Manager, perhaps invite one of the following- MS Premier Support Technical Account Manager / Account Manager/ Country Manager
4.31	ALL	HEIDS to suggest further MS related ideas for events.	Closed- combined with 4.30
4.32	DMcC	DMcC to share the Skype for Business roadmap	20160209- Updated roadmap from MNS would still be welcome

4.35	SW	SW to catch up with TT to discuss TT's template.	20160209 SW and TT to meet to close
4.38	Jisc	Jisc to update on University Secretaries Counter Terrorism work.	20160209 Blog will be shared by JM-C post meeting
5.01	ALL	Review the HEIDS remit and any input regarding name/remit change	Closed
5.03	MMcL	Send update e-mail with scope of Application Design / Development Services	Closed
5.04	PT	Raise concerns with Tribal RE proposed back-charges	Closed, experience shared
5.05	BH	Share ghosted new version of HEIDS website for members to comment	20160209 BH had shared the newly designed website. Any comments on the website can be shared with OF or BH. Closed
6.01	CMcM, MMcL	Discuss sector experience in managing these (back-charging) demands.	20160209 CMcM and MMcL to meet
6.02	CMcM & ISSC	Arrange RDM/ELN event	St Andrews, Edinburgh, UHI, University of Aberdeen and Strathclyde expressed interest in this event already. ISSC will support CMcM in creation of this. 20160215 Combined with 1.2 above. Planned ELN event will be combined with this.
6.03	JM-C	Enquire as to how other institutions have addressed the end of PFACT, share any solutions offered	Closed
6.04	DJ	DJ to feed back on how institution dealing with PFACT becoming end-of-life	DJ updated via GMcA- DJ offered to update at next HEIDS. Suggestion made that this should be an Agenda point at Q2 2016 HEIDS
6.05	ALL	Provide view on whether reconvening of Security Knowledge Sharing Group, previously chaired by Brian Gilmour, would be of interest.	Closed
6.06	MMcL	Create a Working Group to address Contract Management	CMcM, BH, DJ and PS indicated that their institution would be willing to participate in this working group. Ongoing, relates to 6.01 above

6.07	ALL	Provide view on whether reconvening of Security Knowledge Sharing Group, previously chaired by Brian Gilmour, would be of interest.	Closed
6.08	PS	PS will discuss with Universities Scotland on the topic of Security	
6.09	JM-C	Circulate details of Information Security Training available via Jisc	
6.10	JM-C	JM-C offered to investigate if any non-Scottish institutions have found good solutions to issue of pFact being end of life	Ongoing (relates to 6.01 above)
6.11	MMcL	Send out spend info on 3 agreements discussed (Apple and NEPA, ITRAP, National Server and Storage Agreement)	Group agreed to share figures among members as this info already subject to FOI. MMcL will send on figures
6.12	MMcL	Investigate issue of one small unpaid PO to Apple leading to whole institution losing Apple services	MMcL updated- some institutions have manual work around, there are 3 routes to market for Apple which alters the impact of this issue, APUC will describe in detail
7.01	MJ	MJ offered to share some best-practice that he had previously worked on for recognising key staff's out of hours efforts	
7.02	PT	PT offered to speak with UHR regarding out of hours recognition.	
7.03	BH & OF	BH and OF to look to create a survey on Out of Hours set up at HEIDS institutions	
7.04	PT	PT offered to share links on the subject of Info Sec- especially "Total Cost of Downtime" which he feels would be of value to the group	
7.05	SW	SW to investigate timing/availability of Police Scotland to present at HEIDS RE cyber-crime	
7.06	PT	PT offered to share CIS survey on systems in use in institutions with MMcL	

7.07	DP	Jisc will update on Learner Analytics offering being created at next meeting, and DP and MMcL will liaise in the meantime	
7.08	HEIDS	HEIDS to respond to PR offer to have an agenda item on Data Centres at subsequent HEIDS	
7.09	DP	DP stated he would respond for JANET regarding question regarding the valid use of institutional IP subnets for partners"	
7.10	BH	BH stated happy to help with interview process for a senior network person.	

1. Welcome and Apologies

Steve Watt (Chair) welcomed the group and thanked the University of Strathclyde for hosting the meeting. Alun Hughes was thanked, in absentia for his huge amount of work for HEIDS and the sector. AMcC was thanked for his contribution to HEIDS and the sector at this, his last HEIDS meeting. Apologies were then given-

Apologies were received from the following:

Terry Trundley	Edinburgh College
David Johnston	University of the West of Scotland
Dan Wedgwood	Universities Scotland
David Telford	Edinburgh Napier University
Kathy McCabe	University of Stirling
Paul Saunders	University of Dundee
Jason Miles-Campbell	Jisc

Minutes of the previous meeting and Actions Arising:

Action

2. The minutes of the meeting held at Abertay University, November 18th 2015 were approved with the following changes noted.

- In the 'Apologies' section, Dan Wedgwood was erroneously recorded as being from RGU instead of Universities Scotland. Andy McCreath, of RGU, should have appeared in the 'apologies' section.

Updates and Comments to previous actions are captured in the Action Log above (items in grey were noted as complete at the meeting).

3. Out of Hours Cover – Presentation and Discussion

Jim Campbell of Strathclyde University spoke of the institution's experience of using NorMAN and subsequently Capita outsourced Out of Hours cover. The drivers behind the decision to do this were illustrated. A number of positives from providing out of hours cover in this way were enumerated. It was noted that when OoH helpdesk is introduced it becomes difficult to consider stopping offering this extended coverage due to the perceived diminution of service by staff and/or students.

An interesting discussion from the group then took place. Many institutions feeling the drive towards offering extended hours. The topic of key technical staff Out of Hours working was discussed in depth. Common challenge recognised in balancing the on-going goodwill of institutional staff to undertake OOH work, against the difficulty and complexity of having this formally and financially recognised. Many representatives noted that trying to contractually recognise existing Out of Hours best efforts, 'poison the well' if proposed recognition seems to undervalue their input.

MJ

MJ offered to share some best-practice that he had previously worked on for recognising key staff's out of hours efforts. PT
The chair stated that this was a hot topic issue and likely to arise again, PT BH & OF
offered to speak with UHR regarding out of hours recognition.
BH and OF to look to create a survey on Out of Hours set up at HEIDS
institutions.
Interesting points mentioned were: the rise of follow the sun capability/desire as
growing number of institutions have campuses in different countries; getting the
balance right in providing enough access to 3rd parties to improve First Time
Resolution without compromising security; the rise of self-service.

4. Information Security

4a. Shared Service Update

PR outlined the interest in proposed shared service- 8 institutions strongly interested, giving enough buy in to progress with recruitment of CISO. Envisaged that recruitment will require active searching for the correct candidate, as the market for InfoSec expertise is very competitive. PR requested that any leads for suitable CISO candidates are shared. PR informed that an MoA (Memorandum of Agreement) being drawn up to enable institutions to sign up and participate in the service. Early joiners will be given opportunity to participate in recruitment of the CISO. PR outlined the services and prices for different banding of institutions.

4b. Janet DDOS Workshop

BR recapped on the Janet DDOS meeting last month. A fascinating subject but covered by Chatham House rules, awaiting a Jisc summary of the meeting to be circulated.

Jisc will be offering some training in the security awareness realm in March. Expect Jisc to circulate to all.

RG raised the ability for one to ensure an institution against cyber-attacks.

PT offered to share links on the subject of Info Sec- especially "Total Cost of Downtime" which he feels would be of value to the group. PT

SW observed that Police Scotland would be happy to present at subsequent HEIDS, SW to investigate timing/availability. SW

5. Reports from Shared Service Groups

a- Research data management experience sharing

TW confirmed Edinburgh University's willingness to leverage their institution's experience/knowledge in this area. "Door open" for discussions with interested parties

b- Collaboration tools

CLOSED as per Action log above

e- Moodle

PR updated on successful collaboration between Edinburgh Napier and Edinburgh College in Moodle. Service up and running and Edinburgh College happy with service. One other college interested in exploring this model with ENU, ISSC introducing them.

6 Reports from other groups

FM suggested that HEIDS should nudge "other groups" of this recurring item in advance of subsequent HEIDS to ensure that chances of substantive update maximised. OF to do so on ongoing basis.

6.1 SFC

DB not present

6.2 Universities Scotland

DW not present, OF passed on note from DW as to state of play, no USET meeting since last HEIDS, and funding and governance topics still not concluded, hopes to enlighten group at next meeting.

6.3 Jisc

DP spoke of upcoming conferences- Jisc Digital Festival and Networkshop both taking place in March. DP stated that links would be sent on via usual channels.

DP stated that Jisc had negotiated option for institutions to purchase individual e-mail certificates- available at the beginning of March (this enables one to authenticate that the e-mail address that the mail has been sent from is not a spoof address, but an address the certificate provider can authenticate as coming from a trusted source.

New telephony purchasing system available from March- designed to help address peak demands- only charged for the weeks that one needs the extra capacity (requires 4-6 week lead time for set-up)

6.4 SCURL/SCONUL

Dilys and BH now in contact. FM no longer lead on this.

6.5 UCISA

PT updated on UCISA activity, the substance of which is captured by UCISA Update Feb16 circulated to HEIDS members.

Highlighted 3 resources: Social Media Toolkit (good feedback received), Learning Cases Toolkit, and Information Security Awareness training- free of charge and will be updated for next 3 years.

6.6 APUC/Procurement Scotland

MMcL updated on agreements lately commissioned or upcoming. Scottish Procurement Hardware Agreement- Desktop- Available from 1st of January via HP.

Scottish Procurement running ADDS at present
 Apple agreement due on the 8th of March split into 2 lots- one for iOS and OSx devices, another that covers devices and Value Added Services.
 SUPC ITRAP agreement expires 30th May.
 NSSA (incorporating HPC requesting volunteers, e-mail requesting volunteers will follow.
 Blackboard agreement expires in summer. (New entrant to the market 'Canvas' offers open source with paid for add-ons.
 MMcL queried whether a survey on library management systems would be useful? PT stated that UCISA already collate some of this info and offered to share survey info with MMcL.
 DP stated that Jisc working on learner analytics offering- Jisc will update at next meeting and DP and MMcL will liaise in the meantime.

PT

DP & MMcL

6.7 FE/HE ICT Sector Oversight Board.

In the absence of Alun Hughes SW recapped latest on the SOB.
 DPS skills discussed at last meeting, as was Cyber Resilience Strategy, Digital Ecosystem.
 New alignment in Scottish Government looking at single website for all Scottish Public services.
 SW stated AW updated SOB on UCSS and received support for direction of travel.
 College MIS system was spoken of- initial step of data landscape mapping will be led by Jisc. KG stated that Dundee and Angus had collated 9 FE institution's data sets and passed to SFC at the tail end of 2015 as a way of supporting this work.
 One third of FE institutions have now moved to SWAN.

6.8 UCSS/ISSC

PR referred the group to summary support supplied prior to meeting and InfoSec remarks made above. PR brought attention to 2 highlights-
 College FE Leads forum (similar to HEIDS) is being initiated, first meeting planned for the 18th of March. Provisional name of group is SCISL- this may be changed by the representatives when they convene. RG and JM stated they would like to be included in this group as their institutions cover FE as well as HE.
 Data Centre capacity- PR asked which institutions had capacity they would consider opening up to the sector- the Universities of Edinburgh, St Andrews and Abertay stated that they had, SRUC stated they did not.
 A conversation then took place on the model of data centre capacity being envisaged. Some concern was voiced that SLAs between institutions may not be the best model for the sector.
 BH stated that there is a question for JANET regarding IP for subnets for partners regarding the valid use of institutional IP subnets for partners. DP took an action to respond.
 PR requested an agenda item at subsequent HEIDS on Data Centres, HEIDS to respond.

DP

HEIDS

8 AOCB

GM raised the issue of data/voice cabling and asked his colleagues how their respective institutions divided responsibility for this between Estates and IT. Majority of the group stated that Estates held this responsibility in their institutions, while one institution stated that IT was responsible.

BH volunteered to provide guidance from his institution to Stirling around helping with an interview process for a senior network person technical aid in creation of requirements. BH