Higher Education Information Directors in Scotland (HEIDS)

Draft minutes

Friday, 27th May 2016
St Andrews University, St Andrews

Present:

Chair
Steve Watt   University of St Andrews   SW

Vice Chair
Catherine McMillan   University of Strathclyde   CMcM

Secretary
Brian Henderson   University of Aberdeen   BH

David Beards   Scottish Funding Council   DB
Mark Cockshoot   Heriot-Watt University   MC
Dean Drew   St Andrews University   DD
Alastair Fenemore   University of Edinburgh   AF
Eileen MacDonald   University of Stirling   EMacD
John Maher   University of the Highlands and Islands   JM
Graham Millar   University of Stirling   GM
Jason Miles-Campbell   Jisc   JM-C
Nikki Miller   University of St Andrews   NM
Alastair McKeen   University of St Andrews   AMcK
Michael McLaughlin   APUC   MMcL
Graham Millar   University of Stirling   GM
Fraser Muir   University of Edinburgh   FM
Pauline Robertson   UCSS   PR
Fraser Ross   Royal Conservatoire of Scotland   FR
Jem Taylor   University of the Highlands and Islands   JT
Dan Wedgewood   Universities Scotland   DW
Tony Weir   University of Edinburgh   TW
Mike Whyment   University of Aberdeen   MW

Present:

Owen Freel (Note taker)   UCSS   OF
Eamonn Keane   Police Scotland   EK

Actions

Action ID	Owner	Description	Status
1.9	PT	Raise survey by Infrastructure Group to Mark as she was not aware of any update	Closed
1.17	TW	Edinburgh University to write a short note explaining the scope of the 4 RDM offerings from Edinburgh, for HEIDS colleagues.	Action reassigned to TW Q2 2016
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 to update existing webpage and circulate around the group. Further investigation required with Microsoft to explore using the Skype directory as a way to share contact information
4.30	SW	SW will capture Sector concerns and send to MS	Q2 2016- no further issues raised. Issue of missing e-mails going to students from outlook.com raised with MS. CLOSED
4.32	MMcM	DMcC to share the Skype for Business roadmap	Action expected to be completed by Mark McManus Q2 2016
4.35	SW	SW to catch up with TT to discuss TT's template.	Superseded by events. CLOSED
4.38	Jisc	Jisc to update on University Secretaries Counter Terrorism work.	CLOSED
6.01	CMcM, MMcL	Discuss sector experience in managing these (back- charging) demands.	CLOSED
6.02	CMcM & ISSC	Arrange RDM/ELN event	Event took place and good feedback received. CLOSED
6.04	DJ	DJ to feed back on how institution dealing with PFACT becoming end-of-life	Seems to be no best practice solution to this across the Sector. CLOSED

6.06	MMcL	Create a Working Group to address Contract Management	MMcL to send out request for formal planning to support Contract Management Q2 2016
6.08	PS	PS will discuss with Universities Scotland on the topic of Security	CLOSED
6.09	JM-C	Circulate details of Information Security Training available via Jisc	CLOSED
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	CLOSED
6.11	MMcL	Send out spend info on 3 agreements discussed (Apple and NEPA, ITRAP, National Server and Storage Agreement)	CLOSED
6.12	MMcL	Investigate issue of one small unpaid PO to Apple leading to whole institution losing Apple services	This issue changed due to only 3rd party suppliers being on frameworks, not direct with Apple. CLOSED
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	CLOSED
7.02	PT	PT offered to speak with UHR regarding out of hours recognition.	Ongoing
7.03	BH & OF	BH and OF to look to create a survey on Out of Hours set up at HEIDS institutions	UCISA survey already covered the same ground. CLOSED
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	CLOSED
7.05	SW	SW to investigate timing/availability of Police Scotland to present at HEIDS RE cyber-crime	CLOSED
7.06	PT	PT offered to share CIS survey on systems in use in institutions with MMcL	CLOSED

7.07	DP	Jisc will update on Learner Analytics offering being created at next meeting, and DP and MMcL will liaise in the meantime	Covered in Jisc update. CLOSED
7.08	HEIDS	HEIDS to respond to PR offer to have an agenda item on Data Centres at subsequent HEIDS	Ongoing
7.09	DP	DP stated he would respond for JANET regarding question regarding the valid use of institutional IP subnets for partners"	CLOSED
7.10	BH	BH stated happy to help with interview process for a senior network person.	CLOSED
8.01	MMcM	Share o365/Skype for Business Roadmap	
8.02	DW	Add concern, RE FOI and Contract Register as potential channel of intelligence for bad actors, as an agenda item for SHEIP.	
8.03	HEIDS	Remove 5b "Collaboration Tools" from Agenda	
8.04	HEIDS	Amend agenda to replace FM with BH as owner of HEIDS-Scurl relationship	
8.05	MMcL	Arrange a presentation on cyber insurance topic	
8.06	SW	Invite Police Scotland to present on the subject of Prevent	
8.07	DW	Contact David Newell of the Secretaries group regarding sectoral response from Sector on Prevent.	

1.   **Welcome and Apologies**

Steve Watt (Chair) welcomed the group. It was proposed that the agenda should be re-ordered to allow external presentations and speakers to go first, and for actions and other item to be deferred. (The notes below adhere to the original structure, please note that Item 2 took place after Items 3 and 4).

Apologies were received from the following:

Rob Gibson	SRUC
Caroline Cochrane	Royal Conservatoire Scotland
Gerry McCauley	UWS
Kris Getchell	Dundee and Angus College
David Johnston	UWS
Mark Johnston	GCU
Gordon McLoughlin	Glasgow School of Art
Kathy McCabe	University of Stirling
Kenji Lamb	CDN
Dean Phillips	University of Aberdeen

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

2.   The minutes of the meeting held at Strathclyde University, February 9th 2016 were approved

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

3.   **Microsoft Roadmap and Structure– Presentation and Discussion**

Andy Nagle began the presentation from Microsoft as Senior Education Manager- Andy stated that he is currently building a team for HE based at Thames Valley Park that serves the higher education sector in Scotland. There are 8 people dedicated to education within MS. Derek Rutherford of Microsoft was also present.

MMcM outlined Skype for Business and its capabilities. MMcM noted that institutions vary in terms of functionality and open-ness they implement- i.e. institution decides which other institutions they federate with, or decide how much visibility that students get of staff's presence.
MMcM spoke of culture change enabled by the presence feature- "immediacy of communication."
BH asked MMcM about federation between students and staff within an institution- MMcM acknowledged that there can be resistance from staff but this

can be, and has been by some, managed with some institutions seeing staff embrace presence being opened up to students.

MMcM mentioned that Skype for Business basic functionality is part of the campus agreement, but there are paid for extras available to purchase for added functionality (i.e. dialling outside PSTN lines from Office 365).

AF enquired about whether security could be added to above Skype calls.

MMcM stated that there is a choice of security options including multi-factor authentication, or setting up password to join.

ACTION: MMcM stated that there is a roadmap for o365 that he will share.   MMcM
(Some further planned functionality may be shared upon the signature of an NDA.)

MMcM outlined some future functionality and highlighted recently added ability to integrate Office 365 into one's own apps or website.

Other functionality touched upon was - enhancing control over multiple devices (Mobile Mac and Android), Modern Authentication, enhanced browser integration, remote advisor, automated bots to direct communication.

BH enquired whether analytics to enable institution to see usage of o365 is part of the standard feature set. MMcM stated that MS gives admins the rights to this info.

MMcM mentioned that ability to broadcast (i.e. to have 15k participants) will hopefully be made available to the education sector as part of the Campus agreement.

PS asked for MMcM's experience around Policy that institutions have implemented for Instant Messaging and other less traditional forms of communication. MMcM stated that this is an evolving area and some institutions are more advanced than others in this area.

JM shared that UHI has a "best practice for Skype" policy in place.

BH stated that AN's statement regarding dedicated resource is welcome- asked for steer on rules of engagement. AN stated that he would send out org chart of team- happy for appropriate specialist to be approached directly if it is obvious who should be contacted in certain areas.

PS asked about enhanced Mac functionality (which has been promised for a number of years). Derek Rutherford stated he expects this to improve in future, MMcM stated he expected significant improvement in this area by the end of the year.

TW enquired about desktop Linux integration. MMcM stated that this not part of formal roadmap but is being looked at.

The chair thanked Mark, Andy and Derek for their presentation.

4.   Police Scotland , Cybercrime– Presentation and Discussion

SW introduced Eamonn Keane of Police Scotland who gave a presentation on the constantly evolving and increasingly challenging job of countering Cybercrime,

EK stated that it is estimated that only 6-8% of cybercrime is being reported to the police. He stated that without reporting then the case for more resources to combat it is difficult to make. EK encouraged the group to consider reporting instances of cybercrime going forward.

EK keen to explore further how the staff and students of Scotland's Universities could aid in the fight against Cybercrime. At present he is engaging with Universities of Aberdeen, Strathclyde and St Andrews schools of computing to attempt to tap this resource.

Institutional policy stressed as key in keeping secure.

Police Scotland looking to be consistent across all of Scotland in the realm of Cybercrime. Stressed that reporting a cybercrime would not result in an institutions computing infrastructure being taken down for investigative purposes. Growth of organised hacking groups and the evolution of tactics such as "lifetime surveillance" for high value targets being utilised by criminals. EK spoke of some successes targeting these groups, though acknowledged difficulties caused by international element of cybercrime.

PS enquired about the challenge of combatting phishing e-mails when users have an expectation that this is an "IT issue" when in fact employee or student behaviour is the Achilles heel. EK acknowledged that Police are not often invited to talk to institutions outside of the IT dept.

It was observed by a number of participants that our institutional posture towards security issues are often focussed on ICO compliance, rather than stopping the cybercriminals.

AMcK observed that security still a young concept within the Sector- issues such as potential links of 3rd parties to organised crime needs to be looked at from a procurement perspective.

EK asked for institution's experience reporting cybercrime to Police. JM stated that UHI reports incidents to the police has found that after logging one receives a visit from a police investigator without any real expertise in electronic crime.

EK thanked JM for his input and would like to discuss further his experience.

BH enquired is Police Scotland integrated with infrastructure providers (i.e. JANET). EK stated that National Cyber Crime Unit have links with JANET and GLOW, acknowledged that Police Scotland could be better integrated. Police Scotland currently liaising with Local Authorities around intrusions.

EK spoke on the subject of Incident Response. Asked institutions to consider if they have communication plans (internal and external) to be followed if/when breach occurs, ensuring one has a Disaster Recovery plan is key.

EK stated that Police Scotland advocates Cyber Essentials.

EK noted that in 2017 European legislation that mandates the reporting of incidents with regards to this issue.

EK strongly advocated for institutions joining CiSP- Eamonn happy to endorse people to gain membership. SW echoed utility and desirability of joining CiSP.

OF asked about ransomeware policy- should institutions forbid the paying of ransomware? EK believes they should.

SW asked DW for view on getting principal/institutional buy-in for InfoSec- can we do more to feed information to principals as a group? DW stated that US can advocate for greater awareness, suggested that the Secretaries group may be a good group to target for such messages.

DB stated that the Scottish Government is keen to see what the sector can provide to support the Computer Resilience Strategy.

EK name checked SBRC, Scottish Government and Martin Beaton as useful contacts for wider cybercrime concerns.

A common concern of information being requested under FOI potentially being giving away information that would allow bad actors to target institutions for cybercrime was raised- it was observed that the new proposed Contracts Register that will soon be implemented in Scotland could, if not managed sensibly, broadcast information that would aid hackers.   DW

ACTION DW will add above concern, RE FOI and Contract Register as potential channel of intelligence for bad actors, as an agenda item for SHEIP.

PS stated belief that there would be value in having a HEIDS joint response to this issue.

5.   ## 5. Reports From Shared Services Group

5b. Collaboration Tools

PR proposed that this is removed from future agenda as this point has evolved and being dealt with in different fashion. Group agreed. **HEIDS to remove**.   HEIDS

5e. Moodle

PR updated on MoodleShare offering from Edinburgh Napier University.
Edinburgh College now live, with 3 other institutions keen to join (likely summer 2017).
PR related that a VLE Market Awareness day, led by MMcL's team was well attended and useful, 3 suppliers presented, one of which was Edinburgh Napier University/MoodleShare.
Common desire from Colleges is a way to ensure auto-enrolment within Moodle-this is part of the Edinburgh Napier University offering.
PR informed the group that Kenji Lamb of CDN has resurrected SMUG (Scottish Moodle User Group).
PR requested that if there is any interest in Moodle Shared Service from institutions represented to feel free to contact her.

5f. Information Security

PR updated on the InfoSec Shared Service. 9 institutions have signed up. An excellent CISO has been recruited. PR related that the CISO interviews took place with the input from a number of institutions and all stakeholders expressed satisfaction that the successful candidate is an excellent fit. Initial stakeholder interviews are being set up in anticipation of the CISO starting at the end of June. PR thanked the members of the InfoSec Shared Service for their support.

6. Reports from other groups

6.1 SFC
DB outlined latest funding allocations- HE budget has been decreased by 3%- with Teaching and Research excluded from these cuts. Consequently central funding of Jisc has been reduced by 10% which will likely prompt increased fees from Jisc to Scottish institution. DB pointed out that SFC continues to support in this area more than the rest of the UK.
DB mentioned JANET upgrades (partly spurred on by DDoS attacks) are budgeted for in these figures

6.2 Universities Scotland
DW USET due to meet next week.
SW stated that BH is the main representative from HEIDS going forward for USET.
DW related that there is a new minister in place, continuity expected in terms of focus and encouragement of efficiencies.

6.3 Jisc
JM-C informed the group that Jisc subscription letters would be going out soon (to IT, Library, and Finance contacts within institution). Jisc looking to cut their own costs.
JM-C informed group that a Jisc Event, "Connect more…", is taking place at Forth Valley College on the 16th June- this event is around Technology, Training and Learning.
JM-C stated that new Chief Exec of Jisc visiting some Scottish institutions next week/
Jisc is looking to reconvene JANET user group in Scotland (pertinent to Network Managers).
JM-C mentioned Dec 2016 outage of JANET network- mitigation in place, more details to follow.
Jisc Scotland Data Centre proposal mooted. Jisc looking to gauge appetite/need, find anchor tenants, and consider future potential services that may be offered.
Telecom purchasing service progressing, one potential upside of which is the ability to ramp up capacity for peak periods such as clearing, and swiftly returning to base when peak period over.
E-mail certification deal now in place which offers very competitive pricing due to ability to aggregate demand.
JM-C highlighted the IT Financial X-Ray offered by Jisc and mentioned testimony from a UK University who recently found this very valuable. Interested institutions should contact their Jisc Account Manager.
JM-C is meeting with SCURL to discuss material subscriptions.
Future initiatives- Digital Capabilities, Learning Analytics and Transnational Education. JM-C asked HEIDS to be aware of request for information around present and anticipated transnational needs.
Jisc is looking to form a cohesive offering around RDM.
FM asked when discovery tool will be available for Digital Capability. JM-C recommended contact Account Manager.

6.4 SCURL/SCONUL
Dilys and BH now in contact. FM no longer lead on this. **HEIDS to remove FM from Agenda/ownership of SCURL relationship**   HEIDS

6.5 UCISA

No update

6.6 APUC/Procurement Scotland

MMcL updated on APUC. Team is being fine-tuned to align resources.
New anti-plagiarism software tender in creation.
MMcL updated on Market Awareness day for VLE- 3 suppliers presented, wide participation across institutions. New framework for 2017 in preparation.
MMcL mentioned rise in some mobile provider's bills to institutions (driven by exchange rate fluctuations).
MMcL advocated the use of NDNA framework.
MMcL noted that new framework in place for Apple products- all suppliers on the framework are 3rd party suppliers. A benchmark exercise has been sent out illustrating the difference in contract terms available.
New National Servers and Storage framework will include HPC. MMcL has asked for volunteers from institutions to evaluate responses to this tender to ensure that the agreement meets the sector's needs.
New agreement in place for National Education Printer agreement.

6.7 FE/HE ICT Sector Oversight Board.

No update

6.8 UCSS/ISSC
Further to updates above around InfoSec and Moodle Shared Services PR gave an update around other activities.
Scottish Colleges' Information Leaders has been formed- analogous to HEIDS for the College sector. PR mentioned that there was welcome cross representation in membership with HEIDS, as both UHI and SRUC represented in both HE and FE forums.
UCSS will be presenting on the subject of InfoSec at CDN's 'Cyber Resilience Colleges: Cyber Resilient Future' event.
PR thanked CMcM and Strathclyde University for hosting the well-attended and interesting RDM and ELN event.
New candidate shared services are being investigated- PR asked for input from HEIDS members who may have a view on desirable Shared Services to get in contact to shape the offerings as institutional desire is key to creating valuable offering. Examples Shared Services being considered are Project Manager and DBA resources. PR observed that some of the offerings may be of more interest to Colleges than Universities due to scale.
PR stated that the exercise 2 years ago to meet all IS Leads at every institution was beneficial and catalysed the Shared Services since created- would like to revisit each IS Lead.
PR asked for guidance whether meeting everyone or writing proposal papers for future shared services would be of use. CMcM suggested both approaches would be welcome.

7   AOCB

The Chair then invited those who wished to raise any other business to speak.

FM raised EUAC requesting that he convene the Sustainable ICT topic support network. Fraser requested that 1 representative volunteers from each institution. FM does not anticipate that this will be a large commitment in terms of meetings etc.- the group will look to share good practice, examples and experience and perhaps attend a couple of events. ACTION FM to e-mail via HEIDS mailing list looking for volunteers.

BH raised cyber liability as a recurring topic of conversation. BH asked if Jisc have anything in this space, JM-C stated that he does not believe so.
MMcL stated that APUC have been dealing with insurance as a topic. **ACTION MMcL to arrange a presentation on cyber insurance topic.**   MMcL
SW states that his institution has this in place, MC stated that his institution putting this in place (though led by Assurance team, not IT).
SW recommended that underlying terms and conditions should be scrutinised.

BH raised whether a sectoral response to Prevent, previously mooted by GCU, would be worthwhile.
TW stated that Secretaries Group is looking at this
ACTION SW to invite Police Scotland to present on the subject of Prevent   SW
JM stated he believed that a sectoral input from HEIDS in this area would be of use.
ACTION DW to contact David Newell of the Secretaries group regarding sectoral response from Sector on Prevent.   DW

SW stated that the HEIDS AGM will take place virtually in the next few weeks, to which the group agreed, and stated that he would no longer be chair as his term has expired.
CMcM thanked SW for his work as chair over the past couple of years, the group concurred in their thanks.