



Higher Education Information Directors in Scotland (HEIDS)

Draft minutes

Friday, 9th September 2016
Glasgow Caledonian University, Glasgow

Present:

Chair

Catherine McMillan

University of Strathclyde

CMcM

Vice Chair

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

Mark Johnston

Glasgow Caledonian University

MJ

Kenji Lamb

College Development Network

KL

Eileen MacDonald

University of Stirling

EMacD

Mike Macdonald

UHI

MMacd

Anna Mathews

UCISA

AM

Kathy McCabe

University of Stirling

KMcC

Jason Miles-Campbell

Jisc

JM-C

Michael McLaughlin

APUC

MMcL

Jonathon Monk

University of Dundee

JMo

Anna Phelan

University of Glasgow

AP

Pauline Robertson

UCSS

PR

Fraser Ross

Royal Conservatoire of Scotland

FR

Colin Watson

Glasgow School of Art

CW

Dan Wedgwood

Universities Scotland

DW

Tony Weir

University of Edinburgh

TW

Bruce Rodger

University of Strathclyde

BR

Present:

Owen Freel (Note taker)

UCSS

OF

Actions

Action ID	Owner	Description	Status
1.17	TW	Edinburgh University to write a short note explaining the scope of the 4 RDM offerings from Edinburgh, for HEIDS colleagues.	Being e-mailed out same day as HEIDS Q3 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 send link to existing webpage with Skype for Business details.
4.32	MMcM	DMcC to share the Skype for Business roadmap	Closed
6.06	MMcL	Create a Working Group to address Contract Management	Action continues with a view to MMcL presenting on Contract Management gaps
7.02	PT	PT offered to speak with UHR regarding out of hours' recognition.	Ongoing
7.08	HEIDS	HEIDS to respond to PR offer to have an agenda item on Data Centres at subsequent HEIDS	Ongoing
8.01	MMcM	Share o365/Skype for Business Roadmap	Closed
8.02	DW	Add concern, RE FOI and Contract Register as potential channel of intelligence for bad actors, as an agenda item for SHEIP.	This has been added to agenda of SHEIP after DW spoke with chairman
8.03	HEIDS	Remove 5b "Collaboration Tools" from Agenda	Closed
8.04	HEIDS	Amend agenda to replace FM with BH as owner of HEIDS-Scurl relationship	Closed
8.05	MMcL	Arrange a presentation on cyber insurance topic	MMcL will send on papers on the subject of cyber insurance (presenters unable to attend this meeting due to holidays)

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.	David leaving role shortly. Closed. Related new action 9.05 below
9.01	HEIDS	HEIDS Constitution to be amended to reflect name change from JANET to Jisc	
9.02	HEIDS	Diary in reminder mail to members a set time before each HEIDS meeting to request items.	
9.03	HEIDS	Remove Moodle from "Reports from Shared Services" agenda item	
9.04	HEIDS	Change Agenda to assign SW as responsible for updating on the FE/HE ICT Sector Oversight Board	
9.05	CMcM	Arrange meeting with Chair of Secretaries Group RE PREVENT	
9.06	BH	Invite Gillian Penny of Apple to present at a future HEIDS	
9.07	HEIDS	Add "Un-minuted Round Table Update" as ongoing agenda item	
9.08	DW and OF	Meet to discuss graduate trainee model	
9.09	MMcL	Investigate if ERP framework could be viable	
9.10	MMcL	MMcL to send out details of HP Innovation Day	

AGM

The Vice Chair (CMcM), in the Chairs absence convened the AGM as proposed at the previous HEIDS Meeting. Sufficient members were present for a quorum. The Vice Chair announced that one nomination for each the three Officers. No objections to the nominated officers filling the positions were raised. Seconding of the proposed nomination already received via e-mail by two members (John Maher of UHI, and Rob Gibson of SRUC. The election of the proposed officers was passed unopposed. The Officers of HEIDS are now as follows-

- Catherine McMillan, University of Strathclyde- Chair
- Brian Henderson, University of Aberdeen- Vice Chair
- Mike Whyment- University of Aberdeen- Secretary

The Chair then asked for any points to raise regarding the constitution. DB observed that JANET UK reference now outdated given changes to JANET naming.

ACTION: HEIDS Constitution to be amended to reflect name change from JANET to Jisc.

The position of the group regarding having presentations from potential/existing suppliers was discussed. The consensus was that if suppliers are bringing valuable information to inform discussions that the group would continue to interact with suppliers, though ensuring that these do not become "sales-pitches". It was noted that having these presentations are efficient as many members of the group would be receiving similar presentations individually if not covered off in group meeting.

KMcC suggested a call for items to be scheduled being sent to the group before each upcoming HEIDS

ACTION: HEIDS to diary in reminder mail to members a set time before each HEIDS meeting to request items.

1. Welcome and Apologies

Catherine McMillan (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
Peter Tinson	UCISA
Gerry McCauley	UWS
Kris Getchell	Dundee and Angus College
Frazer Greig	Abertay University
Fraser Muir	University of Edinburgh
John Maher	UHI
Simon Marsden	University of Edinburgh

Minutes of the previous meeting and Actions Arising:

Action

2. The minutes of the meeting held at St Andrews University, May 27th 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).

The Vice Chair observed there is WRAP meeting on the 4th of October concerning PREVENT.

When discussing action around prevent DW stated that the chair of the Secretaries Group suggested Chair to Chair meeting of Secretaries Group and HEIDS.

ACTION: CMcM to arrange meeting with Chair of Secretaries Group

CMcM

When discussing supplier presentations, the Vice Chair stated that Apple would be willing to present on the subject of Corporate Management of devices. This was seconded by the group.

ACTION: BH to invite Gillian Penny of Apple to present at a future HEIDS

BH

When discussing subsequent meetings it was mooted by the Chair that the previous "round table update" to get a feel for areas of common interest were valuable. The group agreed

ACTION: HEIDS to add "Un-minuted Round Table Update" as ongoing agenda item

HEIDS

3. **Scottish ICT Skills Gap Report– Presentation and Discussion**

Justin Black of Hays led the group through some findings from knowledge of the Scottish IT market from a recruitment perspective. Report based upon Hays own database and Linked-in partnership.

Justin took the group through different areas that Hays have divided the market up by. He observed in his overview of the market that digital access has levelled the playing field- giving small companies now have global access. Skills shortages in a number of areas were observed (especially in emerging technologies and techniques such as Cloud, Agile, Cyber Security, Mobile). Candidates with mathematics and statistics backgrounds are also of increasing demand with the growth of Big Data. Predictive analytics is likely to be the next hot area.

Justin observed that given shortage of skills then businesses may have to be pragmatic in terms of hiring, especially in terms of demanding suitable applicants have specific industry experience.

BH observed that the down-turn of the Oil and Gas sector has not led to a glut of IT professionals in the North East- Justin stated that many of these people will have moved to other utility businesses, particularly in the Finance Sector in the Central Belt.

Justin summarised his detailed findings with the following observations.

- Shortage of skills is driving up pay expectation
- Competitors will be seeking out one's talent
- Need for employers to be creative and flexible regarding both working arrangements and criterion for candidates.

An open discussion followed including the following points:

- Building bridges with academic departments and IT teams to assist with recruitment
- The use of apprentices
- Code Clan as a means of developing IT teams
- Sector pay models versus commercial approaches
- Non-financial benefits offered by the sector

The Chair thanked Justin for his insights and time, and the group concurred.

4. Reports From Shared Services Group

Information Security.

PR gave an update on the uptake of the InfoSec Shared Service- 11 members signed up, with 3 other institutions showing strong interest. Challenge for some institutions in getting budget. PR stated that as InfoSec is not only an IT issue then business case can be made to business, UCSS happy to help advise in creation of such business cases.

PR introduced Chris Sutherland (CS), CISO for the InfoSec Shared Service

CS updated on initial work in past few months.

- The services has been positively received the Scottish Government and has asked it to take on a leadership role in several initiatives
- Well received benchmarking exercises have been carried out
- A Breach Response workshop is being organised
- Technical working groups will be formed to bring together experts across the sector
- Proposals for a shared CERT team are being developed

Following on from Skills Gap discussed above CS observed that Shared Service can alleviate some of the recruitment pain.

CMcM asked if CS had been engaged with Cyber Resilience Strategy meetings- CS confirmed already involved in three workstreams here.

AF noted that the focus is upon Information Security (wider than IT security). He is looking to encourage stakeholders to realise that Information Security is something they own and to increase awareness of staff, post-grads and students). He also noted that there is a growing trend for parents to worry over their children's cyber security when moving to university and is working with others to address Data Safe Haven issues.

Discussion was opened up for the wider group including the following points:

- Benefit of a common approach in the sector to handling HSCIC and NHS data
- Cyber Essentials will shortly be a requirement for certain Government contracts
- Data Safe Haven is of growing interest
- The need to take a risk based approach and not to try to solve all issues at once

AF stated he was happy to co-ordinate a group around Data Safe Haven.

Vice Chair asked how Shared Service should support non-subscribers..The shared CERT team being a positive idea but what would happen when non members have an issue? PR stated that this still has to be established but the Sector has a good track-record of institutions supporting each other with such issues..

CMcM suggested that HEIDS sub-group for Information Security (IS) Group should be re-established. AF volunteered to lead on this. Other members asked to volunteer representatives should they wish to be involved

BR asked who had deployed the UCISA Information Security training material? A small number of institutions have soft-launched this, primarily for staff. MJ stated that they had customised the material and put it on their VLE which will allow uptake to be assessed.

BH asked if InfoSec Shared Service would be using the UCISA material. CS stated that no need to re-invent the wheel and happy to drive this.

Moodle

PR updated on Moodle- Edinburgh College very happy with service. Four other institutions investigating whether to move to this service although it is unlikely that any further institution would move until next summer.

KL asked what other institutions looking to offer Moodle Service and the ULCC offering was discussed. KL stated that he had received good feedback from Edinburgh College RE Moodle Share.

5. Reports from other groups

5.1 SFC (DB)

A new role has been created in the Cyber Resilience research at - Glasgow University CS offered to connect with person when they were appointed. The Scottish Government was looking for a University IT Director or CIO to take part in a panel discussion on cyber skills. BD requested that if any CIO interested in this then please volunteer via e-mail.

5.2 Universities Scotland (DW)

Efficiency Task Force met on June 1st. DW stated that task force recognised work of HEIDS and Shared Services and were pleased with progress. Estates colleague are keen for concept of Carbon Reduction to be owned throughout the business (with parallels as to InfoSec not being “an IT issue”) The next meeting of the Task Force is in November 2016 With BH will representing the sector

The pending review is approaching. A working group has been set up to look at process for HE funding. The upcoming review is a 1-year review but hopeful that future reviews will be a multi-year review. Positive proactive ideas for efficiency sought.

Universities Scotland is seeking clarity on consequences of Brexit.

DW Raised the apprentice levy as an option for Universities recruiting apprentices or new graduates. The successful APUC model (outlined by PR) for graduates has been investigated. DW asked if grads/apprentice opportunity could be cross sector.

ACTION: DW and ISSC to discuss.

DW & OF

Several institutions mentioned initiatives in the areas of graduate trainees and apprentices.

5.3 Jisc (JM-C)

- There are ongoing upgrades to network and infrastructure
- Steps have been taken improve security regarding communications relating to the network
- Work is ongoing looking at resilience, especially where institutions have a single link
- Networkshop is scheduled for April and the programme is being consulted on
- Self-access customer dashboard now available

JM-C offered Lumen House as a venue for a future HEIDS meeting or alternatively a workshop could be set up. CMcM stated that a workshop would be welcome.

BR enquired after Major Incident simulation. JM-C stated more information would follow on this shortly. It is likely that volunteers to stress test helpdesks, join Twitter groups etc will be required

Jisc currently clustering services to allow clearer outline of offerings and their sustainability and an internal restructuring is taking place.

5.4 SCURL/SCONUL (BH)

A meeting will take place next week with chair of SCURL. The common book repository will be discussed. More detail will be forthcoming after meeting.

5.5 UCISA (AM)

AM had sent an update via the mailing list prior to meeting. Three main points to highlight.

- Review taking place to work out what UCISA should be doing in the next 20 years. AM thanked those who had already fed in their views, still looking for input.
- Change to constitution allowed the commissioning of the Information Security training material- would like to do similar pieces of work.
- Digital Capabilities survey now taking place.

5.6 APUC (MMcL)

- VLE user group now set up- looking at sector specific specifications. Will be a multi-supplier agreement, hope to have in September.
- System tenders- Finance and Payroll expire next year. SRS can extend for 1 year. Looking to re-tender based on GCU requirements.
- HR/Payroll, Finance agreements will expire next year, APUC enquired about future demands to align resources. These would be multi-supplier frameworks allowing each institution to create mini-competition based on their requirement.
- Due to exchange rate fluctuations the £ price for HP goods has risen
- Scottish Procurement going through procurement exercise for multi-functional devices and there is a chance to feed into this.
- Scottish Procurement Application Design & Development Services (ADDS) has now been awarded with 20 suppliers .
- SUPC have a new storage agreement due 1st of November (includes High Power Computing).
- Management of Apple- As Apple did not bid for existing framework the framework consists of re-sellers. Orders can be configured and is competitively priced

BH enquired as to whether ERP agreement is being considered. MMcL stated that he shall investigate.

ACTION MMcL to investigate if ERP framework could be viable

MMcL

HP Innovation Day taking place in October-

ACTION MMcL to send out details of HP Innovation Day.

MMcL

DD asked about Anti-plagiarism- MMcL stated that tender in process, believe target is to be in place for March.

KL raised existence of new provider of anti-plagiarism provider (Unplag) that uses a different approach to Turnitin based upon analysis of student's previous writing style.

5.7 FE/HE ICT Sector Oversight(DB)

No meeting had taken place so far this year but it is due to meet in October. There is a new chair representing HE/FE- Gavin McLachlan of the University of Edinburgh.

6.8 UCSS/ISSC (PR)

PR had provided an update update prior to meeting. PR stated that as she was moving in to the InfoSec Shared Service full time Owen Freel (OF) would be Acting Head of Information Services Catalyst.

OF gave update on the existing candidate services and stated intention to revisit priorities with each institution to recalibrate appetite for these, and other opportunities as they arise.

6. AOCB

No further items were raised by the group. The chair thanked Glasgow Caledonian University for hosting the meeting. The next meeting of HEIDS is due to take place on the 4th of November at Dundee University.