# Higher Education Information Directors in Scotland (HEIDS)

# Draft minutes

## Friday, 4th November 2016

## University of Dundee, Dundee

**Present:**

**Chair**
| | | |
|---|---|---|
| Catherine McMillan | University of Strathclyde | CMcM |

**Vice Chair**
| | | |
|---|---|---|
| Brian Henderson | University of Aberdeen | BH |

**Secretary**
| | | |
|---|---|---|
| Mike Whyment | University of Aberdeen | MW |
| | | |
| Mark Cockshoot | Heriot-Watt University | MC |
| Dean Drew | St Andrews University | DD |
| Rob Gibson | SRUC | RG |
| Mark Johnston | Glasgow Caledonian University | MJ |
| Eileen MacDonald | University of Stirling | EMacD |
| Chris Sutherland | UCSS InfoSec | CS |
| Graham Millar | University of Stirling | GM |
| John Maher | University of the Highlands and Islands | JM |
| David Johnston | University of the West of Scotland | DJ |
| Claudette Jones | University of the West of Scotland | CJ |
| Kris Getchell | Dundee and Angus College | KG |
| Frazer Greig | Abertay University | FG |
| Steve Watt | University of St Andrews | SW |
| Jason Miles-Campbell | Jisc | JM-C |
| Michael McLaughlin | APUC | MMcL |
| Jonathon Monk | University of Dundee | JMo |
| Fraser Ross | Royal Conservatoire of Scotland | FR |
| Kris Getchell | Dundee and Angus College | |
| Dan Wedgewood | Universities Scotland | DW |
| 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. | CLOSED (Tony Weir supplied e-mail with information.) |
| 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) | CLOSED (Lync/SfB Federation details published at http://www.ucss.ac.uk/#!/url=skypebusfed.php) |
| 6.06 | MMcL | Create a Working Group to address Contract Management | MMcL, BH and CMcM to meet to progress |
| 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 | OF to feedback upon desired timescale for this |
| 8.02 | DW | Add concern, RE FOI and Contract Register as potential channel of intelligence for bad actors, as an agenda item for SHEIP. | CLOSED (Related Action 10.5 continues this theme.) |
| 8.05 | MMcL | Arrange a presentation on cyber insurance topic | CLOSED (Agreed not to proceed- revisit if necessary.) |
| 8.06 | HEIDS | Invite Police Scotland to present on the subject of Prevent | Local Police to be invited to talk at next HEIDS, depending upon location, as this responsibility regionalised within Scotland. (SW will olook to find names of Regional police contacts for Prevent |
| 9.01 | HEIDS | HEIDS Constitution to be amended to reflect name change from JANET to Jisc | CLOSED (Complete) |

| | | | |
|---|---|---|---|
| 9.02 | HEIDS | Diary in reminder mail to members a set time before each HEIDS meeting to request items. | Add in list of suppliers interested in presenting to group for feedback |
| 9.03 | HEIDS | Remove Moodle from "Reports from Shared Services" agenda item | CLOSED (Complete) |
| 9.04 | HEIDS | Change Agenda to assign SW as responsible for updating on the FE/HE ICT Sector Oversight Board | CLOSED (Complete) |
| 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 | CLOSED (Complete) |
| 9.07 | HEIDS | Add "Un-minuted Round Table Update" as ongoing agenda item | CLOSED (Complete) |
| 9.08 | DW and OF | Meet to discuss graduate trainee model | CLOSED (Complete) |
| 9.09 | MMcL | Investigate if ERP framework could be viable | CLOSED (in hand) |
| 9.10 | MMcL | MMcL to send out details of HP Innovation Day | CLOSED (Closed) |
| 10.1 | BH | Collect and Forward on common issues and concerns to be addressed by Apple | |
| 10.2 | BH | Track and encourage response from Apple to commitments given in Q4 meeting | |
| 10.3 | MMcL | Feed back to HEIDS on previous bid details and Ts n Cs that led to third parties only bidding in last framework | |
| 10.4 | Csu | Feedback on details of Scottish Government offer to share Security Operations Centre | |
| 10.5 | CSu | Following on from 8.02 above- CSu to liaise with SHEIP and ICO regarding FOI requests and Contract Register that may contain sensitive information that would be useful to bad actors. | |
| 10.6 | HEIDS members | Encouraged to share intelligence on threats/incidents with CSu going forward | |

| | | | |
|---|---|---|---|
| 10.7 | HEIDS Officers | Add Information Security as a standing item to future HEIDS Agenda including Current Threats and Landscape, plus InfoSec service | |
| 10.8 | OF | Request and collate HE input on Capital Funding themes in next 3-5 years | |
| 10.9 | HEIDS members | Members encouraged to share thoughts on Brexit implications for BH to feed to USET | |
| 10.1 | BH | Share meeting notes from latest SCURL meeting with HEIDS group | |
| 10.11 | HEIDS | Send list of suppliers who have approached HEIDS officers with desire to present at future HEIDS to assess if suitable for this forum. | |

## 1. Welcome and Apologies

Catherine McMillan (Chair) welcomed the group and new member Claudette Jones. The University of Dundee was thanked for hosting the meeting.

**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 |
| Simon Marsden | University of Edinburgh |
| Alastair Fenemore | University of Edinburgh |
| Kathy McCabe | University of Stirling |
| Bruce Rodger | University of Strathclyde |
| Tony Weir | University of Edinburgh |
| Anna Mathews | UCISA |

## 2. Presentation from Apple:

Presentation took place on behalf of Apple by Stuart Anderson Senior Technical Consultant  (SA), and Gillian Penny Education Business Development Manager (GP). GP stated that questions regarding navigating Apple for support and advice may be directed via herself going forward. A discussion then took place- questions and answers are laid out below

| Question | Answer | Action |
|---|---|---|
| Have Apple considered buying best of breed MDM? | Apple do have their own MDM (Profile Manager) but different MDMs excel in different areas/environments | |
| What resources are available for institutions to access within Apple in the future? | SA will draw together a list of resources/experts that can be accessed | SA |
| How are the institutions finding the new framework? | Delivery times and information/updates considered poor. GP will feed this back to Apple | GP |
| How can we best feedback concerns/issues shared by institutions? | BH will collect and forward on needs and areas of interest for future forums | BH |
| Could we reinstitute a Sector specific forum for wider issues, roadmap planning. | SA stated he would look to instigate Tech Series Forum | SA |

| | | |
|---|---|---|
| | which institutional representatives could attend. | |
| Is there an opportunity for Higher Education establishments to use the support that is available under Scottish Procurement framework? | GP will speak with Scottish Procurement about feasibility of this | GP |
| Where should issues with the current framework be fed? | MMcL stated that he would be happy to collate issues relating to framework for MMcL to lead on. MMcL will feed back to HEIDS on previous bid details and Ts n Cs that led to third parties only bidding in last framework | MMcL |
| Could a more technical forum also be instituted for appropriate people within institutions with specific issues regarding operations | SA agreed to look to institute this once a quarter. | SA |

The chair thanked Apple for their presentation


## 3. Information Security Update and discussion

CSu, InfoSec CISO updated on the work of the InfoSec Service and then gave a more general outline of the landscape.

InfoSec Update

- Six Universities, Five Colleges and APUC now members, with one more institution looking to join shortly
- Business Impact Assessments have been taking place, can be challenging to co-ordinate suitable time with required stakeholders- CS keen to ensure institutions fully benefit from membership, this initial engagement key
- In meetings with Executives the key message that InfoSec is a business issue has been well received
- 1 part-time resource has been identified as new member of InfoSec team, brings solid technical skills and is a widely regarded InfoSec expert
- InfoSec looking to meet Scottish Government to assess their offer to InfoSec to share Security Operation Centre. The Chair asked for further details- **CSu stated he would feed back when details known**
- Suggested that InfoSec update become a standing item at HEIDS. CSu welcomed this and suggested he add mini-topics that would be of interest to the group.

General Security Update

- Latest DDoS attacks appear to have learned from recent Janet attack- demonstrating the agility and intelligence of attackers
- CSu asked that if anyone comes across instances of students being targeted with Phishing or similar scams to share with Chris so Sector as a whole can learn from experience of other institutions. **HEIDS members encouraged to share intelligence on threats/incidents with CSu going forward to enable Sector to learn from each other**

- CSu liaising with Scottish Secretaries Group in February for a general overview of what they should be aware of in this area: explaining who "risk owners" are and explaining terminology. If particular areas that HEIDS members believe should be highlighted/included in this presentation, please let CSu know
- **HEIDS to add Information Security as a standing item to future HEIDS Agenda including Current Threats and Landscape, plus InfoSec service**

## 4. Roundtable Discussion

The un-minuted round-table discussion on projects, hot topics and areas of interest for each institution took place.

## 5. Reports from Other Groups

### 5.1 SFC (DB)
- Capital Funding Strategy is being drawn up, with an outline due to go to the Board in December. DB requested that HEIDS provide input to make case for important areas. HEIDS representatives asked to send top themes and spending anticipated over next 3 to 5 years. **ACTION OF to collate input**. (It was observed by members that Cap Ex to Op Ex has altered the investment landscape in IT recently)
- International Strategy. Rapidly changing landscape at present. SFC keen to increase positive impacts of internationalisation. Jisc continue to support internationalisation via Janet.
- Enterprise and skills review- now in phase 2. Recent report recommending joint governance is still being digested

### 5.2 Universities Scotland (DW)
- Spending review has been subject to more engagement. December likely date for announcement of budget. Government increasingly recognises Higher Education as an engine of economic growth. Examples of eye catching initiatives that demonstrate wide economic impact would be welcomed.
- Efficiency task force may have a look at implications of Brexit. **Any thoughts from members should be channelled through BH.**
- Apprentice levy situation still awaiting clarity as to what support may be available
- USET meeting at the end of November. OF and BH are collecting information on Shared Services in place across sector.
- 

### 5.3 Jisc
- Network upgrades taking place to keep up with increasing requirements
- Security mitigation- update will be given when available

- Work with University of Edinburgh taking place to support requirements for Higgs centre.
- National Library of Scotland being connected to the JANET network.
- Continuing work with fibre providers to address SLAs being missed, and communication of work being poorly handled. Scottish JANET Users Group to be set up by JMC to discuss/shape what institutions require from Jisc, and how Jisc can continue to improve.
- Updates given on Effective Analytics and Research Data Shared Service.
- Trans National Education- JMC called for institutions to share upcoming international projects to ensure that needs and capacity forecasted.
- Business Intelligence work- further details available online- https://www.jisc.ac.uk/rd/projects/business-intelligence-project
- Jisc restructure with an aim to move to membership model, make take up of services easy as possible to track and take-up. Some questions were asked around membership model and whether core services would become opt-in. JMC stated that unclear as to details of model at present
- Penny Robertson now moved on, Jason acting as Account Manager for institutions that Penny served previously.
- JM-C offered to present to Senior Management Team as to role of Jisc if this would be useful to institutions

## 5.4 SCURL/SCONUL (BH)

**ACTION: BH will share meeting notes from SCURL meeting**. BH met the chair of SCURL. LMS uptake has been less than expected, perhaps due to institutions considering open source alternatives going forward. Looking to leverage E-book agreement. Physical collections being considered for group agreement and sharing.

## 5.5 UCISA (PT + AM)

PT and AM had sent apologies in advance of the meeting

## 5.6 APUC (MMcL)

- SRS Tender- GCU acting as vanguard institution for agreement that will be open to other institutions. MJ of GCU stated that he would like to ensure that other institutions find the new agreement beneficial- and asked for volunteer from another institution to feed into the tender, and to help evaluate the replies. DJ and CJ offered help here. JM stated that UCISA has been collecting information on core systems such as SRS- may have useful information/guidance.
- VLE system tender going out shortly, expected to be in place end of January 2017.
- Currency fluctuations leading to some suppliers looking to raise prices.
- Mobile desktop client- HP looking to provide 2 choices,
- National Servers and Storage agreement being replaced by Server Storage Solutions National Agreement, includes High Performance Computing.
- MS contract due in in 1st half of December. ACTION MMcL to check pricing information when available.
- MJ raised a question regarding new Microsoft PCs- belief is that one will have to decide when purchasing to specify whether one wants Windows 7 or Windows 10

## 5.7 FE/HE ICT Sector Oversight Board (DB)
- Digital Skills continues to be major focus.
- Scottish Government considering whether to mandate that online use of services where possible. AW volunteered to join the Digital Services Working Group looking at this issue.
- ISSC has been granted a no cost extension meaning it continue run past original timescale of 2017.
- Jisc funding an area of discussion- make up of funding (institutional and/or central) being discussed.
- Vice Chair asked about implications of procurement law and Jisc funding- **ACTION JM-C stated that he will ask Jisc legal to provide clarity on this**.

## 5.8 UCSS IS Catalyst (OF)
- OF had provided a written update prior to meeting
- OF updated the group on the status of existing and candidate shared service and noted that Helpdesk had been mentioned by a number of people earlier in the day as an area of renewed interest

## 6. AOCB

- Future areas of interest were discussed. The Chair stated that Simon Marsden's input regarding an item on Core System strategy was a promising area to consider. Ethics recording was mentioned of area with interest.
- It was noted that a number of suppliers have asked to present at future meetings. The group was keen to ensure that future presentations impart knowledge and intelligence, and is not a platform for sales pitches. The Secretary stated he will share info on proposed presentations that may be of interest to get the feedback of the further group.
- The Chair noted that Alastair Fenemore had offered to lead on the HEIDS Security Group **ACTION OF to add Re-establish of HEIDS Security Subgroup to the action tracker?**
- CJ requested aid with upcoming project that requires a systems architect with sector experience that other representatives could recommend, or volunteer resource to help.
- No further items were raised by the group.

The chair thanked the University of Dundee for hosting the meeting. The next meeting of HEIDS is due to take place on the 10th of February at Glasgow University