



Higher Education Information Directors in Scotland (HEIDS)

Minutes (approved at HEIDS 2017 Q2)

Friday, 10th February 2017

University of Glasgow, Glasgow

Present:

Chair

Catherine McMillan University of Strathclyde CMcM

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
Pauline Robertson	UCSS InfoSec	PR
Kathy McCabe	University of Stirling	KMcC
John Maher	University of the Highlands and Islands	JM
David Johnston	University of the West of Scotland	DJ
Fraser Muir	University of Edinburgh	FM
Peter Tinson	UCISA	PT
David Beards	SFC	DB
Anna Phelan	University of Glasgow	AP
Jason Miles-Campbell	Jisc	JM-C
Mike MacDonald	University of the Highlands and Islands	MMacD
Michael McLaughlin	APUC	MMcL
Jonathon Monk	University of Dundee	JMo
Gordon McLoughlin	Glasgow School of Art	GMcL
Bruce Rodger	University of Strathclyde	BR
Nicola Cowsill	Universities Scotland	NC
Owen Freel (Note taker)	UCSS	OF

Actions

Action ID	Owner	Description	Status
6.06	MMcL	Create a Working Group to address Contract Management	CLOSED. (MMcL will be asked to present on this subject using recent Contract Spend exercise to catalyse next steps).
7.02	PT	PT offered to speak with UHR regarding out of hours recognition.	CLOSED. (PT updated group- UHR had no firm guidelines, up to individual institutions to take a position on
7.08	HEIDS	HEIDS to respond to PR offer to have an agenda item on Data Centres at subsequent HEIDS	CLOSED. (OF will request a slot should substantial update be required)
8.06	HEIDS	Invite Police Scotland to present on the subject of Prevent	CLOSED.
9.02	HEIDS	Diary in reminder mail to members a set time before each HEIDS meeting to request items.	CLOSED.
9.05	CMcM	Arrange meeting with Chair of Secretaries Group RE PREVENT	CLOSED as complete
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 Apple bid details and Ts n Cs that led to third parties only bidding in last framework	OF updated in MMcL absence, no further clarity received from Apple as to issue with Terms and Conditions they found to be a barrier to participating in framework, and further information unlikely.
10.4	CSu	Feedback on details of Scottish Government offer to share Security Operations Centre	Awaiting further information from Scottish Government

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.	CMcM confirmed update CSu liaising with SHEIP. CLOSED
10.6	HEIDS members	Encouraged to share intelligence on threats/incidents with CSu going forward	CLOSED.
10.7	HEIDS Officers	Add Information Security as a standing item to future HEIDS Agenda including Current Threats and Landscape, plus InfoSec service	CLOSED.
10.8	OF	Request and collate HE input on Capital Funding themes in next 3-5 years	CLOSED.
10.9	HEIDS members	Members encouraged to share thoughts on Brexit implications for BH to feed to USET	CLOSED.
10.1	BH	Share meeting notes from latest SCURL meeting with HEIDS group	CLOSED. (MW shared during meeting)
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.	Suggestion that list supplied of "suppliers who have approached in last quarter"- this will be updated on an ongoing basis. CLOSED
11.1	JMo	Update group at next meeting with results of A/B testing on phishing training.	
11.2	PT	Share details of an institution who has mandated IT training (with non-compliance meaning no access to institution's IT resources).	
11.3	KL	Share note from "CROPs" a public sector working group that University of Glasgow is represented on.	
11.4	Christian Evans	Send on link to recommended study "millennials in the workplace" that outlines new environment and expectations held by new students/employees	
11.5	Christian Evans	Send out Jiscom presentation slides	
11.6	JMC	Feed back to HEIDS on secondary sponsored connectors	
11.7	KL	Share details of new MS Usergroup	

11.8	KL	Liaise with DJ regarding South Lanarkshire College's Attendance Systems.	
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1. Welcome and Apologies

Catherine McMillan (Chair) welcomed the group and thanked Glasgow University for hosting HEIDS 2017 Q1 meeting.

Apologies were received from the following:

Fraser Ross	Royal Conservatoire Scotland
Sandy MacDonald	University of Glasgow
Caroline Cochrane	Royal Conservatoire Scotland
Daniel Wedgwood	Universities Scotland
Claudette Jones	University of the West of Scotland
Rob Gibson	SRUC
Steve Watt	University of St Andrews
Graham Millar	University of Stirling
Brian Henderson	University of Aberdeen
Gavin McLachlan	University of Edinburgh
Chris Sutherland	InfoSec Shared Service UCSS
Michael McLaughlin	APUC
Kris Getchell	Dundee and Angus College

2. Minutes from Previous meeting and actions arising:

The previous minutes were approved by the group (two errors in the 'Apologies' section agreed to be changed before final document issued).

Previous actions were discussed- please see Action tracker above for latest status.

3. Information Security Update and discussion

PR, InfoSec Senior Information Security Manager updated on the work of the InfoSec Service and then gave a more general outline of the landscape.

InfoSec Update

- InfoSec Shared Service continues to grow- 14 members with one more close to signing up (over 50% of Scottish HE institutions now members).
- GDPR event is being run by InfoSec- members of the service have 2 spots reserved at no cost, non-members welcome to join event for a small fee to cover the expense of the event. GDPR a hot topic with impact beyond IT, so attendance from stakeholders outside of IT encouraged.
- PR informed the group that the InfoSec CISO is shortly presenting to the Universities Secretary group- encouraged HEIDS members to contact CSu if they wish to input into this presentation.

- InfoSec continues to liaise with external stakeholders, CISO is presenting at Jisc Networkshop in April.

General Security Update

- PR informed that phishing and ransomware continue to be a growing threat faced by the institutions.

A round table discussion took place around cyber-attacks experienced by institutions, including the 'cloning' of websites to fool people into giving information, and the targeting of Finance staff.

JMC stated that e-mail certification which can mitigate some of the phishing risks, are available for institutions to purchase. An anti-phishing service will be released shortly for institutions to consider.

PT stated a refresh of UCISA's Information Security training is currently being worked on.

ACTION: JMo offered to update group at next meeting with results of A/B testing on phishing training.

The merits of approaches such as mandatory training, application white-listing (only workable on institution supplied devices) snapshots to roll back ransomware and other mitigation.

ACTION: PT offered to share details of an institution who has mandated IT training (with non-compliance meaning no access to institution's IT resources).

The Chair noted that as more funders, particularly government bodies, require Cyber Essentials certification this has led to academics being more engaged in Information Security. Gaining the buy in of senior management and Finance departments is also important in this area. The InfoSec CISO is well positioned to have these conversations with these stakeholders.

ACTION: KL offered to share note from "CROPs" a public sector working group that University of Glasgow is represented on.

4. Christian Evans – Jiscom "Return of the Jedi: Unlocking the potential of the Alternative Network"

Christian Evans (CE) presented on Jiscom's work. Slides were made available via the HEIDS mailing list following this event.

ACTION: CE offered to send on link to recommended study "millennials in the workplace" that outlines new environment and expectations held by new students/employees.

ACTION: CE will send out Jiscom presentation slides.

A question was raised about spin out companies and other non-institutional but related organisations- will Jiscom manage their requests for JANET access? CE

confirmed that Jiscom has dealt with a number of these already and open for more-providing commercial consumption for previous 'grey areas' such as spin-out companies from Universities. CE stated that some eligibility criteria needs to be met for prospective partners, but likely incubators and entities partnering with HE institutions in science and R&D are likely to meet the criteria.

A question was raised regarding the future of JANET- will JANET at some point be considered a commercial operation, and therefore be treated as a "commercial ISP"? CE stated that due to the eligibility criteria it is clear that JANET is not a commercial ISP- this will continue to be monitored by Jisc going forward. CE stated that Janet is, and will look to remain, a private network.

Secondary sponsored connections were discussed.

ACTION: JMC to feed back to HEIDS on secondary sponsored connectors.

The Chair thanked Jiscom for the presentation

5. Roundtable Discussion

An un-minuted round-table discussion on projects, hot topics and areas of interest for each institution took place. In a change to the agenda "Reports from the Other Groups" (point 6 below) was incorporated into this roundtable. Highlights from the Reports from other groups are captured below in the order they appeared in the agenda. Notable elements from the roundtable-

- One member advocated that institutions look at frameworks for telephony-savings of over 50% achieved by one institution by migrating to a framework agreement.
- KMcC offered to speak with interested people RE Virtual Reality pilot with Labster.

6. Reports from Other Groups

6.1 SFC (DB)

- Jisc funding maintained at current level.
- Data Centres will not be considered for future funding (existing infrastructure and Cloud offer alternatives to new DCs).
- Scottish Government recognise that Cyber Security is both a necessity for businesses and government to operate, but also an opportunity for growth.

6.2 Universities Scotland (NC)

- Draft budget of spending review complete- funding will be lower than previously.
- Unsure if 1 or multi-year plan will be published.
- NC called for members interested in participating in the new USET workplan which will have an IT Workstream, to let BH know.
- US in dialogue with SFC and Sector RE Efficiency Reporting.

6.3 Jisc (JMC)

- HE consultation exercise looking at balance of 'core' and 'bought-in' services
- New Account Manager's for institution raised- 1 new Account Manager started, 2 more starting next month.
- Jisc website revamped for ease of navigation (services grouped by 'cluster'.
- JMC offered Jisc capability to offer "Critical Friendship" – can give constructive feedback on policies for example/
- Jisc consultancy model being made more specific to clarify what is "core" and what is "paid for on demand"
- Network and Infrastructure upgrades were outlined
- Janet User Group will look to be convened when new Account Managers in place.
- Confidential (face to face) workshop will be convened to disseminate improvements to Security in the wake of last year's DDoS attack.
- Digifest taking place in Birmingham in March (combined with stakeholder forum for strategic contacts.
- "Connect more" likely to take place on 6th of June in GCU
- JMC highlighted Jisc iPass offering for securer Wi-Fi access- recommended approaching Account Manager if interested.
- Jisc Financial x-ray service has had positive feedback from Ulster University

6.4 SCURL/SCONUL (BH)

- No update

6.5 UCISA (PT + AM)

- Main UCISA conference in next 4 weeks
- Refresh of Information Security training has is taking place, due for release shortly. This refresh was characterised as less text based, with more video. This will probably require some rework by institutions that had previously 'personalised' previous training to their institution. Institutions can buy a licence that provides tool required for complete customisation.
- UCISA doing Privacy Impact work
- UCISA sponsored work taking place in the Enterprise Architecture space- access to CAUDIT material.
- UCISA looking at creating a Business Continuity handbook.
- Looking at Information Security policies- ideal situation would be software to help build policies. Also looking at Information Security policies with the ability to be customised for particular types of institution

6.6 APUC (MMcL)

Apologies and update sent prior to the meeting.

6.7 FE/HE ICT Sector Oversight Board (DB)

- No update

6.8 UCSS IS Catalyst (OF)

OF outlined current priority Shared Services in evaluation/creation stage.

- Helpdesks- cross sectoral exploratory meeting for Shared Service Desk options (Out of Hours and possibility of more in-depth co-operation) taking place in Stirling on 15th of March.
- Project Management- modelling of potential offerings in creation for feedback from Sector on appetite to commit
- Business Improvement- business case in creation- this Shared Service would impact/improve areas both inside and outside of IT so other institutional stakeholders are being engaged by UCSS to assess appetite
- Enterprise Architecture- there appears to be appetite for expertise in this area- still at fact finding stage, anyone with an interest/view on this area to get in contact to help inform options appraisal.

6.9 CDN

KL updated on CDN and raised the launch of a Microsoft User Group (including SharePoint) in Scotland.

ACTION: KL to share details of new MS Usergroup.

ACTION: KL will liaise with DJ regarding South Lanarkshire College's Attendance System.

7. AOCB

Future areas for agenda items were discussed-

- The offer of Gartner to present upon a topic was discussed. The Chair called for members to e-mail topics they believe would be of interest to HEIDS.
- HESA Data Futures. It was suggested that Andy Youell of HESA may be amenable for presenting at a future HEIDS.
- Contract Management presentation from MMcL would be a welcome future agenda point
- Where Round Table discussion identifies “hot topics” HEIDS will look to invite two or three institutions to present on this topic in an agenda item at subsequent HEIDS.

The chair thanked the University of Glasgow for hosting the meeting. The next meeting of HEIDS is due to take place on the 12th of May at Edinburgh Napier University