

Actions

Action ID	Owner	Description	Status
10.1	BH	Collect and Forward on common issues and concerns to be addressed by Apple	Continues
10.2	BH	Track and encourage response from Apple to commitments given in Q4 meeting	Continues
10.4	CSu	Feedback on details of Scottish Government offer to share Security Operations Centre	Awaiting further information from Scottish Government
11.1	JMo	Update group at next meeting with results of A/B testing on phishing training.	Continues
11.2	PT	Share details of an institution who has mandated IT security training (with non-compliance meaning no access to institution's IT resources).	David Telford offered to look for an update on this at HEIDS 2017 Q2
11.3	KL	Share note from "CROPs" a public sector working group that University of Glasgow is represented on.	Closed- sent prior to Q2 meeting
11.4	JMC	Send on link to recommended study "millennials in the workplace" that outlines new environment and expectations held by new students/employees	Owner changed from Christian Evans to JMC
11.5	Christian Evans	Send out Jiscom presentation slides	Closed
11.6	JMC	Feed back to HEIDS on secondary sponsored connectors	Continues
11.7	KL	Share details of new MS Usergroup	Continues
11.8	KL	Liaise with DJ regarding South Lanarkshire College's Attendance Systems.	Continues
12.1	BH	Circulate contact details for Apple forums to group	
12.2	BH	Share a summary of response to phishing exercises	

12.3	BR	Establish mailing list of Information Security group	
12.4	BR/AF	Convene HEIDS Information Security Group and look to have it recommend correct5 levels of certification that institutions should consider as a baseline.	
12.5	CMcM	Update group on progress of Scottish Government in this area (National Cyber Resilience).	
12.6	Heids Officers	Mail group to ascertain interest for Learner Analytics subgroup.	
12.7	JC	Share IT Training details with MMcL	
12.8	David Robb	Share Slideset presented at HEIDS Q2	
12.9	JMC	Have Account Managers provide effectiveness figures for Jisc Services to institutions.	
12.10	JMC	Send on guidance for justifying the use of Jisc Services directly (lawyers believe that procurement route not required to justify using Jisc's offerings).	

1. Welcome and Apologies

Catherine McMillan (Chair) welcomed the group, and thanked Edinburgh Napier University for hosting HEIDS 2017 Q2 meeting.

Apologies were received from the following:

Dean Drew	University of St Andrews
John Maher	University of the Highlands and Islands
Rob Gibson	SRUC
Kathy McCabe	University of St Andrews
David Johnston	University of the West of Scotland
Chris Sutherland	InfoSec Shared Service UCSS
Gordon McLoughlin	Glasgow School of Art

2. Minutes from Previous meeting and actions arising:

The previous minutes were approved by the group.

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

3. Information Security Update and discussion

Information Security training was discussed, including the UCISA online training material, it was noted that a tool is available to purchase to tailor the material.

ACTION: BH will share a summary of response to phishing exercises.

CMcM raised the matter of an Information Security sub-group of HEIDS. AF (not present) had previously offered to lead this HEIDS group (this group is for all HEIDS members, the InfoSec Shared Service is a separate group, though both groups will have overlapping members, and CSu has previously indicated he would be supportive of this group).

ACTION: BR will establish mailing list of Information Security group

OF related there was high appetite for a Data Protection Officer (DPO) Shared Service has been high. CMcM noted that changes to governance rules will mean that the role of DPO is very different from previously. BH asked how the DPO SS would overlap with InfoSec Shared Service- OF stated that it would be an entirely separate service that institutions would be invited to. OF agreed that delineation between InfoSec and DPO should be carefully laid out when creating proposal.

CMcM updated the group on National Cyber Resilience Leadership Board. Its aim is for there to be a set of Scottish Public Sector standards, that go beyond the requirements of Cyber Essentials. The group agreed that Cyber Essential would ideally form part of these standards.

CISP was discussed- BR characterised this as a “secure social media site” with valuable resources, information on new threats, and various sub-groups. BR recommended this resource for technical and operational people within institutions.

ACTION: BR/AF to convene HEIDS Information Security Group and look to have it recommend correct levels of certification that institutions should consider as a baseline.

ACTION: CMcM will update group on progress of Scottish Government in this area.

4,5,6. Learning Analytics

Two presentations were given in the field of Learning Analytics

- Michael Aherne from the University of Strathclyde
- Patrick Afchain from the University of the West of Scotland

The presentations will be made available on the HEIDS Website.

The discussion and questions that followed the presentations included considering how much Learning Analytics could be considered a “core mission” of the institution, and the level of consent that institutions need to gain from students to perform this. The power and utility of Learner Analytics, and the issues around legalities, consent, transparency of algorithms etc. led the group to conclude this area may be ripe for a HEIDS sub-group to leverage knowledge and best practice in the Sector.

ACTION: HEIDS officers to mail group to ascertain interest for Learner Analytics subgroup.

MO observed that Jisc have a LA group/forum that we should be aware of.

MMcL asked if there may be procurement opportunities in the Learner Analytics space, BH stated belief that there is.

Reports from Other Groups

7. SFC (DB)

- Enterprise and Skills Review in daft stage. International focus, and collaboration key themes.
- Sector Oversight Board- JM has joined this group from the Sector. New Scottish Government Digital Strategy which is broader in scope- looking at Digital Skills, which CMcM welcomed.

8. Universities Scotland (NC)

- Universities Scotland currently preparing for spending review. And working on USET plan
- BH related that he and Angus Warren worked on crafting update on USET- with US shortly.
- “Bite-size briefings” being prepared- welcome any suggestions for additions.

9. Jisc (JMC)

- Full complement of Account Managers for Jisc Scotland now in place- tool available via Jisc website to identify named Account Manager for institution.
- If anyone unsure who Jisc’s “Strategic Contact” is at an institution please ask JMC or Account Manager,
- JMC advocated investing time in to conversation with Account Managers to ensure that all services applicable/desirable are known.
- Subscription letters will be sent next week.
- Thanks given for those who helped with HE Consultation outputs.
- Vscene moving from being a “core offering” to a commercial service.
- Details of which services will remain “core services” and which will become optional extras will be circulated.
- iPass service (WiFi Aggregation service) was outlined- minimum number of subscriptions lowered.
- JMC asked to be informed of interest if Express Route for access to Microsoft Cloud.
- Jisc is running courses on GDPR (a 1 day and a 4 day course).
- JMC stated that if enough interest Jisc would look to have a Scottish “digital Leaders” course.
- Other initiative mentioned- Phishing as a Service, Content Store, possible opportunity for Scottish Data Centre, Liber8

DT called for early sight of roadmap and ongoing costs to enable decision making at a local level- JMC stated he would pass this on.

10. SCURL/SCONUL (BH)

- SCURL have a new strategic plan (with a focus on shared content and portfolios) and looking to make most of existing collections. Report to follow.

11. UCISA (DT)

DT as UCISA Chair updated on behalf of UCISA-

- New strategy is being worked on after input from management conference
- New staff have been taken on, including Finance person to look at operational practices and transparent use of funds.
- Emphasised that UCISA is a members' organisation and encouraged the group to engage (DT will send on fliers outlining opportunities to engage).

BH asked if innovation in use of funds is a change that UCISA will look to make? DT stated that members had confirmed interest in this- looking to have communication to share on this soon.

12. APUC (MMcL)

MMcL had shared the APUC update prior to the meeting with more detail than these notes. Highlights include-

- GCU are the lead institution on the SIS tender that will result in a 5 supplier framework open to the sector to use
- HP Price rises of 15% have come into effect (still competitive compared to general market).
- Apple agreement has been revised- Academia are now the rank 1 supplier. (BH related improvement in service from framework been noted since this re-ranking)
- IT Training framework is being worked on by NEUCP (via HR committee). The group related that local training (to minimise staff travel costs and inefficiencies) would be welcome. JC offered to share details of tender her institution running on Prince, ITIL and technical training- the tender includes requirement for e-learning mode.

ACTION: JC to share IT Training details with MMcL

13. FE/HE ICT Sector Oversight Board (DB)

- Given above

14. UCSS IS Catalyst (OF)

OF outlined current work and priority Shared Services in evaluation/creation stage (a full update on UCSS activity had been sent prior to the meeting).

- GDPR Event hosted by UCSS's InfoSec Shared Service was well attended by both IT and wider representative of institutions.
- DPO Shared Service has become a hot topic and is being treated as a priority given appetite and deadline of May 2018 for GDPR compliance
- Helpdesks- cross sectoral exploratory meeting for Shared Service Desk options took place in Stirling on 15th of March.
- Business Improvement- discussion document has been shared with HEIDS, SCIL and other stakeholders in institutions (as this extends beyond ICT/IS)
- Enterprise Architecture- discussion document has been shared with IS Strategy Group- further consultation would be taking place.

15. Digital Strategy for the Scottish Government

David Robb, Deputy Director of the Scottish Government Digital Directorate, presented on the Scottish Governments work on the Digital Strategy. The slides will be made available to the group subsequent to the meeting.

Following the presentation there was discussion around some of the work that the Higher Education Sector has been doing for some time that anticipates the Digital Strategy (Eduroam and InfoSec Shared service as examples of exiting collaboration that facilitates answering the challenges of the digital environment).

ACTION: David Robb to share slide set of presentation.

AOCB

16. BCS Membership

The potential value of British Computer Society (BCS) accreditation was discussed. In general institutions do not pay for BCS membership for IT professionals, however individuals may become/remain members personally by subscribing directly. The value of membership was characterised as discounted access to literature, aids to evaluation of roles against market, apprenticeship schemes, provision of training and events.

17. Jisc's changing funding model

CMcM raised queries around Jisc's changes to the boundary between core vs optional services. JMC's earlier update had provided some reassurance around this. CMcM asked how changes to funding model has been received by senior management teams within institutions?

JMC stated that there are figures available that demonstrate effectiveness of Jisc's offerings that will be shared to underline the value to institutions.

ACTION: JMC to have Account Managers provide effectiveness figures for Jisc Services to institutions.

ACTION: JMC will send on guidance for justifying the use of Jisc Services directly (lawyers believe that procurement route not required to justify using Jisc's offerings).

18. Other

The desirability of other HEIDS mini groups (along the same lines as Information Security group, was discussed. Group agreed that these groupings would be valuable.

ACTION: HEIDS officers to draw up initial list of suggested groupings for consideration (including Software Management, Asset Management, Learning Spaces, Digital Skills, Business Applications...).

The reception of the Business Improvement Shared Service discussion document, created by UCSS and reception outside of the HEIDS group was discussed. OF will liaise with UCSS Chief Exec to look to position this offering in a way that other groups such as BUFDGF can understand and appreciate. The group advised that buy-in of Finance would be crucial for the Shared Service to be implemented, and OF noted that UCSS hope to present on this to University Finance directors group.

CMcM announced that Police Scotland will be attending the forthcoming HEIDS in Inverness.

The next meeting of HEIDS is due to take place on the 22nd of September at Ness Walk, University of the Highland and Islands, Inverness.