



## Actions

Action ID	Owner	Description	Status
10.1	BH	Collect and Forward on common issues and concerns to be addressed by Apple. Track and encourage response from Apple to commitments given in Q4 meeting. Circulate contact details for Apple forums to group	Action 10.1, 10.2 and 12.1 consolidated here. LATEST: BH to share the details of event to be held by Stuart Anderson expected late October early November.
10.4	CSu	Feedback on details of Scottish Government offer to share Security Operations Centre	CSu noted that changes within Scottish Government structure has meant this has not progressed. Suggested keeping this action as dormant.
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).	Closed (see notes below)
11.4	JMC	Send on link to recommended study "millennials in the workplace" that outlines new environment and expectations held by new students/employees	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.	Closed
12.1	BH	Circulate contact details for Apple forums to group	
12.2	BH	Share a summary of response to phishing exercises	Awaiting institutional sign off before action may be completed

12.3	BR	Establish mailing list of Information Security group	Closed
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.	Closed, well attended inaugural meeting taken place, next due for January 2018. AF noted that the "Certification level" conversation overtaken by recommendations from Scottish Government around Cyber Essential plus.
12.5	CMcM	Update group on progress of Scottish Government in this area (National Cyber Resilience).	Closed (covered later in Q3 2017 meeting).
12.6	Heids Officers	Mail group to ascertain interest for Learner Analytics subgroup.	Ongoing?
12.7	JC	Share IT Training details with MMcL	Ongoing
12.8	David Robb	Share Slideset presented at HEIDS Q2	Closed
12.9	JMC	Have Account Managers provide effectiveness figures for Jisc Services to institutions.	Closed
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).	Closed. Jason advised this is a risk decision for each institution to take.
13.1	BH	Talk with SHEIP to see if they would consider responding to the Cyber-Resilience proposal to ensure that sectoral concerns are flagged.	
13.2	BH	Liaise with BCS regarding membership opportunities	
13.3	CMcM	Collate the responses from HE members into a "HEIDS response" that summarised the participating institutions views.	
13.4	HEIDS	Share responses with CMcM if they wish their input to be collated.	

13.5	JM	Ask David Beards to provide date of date of the October workshop and convey to CMcM	
13.6	MMcL	Share dates on the Capacity in Demand events	
13.7	MMcL	Liaise with DD RE Tribal	
13.8	MMcL	Poll group on interest in Tribal licensing discussion	
13.9	MMcL	Send details of XMA Webinar to HEIDS mailing list	

## **1. Welcome and Apologies**

Catherine McMillan (Chair) welcomed the group, and thanked the University of the Highlands and Islands for hosting HEIDS 2017 Q3 meeting. It was proposed and agreed that the presentation from Mel Fowler of Police Scotland would be brought forward in the Agenda. It was observed that the next AGM would take place at the next HEIDS meeting in Paisley.

### **Apologies were received from the following:**

Gavin McLachlan- University of Edinburgh

Kathy McCabe- Heriot-Watt University

Graham Millar- University of Stirling

David Johnston- University of the West of Scotland

Mark Johnston- Glasgow Caledonian University

Caroline Cochrane- Royal Conservatoire Scotland

Mark Lewis- Robert Gordon University

Steve Watt- University of St Andrews

Gordon McLoughlin- Glasgow School of Art

Jonathon Monk- University of Dundee

Eileen MacDonald- University of Stirling

David Beards- Scottish Funding Council

Moriamo Oduyemi- University of Abertay

David Telford- Edinburgh Napier University

Fraser Muir- University of Edinburgh

Kris Getchell- Dundee and Angus College

Frazer Greig- University of Abertay

Claudette Jones- University of the West of Scotland

Bruce Rodger- University of Strathclyde

Stuart Brough- University of Strathclyde

Tony Weir- University of Aberdeen

Fraser Ross- Royal Conservatoire Scotland

## **2. Presentation – Police Scotland- Present- Mel Fowler**

Contest Sergeant Mel Fowler gave an interesting and well considered presentation on the subject of Prevent- what it seeks to do, success stories to date and how the HEIDS community can interface with Police Scotland on this subject should the need arise. The presentation will be made available via the HEIDS mailing list after this meeting. A number of questions were asked by the group and guidance given by Mel Fowler. The Chair thanked Mel for his presentation.

## **3. Minutes from Previous meeting and actions arising:**

The previous minutes were approved by the group (with a small amendment to correct the “Apologies” list).

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

Extended conversations took place around action 11.2 around institutions’ experience of mandating cyber security training within their organisation.

Extended conversations around Action 10.4 took place. CSu related that changes in the organisational structure of the Scottish Government has led to this not progressing as quickly as hoped. The Vice Chair observed that opportunity to collaborate may be of interest with regards to Scottish Government’s recent letter regarding cyber security.

## **4. Information Security Update and discussion**

CSu observed that given the time of academic year phishing e-mails have seen in arise in frequency and concern.

CSu noted that a number of institutions observing sophisticated DDoS attacks that seem designed to sit below threshold that would trigger Jisc’s automated alarm system.

JMC stated that Jisc are revisiting dashboard information that is made available- trying to balance “not enough info” vs “too much info”. JMC advised that institutions may notify Jisc of priority areas to protect, and that Jisc are launching an additional subscription offer in 2018 for mitigation.

CSu stated that the recent Phishing Workshop ran for InfoSec Shared Service members was well received. The next workshops will be in the area of Organisational Breach Response processes and services at a holistic level.

AF stated that Edinburgh has been investigating the possibility of catching compromised accounts before they engage in abusive behaviours (i.e. post-compromise, but before used as a launch-pad for other attacks). Scamming on social media is also a hot topic.

A conversation was then had around two factor authentication (2FA) and other approaches such as heuristics behaviour analysis which is becoming increasingly common in industry.

“E-mail for life” was discussed. While some institutions have started offering “e-mail for life” there was a variety of opinions on the benefit of these, the ongoing cost, and the increased surface area this gives to potential attackers.

The Chair raised the Scottish Government’s recent Cyber Security proposals, specifically around the proposal that all public authorities should look to be Cyber Essentials Plus (CE+) certified by March 2018.

A variety of opinions were expressed around the suitability for CE+ within Higher Education. It was observed that as HE institutions are often in the supply chain of other public sector bodies, these other bodies may be keen for HE to demonstrate that they meet this criterion.

JM offered their institution’s experience of engaging with suppliers of CE+ accreditation and noted that different certification bodies can have very different interpretations of what CE+ entails and the methodology.

It was observed that the push for all supply chain members to be CE+ may be at odds with the desire to encourage SMEs to participate in public sector procurement.

BH informed the group that HEIDS have agreed cross-representation with SHEIP to ensure that both groups are aware of complementary work.

**ACTION: BH** to talk with SHEIP to see if they would consider responding to the Cyber-Resilience proposal to ensure that sectoral concerns are flagged.

BH observed that previous action against him regarding engaging with BCS had been missed from last minutes. BH has been in contact with BCS but found them unresponsive to his approach as of yet.

**ACTION: BH** to liaise with BCS regarding membership opportunities.

**ACTION: CMcM** offered to collate the responses from HE members into a “HEIDS response” that summarised the participating institutions views.

**ACTION: HEIDS Members** to share responses with CMcM if they wish their input to be collated.

## Reports from Other Groups

### 7. SFC

- OF related DB’s update in absentia. “We are looking for a couple of volunteers from HEIDS to help us work on the refreshed ICT strategy (following the publication of the Scottish Government’s Digital strategy). The idea is to have a small ‘workshop meeting’ on the strategy in late October.”
- JM expanded further on the Sector Oversight Board.
- **ACTION: JM** will ask David Beards to provide date of date of the October workshop and convey to CMcM.

## **8. Universities Scotland (NC)**

- Not present.

## **9. Jisc (JMC)**

- JMC requested member's support in conveying to other stakeholders that Jisc is more than an ISP.
- Stakeholder meeting in Birmingham.
- Jisc Scottish Hub meeting scheduled for March 6<sup>th</sup> 2018.
- HE Leadership survey will be going out shortly.
- Networks- Jisc looking to re-architecture for future in anticipation on increased growth.
- Security Operations Centre work- new vulnerability assessment and phishing service available. AF observed that this service is expensive compared to market.
- Connect More (Teaching and Learning) event will take place in June 2018.
- JMC called for feedback if offerings not suitable- only through communication can Jisc ensure that offerings are right for institutions.
- Jisc have released a one hour GDPR briefing.
- Digital Leaders 4-day training event taking place in Belfast in November- looking to run a Scottish based event in May 2018.
- ACTION: JMC to send out dates of courses when available.
- Data Centre in Slough was raised- with Jisc exploring appetite for similar in Scotland. Likely a "partnership with providers" model.
- Liberate Identity Management offering- JMC asked for feedback as to level of pricing.

## **10. SCURL/SCONUL (BH)**

- BH will distribute latest SCURL Report (Action completed during meeting.)

## **11. UCISA**

Not present.

## **12. APUC (MMcL)**

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

- Student Information Management System (SIMS) project between APUC and GCU has resulted in a 5-supplier framework with Tribal ranked as number 1, others available via mini-comp.

- Legacy Licencing and support had been raised previously at HEIDS RE Tribal licencing- would HEIDS be interested in investigating further? The Chair indicated this would be of interest.
- Anti-plagiarism framework- 3 suppliers about to be awarded.
- MFD contract now out with 8 suppliers.
- National Desktop and Notebook Agreement (NDNA) successor agreement in place.
- SUPC are looking for feedback on the Servers Storage and Solutions National Agreement- please send feedback via the link on the APUC update sent prior to the meeting or via Lorona Watts of APUC.
- HP Enterprises are holding some events at Scottish institutions on Capacity and Demand.
- **ACTION: MMcL** will share dates on the Capacity in Demand events.
- The Chair stated that SIMS license negotiation may be worth exploring with Tribal customers.
- **ACTION: MMcL** to liaise with DD RE Tribal.
- **ACTION MMcL** to poll group on interest in Tribal licensing discussion.

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

- Update 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).

- OF updated on the live Shared Services.
- DPO Shared Service proposal is crystallising- OF called for members who may be interested in this area to speak to check if institution already engaged via alternate contacts within the institution.
- Business Improvement proposed Shared Service was well attended from the Finance Director community- OF called for any interested from HEIDS members to be made known to him.
- Ultra Low Carbon Data Centres- OF mentioned that work considering Sectoral options in this area will be taking place early next year and asked institutions keen to guide the formation of this to contact him.

### 15. Softcat Presentation

Softcat presented virtually on the change to the Microsoft licencing changes with regards to higher education. The slide will be distributed post meeting (action completed on the day).

**ACTION: MMcL** will send details of XMA Webinar to HEIDS mailing list.

The Chair thanked JM and The University of the Highlands and Islands for hosting this meeting, and MMcL for organising the Softcat presentation.

The next HEIDS meeting will take place on the 24<sup>th</sup> of November at the University of the West of Scotland in Paisley.