



## 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.	OF updated in JMo's absence. OF to circulate the e-mail from Jonathan to the HEIDS list. A/B testing update to be considered closed.
11.6	JMC	Feed back to HEIDS on secondary sponsored connectors	Continues
11.7	KL	Share details of new MS Usergroup	KL informed that re-organisation within CDN means this may be pushed back to next year.
12.2	BH	Share a summary of response to phishing exercises	Awaiting institutional sign off before action may be completed
12.6	Heids Officers	Mail group to ascertain interest for Learner Analytics subgroup.	Closed as Workgroups agreed to be set up 2017 Q4
12.7	JC	Share IT Training details with MMcL	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.	Closed

13.2	BH	Liaise with BCS regarding membership opportunities	Closed
13.3	CMcM	Collate the responses from HE members into a "HEIDS response" that summarised the participating institutions views.	CMcM collated responses and government now responded. Closed
13.4	HEIDS	Share responses with CMcM if they wish their input to be collated.	Closed
13.5	JM	Ask David Beards to provide date of date of the October workshop and convey to CMcM	Closed
13.6	MMcL	Share dates on the Capacity in Demand events	Closed
13.7	MMcL	Liaise with DD RE Tribal	Closed
13.8	MMcL	Poll group on interest in Tribal licensing discussion	Closed
13.9	MMcL	Send details of XMA Webinar to HEIDS mailing list	Closed
14.1	MMcL	Share Softcat Microsoft Information (and Kris Getchell's report)	
14.2	MMcL	share minutes of meeting with Apple and re-sellers	
14.3	MMcL	provide catalogue(s) of top supplier(s) that can be used under the training framework mentioned at Q4 2017 HEIDS	
14.4	ALL	Send names for institutional contact most appropriate to be invited to join each of the three sub-groups discussed in Q4 meeting	
14.5	OF	Reach out to Abertay University to ask if comfortable nominating a lead HEIDS member in the area of Learner Analytics.	

14.6	MW	Get feedback from HEIDS members around appetite for Video Conferencing at future meetings	
14.7	CSu	Give a high-level presentation about the common challenges that the Business Impact Assessment work had revealed about common challenges in the Sector	

## **1. Welcome and Apologies**

Catherine McMillan (Chair) welcomed the group, and thanked the University of the West of Scotland for hosting HEIDS 2017 Q4 meeting. Dave Anderson and Belinda Haig were welcomed to the group. The agenda of the meeting was altered slightly, with the presentation from Janet Roberts of EDINA brought forward to the first item.

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

Mark Lewis- Robert Gordon University

Dan Wedgewood- Universities Scotland

Dean Drew- University of St Andrews

Kathy McCabe- Heriot Watt University

John Maher- UHI

Alistair Fenemore- University of Edinburgh

Caroline Cochrane- Royal Conservatoire of Scotland

Steve Watt- University of St Andrews

Jennifer Milne- University of Edinburgh

Frazer Greig- University of Abertay

Mike MacDonald- UHI

Brian Henderson- University of Aberdeen

## **2. Presentation – EDINA Services for Education**

Janet Roberts, Director of EDINA presented on the flagship service (Digimap) and the set-up and plans for EDINA. The Digimap Service offered by Edina and the various collaboration and advances in Teaching and Learning this has enabled. Digimap was characterised as enabling and unlocking advances in cross-disciplinary work. The support service offered was outlined and exciting opportunities to leverage Digimap to support Smart Cities, intrapreneurial work, student and high-school teaching and learning. The presentation was well received, and Janet offered to share the presentation with the group.

## **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 12.7. The Chair welcomed details from APUC on NEUPC training framework now in place and available to Scotland's institutions.

#### **4. AGM**

As significantly more members at this meeting than the Q3 meeting, the delayed AGM was held. The group were happy to continue with the existing office holders. The Chair asked if any proposed changes to the constitution should be raised. The group were happy to continue with the existing constitution

#### **5. Information Security Update**

Scottish Government responded favourably to the input given by HEIDS in response to the Cyber-Resilience Strategy Action Plan. It was observed that University of Edinburgh, University of Aberdeen and the University of St Andrews had signed up to become "Cyber Catalysts" in this area. CMcM and Angus Warren met the Scottish Government to discuss the government's desire to have a Sectoral approach to InfoSec. CMcM will be attending Catalyst meeting to understand these initiatives.

CSu updated on the threat landscape. Observed that spam e-mails globally have seen a 500-fold increase- with compromised accounts being used as launchpads for this.

CSu updated on InfoSec CISCO-Share staffing, with two positions open at present and informed the group that InfoSec CISO-Share has won SANS Difference Makers 2017 award.

An interesting discussion was had around password managers and how different institutions support this. The degree to which institutions supported password managers varied. The general feeling of the group was that good password management should be supported.

#### **Roundtable Discussion**

A round table discussion then took place, with Chatham House rules applying to foster open-ness and transparency in the common challenges faced by representatives.

During this discussion the matter of encryption was raised. CSu advised that Microsoft have moved past drive-level encryption and now also encrypting objects.

## Reports from Other Groups

### 7. UCSS IS Catalyst (OF)

- OF updated on the current Shared Services and those likely to be set up. In anticipation of GDPR changes the Data Protection Officers as a Shared is the highest priority. A number of meetings have been held with interested institutions. Those interested in initiating this Shared Service invited to a meeting in Stirling on the 13<sup>th</sup> of December. Other mooted Shared Services were updated on, with OF asking the group to consider the appetite for sharing Ultra Low Carbon Data Centre capacity with/from the sector.

### 8. APUC (MMcL)

- MMcL had circulated a detailed update to the group prior to the meeting. Actions and highlights arising were
- **ACTION: MMcL** to share minutes of meeting with Apple and re-sellers.
- **ACTION: MMcL** to provide catalogue(s) of top supplier(s) that can be used under the training framework mentioned previously.
- MMcL called for institutions interested in Tribal Contract Management support to get in contact with him.

### 9. SFC (DE)

- DBe gave a brief update (as a full update on the SFC's work on ICT Sector Strategy was scheduled for after lunch). SFC have new Chair, Mike Cantlay

### 10. SCURL/SCONUL (BH)

- No update

### 11. UCISA

Not present.

### 12. Jisc (JM-C)

JM-C updates on Jisc activity and plans. Highlights include-

- JM-C related that Fife College recently won an award for the Hyper Reality lab.

- Network continues in a steady state
- Upcoming Networkshop and Connect More events
- Strategic Contacts at each institution will be invited to participate in Jisc's Regional Hub Event for Scotland in Stirling (with option to attend the National event in Birmingham if desired).
- There has been good take up Jisc's Student Engagement Tracker (longitudinal tracker of student experience).
- Recent frameworks for infrastructure and telephony.
- Infrastructure reviews are available via Jisc that benchmarks an institution against the Sector.
- JMC thanked the group for survey responses
- Input as to what institutional contacts would like to see on their "MyJisc" page was sought- please contact your Account Manager with suggestions.
- Jisc Scotland now moved offices to Bothwell Street in Glasgow.
- JMC raised the Shared Data Centre offering from Jisc- characterised as low latency and procurement compliant.
- Financial X-Rays are available from Jisc, looking at both Cyber Security, and Library.
- DDoS mitigation work has been progressing- updates can be found on the Jisc website under "Cyber-security".

## Lunch

### 13. Draft Sector ICT Strategy

DBe recapped on the previously shared document "*Draft Sector ICT Strategy 2017*". Some members of HEIDS have already been involved in the initial draft.

DBe recapped the recent history of sectoral ICT strategy- the McClelland Report in 2011 and HEIDS response in supporting the set-up of the IS Catalyst. Five years on and a new Digital Strategy is required which David is looking to bring together with the aid of the Sector.

The opportunity exists just now to shape the strategy to ensure it is appropriate.

Universities and Colleges provide a lot of elements that support the Scottish Government's Digital Strategy (e.g. upskilling population in digital skills).

DBe called for input on where the institutions see value and future for organisations that received SFC funding such as Jisc and the IS Catalyst.

DBe stated we should consider what is required at a UK, Scottish, and institutional level.

The approaching Spending Review has a "buildings" focus at present, but where will IT be in 10 years?

The seven headings outlined in the strategy replicate the Scottish Government's structure. DBe observed that at present there are a lot of bullet points, and HEIDS input would be welcomed to build a narrative.

The plan in New Year is to present the draft strategy to both Universities Scotland and Colleges Scotland. The Scottish Government is keen to agree national actions/offers (while acknowledging institutional autonomy).

Question arose as to how aims and objectives will be delivered. DBe stated there is an opportunity for IS Catalyst to support, as this is an existing cross sectoral national organisation. DBe also suggested that benchmarking may provide a case for resources. The chair queried if there were agreed measurements that fairly demonstrate efficiency/effectiveness.

The aim of moving to Ultra Low Carbon Data Centres was discussed, along with how this move could be funded. Scottish Government may be willing to support "Spend to Save" initiatives if business cases can be made. A pilot of energy efficiency loans at 0% interest is in progress. If the pilot is a success this may be available more widely next year.

DBe would like to see one or two concrete deliverables per each of the seven sections.

The Chair asked DBe where he saw HEIDS supporting the strategy? DBe replied that he sees HEIDS as owning collaborative discussion, and welcomed the sub-groups (discussed in next section of the meeting).

DBe looks forward to detailed comments from HEIDS members on the Draft Strategy.

## 14. USET - Workstreams

The Chair led this discussion in BH's absence

USET have identified "Digital Optimisation" as a theme. The following areas were seen as opportunities-

- Digital Skills
- Learner Analytics
- Digital Workspaces

The aim is to have Communities of Practice around these areas looking to optimise the Sector's approach, ideally identifying shared procurement/services opportunities.

A discussion was had around Digital Learning Spaces both physical and virtual.

MW related that BH is looking for the three sub-groups to be established would report back in to the general HEIDS Group. JMC offered Jisc support to these sub-groups

KL informed of CDN ran events around utilising existing technology better- and would like to open up the event to Scottish HEIs.

The Chair called for volunteers to lead these three sub-groups- the groups themselves may be comprised of Subject Matter Experts (SMEs) in that particular field (so not necessarily the HEIDS rep for each institution, but instead their nominee)

The following sub-groups, with proposed HEIDS leads are as follows.

- Digital Skills- Fraser Muir, University of Edinburgh
- Learner Analytics- Abertay University
- Digital Learning Spaces- Derek Johnston

**ACTION: ALL** send names for institutional contact most appropriate to be invited to join each of the three workgroups.

**ACTION: OF** Reach out to Abertay University to ask if comfortable nominating a lead HEIDS member in the area of Learner Analytics.

The Chair recapped that the group were keen to see the sub-groups report back actual work with interesting presentations at HEIDS not just mile-stone reports.

BH will continue to report back on progress to USET.

## **AOCB**

### **Green IT**

FM raised the Green IT Group he is looking to initiate. He has not seen much response yet from institutions nominating SMEs in this area- called for input and contacts.

The tension between an increasing requirement for Central IT to deliver more, and to reduce fragmentation across the institution which can superficially be seen as a “growth” in carbon usage, and the desire to report a reduction in carbon impact, was discussed. FM confirmed that the aim was not to stop innovation, but about minimising environmental impact. The role of Estates teams was discussed with FM stating that ideally Estates and IT would be represented from each institution.

DBe related that Universities Scotland are keen to have USET look at green initiatives.

FM called once again for HEIDS members to respond to the EEUC survey he circulated previously. If enough responses received FM will be happy to initiate this group

### **Future Meetings**

The appetite to have future HEIDS meetings on days other than the traditional Fridays, and/or for expanded Video Conferencing facilities, to increase attendance at HEIDS meetings was discussed.

**ACTION: MW** will get feedback from HEIDS members around appetite for Video Conferencing at future meetings

The Chair asked about the content of future meetings and queried whether an expanded UCISA presence would be desirable? JMC offered speakers and presentations from Jisc if the group wish to identify particular areas that they would welcome hearing about.

**ACTION: CSu** volunteered to give a high-level presentation about the common challenges that the Business Impact Assessment work had revealed about common challenges in the Sector