Higher Education Information Directors in Scotland (HEIDS)

Minutes (approved at HEIDS 2018 Q2)

Friday, 19th January 2018

University of Edinburgh

Present:

Chair

Catherine McMillan	University of Strathclyde	CMcM

Vice Chair

Brian Henderson	University of Aberdeen	BH

Secretary

Mike Whyment	University of Aberdeen	MW
Dave Anderson	University of Glasgow	DA
David Beards	Scottish Funding Council	DB
Mark Cockshoot	Heriot-Watt University	MC
Alastair Fenemore	University of Edinburgh	AF
Owen Freel (Note taker)	UCSS	OF
Kris Getchell	Fife College	KG
Mark Lewis	Robert Gordon University	ML
Eileen MacDonald	University of Stirling	EMacD
Michael McLaughlin	APUC	MMcL
Jason Miles-Campbell	Jisc	JM-C
Graham Millar	University of Stirling	GM
James Morris	University of Dundee	JaMo
Fraser Muir	University of Edinburgh	FM
Moriamo Oduyemi	Abertay University	MO
Fraser Ross	Royal Conservatoire of Scotland	FR
Tony Watt	University of Edinburgh	TW
Jennifer Milne	University of Edinburgh	JMi
Chris Ellis	University of Glasgow	CJ
Mark Lloyd	University of Dundee	ML

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	BH will continue to chase Robin Delaney for update. MMcL collating topics of concern to raise with Apple.
10.4	CSu	Feedback on details of Scottish Government offer to share Security Operations Centre	Dormant, until further clarity gained from the Scottish Government.
11.6	JMC	Feed back to HEIDS on secondary sponsored connectors	Closed
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	BH confirmed he will share anonymised trial results.
14.1	MMcL	Share Softcat Microsoft Information (and Kris Getchell's report)	Closed
14.2	MMcL	share minutes of meeting with Apple and re-sellers	Closed
14.3	MMcL	provide catalogue(s) of top supplier(s) that can be used under the training framework mentioned at Q4 2017 HEIDS	Closed
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	Covered in agenda. Closed
14.5	OF	Reach out to Abertay University to ask if comfortable nominating a lead HEIDS member in the area of Learner Analytics.	Closed

14.6	MW	Get feedback from HEIDS members around appetite for Video Conferencing at future meetings	Keep under review- number of members find Friday a difficult day to make HEIDS 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	On hold
15.1	John Wilson (Ajenta)	Share slides with the HEIDS group	
15.2	CMcM	Send on e-mail requesting incident management contact details from Keith McDevitt to the group	
15.3	AF	Share points from the Scottish Government Cyber Catalyst meeting with MW for distribution	
15.4	OF	Collate needs/desires for a Scottish wide training approach for ICT staff personal development	
15.5	BH	Raise UCISA attendance at HEIDS with David Telford, and the possibility of UCISA presenting at future HEIDS	
15.6	Workstream Leads	Call for volunteers from institutions via the mailing list	
15.7	JMC	Pass on contact details to MW of NI counterparts to invite to future HEIDS.	

15.8	MW	Contact NI HEIDS representatives to co-ordinate initial invite.	
15.9	CMcM	Confirm Strathclyde lead on O365 implementation group.	
15.10	OF	Inform SCIL of O365 implementation group when finalised	
15.11	MC	Ask Neil who is heavily involved in UCISA IG, if there is any traction on Infrastructure Register. (MC called for any specific questions that an Infrastructure catalogue should look to capture.)	
15.12	MW and OF	Speak on collation of system information depending on response to 15.1	

1. Welcome and Apologies

Catherine McMillan (Chair) welcomed the group, and thanked the University of Edinburgh for hosting HEIDS 2018 Q1 meeting. The agenda of the meeting was altered slightly, with the presentation from Ajenta brought forward to the first item.

Apologies were received from the following:

Dan Wedgewood- Universities Scotland
Dean Drew- University of St Andrews
Kathy McCabe- Heriot Watt University
Caroline Cochrane- Royal Conservatoire of Scotland
Steve Watt- University of St Andrews
Frazer Greig- University of Abertay
Mike MacDonald- University of the Highlands and Islands
Gordon Mcloughlin- Glasgow School of Art
Caroline Cochrane- Royal Conservatoire Scotland
Dean Phillips- University of Aberdeen
Claudette Jones- University of the West of Scotland
David Johnston- University of the West of Scotland

2. Presentation – Vscene Video Conferencing Service

John Wilson of Ajenta presented the Vscene video-conferencing solution that is available to institutions, and that was previously run by Jisc. John agreed to share the presentation material with the group. A number of questions were asked around pricing structure in the future, functionality and plans for development.

ACTION: John Wilson (Ajenta) to share slides with the HEIDS 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 summary of latest status.

An extended discussion was had around action 10.1. The Vice Chair noted his disappointment with Apple engagement- will continue to chase Apple from a local perspective.

MMcL stated he had shared a summary of a recent Apple meeting, chaired by the Welsh consortium who own the framework. "Bad Service" was noted as a theme. MMcL observed that relationship with Apple difficult as they chose in the most recent framework not to bid directly, due to an as yet undefined dislike of the sector's Terms and Conditions.

MMcL called for interested members to send topics that they would like raised at future meetings with Apple to be sent to him for collation and communication.

4. Cyber Catalyst Presentation

AF introduced this presentation- talking of experience that University of Edinburgh have had with becoming a Cyber Catalyst. The University of Aberdeen and the University of St Andrews are also Cyber Catalysts, and fed in to this presentation.

Overview and Experience of University of Edinburgh as a Cyber Catalyst

AF recapped the Cyber Resilience Strategy Action Plan, that the catalyst organisations are to be exemplars of this.

- Scottish Government keen for senior executives to own cyber resilience in their organisations,
- Resources available to institutions (CiSP and SCiNet) were recapped and advocated for.
- The push for Public Sector to adopt Cyber Essentials and/or Cyber Essentials plus, was discussed, alongside key dates in the government's strategy.
- NCSC's Active Cyber Defence measure was discussed, and it was noted that this is not yet available to Higher Education institutions,
- The Scottish Government is making Cyber Resilience Awareness training available.
- Incident Response plans for each institution should be in place by June 2018.
- The Vice Chair welcomed the Breach Response Template that had been made available.

The Chair stated that UCISA training materials had been shared with the Scottish Government to make them aware of this. The chair informed the group that Keith McDevitt is looking to for contact details that will be used in the event of major cyber incidents at each institution.

ACTION: CMcM will send on e-mail requesting incident management contact details from Keith McDevitt to the group.

Discussions around the scoping of the Cyber Essentials Accreditation, and differences between Cyber Essentials and Cyber Essential Plus, took place.

The role of Cyber Essentials Catalysts was then described. These organisations are looking to be exemplars of Cyber Resilience, as well as being able to advise the government on the Higher Education landscape.

AF recapped the first meeting of the Cyber Catalyst with the Scottish government.

ACTION: AF to share points from this meeting with MW for distribution.

AF observed that a lot of commonalities identified- with patching being a recurring theme. There will be a focussed workshop soon on the subject of patching which members should ensure attendance from their institution.

The Vice Chair noted that the provision of patching services may be an opportunity for APUC to advise on contractual clauses to ensure ongoing patching. MMcL called for the group to share existing clauses around patching for APUC to review.

Experience of University of Aberdeen as a Cyber Catalyst

BH related University of Aberdeen's experience as a Cyber Catalyst. He stressed the importance of "governance" in this area and the importance of ensuring visibility at senior committee level. The desirability of the CIO being on the institutional Risk Committee was raised.

BH echoed AF's observation regarding patching being key.

A discussion took place around training, with some institutions recently moving to mandatory training for Cyber Security.

It was observed that the October 2018 deadline will be difficult for some institutions to comply with.

Additional points

AF displayed the slides from St Andrews, who had sent their apologies earlier.

KG stated that Fife College and Forth College were the FE Cyber Catalysts for Scotland, and recapped actions within his own institutions in this area.

AF stressed that all institutions should look to join CiSP.

Reports from Other Groups

5. Scottish Funding Council (DBe)

- The Draft ICT Strategy is currently being worked on
- The Scottish Government may possibly support the Sector should they commit to Cyber Essentials
- The Outcome Agreements sent in November will be updated and reissued in January.
- The government looking to maintain strategic funds at same level.

6. UCSS IS Catalyst (OF)

Update on the current Shared Services and those likely to be set up shortly. Areas of particular interest this quarter were-

- Data Protection Officer Shared Service being created, looking to have DPOs in place for May 2018 for participating institutions
- Data Centre – landscape review will follow
- Training – covered in MMcL's update below.

7. Information Security (AF)

- AF informed the group that the HEIDS InfoSec group was due to occur next week. AF will look to have the next InfoSec Group meeting to occur just before the corresponding HEIDS to allow for updates to be given.

8. Sector Oversight Board

- In SW's absence, DBe informed the group that the next SOB meeting is on the 29th of January.

9. APUC (MMcL)

Detailed update had been sent to the group prior to the meeting. Actions and highlights arising were-
- Training provision for staff development currently available via NEUCP Framework. OF will be looking to collate appetite in this area from all members in a forthcoming e-mail, with a view to assessing if a Scotland-wide approach would be useful.
ACTION: OF to collate needs/desires for a Scottish wide training approach for ICT staff personal development
- APUC currently running a User Intelligence Group for HR and Payroll systems (possible that each will have separate lots, with an integrated option if looking to access both.) Likely available from April/May 2018 for call off.
- Audio Visual was discussed with input from the group around existing relationships in place.
- Update on library agreements, with SCURL agreement being extended
- HP Innovation Centre at Erskine have offered places at an upcoming event, please contact MMcL if interested

10. SCURL/SCONUL (BH)

- BH noted that movement to a common book repository would likely take a couple of years to progress. The SCURL report had been shared previously with the group,

11. UCISA

Not present.

12. Jisc (JM-C)

Update on Jisc activity, highlights include-

- Network performing well- new cards in place at PoPs.
- JANET webinar on Enterprise Architecture taking place on the 25th of January.
- Those interested in Data Hosting from third parties should contact JM-C. Latency to the North of England Data Centre via Jisc has 8 ms latency.
- Stakeholder forum taking place in Scotland in March (with the option to attend Digifest on the 6th and 7th of March in England if desired).
- Networkshop taking place 27th and 28th of March
- There was an offer of a half-day presentation with Jisc Network Security experts in Glasgow if sufficient interest from HEIDS members.
- Learner Analytics project continues.
- Feedback on the following services to assess if they should be altered to increase participation- Liber8, Express Routes, X-Ray services.
- It was noted that Library and Research X-Rays (to complement the existing Financial X-Ray) is in the pipeline.
- Penetration Testing Services has seen a growth in demand recently.

13. USET - Work Stream Update

BH updated the group on the Work Streams and their leaders which are-

Fraser Muir- Digital Skills

David Johnston- Digital Spaces

Moriamo Oduyemi- Learner Analytics.

BH will report back to USET, with each respective Workstream lead reporting back quarterly to HEIDS.

Dan Wedgewood of Universities Scotland chairs the USET group. USET is seen by the Scottish Government as a vehicle for driving efficiency across the landscape, with HEIDS playing a crucial role. The three areas of interest that have been identified were Learner Analytics, Learning Spaces and Digital Skills.

The next steps by the Work Stream leads are- creation of a draft remit for each group, source volunteers from institutions, create a project brief with deliverables. BH observed this an opportunity to work with Jisc, UCISA and Local Authorities.

FM stated that he would be looking to update in May with Project outlines.

MO stated that she was working with Jisc already in the Learner Analytics area,

BH pointed out that individuals within institutions, who are not HEIDS primary contacts, may be the most appropriate volunteers.

ACTION: OF to communicate the above to DJ

ACTION: BH will raise UCISA attendance at HEIDS with David Telford, and the possibility of presenting at future HEIDS.

ACTION: Workstream Leads to call for volunteers from institutions via the mailing list

AOCB

The Chair asked the group if there was AOB

JMC raised the possibility of inviting Northern Irish University IT leads to participate at HEIDS as associate members. This was considered positively by the members

ACTION: JMC will pass on contact details to MW of NI counterparts to invite to future HEIDS.

ACTION: MW contact NI HEIDS representatives to co-ordinate initial invite.

BR raised, in absentia, the concept of an O365 implementation Group. CMcM stated that someone from Strathclyde would likely volunteer to lead this group. OF offered to engage SCIL in this group, given the commonalties across HE and FE

ACTION: CMcM to confirm Strathclyde lead on O365 implementation group.

ACTION: OF to inform SCIL of O365 implementation group when finalised.

JaMo raised the concept of a catalogue of technologies at use in each of the institutions. The group noted that the UCISA CISG survey is well utilised around certain systems, and the lack of something similar for infrastructure. It was noted that UCISA IG group had floated this idea previously.

ACTION: MC to ask Neil who is heavily involved in UCISA IG, if there is any traction on this project. (MC called for any specific questions that an Infrastructure catalogue should look to capture.)

JaMo offered to collate this information for Scotland, if UCISA not addressing this at a UK level.

ACTION: OF and MW to speak on collation of system information

Future agenda items that the group would welcome was discusses- GDPR and Jisc Security were both agreed as being desirable topics for future HEIDS.

Next meeting will be the 11th of May at the University of Aberdeen

The meeting ended with a presentation on the Internet of Things (IoT) by Simon Chapple Senior Data Technologist at the University of Edinburgh. This presentation was well received and touched upon the history and future of the Internet of Things, ethics, the Edinburgh City Deal, and the opportunities that IoT opens up for research and improving peoples' lives.

TW offered to have the University of Edinburgh speak with interested institutions around possible collaboration and using IoT as a service if it is of interest.