Higher Education Information Directors in Scotland (HEIDS)

Minutes DRAFT

Friday, 11th May 2018

University of Aberdeen

Present:

Chair
Catherine McMillan   University of Strathclyde   CMcM

Vice Chair
Brian Henderson   University of Aberdeen   BH

Secretary
Mike Whyment   University of Aberdeen   MW

Angus Warren   APUC/UCSS   AW
Alastair Fenemore   University of Edinburgh   AF
David Telford   Edinburgh Napier University   DT
Eileen MacDonald   University of Stirling   EMacD
Fraser Muir   University of Edinburgh   FM
Fraser Ross   Royal Conservatoire of Scotland   FR
Frazer Greig   University of Abertay   FG
Gordon McLoughlin   Glasgow School of Art   GMcL
Graham Millar   University of Stirling   GM
Jason Miles-Campbell   Jisc   JM-C
Jonathan Monk   University of Dundee   JMo
Mark Cockshoot   Heriot-Watt University   MC
Mark Johnson   University of Glasgow   MJ
Michael McLaughlin   APUC   MMcL
Moriamo Oduyemi   Abertay University   MO
Murray Elliot   SRUC   ME
Owen Freel (Note taker)   UCSS   OF
Peter Tinson   UCISA   PT
Raymond Wilson   Glasgow School of Art   RW
Tony Watt   University of Edinburgh   TW

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	Continues
10.4	JS	Feedback on details of Scottish Government offer to share Security Operations Centre	Dormant, until further clarity gained from the Scottish Government. Reassigned to Jordan Schroeder (JS) from CSu 2018 Q2
11.7	KL	Share details of new MS Usergroup	KL informed that re-organisation within CDN means this may be pushed back to late 2018.
12.2	BH	Share a summary of response to phishing exercises	BH confirmed he will share anonymised trial results.
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	JS	Give a high-level presentation about the common challenges that the Business Impact Assessment work had revealed about common challenges in the Sector	JS inherited this action in 2018 Q2. Confirmed that willing to present when invited by HEIDS.
15.1	John Wilson (Ajenta)	Share slides with the HEIDS group	Closed
15.2	CMcM	Send on e-mail requesting incident management contact details from Keith McDevitt to the group	Closed

15.3	AF	Share points from the Scottish Government Cyber Catalyst meeting with MW for distribution	Closed
15.4	OF	Collate needs/desires for a Scottish wide training approach for ICT staff personal development	Ongoing- OF has requested input from HEIDS and SCIL members, will collate and feed back to responders and HEIDS and SCIL if appropriate
15.5	BH	Raise UCISA attendance at HEIDS with David Telford, and the possibility of UCISA presenting at future HEIDS	Closed
15.6	Workstream Leads	Call for volunteers from institutions via the mailing list	Partially completed pre-2018 Q2, continues
15.7	JMC	Pass on contact details to MW of NI counterparts to invite to future HEIDS.	Ulster University have confirmed interest in attendance. JMC will liaise with MW regarding attendance. Closed?
15.8	MW	Contact NI HEIDS representatives to co-ordinate initial invite.	Closed?
15.9	CMcM	Confirm Strathclyde lead on O365 implementation group.	Continues
15.10	OF	Inform SCIL of O365 implementation group when finalised	Continues
15.11	MC	Ask Heriot-Watt rep 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.)	Closed- Action taken up by PT (16.1 below)

15.12	MW and OF	Speak on collation of system information depending on response to 16.1	
16.1	PT	PT will speak with UCISA Infrastructure Group to ascertain status of possible Infrastructure Register previously discussed, and feed back to HEIDS if likely to progress.	
16.2	Jisc	Send note to HEIDS to circulate RE participation in the "IDS Service".	
16.3	Jisc	Respond to query about what information on threats will be shared via CiSP going forward.	
16.4	CMcM	Ask PF of Jisc to provide further financial breakdown of services.	
16.5	PT	Update on suggested help with mapping Jisc roadmap of Core and non-Core services.	
16.6	CMcM	Circulate funding note from SFC	
16.7	Stuart Anderson (Apple)	Send on e-mail to invite institutions to apply for access to Apple Seed for IT (requires NDNA from those gaining access).	
16.8	Stuart Anderson (Apple)	Provide Tech Series dates for the group.	

16.9	MMcL	Liaise with the institutions so that APUC can take a leading role in managing Apple relationship.	
16.10	MMcL	Send an e-mail to HEIDS calling for Make ICT Fair volunteers	
16.11	MMcL	Provide list of suppliers that APUC have assessed for GDPR compliance, and that are in the process of signing contract variations.	
16.12	PT	Send on link to Wonky to HEIDS	
16.13	PT	Share FM's Digital Skills document with UCISA	
16.14	ALL	Respond to Digital Skills FM's survey when received	

1. Welcome and Apologies

The Chair welcomed the group and Apologies were shared from the following-

John Maher- UHI
Mike MacDonald- UHI
David Johnston- University of the West of Scotland
Kris Getchell- Fife College
David Beards- SFC
Dean Drew- St Andrews
Bruce Rodger- University of Strathclyde
Kathy McCabe – Heriot-Watt University

2. Minutes of Previous Meetings and Actions arising

The draft minutes of HEIDS 2018 Q1, distributed previously, were accepted by the group.

The status of the open actions are captured in the action tracker to be found above.

3. Cyber Security at Jisc

Frances Burton (FB) introduced her colleagues in the Jisc InfoSec team. A general discussion took place.

The Chair and Vice Chair explained some of the differences between Scotland's situation compared to the rest of the UK. All institutions have common challenges.

- The Chair explained the Scottish Government Cyber Resilience plan- while Universities remain independent the Scottish government keen to encourage participation in Cyber Essentials and Cyber Essentials plus where appropriate.
- AW explained the CISO-Share model subscribed to by a large number of Scottish HE institutions.

A discussion then took place on Cyber Essentials (CE).

- CE accreditation discussed- some organisations performing CE accreditation seem to have different understanding of the requirements. Indeed, often an accreditor's understanding evolved during the process, so areas that were not raised in the initial "audit" were identified as problematic after remedial work done on previous flagged areas.
- The Vice Chair noted that Jordan Schroeder of the CISO-Share had produced a clear document explaining the scope of CE within HE and FE.
- The institutional approach to CE was discussed. Some institutions define all aspects of the institution as within scope of CE, others a subset of the organisation as being the relevant area to be accredited.
- Some HE institutions have joined the Scottish Governments Cyber Catalyst initiative- helping other institutions in this area.

- The feeling was that CE was designed for SMEs and does not fit perfectly for large complex organisations with different scale, profiles of stakeholders, and requirements to enable student and staff access to resources and connectivity).
- The Chair noted an additional driver for CE accreditation is to enable the institution to participate in government contracts which are anticipated to mandate CE compliance. The academic community are increasingly asking about CE compliance as they realise that this may affect ability to obtain grants/projects that require CE.
- FB stated that Jisc are meeting with CE consultants next week. She stated that Jisc as a central point of advice in Sector so should be able to offer advice and support on CE going forward.

Concerns around accessibility and equality within parts of the UCISA training material was raised by one institution after internal feedback.

Jisc related the top InfoSec threats they are seeing across academia and steps they were taking to help in specific area

- Phishing
- Rise in number of compromised machines
- Widespread threat of crypto-currency mining, and highlighted that securing recent vulnerability around Drupal as a priority that institutions should be looking to implement.
- Jisc related they are looking to set-up an "IDS-like" rollout that would provide institutions with a server to install that would allow Jisc to monitor, and provide improved visibility, on threats on the network. Roll-out planned at the end of 2018 for 5-10 pilot institutions. If interested in this service please contact Frances, JMC, or others in Jisc InfoSec team.
- Jisc looking to provide sector specific threat intelligence (how this sits within the CiSP framework was discussed below).
- Penetration Testing Service supplied by Jisc (technical and social engineering elements). An advantage of this service being not-for-profit is the results of this work can be shared with rest of Sector.
- Cyber Security survey is available from Jisc.

ACTION: Jisc to send note for HEIDS to circulate RE participation in the "IDS Service".

The Chair noted that clarity on the subscription model up-front would be important.

The Chair enquired as to JANET's own DDoS protection. Jisc representatives explained massive overhaul that took place post September 2015- review of allowed traffic and NOC firewall changes.

Relationship of information sharing between Jisc and CiSP was discussed. The Chair noted that Scottish Government keen on institutions participating in CiSP. The Vice Chair stated that as no issue between Jisc and JiscComm then no barrier for Jisc using CiSP fully.

Paul Feldman offered to take the above CiSP point back to Jisc as no reason as to why information cannot be shared here.

ACTION: Jisc- respond to query about what information on threats will be shared via CiSP going forward.

The Chair thanked the group from JISC InfoSec team for their contribution.

4. Jisc/JANET Changes and charges.

The Chair welcomed Paul Feldman (PF) of Jisc, and noted that the anticipated dialogue between SFC, Jisc, and HEIDS would be unable to proceed as SFC were unrepresented at the meeting.

PF noted that a number of institutions had expressed dismay at the increase in connection charges from Jisc. PF stated the changes to Jisc services overall will enable lower charging to be applied to core services- while other services will be optional. (The previously discussed IDS service for example would be optional initially, then a review on the uptake and appetite to determine if it should become "core" or remain "optional".)

Jisc, as well as the rest of the Sector is facing funding pressure (reduction in cash terms to Jisc budget circa 50%) therefore changes had to be made. PF believes that the changes introduced make Jisc sustainable in the future.

PF outlined recent discussions with SFC RE funding (covered further below).

New initiatives in Jisc recapped- Learner Analytics, Research Data, Intelligent Campus and Next-Gen VLE.

Going forward, Jisc's vision is to identify areas where there are gaps in the market or market failures mean there is a need for Jisc to provide appropriate services.

The Chair asked the floor for questions for PF which have been summarised under the following headings-

Discussion on Connection Charges

The Vice Chair asked about the funding model, noting he had seen a 100% increase in costs in past 2 years seen by institutions from Jisc.

PF explained that the increase in connectivity charges was due to SFC central funding being reduced (from the 90/10 model to the 80/20 model). This shift in costs to individual institutions was signed off at Vice Chancellor level. PF does not expect further changes to the funding model to occur, so future price changes should be in line with inflation. PF observed that Jisc is not merely about providing a network, but a **secure** network. PF observed that DDoS work was done at no direct cost to institutions, in reflection of this. Future unforeseen issues that threaten the network will be addressed in the background.

The Chair enquired if Jisc's "open-book" finances were published material. PF stated this information not published but can share with members.

ACTION: CMcM to ask PF to provide further financial breakdown of services.

Discussion on Resilience

A discussion around the different set-up of Scottish institutions, and their openness to working together were discussed in terms of sharing resilience. PF stated that changes to costings gave institutions an incentive to review their true network requirements.

It was asked that if capacity of the primary links increases should institutions expect the resiliency cost also to increase- PF confirmed that is indeed the model.

Discussion on Financials

PF stated that core services are not for income generation, but there is a small extra income at present from connectivity charges (some of which will be used to mitigate special cases where Jisc feel that the new charges are not equitable). Keen for institutions to re-architect if appropriate.

The Vice Chair called for transparency over costing, members have been asking for engagement, but relationship still feels remote. What are the non-core services and whether the small surplus noted above is used to spin out profit making services?

The Chair observed that financial visibility and predictability key for institutions given their budget and planning cycle. PF acknowledged that difficult to give visibility beyond 12-18 months ahead.

Discussion on Rearchitecting

The group asked about the possibility of rearchitecting for Scotland to drive down costs and increase resiliency- PF acknowledged that Scotland keener to work together than other institutions and would be open to exploring different ways of providing connectivity in Scotland.

PF stated that 4 or 5 Regions in the rest of the UK re-architecting at present- process in Scotland has not yet begun.

PF hopes that decreasing networking costs from re-architecting will off-set expected increases in costs of securing the network.

PF stated that for there would shortly be a Jisc meeting in Stirling, and would look to update annually on progress.

Roadmap of New Services

With Jisc offering more non-core services PT offered UCISA's help to create a roadmap of new services applicable to institutions.

ACTION: PT to update on suggested help with mapping Jisc roadmap of Core and non-Core services.

Next-Gen VLE

Discussion took place around Next-Gen VLE on terms of scope and timings. PF stated that Jisc not looking to build a VLE to compete with existing VLEs but to look at "what comes next".

Ajenta Price Rises

The unexpected large increase of pricing from Ajenta was discussed- PF acknowledged that they'd hoped the price changes wouldn't have been so high- Jisc learned of the scale of the increases at the same time as institutions. Given the budgetary cycle mentioned above such late notice price-rises were especially painful.

Further Education

KL asked about Further Education and Jisc with PF relating that SFC not looking to introduce direct charging for connectivity to Scottish Colleges.

Influence

PF observed that influencing SFC via Vice Chancellors and/or Principals would be useful to ensure they understand the value of Jisc services provided to the Sector.

ACTION: CMcM to circulate SFC funding note.

5. Apple – Reconnecting with Apple

Stuart Anderson (SA) of Apple apologised for the lack of attendance of other Apple personnel for this meeting that both he and HEIDS had been expecting. SA stated his team were keen to re-engage with HE/FE in Scotland, and spoke of changes to Apple at a corporate level.

Some technical/operational updates were given on device management, fulfilment, deployment and encryption.

SA spoke of creating and sharing content (user guides) for new products and changes. He stressed that often the majority of people within Apple were unaware of new products/changes as much as the institutions are. SA stated that membership of "Apple-Seed for IT" would give earlier visibility to updates

ACTION: SA to send on e-mail to invite institutions to apply for access to Apple Seed for IT (requires NDNA from those gaining access).

The Vice Chair expressed disappointment that Chris McFaul from Apple was unable to attend as promised. He stated that from the update given, Apple in the UK (and

specifically in HE) sound very under-resourced. Given the spend level of HE, he believes this is a significant oversight.

The group discussed the advisability of continuing to utilise Apple equipment given the seemingly conscious under-resourcing and poor service received from Apple, and the question was raised whether this seeming contempt is a strategic decision.

The Vice Chair raised whether there was an opportunity for APUC to address this issue of a major supplier being unable to serve the institutions.

SA sympathised and acknowledged the problems that he also recognised internally. When asked, SA stated that if an institution is looking for support then the team in Cork, Ireland, should be the one to address the issues.

MW raised the issue of trying to get a dates and content for a "Tech Series" event that has still not transpired.

ACTION: SA will provide "Tech Series" dates for the group.

ACTION: MMcL to liaise with the institutions so that APUC can take a leading role in managing Apple relationship.

6. Reports from Groups

UCSS - AW

AW updated on behalf of UCSS (with reference to the report circulated prior to the meeting),

- The IS Catalyst which was originally funded for 3 years, and had received an extension, has now been agreed to move to a centrally funded model which will allow the Catalyst to continue to support the Sector. The remit of the IS Catalyst will be extended to include other (non-IS related) areas and will be renamed the "Collaborative Catalyst".
- CISO-Share will be the new name of the InfoSec Shared Service to reflect the change of focus and model requested by the institutions. The new model provides Regionally based CISOs across the participating institutions in that region. Recruitment of the final CISO post is being finalised and hopeful to make the transition to the new model in the summer. 19 institutions are now members.
- DPO-Share, a new Shared Service catalysed for the Sector has been created with the majority of FE Colleges, as well as 2 HEIs, having joined at the formation. This Shared Service provides a named DPO (as mandated by GDPR) as well as the resiliency and ability to collaborate and support each other within the Shared Service. Some additional interest has been expressed from other institutions- in order to expand then sufficient interest within a geographic region to justify hiring additional FTE, will have to be reached. UCSS are currently onboarding the seven new DPOs (from 14 appointable) to serve the existing membership.
- Project Management, Enterprise Architecture and Business Improvement are all areas where there has been interest in a collaborative service- but these services don't fit well within the Cost Sharing Group (CSG) to enable it to be considered a true Shared Service. The IS Catalyst is in the process of drawing up a proposal to the IS Strategy Group to propose a separate subsidiary that would allow this an alternative model of delivery, while having other existing CSG compliant Shared Services to operate under the existing APUC/UCSS.

- UCSS have been in dialogue with the University of Edinburgh to ensure that UniDesk (shared helpdesk software) can be easily accessed by the rest of the Sector as a Shared Service, as well as discussing ULCDC options.

7. Information Security - AF

AF updated on the HEIDS InfoSec Group. The group, which meets six-monthly, will be timing future meetings to be held shortly before the corresponding HEIDS meeting, to allow findings/work to be reported in at HEIDS.

8. FE/HE ICT Sector Oversight Board - CMcM

The Chair stated that there has been no meeting of this group since November 2017

The HE/FE ITC Strategy document has been sent to Principals and to USET for response by the 25th of May.

9. APUC - MMcL

MMcL updated on behalf of APUC Procurement activity (with reference to previously circulated report).

- Currently working on HR/Payroll and ERP framework- engaging prominent suppliers. Looking to be in place in June 2018- a lot of interest expressed in the Sector.
- Audio-Visual also an area of great interest. Latest work has a focus on evaluating both sustainability and Total Cost of Ownership, including a "take-back" option.
- IT peripherals- Computer Centre now taken over from MISCO, following MISCO's demise,
- Benefits statement are laid out in detail on the report sent before the meeting.
- Focus on sustainable procurement. Electronics Watch (which the University of Aberdeen, University of Edinburgh and APUC helped form) was described. All institutions are now members. Electronics Watch monitors countries with unacceptable standards, with a view to encouraging ethical behaviour in the Supply Chain
- Make ICT Fair- MMcL is looking for volunteers to participate in this initiative looking to drive transparency in the mining process.

ACTION: MMcL to send an e-mail to HEIDS calling for volunteers to participate in Make ICT Fair.

- GDPR has been a focus of attention within procurement- suppliers of APUC owned frameworks have been asked to sign new contract that asks them to certify their compliance, The Chair asked for a list of suppliers who have been asked to sign up and those that have already signed up.

ACTION: MMcL to provide list of suppliers that APUC have assessed for GDPR compliance, and that are in the process of signing contract variations.

10. SFC

Apologies recorded above

11. Universities Scotland

Apologies recorded above

12. Jisc – JMC

- Funding from SFC should be available to Jisc on the 3rd week of June. Observed that institutions were able to apply for 0% interest loans on the understanding that repayments would be made through the savings gained.
- One College had saved 40% of their inter connectivity costs using Jisc advice and frameworks (while also going from 1 gig to 10 gig links). Encouraged others to consider similar reviews.
- 14th of June for Jisc Teaching and Learning event being held at Fife College.
- Offered to visit institutions to talk of value savings and efficiency- please route requests via your Account Manager.
- Observed that pilots require investment of time- will send an e-mail on this point.

13. SCURL/SCONUL - BH

Currently in discussion with APUC around procurement options for reading list software and e-journal digital content.

14. UCISA – PT

- Starting implementation work aligning with 4 aims.
- "Wonky portal" was announced- policy based website with a broad range of interests touching on the political i.e. HE Capability Model blog.
- The publication of "The Truth About Data Analytics" report from UCISA and SERO was explained.
- Bursary program continues (record number of submissions- looking to increase the number of awards to recognise the excellence of submissions).
- Partial release of the Communication Toolkit expected in July 2018.
- Technology enhanced survey (of over 100 institutions) will be released in September 2018.
- PMO Toolkit in the refresh process.
- Mentoring pilot scheme taking place within the Support Services and Project Management UCISA group.
- UCISA looking to lead on diversity. Running a Women in IT event in the next 6 months. All UCISA Groups have been asked to nominate a diversity lead. (The Chair welcomed this. The Vice Chair observed his institution going through the SWAN process to get scored on diversity.)
- Called for feedback on improving diversity in the Sector.

ACTION:PT to send on link to Wonky to HEIDS

USET Workstream Update

15. Digital Spaces - DJ

DJ of UWS had given his apologies for not being present to update.

16. Learner Analytics - MO

MO stated that looking to mail the group to seek volunteers to participate in the Learner Analytics Workgroup from member institutions.

17. Digital Skills – FM

- FM had previously sent a paper to the group, and has recruited volunteers from both HE and FE, with a meeting held at the University of Edinburgh last month. A Project Initiation Document has been created and FM sought feedback if this meets expectations of group,
- FM suggested that SCURL likely has relevant experts in this field and would like to invite their participation.
- Next step will be a survey- called on support of HEIDS members to ensure completion of survey as well as the drawing up of case studies and output.

BH stated that he would ensure University of Aberdeen provide volunteer(s) in respect to this.

A discussion in the group around shared platforms and the desirability of creating these. FM advised that Jisc is looking at this area so would hold off on looking at gaps/ opportunities until Jisc updates on findings/proposals,

ACTION: PT offered to share FM's Digital Skills document with UCISA.

ACTION: ALL The group agreed to respond to the FM Survey when received.

A more general discussion on USET (which these workstreams feed in to) took place. Currently flux in membership of the group and unsure who will lead the group. Expectation is that efficiencies will continue to be a focus of USET.

AW noted that Information Services and Procurement have been major contributors to USET previously- and USET keen to encourage other functions to participate more fully in the future.

The timescales expected from the workstreams above were discussed- expected that a yearly report would be desired- no deadlines set as yet.

AOCB

The Chair stated that the next HEIDS meeting at the University of Strathclyde will also be the AGM (assuming sufficient attendance to make quorate). At the AGM HEIDS will be seeking volunteers for assuming a HEIDS officer role as one position coming to end of term.