

HEIDS
Higher Education Information Directors in Scotland
Minutes of HEIDS Meeting
Held on Wednesday 27 February 2002
University of Abertay
Dundee

1. Present

Chair	Tom Mortimer	Glasgow School of Art (GSA)	TM
Secretary	Paul Dean	Napier University (NU)	PD
	Malcolm Bain	University of St Andrews (UStA)	MB
	Frazer Greig	University of Abertay (UAY)	FG
	Bill Harvey	SHEFC	BH
	Gordon Hunt	RSAMD	GH
	Jim Mathers	Robert Gordon University (RGU)	JM
	Linda McCormick	University of Glasgow (UG)	LM
	Richard Murphy	University of Dundee (UD)	RM
	Tony Osborne	University of Stirling (USg)	TO

2. Apologies

	Graham Prior	University of Aberdeen (UAn)	GP
	David Rundell	Heriot-Watt University (HWU)	DR
	Andrew McCreath	Robert Gordon University (RGU)	AM
	Brian Gilmore	University of Edinburgh (UE)	BG
	Stuart Brough	University of Strathclyde (USE)	SB
	Alun Hughes	University of the Highlands & Islands Millennium Institute (UHIMI)	AH
	Peter Kemp	University of Stirling (USg)	PK
	Tony Shaw	University of Paisley (UP)	TS
	Ian White	Glasgow Caledonian University (GCU)	IW

3. Minutes of Previous Meeting

- Section 5 The two decision dates for HE and FE were thought to be the wrong way around.
Section 9b TM had not attended the meeting.

4. Matters arising

- Section 3 Following an event at GSA about 'supporting disabilities' TM had discussed the possibility of the same presenters presenting to HEIDS at the April meeting
They were agreeable to the proposal.

Action:- TM to organise

- Section 4 DR has volunteered to tell the group about how HWU are setting up an Information Security Policy at the next meeting.

Action:- DR

Members were reminded of the action to share work in the area of information security, e.g. policies.

Action:- All

TO stated that there had been some useful URLs on the subject in a recent mail to UCISA Directors. As few attendees seemed to remember this mailing TO has forwarded a copy that is attached as appendix A.

LM told the meeting that UCISA were organising end to end one day management briefs on 27 & 28 May. The first day would be based around 'Disaster Recovery' and the second day around 'Digital Signatures & Authentication'.

PD said he had a paper copy of the report prepared following the major fire at City University in London which contained a section on IT issues.

For information and not detailed at the meeting. The main lessons were:-

- *ensure a copy of the information required to rebuild servers on new equipment is kept away from the servers. CU had to depend partly on the memory of staff,*
- *if data is kept on PCs' local disks the PCs must be backed up and copies of the data removed to another location. CU were reasonably lucky here as the main department affected was the only one that routinely kept users PC data on servers,*
- *have a standard use desktop so when staff have to share PCs after such an event this can be done reasonably easily,*
- *have a plan that includes what alternative space you will use to locate servers.*

Their last point was they all pulled together with a 'Dunkirk Spirit'

5. Re- procurement of the MANs

MB reported on FaTMAN's progress:-

- A request for best and final offers (BAFO) for circuits is now with suppliers.
- It is expected that all HE and one FE will get dark fibre connections with the rest of FE getting 100Mbps connections.
- The procurement of equipment is also at the BAFO stage.
- The UD will sign the RPAN agreement as the RNO.
- A consortium agreement is being prepared based on the ClydeNET version.

LM reported on ClydeNET's progress:-

- The circuits have now been ordered from THUS using the 'interconnect circuit' contract as a template.
- This order has been placed as early as possible as THUS will require to schedule considerable digging.
- The new network will have considerable resilience.
- WesNET has not been incorporated at this stage as their current contract runs until 2005.
- Samples of equipment are being assessed prior to the ordering of equipment.

PD reported on EaStMAN's progress:-

- The circuits are about to be ordered. The new design will have fewer nodes on the core network but there will be increased resilience at this level.
- The equipment has now been ordered.
- Discussion is progressing well on the preparation of the consortium agreement. Two sets of lawyers are involved, one representing the UE as the RNO and the other representing the other HE institutions. (LM pointed out that ClydeNET anticipates the MAN signing the RPAN agreement hence avoiding this issue)

No one was available to present progress on AbMAN but it was known that they are progressing and are setting up a company rather than a consortium.

6. Scottish MAN Video Conferencing Network (SMVCN)

FG updated the group on progress. Tenders have been sent out for a framework agreement for the procurement of the required equipment with responses due back from suppliers on 8 March. The equipment will be ordered by individual institutions using the funding provided to them by SHEFC as per circular 61/01. BH noted that SHEFC had also funded provisions for Bell College, the UHIMI and the Open University in Scotland. It has been suggested to FE that they may wish to use an allocation from SFEFC to join SMVCN.

A recent meeting had discussed the integration of the new equipment in the existing studios.

7. HEIDS Membership

PD will clarify who should be on the mailing list (JISCMail) and then provide RM with the list so he can update the HEIDS web site.

Action:- PD and RM

Following a request from BH there was discussion about the status of Bell College, the UHP, and the OU in respect of HEIDS. TM confirmed that Bell had been invited to join HEIDS although they had never attended, the UHIMI do normally attend, and the OU will be invited to send a Scottish based representative.

Action:- TM to remind Bell of the invitation and to contact the OU about possible attendance

The subject of FE participation in HEIDS was raised, as it had been at previous meetings, and it was decided that best route would be to invite the two JISC Regional Support Centres (RSCs) to each send a representative to attend HEIDS meetings.

Action:- LM give TM the contacts

8. Business of Related Groups/Activities

a) Digital Scotland

JB is now working on the project but had been unable to attend this meeting.

BH is no longer directly involved in this project but has some knowledge of progress through SHEFC.

It was pointed out that the Borders (2) and Stirling MAN points of presences (PoPs) which are currently being planned as part of the MAN re-procurement may be useful in the implementation of Digital Scotland. Both LM and PD raised concerns that if this should come to pass correct funding and organisation would need to be put in place to ensure that this development did not have any detrimental affect on the HE/FE community.

The Scottish Executive is considering legal issues about the placing of contracts for the infrastructure.

b) SHEFC

Most of the ScotCIT project finished at the end of 2001 but Jean Ritchie, as the coordinator, is working on the project until the end of February 2002. The final report is now at the printers and when it is ready it will be widely distributed. A video conferenced event had been held in early February and BH noted that both David Caldwell of Universities Scotland and Malcolm Reid of the JISC had attended. On going support for the projects within the initiative had been discussed by the Learning and Teaching Committee of SHEFC where it had been thought that the JISC would be the best route to ensure the developments were not lost.

The meeting then discussed the more general issue of on going support for materials developed under initiatives.

In many ways the end of ScotCIT is the end of an era as there are not likely to be similar initiatives in the future with top slicing now largely limited to the support of networking infrastructure. It was felt HEIDS still needs to be involved in 'usage and content' issues and BH suggested that it may be useful for HEIDS to meet with the relevant committees of Universities Scotland. Contacts are R Emanuel (UG) and G Madil (US).

Action:- TM to make contact

c) JISC

BH updated the meeting on progress on network charging. The sector wide consultation had shown no support for the new model proposed by JISC hence it is now expected that there will be a new model based on a combination of institutional size and usage which will be implemented from August 2003.

There was a wide-ranging discussion on the logic for network charging. It was felt that if there is any requirement for charging individual institutions it should only be as a contribution against the incremental costs of running JANET.

The discussion then moved onto the subject of what work the JISC should be funded to carry out beyond funding JANET. It was felt that services similar to networking where value for money is delivered for the sector should continue, e.g. DNER, authentication, but there was scepticism about some of the other work being carried out by the JISC. It was felt that some of the briefing papers and seminars contained very little useful content, and that some of the possible services mentioned in the recent telephone survey, e.g. procurement support, were inappropriate for the JISC to become involved in.

The JISC's role in England is complicated by the fact the organisation funding FE also funds 6th form colleges, 6th forms within schools, and community education.

HEIDS will, by email, consult the membership further on this subject and a copy of the outcome will be sent to BH prior to a JISC assessors meeting on 24 April.

Action:- TM

9. Any Other Competent Business

MB stated that the UStA may go out to tender to purchase laptops for students and wished to know whether any other institution, beyond the one he already knew about, wished to join in this procurement.

Action:- All, to notify MB if interested

A discussion followed on the area of student PC provision when the following points were made:-

- 50% of the 1700 PCs network connected in student residences at the UStA are now laptops.
- The USg had run a pilot for selling laptops to students but the take up had been minimal.
- At QMUC where all student bedrooms are networked around 35% of connections are used.
- At NU their new 500 PC student centre was being heavily used at night with over 200 PCs used at midnight every night during a peak week for project hand ins.
- The UoD similarly confirmed increase demand for on campus desktop PCs.

There is a UCISA meeting at Swansea in April that will look at this subject.

10. Dates & Locations of Next Meetings

Tuesday	30 April 2002	University of Glasgow
Tuesday	25 June 2002	Glasgow School of Art

11. JISC Legal Information Service

John Kelly and Betty Wider of the JISC LIS joined the meeting and JK made a presentation on this service. It was noted that the role of the service is to deliver relevant information to the community but not to provide legal advice.

There are 3 partners in the LIS:-

- The Centre for Educational Systems at the University of Strathclyde (<http://www.strath.ac.uk/ces>)
- UK Centre for Legal Education at the University of Warwick (<http://www.ukcle.ac.uk>)
- MacRoberts, Solicitors in Glasgow and Edinburgh (<http://www.macroberts.co.uk>)

The main areas that the service is focussing on are:-

- Data protection and privacy
- Freedom of information
- Human rights
- Disability and the law
- Intellectual property rights
- Monitoring and encryption
- Digital signatures and e-commerce
- Internet service provider liability
- Cyber crime and criminal liability

There are particular concerns about:-

- Unacceptable materials
- Acceptable use policies
- Monitoring
- Filtering
- Non adult users
- MP3 files

Discussion centred around filtering, data protection and disability. Most members felt that filtering of web sites was not reasonable or practical although one institution currently does it in a limited way and another is considering introducing it more widely. The issue with data protection was whether if an institution is required to transfer personal data to another organisation within the sector, such as HESA, what steps need to be taken so the Data Protection Act is not breached. For disability institutions must anticipate the likely 'reasonable' requirements of disabled students. It was felt that full compliance is probably impossible hence institutions should make an assessment of likely risks and carefully assess what is reasonable.

JK asked that institutions provide JISC LIS with feedback on issues so they can better develop the service to match the requirement of the sector.

TM thanked John and Betty for an interesting presentation and discussion

Appendix 1

This is a copy of a note to the UCISA Director's list as mentioned in matters arising

List of policies from UCISA Directors

Recently I asked : "Nottingham Trent University is having a comprehensive review of our IT policies with a view to producing a set which work and are what the stakeholders want. Does anybody have a list of the policies that you have at your institution which would help us through the fog of working out which ones we haven't got, but should have?"

My thanks to those who replied. The combined list of policies I have been told about is attached.

Richard

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The boundary between strategy, policy and guideline remains fuzzy!

Policy	Institution(s)
IT Strategy	MMU (Draft); Northumbria; Oxford Brookes; UCE; Limerick; Bradford
Information Strategy	MMU (Draft); Oxford Brookes; QMUC; UCE; Bradford (Draft)
Information and Communications Systems Support	MMU; Loughborough; Oxford Brookes; Leeds
JANET Acceptable Use	UKERNA
Acceptable Use	MMU; Loughborough; Middlesex; Leeds; UCE; Limerick
Student Hall Acceptable Use	Loughborough
Server Registration	MMU

WWW (on-line) Publishing	MMU
Email	MMU; Loughborough; Northumbria; Oxford Brookes (plus staff use); Middlesex; Limerick; Bradford (Electronic Communication)
Email Filtering	MMU; Loughborough
Email Redirection	Oxford Brookes
Network Connection	MMU; Loughborough; Middlesex; Limerick
Software Licence Management	MMU
Newsgroups	MMU
Computing regulations	MMU (Students); UCL; Sheffield
User Authentication	MMU
Information Systems Security	MMU (Awaiting Approval)
IP Address and Name allocation	MMU (Draft)
System Monitoring	MMU (Draft)
Service Definitions	UCL
Security Policy	UCL (Draft); Northumbria; Oxford Brookes; Leeds (Draft); UCE; Bradford
CHEST code of Conduct	CHEST
Electronic Communications (Network, Acceptable Use, Privacy and Confidentiality, Security, Retention and Archiving)	Westminster
Pornography	Loughborough
Data Protection	Loughborough; Oxford Brookes; Middlesex; Leeds
Copyright	Loughborough
IT Architecture	Northumbria
Software Development	Northumbria
Web	Northumbria; QMUC
Desktop replacement	Northumbria; QMUC (IT replacement)
Voicemail	Northumbria

IT Purchasing	Northumbria; Limerick (Software)
Printing	Northumbria
Investment Appraisal	Northumbria
Web server connection	Oxford Brookes
Internet Use	Oxford Brookes; Middlesex; Limerick
Information Processes and Systems Strategy	Oxford Brookes
Software Use	Middlesex; Limerick
MIS	QMUC
Archiving	QMUC; Leeds (Backup; Draft)
Disaster Recovery	Leeds (Draft)
Monitoring (RIP)	UCE
Standards	UCE
Departmental Computer Support Staff	Limerick
Apple Mac support	Limerick
Intellectual Property Rights	Bradford

References

MMU – Manchester Metropolitan University	http://www.isu.mmu.ac.uk/general/strategy-policy.shtml
Sheffield	http://www.shef.ac.uk/cics/docs/rules/
Loughborough	http://www.lboro.ac.uk/computing/info/policies/index.html
QMUC	Queen Margaret University College, Edinburgh
Leeds	http://www.leeds.ac.uk/iss/rules.html http://www.leeds.ac.uk/iss/policies.html

Recommended Consultant

We have been using the services of a consultant, Cathy Andrews to assist our Customer Services Staff formulate and communicate service polices, SLA's, focus groups, web information and so on.

I would like to commend Cathy to you, we have certainly found her services invaluable. Please feel free to contact her if you so wish and see if it would be appropriate for you to use Cathy in this way.

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