

## Higher Education Information Directors in Scotland (HEIDS)

6<sup>th</sup> March 2020 – Fife College

### DRAFT Minutes

| Present                       |                           |       |
|-------------------------------|---------------------------|-------|
| Andy McCreath                 | HEFESTIS                  | AM    |
| Bruce Rodger                  | University of Strathclyde | BR    |
| David Telford                 | University of Stirling    | DT    |
| Dean Drew                     | University of St Andrews  | DD    |
| Dr Jonathan Monk – Vice Chair | University of Dundee      | JM    |
| Fraser Muir                   | University of Edinburgh   | FM    |
| Jason Miles-Campbell          | JISC                      | JMC   |
| Mark Dunlop                   | University of Dundee      | MD    |
| Kenji Lamb                    | CDN                       | KL    |
| Kris Getchell                 | Fife College              | KG    |
| Mike MacDonald                | UHI                       | MMacD |
| Michael McLaughlin            | APUC                      | MM    |
| Mike Whyment – Secretary      | University of Aberdeen    | MW    |
| Norice Bain – Note Taker      | UCSS                      | NB    |
| Scott Kerr                    | Queen Margaret University | SK    |
| Scott Matthew                 | Robert Gordon University  | SM    |

| Apologies               |                                 |
|-------------------------|---------------------------------|
| Alan O'Neill            | Glasgow Caledonian University   |
| Alastair Fenemore       | University of Edinburgh         |
| Angus Warren            | APUC                            |
| Brian Henderson – Chair | University of Aberdeen          |
| Clare Taylor            | Edinburgh Napier University     |
| Fraser Ross             | Royal Conservatoire of Scotland |
| Guilherme De Sousa      | Heriot Watt University          |
| John Maher              | UHI                             |
| Kathy McCabe            | Heriot Watt University          |
| Mark Cockshoot          | Heriot Watt University          |

#### Welcome and apologies

1. JM opened the meeting, welcomed Mark Dunlop, Chair of SCHOMS and advised BH sends apologies.

#### Previous minute and actions arising

2. 16.4 JMC advised he will circulate the financial breakdown of services after today's meeting.  
**[Action: JMC to circulate Financial breakdown of JISC services.]**
3. On JISC actions outstanding with JMC- FM asked whether lessons have been learned. JMC advised internal processes have been changed and gave assurance to the group that there will

not be a repeat of this. **[Action: JMC to issue the document on JISC lessons learned, outstanding actions for JISC will be closed once the document has been circulated.]**

4. 19.10 The group felt it would be beneficial to see UCISA Strategy & Goals and align these to HEIDS. Action remains open and with BH and Deborah Green.
5. 20.02 HEIDS now have a dedicated area on the UCISA website. **[Action: MW will report back on creation of Teams site for HEIDS on UCISA's o365 tenancy at the next meeting.]**

#### **COVID-19**

6. There was a discussion around the affects of COVID-19 and how services could continue to be delivered should campuses be closed. The following points were noted:
  - Laptops ordered now will be delivered in April/May
  - Desktop delivery is not as affected as these are manufactured in Czech Republic
  - Citrix licences to cope with increased demand for remote working are available on a free 30 days trial
  - JM has asked Microsoft if they can handle spikes in increased traffic on Teams – MW advised he will share the information received from Microsoft on capacity to handle increased volumes.
  - FM advised he has a concern with the digital skills of academics in being able to work remotely and recommends staff are given the opportunity to test their “work” set up at home and address any issues with IT before they may have to work from home.
  - MMacD advised UHI are sending registry staff to work from home for a day to test out and address any potential issues working remotely prior to this becoming a potential necessity.
  - JM advised to check payroll systems can be accessed remotely
  - JMC advised JISC have published guidelines to help staff work remotely on their website
  - MW advised UoA have rolled out the Teams client to all staff devices.

#### **Scottish Government Cyber Resilience Strategy**

7. BR will share the communication issued by Paul Chapman on 20<sup>th</sup> January with the group. **[Action: BH Scottish Government Cyber Resilience Strategy Agenda item to be discussed at the next meeting.]**

#### **Circular IT**

8. MM gave an update advising he has presented to UCCSG and held workshops with FE and HE to take this forward. Within existing FA there are sustainable options available eg – multi pack deliveries and removal of packaging. **[Action: MM to put together a summary of sustainability options in current IT FA's.]**
9. MM to look to organise an event for the sector inviting suppliers to present on their Corporate Social Responsibility and advise them what is important to the sector.
10. It was suggested a fixed fee refurbishment could be attractive.
11. MM asked if institutions would be willing to participate in further meetings to understand volumes currently going through waste suppliers and assist with understanding current practices. Interested parties advised they would be willing to discuss this further and help shape a potential shared service in Circular IT.

#### **National Entitlement Card as an Organisation Smart Card**

12. Kris Getchell presented on the NEC and shared the slide deck with the group.
13. MW asked if they could print an expiry date on the card as some businesses were rejecting the cards on the grounds that the validity of the card could not be verified. **[ Action: KG to take printing of expiry date on NEC back to the group and advise of outcome.]**

### Digital Capabilities Project

14. Case studies will be published on the HEIDS website once approval to share the information is received.
15. FM advised the project has taken a lot longer than anticipated and asked for future projects to ensure staff undertaking the projects are given the time within their working day to deliver the results.
16. FM recommended following the publication of case studies the project is formally closed.
17. JM asked how the group could make these types of initiatives easier to deliver in future. It was suggested block time was allocated to tasks where staff would be immersed in the project for a period of time eg 2.5 days. It was agreed that this could be a better way of achieving results moving forward.
18. JM suggested Circular IT project would be a good candidate to take forward in this way.
19. DT highlighted collective responses are important and one of the main reasons for attending HEIDS meetings. HEIDS may want to consider remapping what the sector wants from HEIDS.

### Report from Groups

#### Information Security

20. No update

#### APUC/Procurement Scotland

21. MM circulated his update report prior to the meeting, following points were noted
  - Desktop contract has been awarded to HP
  - Market engagement day for elearning framework was well attended by the sector and there is agreement to go ahead with the tender process for a competitive deal.
  - Scottish Procurement are tendering for a single sourced contractor for a Mobile phone FA which will be awarded April 2020.
22. MM is working on a report detailing any potential supplier issues due COVID-19. **[Action: MM to circulate report on supplier issues due to COVID-19]**

#### SFC

23. No update

#### Universities Scotland

24. No update

#### JISC

25. JISC have issued a Coronavirus statement on their website. Account Managers will still travel to customer sites unless there is a specific reason not to.
26. Queens University Belfast are looking to join HEIDS remotely, JMC will send details to MW.
27. JISC are looking for an HE Director, JMC asked if anyone knows of anyone who would be interested in this position to contact JMC.
28. Janet network implementations are now scheduled for 2021.
29. BR asked JMC as to whether the Janet Offsite resolver service would be offered to other non - members, limbo status is annoying. **[Action: JMC to pursue an update on the JPZ offering and provide details to BR.]**
30. Costs of Jisc Services will be issued together with update from JMC. **[Action : JMC will provide cost of Jisc Services with JISC update paper.]**

#### SCURL/SCONUL

31. No update.

UCISA

32. No update.

Collaboration Catalyst

33. A workshop for early adopters of the potential shared services in o365/SharePoint/Teams/Web Optimisation and Change Management is being held on 1<sup>st</sup> April at the APUC office in Stirling between 11:45-15:00. Members are asked to circulate the email sent to HEIDS on 4<sup>th</sup> March to relevant stakeholders within their institutions and advise NB if they would like to attend.

AOCB

34. MW asked if any institution could host a future meeting as it would be good to have dates and locations confirmed for the rest of the year. BR and SK advised they would be happy to host at University of Strathclyde and QMU respectively.