

## Higher Education Information Directors in Scotland (HEIDS)

Tuesday 16<sup>th</sup> April 2019 – University of Dundee

DRAFT Two - Minutes

Present		
Brian Henderson – Chair	University of Aberdeen	BH
Dr Jonathan Monk – Vice Chair	University of Dundee	JM
Norice Bain – Note Taker	APUC	NB
Alan O’Neill	Glasgow Caledonian University	AO
Andy Lazlo	Glasgow Kelvin College	AL
Angus Warren	APUC	AW
Bruce Rodger	University of Strathclyde	BR
Catherine McMillan	University of Strathclyde	CMcM
David Beards	SFC	DB
Eileen MacDonald	University of Stirling	EM
Fraser Greig	Abertay University	FG
Fraser Muir	University of Edinburgh	FM
Fraser Ross	Royal Conservatoire of Scotland	FR
Gavin McLachlan	University of Edinburgh	GMcL
Graham Millar	University of Stirling	GM
James Morris	University of Dundee	JMo
Jason Miles-Campbell	JISC	JMC
Kenji Lamb	College Development Network	KL
Kris Getchell	Fife College	KG
Michael McLaughlin	APUC	MM
Mike McDonald	University of Highlands and Islands	MMcD
Patrick Green	University of St Andrews	PG
Peter Tinson	UCISA	PT
Chris Ellis	University of Glasgow	CE
Terry Trundley	UCSS	TT

Apologies	
Alastair Fenemore	University of Edinburgh
Anna Phelan	University of Glasgow
Caroline Cochrane	Royal Conservatoire of Scotland
Cathy McCabe	Heriot Watt University
Dean Drew	University of St Andrews
Gordon McLoughlin	Glasgow School of Art
Jennifer Milne	University of Edinburgh
John Mayer	UHI
Mike Whyment – Secretary	University of Aberdeen
Steve Watt	University of St Andrews

## **1. Welcome and apologies**

BH welcomed the group.

## **2. Jisc**

Paul Feldman, Jisc Chief Executive apologised to the members for the recent communications issued by Jisc re HEPI report. There was a full and open discussion where members expressed the damage which has been caused to and within their institutions, this has also undermined the sectors performance in the eyes of the Scottish Government.

Paul explained he has no idea how this happened and that no one in Jisc thought about contacting anyone in the sector before publishing the information.

Paul was asked for his plans on how to rebuild trust with the members and how he will ensure there is no recurrence of this. BR advised if any other organisation had acted in this manner this conversation would be happening before lawyers.

BH brought the discussion to a close at 11:15. PF thanked the group for the opportunity to apologise in person and gave assurances that all actions would be resolved.

Agreed actions:

- PF will write to “everyone”, (principals, senior leaders and members) to apologise for the communication.
- PF will provide lessons learned and detail processes which will be put in place for the proofing of communications involving the sector moving forward. GMcL requested that the lessons learned are not made available publicly, PF agreed.
- PF will look to see what information he can provide on the number of sites and the type of data the attack managed to “get” ie HR, Finance, Research as requested by CMcM without further compounding the issue. BH recommended an individual response to institutions might be helpful.
- PF will provide a clear definition of how Jisc use institutions data as requested by GMcL.
- BH will consider how a membership group could help HE/FE report on how they are performing in cyber security.
- AW advised for any shared service there should exist an overwhelming policy which states the service will not do anything which would bring any member into disrepute and what the consequences of this would be. PF advised he would be happy to put this policy in place.
- BH advised there is a gap in Jisc’s account management performance and will discuss this with PF at a later date.
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## **3. Police Scotland – Cyber Crime Reporting Framework**

DC Nick Leitch from Police Scotland Cyber Crime Operations Unit gave a useful and informative presentation on reporting Cyber Crime. The presentation will be circulated with the minutes. The main points from the presentation are that all cyber crime should be reported to Police Scotland. For minor incidents which you can manage and mitigate it is sufficient to provide an intel report via email with as much detail as possible including the email, email header and the results of any further investigations you performed.

For major incidents these should be reported directly to Police Scotland on 101 and request to pass the information to the Cyber Crime Operations Unit. JM asked if Nick could devise some guidelines for reporting incidents which could be used by the sector.

**[Action DC Nick Leitch to provide Cyber Crime reporting guidelines for use by the sector.]**

#### **4. Previous Minutes and Actions**

Minutes were agreed as accurate by FM and seconded by JM.

Due to time constraints BH will write to those with previous actions for an update.

#### **5. Demo of the Interactive Learning Suite**

Jonathan Walker gave an interactive demonstration of the new learning suite and how this is being used by students. Information on costs and details on sandboxing of applications will be circulated to the group. JM advised it's not cheap. Students are using the space very well and enjoying the flexibility it can provide for group work.

**[Action : Jonathan Walker to circulate details on sandboxing of applications and costs to implement this solution.]**

#### **6. Confronting the Challenges of Scaling the Research Data Mountain**

Angus Lamond gave an interesting presentation on his lab work and gave a good idea of the amount of data and processing power required to produce results. JM thanked Angus and advised the group that success can be achieved in delivering successful projects for academics by getting involved at the outset of a project before any purchasing has taken place. Good communication and building strong business relationships between IT and Academics makes successful outcomes for all easier.

#### **7. UCISA and Potential Areas for Collaboration.**

BH explained there is a need to establish a route to ensure HEIDS requirements are considered in UCISA's roadmap. PT advised the UCISA planning meeting occurs in Sep/Oct each year. JM asked what is happening with the ISAP training module. PT advised he is speaking with LEO and hopes to take this forward and deliver a sustainable modular resource.

**[Action: BH to form a group to create a plan of HEIDS goals, KPI's and deliverables for consideration in the UCISA planning meeting in Sep/Oct.]**

#### **8. Digital Skills – Fraser Muir**

Reponses have been received from every HE and several FE institutions. There is a meeting planned for June to review case studies and identify which ones will be taken forward and the individuals who will do this. The intention is to draw out best practice across the sector and surface reusable materials.

#### **9. Sustainable ICT**

Michael McLaughlin gave a presentation on Sustainable ICT. RUGS are proposing to University Principals that there is a 40% carbon reduction by 2023. Electronics Watch monitors the IS supply chain around the world. APUC's contract management meetings now include supply chain and transparency. One third of devices going to landfill are still operational how can we transition to a circular economy? DB advised there is a conference on 22 May Scottish Institute for re-Manufacturing. JM advised there are tensions around software licences for remanufactured kit, clarity on licencing is required. There are

frustrations as there is life left in kit but as licences cannot be transferred it cannot be redeployed easily. JMo positively endorsed a framework for remanufactured IT kit.

#### **10. Report from Groups**

APUC – Andy McCreath has been appointed as the interim Managing Director of HEFESTIS.  
SFC – DB advised SFC have money for loans and would encourage the group to think about Shared Services eg Moodle as 10 year payback terms for initial set up costs. Please contact DB for more info.

JISC - JMC apologised to the members and thanked them for the time to engage. Owen Freel has joined as Account Manager and JMC is always happy to hear of new ways to improve account management.

SCURL – BH advised there has been significant focus on shared services.

UCISA – new board formed, chair is Drew Cook from University of Lincoln, Dean Philips is the treasurer. VLE toolkit is nearing completion. Bursary applications have been received of which 10% are from Scotland, judging is ongoing.

#### **11. AOCB**

BR raised an issue with the JISC Telecoms Framework Agreement. **[Action : MM will liaise with JMC on future contracts.]**

**Next Meeting 24<sup>th</sup> June 2019, University of Glasgow.**