Higher Education Information Directors in Scotland (HEIDS)

19th June 2020 – MS Teams
DRAFT Minutes

Present

Alan O'Neill	Glasgow Caledonian University	AO
Andy McCreath	HEFESTIS	AM
Anthony Weir	University of Edinburgh	AW
Brian Henderson – Chair	University of Aberdeen	BH
Bruce Rodger	University of Strathclyde	BR
Caroline Cochrane	Royal Conservatoire Scotland	RCS
Catherine MacMillan	University of Strathclyde	CM
Clare Taylor	Edinburgh Napier University	CT
David Telford	University of Stirling	DT
Dean Drew	University of St Andrews	DD
Deborah Green	UCISA	DG
Fraser Muir	University of Edinburgh	FM
Fraser Ross	Royal Conservatoire of Scotland	FR
Graham Miller	University of Stirling	GM
Guilherme De Sousa	Heriot Watt University	GDS
Jason Miles-Campbell	JISC	JMC
Jed Woodhouse	University West of Scotland	JW
Jem Taylor	UHI	JT
John Maher	UHI	JMa
Jonathan Monk – Vice Chair	University of Dundee	JMo
Kenji Lamb	CDN	KL
Mark Cockshoot	Heriot Watt University	MC
Mark Dunlop	University of Dundee	MD
Mark Johnstone	University of Glasgow	MJ
Michael McLaughlin	APUC	MM
Mike Whyment – Secretary	University of Aberdeen	MW
Norice Bain – Note Taker	UCSS	NB
Scott Kerr	Queen Margaret University	SK
Sheila Fraser	University of Edinburgh	SF

Apologies	
Alastair Fenemore	University of Edinburgh
Angus Warren	APUC
Kathy McCabe	Heriot Watt University

Welcome and apologies

1. BH opened the meeting and advised a shorter agenda is planned to allow institutions to air and talk through current difficulties.

Previous minute and actions arising

2. Group agreed to cover previous actions at the end of the meeting.

UCISA update

3. DG gave an update on the change to MS licencing. Following a request from the Chair of HEIDS a working party was put together with representation from all of the UK, BH represents HE/FE Scotland, to explain to MS the frustration of the sector and the poor timing of the change. There is a further meeting planned. **[Action: DG & BH to keep the group informed of progress on MS Licencing.]**

4. JM advised he did not see the briefing paper MS were to produce for VC's and Principals. DG advised this was covered but not in the format expected.

5. CM added there was to be a list produced of specific things to actively monitor regarding security. DG advised the list was provided by Ian Woolner from MS but this was included in a set of files and could easily have been missed. **[Action: DG to share the list of security events to actively monitor provided by Ian Woolner.]**

6. UCISA, following representation from HEIDS, had recently updated their security training. DG advised materials would be maintained and updated. **[Action: Please let DG know if you are using the UCISA Security training materials, and provide any feedback you may have.]**

7. BH advised Aberdeen are going with Idea, a Duke of Edinburgh related content portal.

8. DG recommended the password training session delivered by JISC, found it very useful.

Circular ICT

9. MM gave an update on the Circular ICT project within the sector. BH indicated a paper was going to University Principals on this initiative. MM's paper has been circulated to the group with a short survey to gauge volumes and interest. **[Action: ALL please complete the survey by 30ᵗʰ June 2020. Contact MM if you or a colleague would like to join the project team and provide technical or strategic guidance to the Circular ICT project.]**

10. BH advised as some institutions are doing this really well currently, the project would benefit from their experience. SF added it would be good to consider associated equipment for sustainability (ie MRI scanners) MM advised the project is initially concentrating on laptops and desktops but would be happy to chat further with SF on associated equipment.

11. DG felt this is a brilliant opportunity and offered to broaden out to the rest of the UK. MM will keep in touch with DG.

Round Table Discussions

12. CM & BR University of Strathclyde
    -   Piloting Azure Desktop, providing services location agnostic
    -   Auditing how many people can attend on campus with 2m distancing rules
    -   Focusing on what they are doing well and improving equipment for staff in these areas with green screens and better cameras.
    -   DG advised free webinars are being delivered by UCISA on return to campus.

13. MC & GSD – Heriot Watt University
    -   Procedure in place for laptop collections
    -   Issue with BSL in teams
    -   Lab based courses delivered online
    -   Utilising unused PC's as remote desktops to provide access to systems where remote access is difficult.
    -   Using Azure Fasttrack for virtual desktops & scaling up for more demanding apps

- Licencing moved to from A1 to A3
- New Campus opening in Dubai Jan 2021

14. DT & GM – University of Stirling
    - Student poll shows students desire to return to campus
    - Phase 2/3 could have shorter timescales, looking at libraries and study spaces to make more accessible
    - Advised to poll students and prepare a plan or going back into lockdown with students on campus.
    - Resourcing longer laptops loans for students
    - Making on premise student labs available via remote desktop
    - Working with apps anywhere, BR advised checking CAL licence requirements when making clusters available. JM advised exploring licencing with account manager as waivers have been granted.

15. DD – University of St Andrews
    - Oversubscribed for students next year
    - Creating more space by encouraging staff to continue working from home
    - Focus on timetabling solutions and improving quality
    - Issuing myfi routers to help with remote working
    - Need a platform for virtual events – career fairs etc.
    - Appointment system uses teams and integrates with SITS
    - Repurposing spaces to use in different ways

16. FR – Royal Conservatoire of Scotland
    - Rolling out Zoom, BSL students find it much easier
    - Student kit is a concern for mics and cameras at the student side
    - Now broadcasting plays and concerts online
    - BH advised to look at funding for Student kit via hardship/widening participation

17. JW – University West of Scotland
    - Testing Chromebooks
    - Lots of digital poverty noise – made funding available but there has been little uptake
    - Access to right software and space to study is a bigger requirement from students than equipment
    - looking to provide bookable study space for students to use their own devices

18. JT & JMa – UHI
    - Main issue is digital poverty, especially in areas with poor connectivity
    - Repurposing laptops and lending to students
    - Purchased 180 laptops from fundraising event
    - Increasing VPN
    - Looking at strategy for returning, only for practical subjects, adapting for social distancing
    - Keep in touch and BC meetings are having a knock on effect on planned projects

19. JMo & MD – University of Dundee
    - Focusing on a blend of digital and physical areas
    - Struggling with the multiplier – how many do we need?
    - Micro studios being created with simple kit within the university for lecturers to record sessions away from home environment
    - Timetabling programme – poor digital literacy within academics
    - Unified telephony to allow enquiry lines to be answered
    - Using Capito to image and ship laptops direct to users
    - Mac Lab VDI would be of interest

20. SK – Queen Margaret University
    - Delivery short courses on BSL for lecturers
    - Moving to recovery and return to campus
    - Getting staff ready and confident
    - Issues with Panopto injection into Blackboard, BH offered to assist as this is the combination used at UoA.
    - Buying headsets and laptops stands
    - Students need adobe licences to access information- big headache
21. CT – Napier University
    - Looking at 4 yr laptop rental scheme for students
    - [**Action: CT will share adobe licences information and contact.**]
    - DG advised they are in negotiation with Howard Moody for Adobe licences.
22. MJ – University of Glasgow
    - Looking at making pc's thin clients – virtual desktops.
    - Circular IT is of interest
    - Looking at new keyboards with covers which can be turned over between uses
    - Mini studios with deep clean routines
    - Duplicating the approach to mobile app from Strathclyde
    - COVID 19 test centre operating from campus
23. TW & FM – University of Edinburgh
    - Looking to publish a minimum standard for IT kit to students, if anyone else is doing this it would be good to share info
    - Any one looking at remote control technologies for laboratories – CM advised they are.
    - Challenges with adobe as have been advised this cannot be virtualised
24. JMC – Jisc
    - Meetings are taking place with JISC, Scot Gov and Telco's to make internet access to educational sites exempt from users data allowance. JMC will keep the group informed of progress.

25. No AOB.

Next Meeting : TBA