

Higher Education Information Directors in Scotland (HEIDS)

18th Sep 2020 – MS Teams

DRAFT Minutes

Present

Alan O'Neill	Glasgow Caledonian University	AO
Andy McCreath	HEFESTIS	AM
Alastair Fenemore	University of Edinburgh	AF
Brian Henderson – Chair	University of Aberdeen	BH
Belinda Haig	SRUC	BHa
Bruce Rodger	University of Strathclyde	BR
Catherine MacMillan	University of Strathclyde	CM
David Telford	University of Stirling	DT
Dean Drew	University of St Andrews	DD
Deborah Green	UCISA	DG
Fraser Ross	Royal Conservatoire of Scotland	FR
Kris Getchell	Fife College	KG
Jason Miles-Campbell	JISC	JMC
John Maher	UHI	JMa
Jonathan Monk – Vice Chair	University of Dundee	JMo
Kathy McCabe	Heriot Watt University	KM
Kenji Lamb	College Development Network	KL
Mark Cockshoot	Heriot Watt University	MC
Mark Johnstone	University of Glasgow	MJ
Michael McLaughlin	APUC	MM
Mike Whyment – Secretary	University of Aberdeen	MW
Moriamo Oduyemi	Abertay University	MO
Norice Bain – Note Taker	UCSS	NB
Sheila Fraser	University of Edinburgh	SF
Stefan Kaempf	University of Edinburgh	SKa

Apologies

Angus Warren	APUC	AW
Claire Taylor	Edinburgh Napier University	CT
Guilherme De Sousa	Heriot Watt University	GDS
James Morris	University of Dundee	JMor
Scott Matthew	Robert Gordon University	SM
Stuart Brough	University of Strathclyde	SB

Previous minute and actions arising

1. Previous minute were confirmed as accurate.
2. As no JISC presence at the start of the meeting actions 19.01 & 19.02 to remain outstanding with JMC.
3. 22.01 [**Action: BH will put Scottish Government Cyber Resilience Strategy on next meeting agenda.**]

4. 22.02 **[Action: MM will circulate the sustainability options within current Framework Agreements when report is complete.]**
5. 22.03 KG advised branded Identity Cards can show expiry date, this is not an option with unbranded cards.
6. 22.04 MM advised a weekly report highlighting supplier issues and product availability was being issued to the sector.
7. 22.06 JMC now present and advised cost of JISC services and JISC update paper have been circulated.
8. 23.01 **[Action: DG will update the group on position with MS licences after meeting on 23 Sep with Microsoft.]**

JISC Security Report

9. BH thanked JISC for consulting with the sector prior to publishing the report and asked those present for feedback, highlighting that headline messages are still being worked on.
10. CMC advised that the document looked to be useful and interesting but there had been little time to read the detail. **[Action: ALL please feedback any comments on the JISC Security Report to BH or DG.]**

Budget Planning

11. DG gave an update on UCISA's event planning. There will be no face-to-face events until March 2022, which will be a Leadership Conference to be held in Manchester Central. The Leadership Conference postponed from March 2020 will be delivered free to members in virtually in bite-sized chunks.
12. UCISA supplied a copy of their Budget Planning tracker and BH advised HEIDS need to agree as a group what they require from UCISA and formally record the detail so it could be considered alongside the other UCISA groups. **[Action: ALL to suggest KPI's and deliverables for consideration in the UCISA planning meeting.] [Action: BH, JM & MW to review replies and complete the budget planning tracker supplied by UCISA].**

Sustainability -Circular IT Update

13. MM updated the group advising Angus Warren had written to principles group and support for the initiative which was well received. AW is seeking approval from the board for start-up funding.
14. MM asked for interest around the table from early adopters to discuss the concept further and review current institutional processes and potential volumes. UoA, SRUC, UoD, Heriot Watt, all advised of a willingness to participate and interest has already been received from ENU. **[Action: MM & NB will contact the institutions individually to gather information on current processes and potential volumes.]**

COVID Roundtable discussion

15. JMo asked " What is going to change and what are you planning for the medium to long term.
16. At UoD pre-COVID they were moving to digital first online chat on the service desk, the intention is to keep this going and expand to other areas across the university with a target to eliminate email as a communications channel. Waiting for home working policy and flexibility on employment as access to skills and resources may no longer have location as a factor.
17. CMC felt it was a bit early to discuss permanent changes. They have recently implemented FreshDesk across IT and have staff working on campus for IT enquiries as there was call for on campus presence.

18. MJ advised they are reviewing desktop and helpdesk support and creating a new long term model. Digital is now at the same level as the physical estate. Also looking to abolish high stakes exams as much as possible.
19. KM advised colleagues based around the globe are much more engaged in the new world of blended work. Moving forward the policy will be online first then face-to -face. Take home exams have worked incredibly well. Arrivals weekend has been really popular, students have loved the click and collect from library.
20. BH commented this has been a very useful discussion and it would be a shame to walk out of a pandemic without taking changes forward.
21. JMa advised within UHI many admin staff will not return to campus, bearing in mind UHI had a different starting point and asked – What are institutions planning with the large physical estate investment?
22. JMo thanked all for their input which has been useful and thought provoking, slides have been copied into the meeting chat.

AOB

23. DG reminded all that the new UCISA CPD programme is free to members.

Next Meeting : TBA