



Higher Education Information Directors in Scotland (HEIDS)

27th February 2025 | Glasgow Hilton & Microsoft Teams

Action Items

Chair: Clare Taylor

Welcome		
1		Claire Taylor opened the meeting, thanking our hosts CGI for last night's hospitality and asked everyone to briefly introduce themselves.
CGI – AI for Education Diane Gutiw – Head of Global AI Research Centre Russell Goodenough - Head of AI for UK and Australia Brian Archer - Director Consulting Expert		
2		<p>CGI thanked everyone for the opportunity to present at meeting and provided an overview of the company, 93,000 global consultants, 400 locations in 40 countries, resulting in around 5,500 clients with health oil and gas and transportation currently three largest market.</p> <p>CGI started their presentation explaining that AI is not new, providing a historical context and showing the advancements in AI technology. More recently generative AI (from automation to creation) has seen a AI rapidly evolving. CGI are investing a billion dollars over three years increasing their AI capabilities.</p> <p>AI is helping to bring data closer to decision makers and building new capability. The importance of AI governance was highlighted, balancing the use within existing govermen frameworks, and provided examples of AI governance in practice.</p> <p>CGI have focused on their use of Chat GPT Enterprise – secure and not using data for training, having undertaken a 'beauty contest' they started with 250 licenses,</p> <p>Today that have 3225 users onboarded and are adding around 200 new users a week, sending weekly surveys to every user, measuring business impact and productivity gains, capturing the prompts used and share them across the business – 'put them on a pedestal'. Their feedback and metrics have shown 80% are saving a hour a week, productivity is increasing</p> <p>Where are the use cases in Professional services outside of Digital, Teaching and research?</p> <p>Colleges in the room shared some limited uses of AI today to summarise meetings or use within Service Management tools.</p>



		<p>It was discussed if would use AI to sensibility turn our vast back catalogues (many TB's) of lectures, in to digital assets with appropriate metadata. Would there also be value in HERM</p> <p>if there's an opportunity for us to collaborate as a group on developing various Generative AI Canvases (different versions but see Generative AI Canvas - Datentreiber as an example) which can be used as a starting point across our various organisations.</p> <p>CGI encouraged us to not let perfect get in the way of good, tomorrow is now – Get the value today.</p> <p>ACTION: DG – Special interest group – HERM mapping models, data classification etc.</p> <p>ACTION: Curating lecture content to be followed up with CGI.</p>
Meeting		
3		<p>The minutes of the last meeting were accepted.</p> <p>Outstanding actions from the last meeting</p> <ul style="list-style-type: none"> - HP are still to confirm the likely costs of refurbishing older devices. - Vice-Chair to circulate the form to members in order to capture views on USECEC areas of priority and docus. - jointly host a number of existing customers to look to how we make better use of SafeZone within a Cyber response solution. - Share details of the North-East of Scotland Shared Data Centre (NESSDC) - 'Cookie Cutter' style policies were discussed and requested. - BH highlighted a concern about a lack of college representation at NCSC meetings
Group updates and Feedback		
4		<p>Jisc – Jason Miles Campbell</p> <p>Jisc shared a written report in advance of the meeting with Jason thanking those who attended the engagement forum in December.</p>
5		<p>UCISA – Deborah Green</p> <p>Leadership Conference –UCISA are looking at rebranding the Conference next year to assist members in making the necessary business case for attendance.</p> <p>Representation – Work continues.</p>



		<p>Microsoft storage and tools meeting invite will be coming out soon.</p> <p>Turnitin – Members meeting likely to be called.</p> <p>UUK – UCISA have been helping to provide evidence for the COVID enquiry</p>
6		<p>HEFESTIS – Brian Henderson Budget forecast for 25/26 is being worked on, mindful of the pressures the sector are experiencing. Update: HEFESTIS have used company surplus to keep all service price rises to only 3%.</p> <p>Working with UCISA to help increasing the visibility of HEFESTIS and how they bring their service to a wider audience.</p> <p>Data Governance FOI Service is now live including pricing & resourcing structure.</p> <p>Unidesk – Customer numbers are up, three new institutions have joined, moving to enterprise service management solution, moving away from solely IT ticketing system and investing in staff.</p> <p>CISO Service – Stable business, Cyber Scotland week, two events in planning, one in conjunction with Police Scotland.</p> <p>Brian made colleagues aware of a new partnership initiative, developing a portfolio of a suite of commercial partners who will bring important validated and cost-effective services to members in a procurement compliant way in areas that you're telling us is important</p> <p>The first of these is a SOC/SIEM service with Acumen Cyber who are attending today's meeting.</p> <p>ACUMEN CYBER - Scottish based SOC, CREST accredited and holding many ISO certificates. Kevin Robertson (Co-founder & CTO) & Spencer Misstear (Business Development)</p> <p>They cater for public sector and education sectors and provide a personalised world class SOC / SIEM service based on industry best practice threat intelligence.</p>
7		<p>NCSC</p> <p>Bruce Rodger, Vice Chair of the UCISA Special interest Group highlighted the benefit of shared knowledge and resources and provided the membership with an update.</p>
8		<p>APUC – Michael McLaughlin APUC shared a written report in advance of the meeting</p>



9		<p>Schoms 10 people from Scotland are attending ISE in Barcelona from the 4th – 7th February.</p>
<p>USECEC David Lott – Deputy Director (Funding, Reform and Accountability) – Universities Scotland</p>		
10		<p>David provided an overview of the recent budget, budget headlines SFC 1.7% cash rise, 3% capital rise, challenges due to increased costs, including National Insurance uplift.</p> <p>Indicative allocations from the funding councils should be published in the last week of March</p> <p>Tertiary Bill – Consultation by the Scottish Government is focussing on changes in funding body structure and apprenticeship responsibilities of skills development being passed over to SFC. David also drew our attention to the possible requirement for institutions to notify the funding council in case of significant events, such as data breaches</p> <p>Struggling to get info governance working with information services</p> <p>USECEC Upcoming forum on the 18 March chaired by Liz Bacon, principal at Abertay. The list of possible activities has been circulated and will be turned into a MS Form to allow institutions to comment on the list of potential collaborative projects we wish to see going forwards.</p> <p>SFC Representation</p> <ul style="list-style-type: none"> • Discussion on inviting SFC representation to the group. • Potential benefits of having SFC representatives hear from the group • Once a replacement has been appointed, we will invite them to join HEIDS
AOCB		
10		Bruce Rogers – Contacted by Jisc as they are forming an International Senior Leader Forum. First meeting tomorrow.
11		ACTION: Report back at the next meeting, and review if Bruce is the right person to attend.
12		<p>SFC report – Enrolments in the sector. ACTION: Share the report with the minutes</p> <p>The trial regarding holding the meetings on a Thursday have resulted in an overall declining attendance. It was agreed that our next meeting would move back to a Friday.</p> <p>It was also discussed if we would move every second meeting to be held online, it was agreed that we will poll the membership for their views. ACTION: Poll the Membership regarding holding every other meeting online.</p>



	<p>AGM – The next meeting will include our AGM and it was noted that the position of chair and vice chair are up for re-election. Both Claire and Vicotria indicated that they would be willing to stay on, however should some wish to step forwards they would be very happy to step down.</p> <p>[Following the end of the meeting, a request was received from UCISA enquiring if we could possibly change the date of our AGM to align the dates with the main UCISA AGM to allow for the office bearing positions to be confirmed as part the UCISA AGM vote. The office bearers agreed to email the membership seeking any objections to the AGM being held on the 9 May 2025 at 10:00 via Teams]</p> <p>Future meetings:</p> <ul style="list-style-type: none">• University of Edinburgh – 13 June 2025
	<p>Post meetings</p> <p>UCISA Chairs Forum today - Russell Boyatt from the EA group offered to link up on the idea of a useful ready reckoner on what GenAI tools are best for which activity.</p>



Attendees in person

Attendees on line