

# HEIDS

28<sup>th</sup> November 2024

Jisc Innovation Hub

## Action Items

Chair: Clare Taylor

Welcome		
1		Claire Taylor opened the meeting, thanking CriticalArc for last night's hospitality and opened the meeting by asked everyone to introduce themselves.
Safezone – Bridging the gap between physical and cyber security Iain Pennell – Senior Director – Critical Arc Danny Malone - Customer Success Director – Critical Arc		
2		<p>Iain Pennell (Senior Director &amp; Sector Leader) of CriticalArc who own Safezone thanked everyone for the opportunity to present to HEIDS.</p> <p>Iain provided an overview of CriticalArc, noting they have over 4 million users and operational in over 80 countries, with a committed and engaged user community. He highlighted the challenges faced within our sector including major incident readiness, out of bounds communications and the requirements related to Martyn's law.</p> <p>He provided an overview of the solution including international travel support, focussing on mass and targeted notifications. The integration opportunities for enhancing student experience, cost saving and improving productivity was also highlighted.</p> <p>The SafeZone Alliance was promoted, noting it is free to join providing local responders support for alliance members organisations and user communities. Call to action to sign up allowing collaboration and supporting greater community benefit and improved productivity.</p> <p><b>ACTION:</b> It was agreed to jointly host a number of existing customers to look to how we make better use of SafeZone within a Cyber response solution.</p>
Meeting		
3		<p>The minutes of the last meeting were accepted, noting that a correction was required for the attendance list.</p> <p>Outstanding actions from the last meeting</p> <ul style="list-style-type: none"><li>- HP are still to confirm the likely costs of refurbishing older devices.</li></ul>

		<ul style="list-style-type: none"> <li>- Vice-Chair to circulate the form to members in order to capture views on USECEC areas of priority and focus.</li> </ul>
<p>Demo – Jisc Innovation Hub Jason Miles-Campbell (Jisc)</p>		
4		<p>Jason welcomed everyone to the Jisc innovation hub noting the easy creation of the space. He talked us through the thought process around the creation of the hub and the equipment including their Proto hologram.</p> <p>It was highlighted that technology is not the innovation and the importance of consistency across the estate. The psychology of having cameras on or off in meetings prompted a lengthy discussion. Everyone was in agreement that audio is key for ensuring a standout experience.</p> <p>Claire made an offer for colleagues to visit the Edinburgh Napier University Craiglockhart campus to view new developed academic spaces.</p>
<p>Collaboration for a sustainable future – <a href="#">Jisc report</a> Roundtable Discussion</p>		
5		<p><b>Data Centres</b> Aberdeen &amp; Robert Gordon University (RGU) &amp; North East Scotland College have been running a shared service for over the last 10 years and are beginning to considering the next 10 years. The PUE (Power usage effectiveness) is so efficient that it presents challenges as we are forced to move to commercial and less efficient data centres. A flat cost rate is shared by all users which is reviewed annually. Diverse connectivity via Jisc was critical including the necessary approvals to share the network infrastructure across all three institutions.</p> <p>It was highlighted that co-location was discussed at Digital Scotland last week.</p> <p><b>ACTION:</b> Can case studies and costs be shared with the membership at colleagues are keen to understand more about or offering.</p> <p>Jisc also have a two shared data centres available however uptake across Scotland has been poor to date.</p> <p><b>Library Management</b> UHI &amp; SRUC are sharing Library management systems and human resources.</p> <p><b>ServiceDesk</b> UniDesk helping to drive more efficient organisation performance and ITIL compliance in a number of area.</p> <p><b>MoodleShare</b> from Edinburgh Napier was highlighted</p> <p>UCSS started with 10 projects LUCC rebranded co-sector</p>

		<p><b>Possible future areas of shared services</b></p> <ul style="list-style-type: none"> <li>- Sharing costs and resources could be seen as shared services</li> <li>- Printing is an area of possibility</li> <li>- Trusted Research requirements is an area of exploration for HEFESTIS an of interest to members.</li> <li>- Shared Due Diligence <ul style="list-style-type: none"> <li>o Civtech challenge – supply 25</li> <li>o HEFEISTS are in discussions with the Scottish Government</li> </ul> </li> <li>- Jisc in a box</li> <li>- Uni of the NE England <ul style="list-style-type: none"> <li>o Sharing of best practice Kent – Gotech (Jisc involved) in touch with HEFESITIS to support each other.</li> <li>o Shared PM Service active.</li> </ul> </li> <li>- Is there an appetite for shared finance processing</li> <li>- Coventry Uni have taken all their IT services into a separate company</li> <li>- Skills levels and are we retaining the skills to run critical services</li> </ul>
Group updates and Feedback		
6		<p><b>APUC – Michael McLaughlin</b> APUC will circulate a written report after the meeting</p>
7		<p><b>Universities Scotland - Ulrike Peter</b> No update and noted that Ulkrike was no longer on the mailing list. They have now been readded.</p>
8		<p><b>Jisc – Jasion Miles Campbell</b> Jisc shared a written report in advance of the meeting with Jasion clarifying which relationship manager was aligned to year organisation.</p> <p><b>ACTION:</b> ‘Cookie Cutter’ style policies were discussed and requested.</p>
9		<p><b>HEFESTIS – Brian Henderson</b></p> <p>Brian confirmed that HEFESTIS had formally completed their external audit cycle with a resultant unqualified status on the accounts and a positive going concern status.</p> <p>HEFESTIS have also reviewed and re-signed their collaborative agreement with UCISA, which will be a major focus in 2025.</p> <p>Following member feedback, HEFESTIS are exploring engagements with commercial entities for selective provision of operational services.</p> <p>Unidesk – onboarding new members</p>

		<p>Successful user conference in Dundee last week with the userbase with TOPdesk in the room.</p> <p>New member of staff appointed to support upswing in demand and development of multichannel / AI developments.</p> <p>Data Protection – two new customers with new staff recruitment underway to facilitate said.</p> <p>New separate and discrete FOI service now available.</p> <p>CISO Service continuing government funded pilot with seven public services that is going very well. New staff member being recruited to enable further service development.</p>
10		<p><b>UCISA – Deborah Green</b></p> <p>Deborah provided an update on UCISA’s current representation activities which again prompted a wider group discussion.</p> <p>Members attention was drawn to an open members’ meeting scheduled for Friday 6 December at 16:00 and interested parties were urged to attend.</p> <p>Please join the relevant confidential Teams groups if you wish to be kept informed.</p>
11		<p><b>NCSC</b></p> <p>Bruce is attending the online conference today.</p> <p>BH highlighted a concern about a lack of college representation at NCSC meetings.</p> <p>UCISA’s security Group are seeing good engagement and a productive relationship with NCSC.</p> <p>Meeting with NCSC, HEFESITS and the University of Aberdeen.</p> <p><b>ACTION:</b> BH to report back at the next HEIDS meeting.</p>
12		<p><b>Schoms</b></p> <p>10 people from Scotland are attending ISE in Barcelona from the 4th – 7th February.</p>
AOCB		
13		<p>HEWIT chair to be invited to attend the next HEIDS meeting</p>
14		<p>Drop off in attendance regarding Thursday meetings – double hatting making this more challenging.</p> <p><b>ACTION:</b> Feedback regarding preferred days and dates.</p>

15		<p>Jisc VLE review undertaken at UHI Perth – Really good to get an observers view of the and how accessible the team were.</p> <p><b>Future meetings:</b></p> <ul style="list-style-type: none"> <li>• CGI - Glasgow – 27<sup>th</sup> February 2025</li> <li>• University of Edinburgh – AGM – 12 June 2025</li> </ul>
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### Attendees in person

James	Blair	(Stirling)	Jason	Miles-Campbell	(Jisc)
Guilherme	De Sousa	(Heriot-Watt)	Iain	Pennell	(CriticalArc)
Victoria	Dishon	(Heriot-Watt)   Vice Chair	Scott	Rention	(City of Glasgow College)
Mark	Donnelly	(Jisc)	Thomas	Stoner	(Jisc)
James	Gillanders	(Jisc)	Claire	Taylor	(Napier)   Chair
Brain	Henderson	(HEFEITIS)	David	Telford	(Stirling)
Jill	Martin	(UHI)	Mike	Whymant	(Aberdeen)   Secretary

### Attendees on line

Deborah	Green	(UCISA)
Kenji	Lamb	(College Development Network)
Mark	Lloyd	(Dundee)
Richard	Lynch	(RGU)
John	Maher	(UHI)
Danny	Malone	(CriticalArc)
Catherine	McMillan	(Strathclyde)
Jem	Taylor	(UHI)