



Tuesday 2 June 2015, 10.00am Thetford Room, Roger Needham Building

Present: Dr Rachael Padman (Chair), Prof Ian Leslie, Prof Graham Virgo, Dr Alan Blackwell, Mr John Norman, Dr Martin Bellamy, Mr Chris Edwards

Apologies: Prof John Clarkson, Ms Helen Hoogewerf-McComb

In Attendance: Dr Ian Cooper (secretary), Mr Steve Riley

USER NEEDS COMMITTEE

1. Welcome and apologies

Dr Padman welcomed members to meeting and welcomed Mr Steve Riley, Deputy Director for Service Operations (UIS). Dr Blackwell, having previously sent his apologies, joined the meeting at 10.40am.

2. Minutes of previous meeting

The minutes of the meeting held on 27 February 2015 were accepted.

3. Actions and matters arising

Action point 1.1 (closed) – IC confirmed that the minor update to the Terms of Reference had been made.

Action point 1.2 (closed) – IC confirmed that Ms Helen Hoogewerf-McComb had been invited to attend the committee as a member in class (v).

Action point 1.3 (closed) – Prof Clarkson had been co-opted to the committee but was on sabbatical until January 2016. He would be provided with copies of papers in the interim.

Action point 1.6 (ongoing) – The development of the User Experience Platform had been assigned to Dr Ferrar, Chief Architect (UIS), who had discussed the matter with Prof Virgo prior to the meeting. Before further development it would be necessary to better understand the needs of students and to also understand what other universities, both within the UK and globally, do. Prof Virgo would act as sponsor for the work.

Action point 1.7 (closed) – Proposed dates for future meetings of the Committee had been circulated.

4. Review of the Committee's Terms of Reference

4a) IT Governance: Minimum standards of IT provision (UNC-06)

Dr Padman introduced UNC-06, setting out the governance arrangements for minimum standards of IT provision and integration for the Information Services Committee. Comments by members of the UNC had resulted in amendments, as shown in the revised text. There were no further comments



4b) Committee's Terms of Reference (UNC-07)

The revised Terms of Reference were accepted and would be published online.

5. Constitution of the Committee (UNC-08)

Dr Padman reported that she had been in discussions with Mr Andrew Aldridge from the Communications Office and proposed that he should be co-opted to the Committee under class (vi), which was agreed.

Prof Leslie outlined the work he was undertaking reviewing research computing and indicated that he was content to remain on the Committee until the end of 2015.

A discussion on the membership of the Committee and the role of experts was held. Prof Leslie noted that a new appointment in the Computer Laboratory may give a useful perspective. Mr Norman suggested that the Committee should not necessarily be limited to members of University staff. Dr Padman asked for any thoughts on the Committee's membership to be passed to her.

Action point 2.1 – All

6. Interaction with UIS Service Operations division

Mr Riley provided an overview of the work he now oversees as Deputy Director for Service Operations in the UIS. He outlined five areas of work under way: moving to a services-oriented way of working; ensuring staff are provided with appropriate tools (e.g. helpdesk); instilling best practice and empowering staff to make decisions; ensuring appropriate pay and conditions are in place to deliver operational support; developing staff to respond to the needs of users.

Dr Padman outlined work on the Service Catalogue being developed with the School of Arts and Humanities, for which there were 320 listed services but felt this needed to be reduced to a more manageable level. The 320 services could be better thought of as IT components, from which a service could be built, and many of the components had the same Service Owner who would develop a strategic view across the services. Mr Riley felt that there would likely be the need for a temporary increase in staff resource but that there were future significant savings in the way that desktop support, helpdesk and user administration are carried out and that greater levels of self-service would also help.

Possible future deployment plans for the Service Catalogue were discussed, which would follow a period of review of the current pilot.

Mr Norman noted that reliability is a key element of user satisfaction and that the University appears to do better than its peers.

A discussion was held regarding service improvement and it was noted that discussions with customers are needed since helpdesk and other such data (if they exist) may not provide the full picture, with some users not reporting problems and others "putting up" with processes. One



suggestion was to undertake a poll to determine which system wastes the most time, which is not likely to be the sort of thing that would be reported via the helpdesk.

7. User Panels

Dr Bellamy outlined thoughts on regular consultation forums for the main domains of delivery across the University: teaching and learning, research (including administrators supporting this area), students, and those providing College & Departmental IT infrastructure. These groups would likely meet termly and would be called onto project boards to assist with making appropriate decisions. A larger all-user survey should be run annually across the University with monthly pulse surveys to a smaller group picking up on emergent issues.

It was felt that further surveys may result in survey fatigue and it was proposed that two lines of approach be taken to pilot engagement: firstly a single simple question (such as the “waste of time” poll outlined above), secondly to engage with users of the finance system during the consultation activity currently under way. Mr Edwards was asked to progress the idea on the finance system development and the UIS was asked to provide a discussion paper on engagement and user panels in the Michaelmas term.

Action point 2.2 – CE

Action point 2.3 – MB

8. Consideration of user needs in service development

Mr Edwards described work taking place in the Build and Development division of the UIS, including the use of personas. Some work had taken place in the development of the Service Catalogue project and this would be built upon. The thinking behind the roles of Dr Padman, Mr Norman and Dr Blackwell in the Room Booking service project would be considered in other projects.

A user experience specialist was to be recruited and Mr Edwards would discuss the proposed role with Dr Blackwell and Dr Padman, with the draft to be presented to the Committee before the PD33 is raised.

Action point 2.4 – CE

A library of resources was being developed, including personas, which could be used across projects rather than each re-inventing them from scratch. In addition work was being undertaken to collect data from actual user behaviour, which could be shared with users to facilitate design discussions. Dr Padman asked that a paper be returned to the Committee for visibility on its way through the UIS process.

Action point 2.5 – CE

9. User-centred design seminars

Dr Padman proposed that it would be helpful for the Committee to sponsor design seminars, to be held by the UIS, to spread expertise among the IT developer community across the University. The members endorsed the approach and suggested that these be held once per term, in part



helping to recover the previous webmaster forum that had been lost. Suggestions for possible seminars should be passed to Dr Padman or Dr Bellamy.

It was hoped that a seminar could be run in the Michaelmas Term and Mr Riley would explore whether his contacts at the Government Digital Service (GDS) might be available.

Action point 2.6 – All, IC

10. Any other business

10a) Proposed future meeting dates

Proposed future meeting dates for the Committee had been circulated.

10b) Representative to the Open Access Project Board

Dr Blackwell was nominated to represent the Committee on the Open Access Project Board.

10c) UAS open meeting

Mr Edwards suggested that it would be valuable to raise user needs and engagement at the UAS open meeting, which would take place on 2 July 2015.

There being no further business the meeting closed at 11.50.

Dates of future meetings

All meetings will be held in the Huntingdon Room at the Roger Needham Building unless otherwise indicated:

- Tuesday, 3 November 2015, 10.00-12.00
- Tuesday, 15 December 2015, 10.00-12.00
- Tuesday, 9 February 2016, 10.00-12.00
- Tuesday, 29 March 2016, 10.00-12.00
- Tuesday, 17 May 2016, 2.00-4.00

Summary of action points

Ref.	Action	Who	Status
Actions from previous meetings			
1.1	Update final paragraph of Terms of Reference to correct class of student member	IC	Closed
1.2	Invite Ms Helen Hoogewerf-McComb to attend	IC	Closed
1.3	Co-opt Prof Clarkson to class (vi)	IC	Closed
1.4	Deputy Directors for Research & Institutional Services, and Education, Administration & Student Services to develop consultation methodology for user panels	MB	Ongoing
1.5	Review of project board constitution to be considered by the committee	IC	Ongoing
1.6	Determine appropriate next steps for the User Experience Portal – assigned to Dr Ferrar, Chief Architect	MB	Ongoing



Ref.	Action	Who	Status
1.7	Circulate dates for future meetings of the Committee	IC	Closed
New actions from 2 June 2015 meeting			
2.1	Recommendations for UNC membership to be passed to Dr Padman	All	
2.2	Review benefit of engagement with users of the finance system in designing a system considering users' needs	CE	
2.3	Provide a discussion paper for the Committee, to consider an outline proposed engagement plan and user groups	MB	Michaelmas Term
2.4	Draft PD33 for the user experience specialist to be provided to the Committee prior to being raised and advertised	CE	
2.5	Provide a paper to the Committee to give an update on the library of resources, and data-driven design, being developed within the UIS	CE	
2.6	Suggestions for design seminars to be passed to Dr Padman or Dr Bellamy. Mr Riley to explore an invitation to the Government Digital Service	All, IC	Michaelmas Term