



Monday 8 February 2016, 2.30pm Thetford Room, Roger Needham Building

Present: Dr Rachael Padman (Chair), Prof P John Clarkson, Prof Graham Virgo, Prof Alan Blackwell, Mr John Norman, Dr Martin Bellamy, Mr Chad Allen

Apologies: Mr Chris Edwards, Ms Priscilla Mensah, Mr Andrew Aldridge

In Attendance: Dr Mark Ferrar, Dr Ian Cooper (secretary)

USER NEEDS COMMITTEE

1. Welcome and apologies

Dr Padman welcomed Prof Clarkson, attending his first meeting, Mr Allen who was representing Ms Mensah and Dr Ferrar, Chief Architect UIA. Apologies had been received from Mr Edwards, Ms Mensah and Mr Aldridge; Dr Blackwell had sent his apologies and was unable to join the first part of the meeting but joined as User survey activity was being discussed

2. Minutes of previous meeting

The minutes of the meeting held on 3 November 2015 (UNC-14) were accepted with a minor amendment: Mr Aldridge had been present at the meeting.

3. Actions and matters arising

Action point 2.4 (ongoing) – Mr Norman reported that discussions were ongoing regarding staff roles within UIS following the withdrawal of the UIS's bid for additional funds in the 2015 Planning Round.

Action point 2.5 (update given) – Paul Heath from Modern Human had been appointed to conduct work with the UIS one day per week for a period of 3 months. Some of the materials developed through this work had been published on the stairwells in the Roger Needham Building and members were encouraged to take a look.

Action point 4.1 (ongoing) – Dr Bellamy reported that Chris MacLeod had recently joined the UIS in the role of Head of Project and Programme Office and would be leading on the revision of documentation outlining project board constitution.

Action point 4.2 (closed; on agenda) – The Committee's membership was considered under item 4 on the agenda.

Action point 4.3 (ongoing; on agenda) – A discussion on the schedule and scope for events took place under item 5 on the agenda.

Action points 4.4 & 4.5 (closed; on agenda) – A discussion on user satisfaction metrics and user survey took place under item 6 on the agenda.



Action point 4.6 (ongoing) – Dr Padman reported that preliminary discussions on the possible formation of a Digital Advisory Board had taken place with the Registry.

4. Committee Membership

Prof Prager had agreed to be nominated as a Class ii Member. Prof Virgo indicated that he would be standing down and that Ms Rampton would be nominated to replace him. Dr Cooper was asked to ensure that the ISC was asked to consider these nominations at its next meeting.

Action point 5.1 – IC

Dr Padman thanked Prof Virgo for his work on the Committee.

There was still an option to co-opt a further Member to the Committee under Class vi.

5. User Centric Design events (UNC-15)

Mr Norman provided feedback on the event on 4 December 2015 when Tom Loosemore had presented a colloquium. Around half of the 80 attendees had been non-UIS staff and there had 22 views of the event recording. The main message was to think about users from the start. Dr Ferrar indicated that it would be helpful to extract the action points from the video.

Members held a discussion comparing the GDS environment to that of the University. It was agreed that there were differences and applying the same principles would not result in the same end result at the University. One of the main focuses of the GDS was an understanding of who the user was. Within the University there was a tendency to speak with heavy users of systems as the key engagement community; reference was made to Dr Blackwell's perspective of designing for occasional users.

For future events a lecture series model appeared appropriate, helping internal work by exposing good and best practice from other areas. Members agreed that the activity should proceed with one event per term. Expenses of around £1,000 per speaker were considered appropriate, which would come from Mr Norman's budget if required. Members agreed that it was important to gain the maximum benefit from any visits.

6. User satisfaction metrics & user survey (UNC-16)

User Satisfaction metrics (UNC-16a)

Mr Norman provided a brief overview of activity on user satisfaction metrics using the "Site Intercept" product from Qualtrics, which would maintain records to ensure that individual users were not continually prompted for feedback. A proof-of-concept had been demonstrated on one of the University's business systems by inserting the appropriate code using the load balancer. The actual question to be used would need to be carefully chosen and Members agreed that they should jointly work on this.

Prof Virgo indicated that the previous concerns he had raised about the potential for over-surveying students did not relate to such a simple feedback measure.



Mr Norman was asked to provide a list of services on which the feedback question could be inserted.

Action point 5.2 – JN

The existence of feedback data was understood to have consequences and clarity would be needed about what the data would be used for. The Committee agreed that Mr Norman should proceed with the activity.

User survey (UNC-16b)

There had been some progress but plans were behind schedule owing to staff turnover. There was a need for the survey activity to be conducted in the Easter Term in order for the findings to be incorporated into the 2016 Planning Round submission.

Mr Norman reported that the intention was to complete exploratory work in Lent Term and that the design needed to have longevity to enable a longitudinal study to be possible.

Dr Blackwell noted the comparable work being conducted by the Joint Schools Computing Service (JCSC) and recommended that Mr Norman speak with Mr Bartlett at the Clinical School Computing Service in the first instance.

Action point 5.3 – JN

7. Chief Architect

Dr Ferrar spoke to his presentation which covered three broad themes: the development of the UIS Architecture team; identity and access management; and the rollout of services available from the Microsoft EES deal.

The Architecture team would have five roles reporting to Dr Ferrar. There was some concern over the team looking like a business but Members were assured that external review had been received from analysts involved in education practice; the “Business Analyst” would ideally be recruited from an administrative role at a university. The use of the word “business” was a concern to some.

The team would have a busy programme, including the sizeable work around the development of the Information Services Strategy; Dr Ferrar outlined his role as lead to coach UIS staff in the Service Owner role. The End User Computing strategy would include “Bring Your Own Device” (BYOD) and Dr Ferrar noted that the University is the richest BYOD environment in which he has worked. The team would also be reviewing and extending the identity and access management technology, which needed to be dealt with cautiously given the University’s culture of being an open organisation.

Dr Ferrar provided an overview of the software and services that were available through the Microsoft EES agreement. Further work on the communications strategy was needed, including clarity about what was available for work/home use. Skype for Business would be reviewed, and was identified having lots of overlap with the Cisco Jabber system that was already available. Concerns about data storage on OneDrive for Business were addressed by the location of



Microsoft's data centres in Europe and their certification up to and including Government Official Sensitive (the same level as patient identifying data).

8. Any other business

There was no further business.

Dates of future meetings

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

- 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			
1.6	Determine appropriate next steps for the User Experience Portal – assigned to Dr Ferrar, Chief Architect	MB	On hold
2.2	Review benefit of engagement with users of the finance system in designing a system considering users' needs	CE	Ongoing
2.4	Draft PD33 for the user experience specialist to be provided to the Committee prior to being raised and advertised.	CE	Ongoing
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, JN	On hold
4.1	Include the Committee in consultation while UIS reviews and revises project board constitution documentation	CE	Ongoing
4.2	Identify an appropriate individual to serve on the Committee under Class ii following Prof Leslie's term	RP, GV	Closed
4.3	Identify a schedule and scope for user centric design events and the facilitation resource required to plan and book them.	MB JN	Ongoing
4.4	Table a paper with proposals on an initial user survey	JN	Closed
4.5	Circulate proposed initial survey questions to the committee by correspondence and identify one college and one department to pilot the initial survey	JN	Closed
4.6	Discuss the proposed formation of a Digital Advisory Board with the Registry	RP	Ongoing
New actions from 8 February 2016 meeting			
5.1	Ask ISC to consider nominations of Prof Prager and Ms Rampton under Class ii	IC	



Ref.	Action	Who	Status
5.2	Provide the list of services on which the feedback question can be inserted	JN	
5.3	Share planned user survey work with the JSCS to identify any lessons learned or commonality	JN	