UNIVERSITY OF CAMBRIDGE
Information Services

User Needs Committee business in its first year of activity

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	Ref	Description	ToR #
27 February 2015	UNC-1	Terms of reference	-
	UNC-2	Committee Constitution	-
	UNC-3	How UIS organisation design will enable user engagement	2
		• Discussion on the UIS divisional structure	3
		• Desire to survey user community	4
		• Discussion on user/advisory panels to support specific activity	
	UNC-4	UIS User Experience Platform Update	1
		• Presentation of initial platform findings, including the need for API-based services to consume information	2
2 June 2015	UNC-5	(minutes)	-
	UNC-6	ISC IT Governance: Minimum standards of IT provision	
		• Reviewed and revised document to define the role of the Committee	
	UNC-7	Terms of reference	-
	UNC-8	Committee Constitution	-
		Interaction with UIS Service Operations	2
		• Presentation from Steve Riley	4
		o "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"	
		• Discussion on future deployment plans of Service Catalogue	
		User Panels discussion	2
		• Suggested inclusion of domain consultation forums members on user panels	3
		• Simple poll for "systems that waste time"	
		• Engagement with users for the finance system development	
		User needs in service development	1
		• Use of personas in project work	2
		• Learning from roles played in the Room Booking System project	
		User centred design seminars	(1)
		• Recommendation to sponsor seminars to spread expertise	3

8 September 2015	UNC-9	(minutes)	-
		User needs in service development	2
		• User experience roles within UIS Build & Development	3
		• Projects under way with particular emphasis on considering user needs	
		• Desire to spread understanding of user centric design across a wider group of UIS staff and the wider University	
		Interaction with UIS Education, Administration & Student Services division	
		• Including the proposed move to "vanilla" functionality in ERP systems, and the involvement of business analysts to support the changes	
		Digital Transformation Consultancy	(1)
		• Organisation and scope of the team, including how it would interact with the UIS Build & Development division	
		User Panels	
		• Discussion on the types of people needed from panels in order to help guide future development	
		• Suggestion to explore a user survey	
		The Committee's role in the development of an Information Services Strategy for the University	2 (4)
		• Preliminary overview of the process to gather information to develop the strategy, within which Committee should be involved to ensure benefits to "little users" and the balance against other priorities	
3 November 2015	UNC-10	(minutes)	-
	UNC-11	Creating a listening organisation	2
		• Four channels of communication:	3
		1. User satisfaction metrics	
		2. Regular and ad-hoc surveys	
		3. Representative groups	
		4. Relationship management	
		• The need for UIS to be a communicating organisation	
	UNC-12	Funding for user needs activity	(2)
		• Discussion of funding for activity within the UIS, particularly the Digital Transformation Consultancy	
	UNC-13	Digital Advisory Board	4
		• Proposal to form the Board	
		Out of hours cover	2

	UNC-14	(minutes)	-
8 February 2016		Committee membership	-
	UNC-15	User centric design events	(1)
		• Feedback from the event held on 4 December 2015	(2)
		• Discussion of compares and contrasts with other agencies, such as GDS	3 / (4)
	UNC-16	User satisfaction metrics & user survey	3
		• Update on activity to develop satisfaction metrics and a user survey	
		Chief Architect	1
		• Role of the Architecture division	4
		• Role of Bring Your Own Device within the End User Computing strategy	
		• Review of services that will be made available through the Microsoft EES deal	

The Committee is invited to consider its activity to determine whether it has spent the appropriate amount of time covering the individual parts of its remit as set out in the Terms of Reference, and whether there are additional areas that it would usefully cover that are not currently included in the ToRs.

Minutes from the Committee's meetings are available at:
http://www.admin.cam.ac.uk/committee/is/subcommittees/user-needs/

User Needs Committee

Terms of Reference

The User Needs Committee is constituted by the Information Services Committee (ISC) to ensure that the IT needs and experience of the staff and students of the University are given high priority at every stage of the IT lifecycle, from procurement through retirement. It will take a particular interest in the standards for usability and system integration necessary to provide an exemplary well designed end-user IT experience. It will ensure that users' expectations are raised and that it will engage directly with users to raise expectations and ensure that user feedback is solicited and acted upon. Acting with the primary IT providers across the University it will advise and guide them on the concerns and requirements of the IT users of the University and work with them to help improve the services and systems provided, to the benefit of all.

It will:

1. Be responsible for assuring that design for usability is given a high priority in the procurement of systems and services provided by the primary IT service providers, to ensure they represent a quality well integrated user experience, commensurate with the standing of the University. IT services should be consistent in design, have an intuitive look and feel, require minimal initial learning and have efficient easy-to-use interfaces.

2. Engage with University Information Services (UIS), and more widely as necessary, to ensure that the users' needs, and those of the wider-university community, are taken account of in developing IT services, particularly where these are not addressed by current provision.

3. Make recommendations for and comment on investigations and/or surveys into matters of particular concern within the IT user community as deemed appropriate; report its findings to the central IT providers, the ISC and/or its sub-committees as appropriate.

4. Foster dialogue, discussion and engagement with the user community concerning the systems provided by the UIS and similar IT providers, ensuring that feedback is properly considered and responded to. Oversee and coordinate channels established by the UIS through which the University community's strategic issues and requirements are relayed to the ISC, and establish others where necessary.

5. Provide the ISC with an annual report on its activities.

Constitution:

i. Chairman, appointed by the ISC from amongst its membership
ii. Two members appointed by the ISC as representative of the constituency of IT users across the University and Colleges
iii. Two members appointed by the ISC to provide specialist insight, knowledge or experience relevant to the provision of exemplary IT services, usability design or communications
iv. Two members of UIS staff nominated by the Director of the UIS
v. One student representative co-opted by the Committee
vi. Up to three additional members co-opted by the Committee.

The appointment of members in classes (ii) and (iv) will be made for periods of three years. Members co-opted by the Committee will serve until 31 December of the year following that in which they are co-opted, provided that if a member in class (v) ceases to be in *statu pupillarii* he or she shall thereupon cease to be a member of that class.

Secretariat: Provided by the UIS