

## University of Cambridge

### Information Strategy and Services Syndicate

Minutes of the meeting held on Thursday 21 May 2009.

Members present: Professor Littlewood (in the Chair); Mr. Du Quesnay; Mrs Jarvis; Mr Matheson, Professor Nolan; Mr. Norman; Dr Walker; Sir David Wallace and Mr. Warbrick.

In attendance: The Directors of MISD and UCS; Mr. Wilson.

Apologies for absence were received from: Professor Young, Professor Minson, Ms Tyson, Dr Wallach, and the Registry.

There were no declarations of interest relating to matters on the agenda.

The Chairman welcomed Mrs Jarvis to her first meeting.

#### **89. Minutes**

The Minutes of the seventh meeting of the ISSS held on 19 March 2009 had been approved by circulation.

#### **90. Matters arising and review of action points**

Action points arising from the last meeting were noted (ISSS 111) with the annual programme.

#### **91. Business Committee minutes**

The Minutes of the Business Committee for the meetings on 2 April and 5 May 2009 were received as ISSS 112 and 113

On M2 of the 5 May meeting it was emphasised that responsibility for software installed on a private machine was the owner's. There was no implied additional duty on Heads of Department to audit private machines, but revised guidelines would make the conditions of connection clear, and that breach of them would lead to a penalty.

#### **92. Syndicate Strategic Planning**

The Syndicate considered and endorsed the approach to planning agreed by the Business Committee as set out in the note of the planning meeting held on 27 April (ISSS 114), and welcomed the Librarian's proposal to include a UL plan with service plans to be received at the July meeting.

Syndics were interested in benchmarking the services if possible, and noted the statement in ISSS 114 about a normal level of IT provision being 10% of staff and 10% of spend. Unfortunately there was no national or Russell Group data on IT spend to compare with Cambridge. Data could only be collected in collaboration with others and concern was expressed about the cost of collection and the value for money of doing so. Even if there was agreement to collect data, nothing would be available to inform July or October discussions on the plans.

### **93. Review of the ISSS**

Syndics agreed with the Chairman's proposal that the Syndicate consider its approach to a review after the internal audit report on the ISSS had been received.

### **94. Syndicate guidelines and rules**

The Syndicate noted that the maximum fine the guidelines allowed was currently £30 and approved the Computing Service's request set out in ISSS 115 that its Director on behalf of the Syndicate be empowered to impose a summary fine up to the maximum allowed by Ordinance of £175.

The Syndicate further agreed that all those empowered by the guidelines and rules to impose a fine should be enabled to impose up to the maximum. Regular amendment would be avoided by referring to the "maximum prescribed by Ordinance" instead of the maximum's value.

It was noted that other guidelines were also under review and revised versions would be presented to the ISSS for approval as they were completed.

### **95. Service and project reports**

Syndics received:

(1) Service reports (ISSS 116 – 9) from the following:

- (1) MISD (including operational reports for CUFS; CamSIS; CHRIS)
- (2) Computing Service
- (3) CamTools
- (4) Telephone Replacement Project

(2) Project reports (ISSS 120 – 2) for CUFS; CamSIS; CHRIS

Syndics noted the following on the Service Reports:

- The rate of closure of helpdesk reports exceeded the rate of receipt because the backlog was being reduced.
- Progress had been made with Google and Microsoft on the use of a Raven password to gain access to hosted software.
- The ISWG would be considering the future of CamTools at their next meeting.

On Projects:

- CUFS upgrade planning was going well and the upgrade should be concluded by Easter 2010.
- College migration to CamSIS was going well and it was also being successfully rolled out to Departments.
- There were problems – shared by other institutions – in the delivery by Midland of the HESA reporting tool for CHRIS; workarounds had to be developed.
- Routine reports were a matter for Boards; ISSS should be informed of any significant issues, whether or not they had been dealt with.
- Most telephones had now been replaced; the last would be in June. The Syndicate agreed the project would conclude when the last of the old system had been disconnected.

Future project proposals should give milestones against which to measure project delivery and describe the end point.

## **96. CUFS 2010 Project**

The Syndicate received the Project Initiation document for CUFS2010, circulated as ISSS 123, and noted that the Finance Committee had approved the constitution, terms of reference and membership of the Financial Systems Committee (FSC) which would act as the Project Board and act in that role in accordance with Project Governance Guidelines.

The financial projections were unchanged and, for the Syndicate's part, were approved.

In discussion, Syndics noted:

- Representation on the FSC needed to be wide: it would be useful to show affiliations in the list of members. The Syndicate wished to receive a note of the membership after the transitional arrangements.
- The FSC had a wide remit reflecting use of the system throughout the University and would operate through workgroups.
- The Senior Responsible Officer for the project was the Director of Finance, but the proposed role of the Key Business Owner needed to be resolved.
- The ISSS was shown in the project chart; its role was not described but it would be that set out in the Project Governance Guidelines.
- It was the job of the Senior Responsible Officer to determine if a project had met its goals. Consultation with users should determine if the project phase was over.

The System model was being applied to the governance of CHRIS, as it was coming to the end of its project phase.

## **97. Oracle database campus licence**

The Syndicate noted the current position on the Oracle database campus licence as set out in the report circulated as ISSS 124, from the Director of MISD.

The issue had come to light following a world-wide review by Oracle. The cost of the licence was in proportion to staff in the HESA return, and it had been understood that the cost of the modules was included. The licence required payment for mere installation of the products, not their use, and it was noted that some of the charged software was installed automatically by the Oracle installation process. A difficult survey was underway against a tight deadline. The penalty for infringement could be severe.

## **98. Information Strategy Working Group**

Received: the minutes of the meeting held on 30 April 2009 (ISSS 125).

## **99. Joint Network Management Committee**

Received: the minutes of the meeting held on 15 April 2009 (ISSS 126).

## **100. Publications and reports**

Syndics' attention was drawn to the following, for information:

- (1) *Managing Sustainable ICT in Further and Higher Education: Strategic Overview* ([www.jisc.ac.uk/publications](http://www.jisc.ac.uk/publications))
- (2) *Enhancing learning and teaching through the use of technology; A revised approach to HEFCE's strategy for e-learning* ([www.hefce.ac.uk/pubs/hefce/2009/09\\_12/](http://www.hefce.ac.uk/pubs/hefce/2009/09_12/)).

**101. Meeting dates**

Noted: the schedule of meetings in 2009 and in 2009-10.

The ISSS would meet at 10.15 am on 20 May 2010, not 2.15 pm as arranged.

BC <sup>+</sup>	4 June 2009	3.30pm	Room G1 King's College
BC <sup>+</sup>	29 June 2009	11.00am	Room G1 King's College
ISSS <sup>+</sup>	9 July 2009	2.15pm	Syndicate Room
BC <sup>+</sup>	16 July 2009*	3.00pm	Room G1 King's College

<sup>+</sup> *Chaired by Professor Littlewood*

BC	5 October 2009	11.00am	PVC's Meeting Room, Old Schools
ISSS	15 October 2009	2.15 pm	Syndicate Room
BC	21 October 2009	11.00am	PVC's Meeting Room
BC	9 November 2009	11.00am	PVC's Meeting Room
ISSS	19 November 2009	2.15 pm	Syndicate Room
BC	30 November 2009	2.00pm	PVC's Meeting Room
BC	11 January 2010	11.00am	PVC's Meeting Room
ISSS	21 January 2010	2.15 pm	Syndicate Room
BC	1 February 2010	2.00pm	PVC's Meeting Room
BC	8 March 2010	11.00am	PVC's Meeting Room
ISSS	18 March 2010	2.15 pm	Syndicate Room
BC	29 March 2010	2.00pm	PVC's Meeting Room
BC	10 May 2010	11.00am	PVC's Meeting Room
<b>ISSS</b>	<b>20 May 2010</b>	<b>10.15am*</b>	<b>Syndicate Room</b>
BC	27 May 2010	2.00pm	PVC's Meeting Room
BC	28 June 2010	11.00am	PVC's Meeting Room
ISSS	8 July 2010	2.15 pm	Syndicate Room
BC	19 July 2010	2.00pm	PVC's Meeting Room

\* Change of time

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 June 2009