University of Cambridge

Information Strategy and Services Syndicate

Minutes of the meeting held on Thursday 17 January 2013 in the Syndicate Room, the Old Schools.

Present: Professor Oliver (in the Chair), Dr Carpenter, Mr King, Mr du Quesnay, Mr Matheson, Mr Norman, Dr Smith, Dr Walker, Sir David Wallace and Mr Weldon.

In attendance: Director, UCS; Director, MISD and Mr Wilson.

Apologies for absence were received from: Dr Alexander, Dr Blackwell, Dr Dörrzapf, and Dr Hand.

There were no declarations of interest.

389. Minutes

The Minutes of the meeting of the ISSS held on 15 November 2013 were approved after a minor amendment to M376.

390. Matters arising and review of action points

Action points, including the annual cycle of business and the outline programme of work, were noted (ISSS 369).

M379 Estate Management Systems

The Director of MISD reported that the Registrary had reviewed the concerns raised by the ISSS with members of Estate Management and MISD. The use of Micad was seen as an interim solution until the results of the Teaching and Learning Space Utilisation Working Group concluded their review of needs and potential solutions to managing space utilisation. Micad had been selected as a cost effective interim solution to mitigate the problems with Planon and Planon's maintenance costs. Planon would also require an upgrade at an additional licence cost of circa £50k if it was to continue in use.

The recommendation for data security was that under the guidance of Dr Martin Vinnell (Director of Health and Safety) and Mr Chris Lewis (Security Advisor) selected information would not be placed within the Micad system, but retained within the University's secure technical infrastructure.

The costs described within paper ISSS 363 (£60k plus annual charges of £19k) for implementing Micad on University infrastructure represented the charges by Micad Systems for providing a variation to their standard 'cloud based' services that would enable hosting within the University infrastructure, plus an annual licence/support fee. There would also be additional costs for providing a server and storage of about £8k.

The Syndicate was assured that the access problems had been reassessed by Micad and resolved.

Colleges were not expected to be users of the University's Micad, but some might possibly be interested in the room booking and timetabling solution.

The Syndicate suggested that in-house hosting should still be considered despite the additional cost because of their continuing concerns about security.

391. Business Committee minutes

The minutes of the Business Committee meeting held on 5 November 2012 were received as ISSS 370.

392. IT Review

The Syndicate's comments (circulated as ISSS 371) were forwarded to the IT Review Group by their deadline. The aim was for the revised report to be considered by the second round of General Board and Council meetings on 6 and 18 February respectively.

The Chairman, speaking as a member of the Review Group, said that the process of consultation had been valuable. 25 individual and 16 institutional responses had been received and the road shows had been well attended. The Report would be modified as a result and subject to Group's agreement he expected it to reflect the following:

1. Academic purposes to be up front: IT/IS in service of teaching, learning, research and administration.
2. The primacy of those purposes to be recognised by the Director of IS reporting to the Vice-Chancellor.
3. The new Information Systems Committee (ISC) was now proposed to include three, not six, Heads of School. There would be two students, UG and PG; two representatives of the Colleges representing the Bursars and Senior Tutors; a representative of the Library Syndicate; a Council member and an external member, representatives of the sub-committees and provision to co-opt up to one more members.
4. More detail of the sub-committees, of which there would be four: the User Group, Teaching, Research and Business Systems. The last chaired by the Registrary and the first three being represented on the ISC.
5. Each School and the non-School institutions to appoint an IT coordinator. A senior academic in each School would act as the lead user and serve on the User Group.
6. CARET's place in the UL would be confirmed, but possibly with a ring-fenced budget and this location should not be considered permanent.

In discussion, members pointed out the desirability of retaining the JNMC with its current role in generic mail and networking services and with its current title unchanged. It was successful in what it did and it would avoid complications with important external agreements in which it was named.

The ISC would hold the entire budget, avoiding the fragmentary approach in which the ISSS oversaw only a small part.

A note of the Review Group's further deliberations would be circulated to the Syndicate in due course.

Action: Chairman

393.   **UCS move to West Cambridge**

The Director of UCS tabled a paper (subsequently numbered ISSS 381) showing the initial plans for occupation of the Roger Needham Building by both UCS and MISD. The building was flexible with a mixture of cellular and open plan space and although slightly smaller than total current space, both services would fit. Care had been taken to place teams alongside each other and not simply to replicate current arrangements in the new space.

The TITAN teaching room would be moved within the New Museums Site and then was expected to remain in use for four to five years.

The Syndicate was reminded that the space to decant severs from departments to the planned Data Centre had been dropped for reasons of cost but that there would be additional rack space and the option to expand in due course.

The urgency was that of other plans for the Arup Building and the New Museums Site; there was no alternative but to instigate a different timetable.

The Syndicate noted that the JNMC had identified significant risk in the UCS move, not of the staff but of their systems (no MISD systems were moving). Members of the Syndicate were concerned that the move should be represented in the risk register[1] and that their concerns should be communicated to the Council through the minutes. Whilst the UCS and MISD had plans in place which mitigated many of the risks, they had no control over the date at which they would be able to occupy the Roger Needham Building but had had to assume that it would be ready at the latest by 1 August 2013.

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[1] Post-meeting note: the risk is included on the Register; a project board has been established.

394. Camtools

The Syndicate noted the report at item 7 of the minutes of the TLSSG meeting on 21 November 2012, circulated as ISSS 379, about the future of Moodle and Sakai. To overcome the problem that the localised model did not support lone users or facilitate sharing and access between departments, an instance of Moodle for University-wide implementation was proposed. This would enable the adoption of Moodle as a Virtual Learning Environment by smaller institutions and facilitate the co-ordination of currently separate initiatives. Although there were understood to be difficulties with Sakai, CamTools would be maintained for at least the next three or four years.

The University was not as yet a participant in MOOCs (Massive Open Online Courses).

395. Information Technology – Strategic Aims

The Chairman circulated a paper (ISSS 372) on implementation issues following the publication of the Syndicate's Strategic Aims (http://www.admin.cam.ac.uk/ committee/isss/strategy/). The Syndicate agreed that planning for IT and IS should not cease while the governance and organisational structure was revised, and the ISWG should be asked to consider the priorities for inclusion in a plan. It was noted that there were at present no decided plans to replace the enterprise systems. The issue was how to develop and integrate them and review their interoperability with other systems so that they could share the pools of data.

Action: Chair, ISWG

396. Major Systems – long term strategy

The Syndicate considered paper ISSS 373, arising from a meeting of the Business Committee, suggesting that developments in one system (especially a core and margin approach) might affect the others, and the way in which it was desirable that development of each system should inform the developments in the first to be considered. An holistic strategy and a high-level overview could be a useful preliminary.

Mr Dampier said that the "cores" would inevitably, in his view, remain very large and the systems should not fragment. He referred to the comments on the previous item that development and integration were the issues and they would fall within the remit of the proposed Business Systems Committee. There was no rush, in his view, to develop the very long term strategy but the committee could be constituted in advance of the other reforms if the Syndicate wished.

The Syndicate proposed the immediate constitution of the Business Systems Committee.

Action: Registry

397. CUFS R12 Project.

A report on the R12 project (ISSS 374) was circulated. The Syndicate noted satisfactory progress and that the project remained within budget, but reiterated the concerns noted in the earlier discussion that the architecture of all the major systems should be considered together and that they had proposed the immediate constitution of the Business Systems Committee to do this.

398. X5 Update

The Syndicate received an update on the X5 project circulated as ISSS 375. The project was just within budget. Early users would check user support and the aim was to go live in April with a team in the centre of Cambridge to provide flying support. The Head of Research Operations had now joined the X5 Project Board and the Cambridge implantation had decoupled from the joint project on the core development with Oxford. Both Universities were still cooperating on discussions with Unit4 to resolve any outstanding issues. The core project (joint Cambridge /Oxford) budget was underspent by £2k.

399. Workstreams

To receive: updates on current work-streams:

  - The Software co-ordination scheme committee had met, and had begun to allocate funding.
  - On Identity Management, the Syndicate noted that the first phase of the e-mail system for

leaving members of the University was now working. The lookup arrangements were being improved: mobile lookup from the end of February; combined password management at the front end from the beginning of April (which could be used for other systems) and Corvus for alumni would be completed by the end of June 2013. The world-wide visible directory would also be available from the end of April 2013.

- To support current members of the University it was suggested that the addition of University Card data to the IBIS system would be very useful.
- Lapwing version 4 would be rolled out by the end of 2013. The scale of use of the wireless network was illustrated by the issuing of 36,000 visitors' tickets since the start of the academic year. 26,000 were unique users of Eduroam.

400. Teaching Space Utilisation Working Group

The Teaching Space Utilisation Working Group had developed a good understanding of Solutions for Space Utilisation and Room Booking and a number of potential software solutions and methods had been identified. The Group also wanted to investigate further the deployment of room usage monitors, having had them installed in one large meeting room and one lecture theatre.

Paper ISSS 382 proposed that a consultant be engaged to undertake a study into the University's current space utilisation management, room booking and resource scheduling practices and processes and to match those requirements to the currently available software solutions that had been identified, while working with University staff and academics.

The Committee approved the request for £48k funding from the TDF.

401. Service Reports

The service reports from UCS and MISD were received as ISSS 376 and 377.

402. Annual Reports

The Annual reports for the UL and MISD were received as ISSS 378.

403. Dates of meetings 2013-14

The Syndicate agreed the following dates of meetings:

BC	Monday 30 September 2013	12.00pm	Treasurer's Room
ISSS	Thursday 10 October 2013	2.15pm	Syndicate Room
BC	Tuesday 5 November 2013	12.00pm	Treasurer's Room
ISSS	Thursday 14 November 2013	2.15pm	Syndicate Room
BC	Tuesday 7 January 2014	12.00pm	Treasurer's Room
ISSS	Thursday 16 January 2014	2.15pm	Syndicate Room
BC	Tuesday 25 February 2014	12.00pm	Treasurer's Room
ISSS	Thursday 6 March 2014	2.15pm	Syndicate Room
BC	Tuesday 29 April 2014	12.00pm	Treasurer's Room
ISSS	Thursday 8 May 2014	2.15pm	Syndicate Room
BC	Tuesday 17 June 2014	12.00pm	Treasurer's Room
ISSS	Thursday 26 June 2014	2.15pm	Council Room

404. Committee minutes

Minutes of the 21 November 2012 meeting of the Teaching and Learning Services Steering Group were circulated as ISSS 379.

The minutes of the meeting of the ISWG held on 18 December 2012 were circulated as ISSS 380 including a summary of the TDF. The ISWG website was: http://www.admin.cam.ac.uk/committee/isss/subcommittees/iswg/

Minutes of the 20 December 2012 meeting of the Joint Network Management Committee were at:

http://www.admin.cam.ac.uk/cam-only/committee/jnmc/minutes/

Minutes of the 14 September 2012 meeting of the Financial Systems Committee were at: http://ufs.admin.cam.ac.uk/keycont/FSC/ .

The HR Systems Committee website was: http://www.admin.cam.ac.uk/cam-only/committee/hr/system/ . The last set of minutes was for 21 June 2012; meetings had also been held on 17 October 2012, and a special meeting on 26 October.

Student Information Systems Committee papers including unconfirmed Minutes of the meeting on 8 November 2012 were available at: http://www.camsis.cam.ac.uk/cam-only/boards_groups_and_sigs/sisc/ .

405.   Meeting dates 2012-13

Noted: dates for meetings in 2012-13. This list may change and the latest version should be referred to.

BC	Tuesday 26 February 2013	12.00 pm	Treasurer's Room
ISSS	Thursday 7 March 2013	2.15 pm	Syndicate Room
BC	Tuesday 30 April 2013	12.00 pm	Old Schools Meeting Room
ISSS	Thursday 16 May 2013	2.15 pm	Syndicate Room
BC	Tuesday 18 June 2013	12.00 pm	Treasurer's Room
ISSS	Thursday 27 June 2013	2.15 pm	Syndicate Room

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PRAO,
February 2013