Information Services Governance Committee

Wednesday 14th March 2018

M I N U T E S

Present:
Professor Michael Arthur (Chair)
Ms. Wendy Appleby
Dr. Paul Ayris
Dame Nicola Brewer
Professor Stella Bruzzi
Dr. Celia Caulcott
Dr. Michael Cope
Professor Piet Eeckhout
Professor Mark Emberton
Professor Becky Francis
Professor Mary Fulbrook
Mr. Andrew Grainger
Professor Graham Hart
Mrs. Lori Houlihan
Mr Rex Knight
Professor David Lomas
Ms. Collette Lux
Professor Ivan Parkin
Professor Alan Penn
Professor David Price
Professor Geraint Rees
Mrs Fiona Ryland
Mr. Tom Rowson
Professor Anthony Smith
Dr. James McCafferty
Mr. Alan Harper (partial attendance)
Dr. Fiona Strawbridge (partial attendance)
Mr Jeremy Speller (partial attendance)
Ms. Clare Gryce (partial attendance)

Apologies:
Mr. Simon Cane
Mr Philip Harding
Professor Nigel Titchener-Hooker
Professor Alan Thompson

1   18/03/01 Minutes of the previous meeting

Approved:

1.1   The minutes of the meeting held on the 28th June 2017 (paper **17/06)** were approved, subject to noting that Professor Becky Francis and Professor Stella Bruzzi were also present.

2   18/03/02 Digital Masterplan January 2018 Update and Dashboards

Noted:

2.1   The ISD domain leads each gave a summary of key developments in their respective areas, as per the updated dashboards.

> **Education Domain.** This year, the domain has focussed on student PC and teaching space Audio-Visual installations though it is increasingly difficult to find space for PC clusters. The domain has installed space availability sensors into learning spaces which means that students can use an app to find free places to study. Wi-Fi improvements are underway, preparing for an 'Eduroam Everywhere' initiative next year. Lecturecast usage continues to grow exponentially - 50% of classes which can be recorded, are being recorded, compared with just 20% a year ago.

> **Research Domain.** A recent key achievement has been the launch of the new national High Performance Computing facility for Materials science, which UCL host. Additionally, the domain has: trebled the size of Research Data Storage service; rolled out further functionality within Worktribe; and created new online, self-directed training courses to extend reach of technical support beyond the classroom.

> **Digital Transformation Domain.** The ongoing migration of websites to the new web content management system continues. The new Drupal system allows content editors greater control and autonomy while enforcing standards that keep the sites within the UCL fold. However the digital experience overall at UCL remains frustrating and a programme of digital transformation is needed to address this fragmented online estate.

> **Admin Domain.** The admin domain continues to focus a large proportion of its funding on the upgrade and replacement of UCL's major administrative systems in line with the Digital Masterplan. These include: Oracle HR; Academic Model; Integrated Data Warehouse; Exam Timetabling; and the upgrade of the library management system.

> **Infrastructure Domain.** Key work this year has included: construction of the new Data Centre (170 racks of equipment); upgrading Desktop@UCL to allow concurrent access for up to 4,000 students; integration of IT help desks around campus; exploitation of RemedyForce for transactions/requests across ISD and other PS departments; and upgrading student and staff machines to Windows 10. Further work is required to better support Mac users.

Discussion:

2.2   The Provost enquired as regards progress on the 5 year Digital Masterplan which started in early 2016 and so we're 40% through the 5 year period. Dr Cope explained that constrained investment funding means less than 40% of the work has been completed, probably about 30%, or about 1.5 years.

2.3   Dr Caulcott asked about working with councils and other bodies on extending wifi coverage. Dr Cope replied that ISD are deploying 'GovRoam' (the council equivalent of Eduroam) on UCL's WiFi system and are talking to Camden about options in their sites too.

2.4   Dr Caulcott made the point of the need to have more emphasis on innovation and enterprise in the Digital Masterplan. Also, the need for compliance training as MyHR is deployed.

2.5   Professor Penn asked about options for moving MyHR funding (given TOPS changes) to SITS for the Academic Model Project (AMP). Dr Cope replied that stopping and restarting MyHR would entail great expense, and that MyHR should be aligned with TOPS in any case. Ms Appleby highlighted the main changes in the AMP, plus automation and self-service options too.

2.6   Professor Parkin commented positively on ISD's rapid deployment of Faraday (High Performance Computing facility) and the 100% deployment of LectureCast in Chemistry.

2.7   Professor Hart asked about Windows 10 deployment for older PCs (approximately 30% of all ICH machines are too old or below spec for Windows 10). Dr McCafferty replied that the project didn't have budget to replace or upgrade machines, but that that these need to be handled through the normal PC refresh arrangements in departments.

Approved:

2.8   The ISGC approved the Digital Masterplan January 2018 Update.

3.   18/03/03 IT FY 18/19 capital funding allocations

Noted:

3.1   Dr Cope summarised key aspects of the paper, including: the high demands on IT; changing allocations between domains; and the needs of the Admin Domain and Infrastructure domains. He also highlighted future options of funding through TOPS and the potential new financial strategy for IT capital funding.

Discussion:

3.2   The Provost commented on affordability constraints, given impacts of pension and pay settlement discussions.

3.3   Dame Nicola commented positively on the recent Tableau deployment for data warehouse reporting.

3.4   Professor Rees asked about some key topics: bolstering High Performance Computing (HPC); Management Information; and Wifi between buildings. Dr Cope replied that HPC has had the benefit of high external investment (circa £5M in recent years) and that will continue if we can adopt the new financial IT capital strategy. Management information, eg Tableau and the data warehouse will continue to grow. And for wifi, the main cost is deployment within (older) buildings. Wifi in external spaces will be addressed if we can secure the level of IT capital funding envisaged in the new financial strategy.

3.4   Professor Price expressed concern about the reduction in research IT funding proposed in the IT capital allocations. While supportive of the need to increase the allocations to administration and infrastructure, he made the point that the research community are very sensitive to any apparent reduction in capital investment. He and Dr Cope would separately look at options to reallocate RCIF funding to return research IT funding to the previously planned level.

3.5   Professor Penn asked about ongoing investment in SITS/Portico. Ms Appleby replied that recent investment levels had not been high enough, but that is being addressed with the funding for the AMP.

3.6   Dr Caulcott made the point that UCL needs an Innovation Domain, especially given KEF, CRM demands, Innovation Ledgers etc. Although nominally in the admin domain, these items aren't being funded.

3.7   The Provost accepted that there is lots of pressure for IT spend.

Actions:

3.8   The proposed IT capital allocations proposed in the paper were agreed but Dr Cope was asked to consult with colleagues about the possibility of reallocating RCIF and TCIF funding to return the Education IT and Research IT funding levels back to their previous levels. A paper to be presented at the next ISGC meeting.

4.   18/03/04 Information Security Update (highly restricted)

Noted:

4.1   Restricted.

Discussion:

4.2   Restricted

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5.   18/03/05 Update on IT Service Performance

Noted:

5.1   Dr McCafferty gave an update on IT Service Performance (paper 18/03/05). This focussed on recent critical incidents, IT service desk performance, Moodle performance, and overall IT service availability.

6.   18/03/06 Update on other key initiatives

Noted:

6.1   Dr Cope presented on some key initiatives (paper 18/03/06): Management Information (MI); Space Availability; MyHR and Data Centre Migration.

Discussion:

6.2   For MI, the need to improve data quality was recognised, and this will require renewed focus going forward.

6.3   For the Data Centre migration, Dr Cope confirmed that Wolfson House was officially handed over to HS2 to the agreed timescales, at the end of February.

7.   18/03/07 Software license management policy

Noted:

7.1   Dr Cope presented the updated paper (18/03/07) from a previous meeting, with feedback having been incorporated.

Approved:

7.2   The updated Software license management policy was approved.

8.   18/03/08 AOB

Discussion:

8.1   There were no AOB items

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