



Information Services Governance Committee

Wednesday 16th November 2016

MINUTES

Present:

Professor Michael Arthur (Chair)
Ms. Wendy Appleby
Dr. Paul Ayris
Dame Nicola Brewer
Mr. Simon Cane
Dr. Celia Caulcott
Dr. Michael Cope
Professor Mark Emberton
Professor Becky Francis
Professor Mary Fulbrook
Professor Dame Hazel Genn
Mr. Andrew Grainger
Mr Philip Harding
Professor Graham Hart
Mr Rex Knight
Professor David Lomas
Professor John Mullan
Professor Ivan Parkin
Professor Alan Penn
Professor Geraint Rees
Mr. Tom Rowson
Mr. Ivan Royle
Professor Anthony Smith
Professor Alan Thompson
Dr. James McCafferty
Dr. Fiona Strawbridge (partial)
Mr. Alan Harper (partial)
Ms. Bridget Kenyon (partial)

Apologies:

Mrs. Lori Houlihan
Professor Nigel Titchener-Hooker
Mr. John Parr
Professor David Price

1 16/11/01 Minutes of the previous meeting

Approved:

1.1 The minutes of the meeting held on the 29th June 2016 (paper **16/06**) were approved

2 16/11/02 Adoption of the Local but Central (LbC) model

Noted:

2.1 The paper proposing the wider adoption of the Local but Central IT operating model (paper **16/11/02**) was received.

Discussion:

2.2 The Director of ISD presented the paper, summarising the Local but Central approach.

2.3 Using data from the Cubane benchmarking survey, it was highlighted that centrally run infrastructure combined with local responsive teams can lead to better service satisfaction. For example, if all UCL faculties had the same service satisfaction levels as 'IT for SLMS' (which uses the Local but Central approach), then UCL's IT ratings would be in the Cubane Top Quartile.

2.3 As regards financial aspects, it was noted that circa £29Mpa of UCL's IT spend is made centrally, whilst circa £7Mpa is through faculty and department IT teams. However, Local but Central isn't positioned to directly save money, at least not initially, since local IT teams tend not to do the 'utility workload' where one finds most economies of scale.

2.4 The alignment between the Local but Central approach, and the wider TOPS (Transformation our professional services) programme was recognised. It was noted that local IT teams tend not to perform activities beyond IT. This isn't necessarily the case with other professional service teams in faculties, where there is less clear delineation.

Approved:

2.5 The ISGC endorsed the Local but Central approach as the standard model for integrated IT service provision across UCL. ISGC approved in principle the wider rollout of the approach across UCL with the aim of covering most of UCL by August 2017. The adoption in particular Faculties will be dependent on the agreement of individual Deans.

3. 16/11/03 Improving the UCL student digital experience

Noted:

3.1 The paper proposing accelerating improvements in student related technology (paper **16/11/03**) was received

Discussions:

3.2 Dr Fiona Strawbridge (ISD) presented the paper, summarising the main investment targets to improve the student digital experience: increased campus WiFi; more student computers; more and improved Teaching Space Audio-Visual equipment; more Lecturecast deployments.

3.3 It was noted that even the 600 extra student PC's included in the proposal only takes UCL halfway towards matching the Russell Group mean ratio.

3.4 As regards funding, the Director of Finance highlighted his support for this paper, given the current Estates underspend against the FY16/17 budget, reinforcing that the spend is for capital only. Utilising the underspend in this way will not impact the overall longer-term investment in the estate.

3.5 Space issues, eg for PC cluster rooms, were recognised as a key challenge to deliver required outcomes for this investment. The ISGC agreed the need for local conversations on a case-by-case basis, facilitating the allocation of space for student PCs where possible.

Approved:

3.6 The ISGC endorsed the aim of achieving a top quartile NSS rating for educational technology by the end of FY 17/18 and approved the proposed investments to accelerate the improvements in student technology. It is noted this is dependent on the availability of sufficient capital investment funding in FY 16/17 and the identification of space for additional student computers.

4. 16/11/04 Cyber Security Audit

Noted:

4.1 The paper summarising the outcome of the recent cyber security audit (**paper at 16/11/04**) was received

Discussion:

4.2 The ISGC reviewed the background and main points arising from the recent KPMG audit on Cyber Security Essentials. As well as ISD, the audit covered information security governance across five academic departments. UCL's Information Security Group (ISG) will coordinate and monitor the corrective actions required from the audit.

4.3 It was agreed that the cost of making the required changes should be met mainly from existing resources. Also, whilst there is more to do, the ISGC recognised the progress already made, eg in penetration testing on UCL systems.

Noted:

4.4 The paper on the Cyber Security Audit was noted

5. 16/11/05 Information Security Update (highly restricted)

Noted:

5.1 The Information Security Update (paper at **16/11/05 highly restricted**) was received.

Discussion:

5.2 Restricted.

Noted:

5.7 The Information Security Update was noted.

6. 16/11/06 ISD Update

Discussion:

6.1 The Director of ISD highlighted the recent success of the UCL-lead consortium for High Performance Computing bid. The Provost commended the team and stressed the need to publicise such successes more.

7. 16/11/07 AOB

Discussion:

7.1 There were no AOB items

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