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## Information Services Governance Committee

Wednesday 27<sup>th</sup> Jun 2018

### MINUTES

**Present:**

Professor Michael Arthur (Provost and Chair)  
Ms. Wendy Appleby  
Dr Paul Ayris  
Dame Nicola Brewer  
Professor Stella Bruzzi  
Mr Simon Cane  
Professor Piet Eeckhout  
Professor Mark Emberton  
Professor Mary Fulbrook  
Mr Philip Harding  
Professor Graham Hart  
Mr. Andrew Grainger  
Mrs Lori Houlihan  
Mr Rex Knight  
Professor David Lomas  
Ms Collette Lux  
Professor Ivan Parkin  
Professor Alan Penn  
Professor Geraint Rees  
Mr. Tom Rowson  
Ms Fiona Ryland  
Professor Anthony Smith  
Professor Nigel Titchener-Hooker  
Dr James McCafferty  
Dr Michael Cope  
Mr Alan Harper (ISD, partial attendance)  
Mr Trevor Peacock (Information Security Group, partial attendance)  
Mr Jeremy Speller (ISD, partial attendance)  
Dr Fiona Strawbridge (ISD, partial attendance)

**Apologies:**

Dr Celia Caulcott  
Professor David Price  
Professor Becky Francis  
Professor Alan Thompson

The Provost opened the meeting.

**1 18/06/01 Minutes of the previous meeting**

**Approved:**

1.1 The minutes of the meeting held on 14th March 2018 (paper 18/03) were approved.

**2 18/06/02 Proposal to uplift allocations to Education and Research Domains in FY 18/19**

**Discussion:**

2.1 Dr Cope summarised the current funding allocations and options for increasing allocations for both Research and Education IT investment through the use of RCIF and TCIF funding options (paper 18/06/02).

2.2 A key part of this will be further investment in LectureCast, which was widely supported given the potential student benefit.

2.3 Professor Rees stressed the need for a robust multi-year plan of Research IT and Digital Education investment.

**Decision:**

2.3 The transfer of RCIF/TCIF funds to support digital investment was supported but CPSC was asked to provide an impact assessment for the proposed transfer.

2.4 It was also agreed to move to three-year planning in the next planning cycle assuming the financial strategy is approved.

**3 18/06/03 Proposed IT project portfolios for FY 18/19 by domain**

**Noted:**

3.1 Dr Cope introduced the IT investment plans for 18/19 (paper 18/06/03), totalling £16.6M, excluding any uplift from TCIF or RCIF funds. This includes an 'overbooking' level of 4%, to allow for delayed project starts and projects not completing in the time expected.

3.2 **Digital Education plans:** Dr Strawbridge summarised the Digital Education plans: completing in-flight projects (eg student success platform); and initiating new projects (eg Lecturecast with opt-out). Funding these required scaling back investment in other areas, eg AV upgrades and student PCs, which have had significant extra funding previously.

3.3 **Research IT:** Dr Cope highlighted key items here: the Myriad High-Performance Computing facility, with advanced data analytics, plus the new Research Data Repository supporting Open Science initiatives. The new 'Data Safe Haven' with ISO 27001 information security will include HPC capabilities.

3.4 **Digital Transformation:** Mr Speller outlined the 18/19 plans in this space. These include further roll-out of Drupal for web-site upgrades and content management. (Drupal is proving to be very successful and popular, with over 142 sites upgraded/migrated so far.) This will include advanced technology for specialist web sites. Plans also include a mobile apps strategy.

3.5 **Administrative IT:** Mr Harper explained that the bulk of 'admin' domain funding continues on the various large projects already underway, eg: the new ORACLE HR system; the Academic Model Project; and the Integrated Data Warehouse. Additional projects include Library management, Attendance Monitoring, 'ROME' recruitment and defining a UCL CRM strategy.

3.6 **IT Infrastructure:** Dr McCafferty summarised 17/18 investment eg the new UCL data centre, network upgrades, Desktop Anywhere student PC capacity, and IT helpdesk integration to include IOE, Finance and HR systems. Plans for 18/19 include: more and better wifi; unified communications (eg softphones); exploiting RemedyForce service management, and a new Mac support service.

**Discussion:**

3.7 The Provost sought views on progress against the UCL Digital Masterplan.

3.8 Attendance monitoring plans were discussed – staff engagement, multi-channel input, comparative attendance, and the need to move quickly. The links with UCL's Integrated Data Warehouse are key, especially getting 'the customer voice' at the heart of forward plans. Dr Cope offered to present a paper at the next ISGC highlighting systems integration and synergies for the IDW. The Provost highlighted that this whole area is very important with the Home Office being very likely to further tighten up requirements.

**Approved:**

3.9 The ISGC approved the IT project portfolios for FY 18/19.

**4. 18/06/04 Information security update**

**Noted:**

4.1 Restricted

**Discussion:**

4.2 Restricted

**5. 18/06/05 Update on IT Operational Performance**

**Noted:**

5.1 Dr McCafferty presented on recent IT operational performance (paper 18/06/05). Key points included: recent critical incidents; service desk performance; tackling the number of password reset requests; UCL network performance; and overall service availability.

**Discussion:**

5.2 The SMT discussed the need to make password renewal / resets as simple and straightforward as possible.

5.3 The SMT discussed the links with Camden for Eduroam/Govroam reciprocity, especially for improving the wifi footprint for UCL staff and students.

**6. 18/06/06 Update on key initiatives**

**Noted:**

6.1 Dr Cope summarised the update on key initiatives (paper 18/03/05). This included: the MyHR Project (Amber); Academic Model Project (Amber); Data Safe Haven replacement (Amber); Identity Project (Green); Windows 10 Migration Project (Green); and the Datacentre Migration Programme (Green).

**Discussion:**

6.2 The plans for a November go-live for MyHR project were discussed. Current risks centre on the degree of testing undertaken and levels of training achieved. It was felt that the best approach would be to take the extra time and make sure those risks are properly mitigated, with full end-to-end testing and appropriate training completed across all user communities.

**Decision:**

6.3 It was decided to aim for the later MyHR go-live date (February 2019). The additional costs required would need to be met from the existing portfolio.

**7. 18/06/07 AOB**

**Discussion:**

7.1 There were no AOB items

James McCafferty  
Deputy Director of ISD  
Information Services Division (ISD)  
email: [james.mccafferty@ucl.ac.uk](mailto:james.mccafferty@ucl.ac.uk)  
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