THE UNIVERSITY OF KENT
INFORMATION SERVICES COMMITTEE
Minutes of the meeting held on 16th June 2014

PRESENT: Professor Alex Hughes (Chair), Jon Pink, Mark Ellis, John Sotillo, Gill Woodhams, Miles Banbury representing Posie Bogan, Chris Bull representing Alex Murray, Helen Farbrace (minutes)

APOLOGIES: Dr Simon Kerridge, Dr Ellie Lee, Dr Helen Gittos, Dr Alison Dean, Professor David Chadwick, Posie Bogan, Alex Murray

Professor Alex Hughes requested each member of the committee work to ensure full representation at all meetings for next year.

13-14/01 MINUTES

The Minutes of the meeting, Paper ISC02/13-14/027, were confirmed with one amendment. The report from Mark Ellis on page 7, fifth bullet point, ISO2700 to be amended to read ISO27000.

13-14/02 MATTERS ARISING

No matters arising were raised

13-14/03 CHAIR’S COMMUNICATIONS

Professor Alex Hughes thanked the Committee members for their support and diligence during the period she has acted as ISC Chairperson. Alex informed the Committee that Denise Everitt will chair ISC meetings from the autumn term. Denise would have liked to have attended this meeting but, due to prior commitments this had not been possible, although she had received the papers.

SECTION A: ITEMS NOT REQUIRING DISCUSSION

13-14/04 ITEM A5: DIGITAL COMMUNICATIONS GROUP

As final minutes to the meeting held on 11th June 2014 are not yet available, the Committee requested they be distributed when received.

ACTION: Helen Farbrace

13-14/05 ITEM A6: IT USER PANEL

The Committee considered the draft minutes of the meeting held on 4th June 2014 Paper ISC/13-14/0032

Mark Ellis informed the Committee that a very interactive meeting took place on 4th June 2014. Wi-Fi open access to campus visitors is to be investigated by IS. Professor Alex Hughes enquired whether the group is working well. Mark Ellis confirmed this to be the case and advised that he will meet with Posie Bogan for a
general discussion on future plans for ITUP and the Digital Communications Group during the summer to ensure there is no overlap in the agenda’s.

**ACTION:** Mark Ellis/Posie Bogan

Mark Ellis also reported that an informal meeting of Academic School-based IT staff and IS IT staff had taken place, with useful feedback brought to the meeting. It was planned to hold future informal meetings of this type to support improved collaboration.

13-14/06 **ITEM A7: LIBRARY USER PANEL**

The Committee **considered** the Minutes of the meeting held on 28th May 2014, ISC/13-14/031. In her absence, Dr Ellie Lee provided a report which was presented to the committee by Gill Woodhams.

Dr Lee reported that there had been another useful meeting of LUP on 28th May 2014, where people reported back form their Faculty meetings and raised any other issues. In general everything continues to run smoothly with no major issues raised. The main item was a briefing on the Templeman development.

Professor Alex Hughes thanked Dr Ellie Lee for sending a report in her absence and Gill Woodhams for presenting it.

13-14/07 **ITEM A8: DRILL HALL LIBRARY USER GROUP**

The Committee **considered** the Minutes of the meeting held on 14th May 2014, Paper ISC/13-14/028

John Sotillo reported the recruitment of David Puplett to the role of Drill Hall Manager is already having a significant positive effect within the library.

- Drill Hall User Panel membership and attendance has been of concern for some time, but intensified effort is producing good results, with an increase in both academic and student attendance
- The pilot of extended 24/7 opening has been well received and there are plans to make this a more permanent arrangement
- An art competition has been launched
- Improvements are planned to improve teaching spaces
- Planning is progressing for the Drill Hall Library for 2014/15

**SECTION B: ITEMS REQUIRING DISCUSSION**

13-14/08 **ITEM B9: REPORT FROM THE DIRECTOR OF INFORMATION SERVICES**

The Committee **received** the Director’s Report, Paper ISC/13-14/029

John Sotillo informed the Committee that there had been a number of service changes and improvements since the last meeting and he would take this opportunity to highlight a few of them.
A.1 Pilot 24/7 Library Opening
John Sotillo confirmed the pilot for extended 24/7 opening hours for a significant period to be complete. Gill Woodhams confirmed that this service enhancement had been very well received by students. This enhanced service had been staffed by IS FM staff and planning is taking place to look at what can be offered next year within the available budget. Gill confirmed that most feedback had been very positive about opening hours. There had been issues with some students eating and drinking within the library resulting in additional cleaning requirements.

A discussion ensued regarding the consumption of food and drink within the library and a possible review of regulations.

The group agreed that the challenges in this area are considerable and whatever decisions are made, boundaries will be pushed by students.

A.2 Templeman Development
John Sotillo updated the Committee that the project is running 7 weeks late due to the wet winter weather and the challenges of the building. The original plan was to take possession at Christmas, but this will now be the end of January 2015. There will potentially be significant disruption during the period of work to the central core, but close communication and planning is taking place with the builder to ensure minimum disruption to students during the examination period.

A.3 Upgrade of SharePoint 2007 to 2013
John Sotillo advised the group of a detailed communication plan to schedule completion of the SharePoint upgrade during July 2014, with staff affected being kept fully informed.

A.4 Copyright Licensing Agency (CLA) Higher Education Licence
John Sotillo confirmed work to ensure that the University remains compliant following changes in licensing were completed within the deadline.

A.5 OpenSSL Heartbleed vulnerability
John Sotillo updated the Committee that IS had responded well to remove this vulnerability, patching nearly 100 IS managed servers in less than 1 hour.

A.6 Strategic Materials Fund
John Sotillo informed the Committee that IS continues to invest in resources for students, with increased funding available following the budget round. There is an upturn in work taking place to look at resource requirements to ensure availability for students.

A.11 Publicity Campaigns
John Sotillo explained that extensive communication is taking place to ensure that all users are aware of the activities happening across campus. This has included an awareness of revision space and study hubs and a campaign about respecting each other’s right to study in the library through considerate behaviour.
Mark Ellis reported a discussion from the last ITUP meeting, where a good deal of work is taking place to engage more effectively with users. There are a number of initiatives to improve communication and ensure more responsibility is taken at School level. Professor Alex Hughes confirmed that any IT issues relating to professional services may look to this Committee for support. Miles Banbury suggested that it would be beneficial for all parts of professional services to have an IT representative.

D. Major Incident Reports over the Last Period
John Sotillo drew attention to the Major Incident Report detailing incidents since the last meeting. John suggested that the annual review take place at the first meeting each year and this was agreed. John informed the group that David Chadwick had shown concern regarding lessons learnt following any incident and highlighted that a full report detailing all learning can be made available for the Committee.

B. Planning, Initiatives and Future Developments
John Sotillo updated the group that many activities are taking place within IS, details of a sample are given within his report.

B.1 LibrarySearch
John Sotillo highlighted the implementation of LibrarySearch, a significant development for IS which will replace the current facility.

B.2 SSPSSR’s Q-Step
John Sotillo explained that this project, which has received significant external funding to support the teaching and use of statistics, demonstrates the type of initiatives and projects that are initiated in other departments and Schools and which IS are actively supporting in a variety of ways.

B.7 KRIMSON
Professor Alex Hughes asked when this system would be available. John Sotillo confirmed completion for the new academic year, although there will be some follow-on work.

B.14 Network Security Audit
John Sotillo confirmed recommendations following the audit are currently being followed up. The most significant area is to carry out regular intrusion tests. A Information Security Framework Task and Finish Group is being set up, proposed membership:

The group will be led by John Sotillo and consist of a small number of key influencers, with representation from

- Finance, and Audit Committee (Neil Oliver)
- Data Protection Officer (Jayne Hornsby)
- An academic covering research responsibilities (TBA)
- School teaching & learning process. (SAM or nominee from ITUP)
- A representative of ITUP (Mark Ellis)
- Information Services, Head of IT Infrastructure (David Hayling)
C. Medway and Other Centres

John Sotillo reported that a review of Tonbridge has taken place and changes are being taken forward. The number of staff continues to reduce and an upgrade of facilities is taking place.

Professor Alex Hughes thanked John Sotillo for his comprehensive report, which is full of very useful and interesting information.

13-14/09 ITEM B10. DISCUSSION ITEM – LARGE SCALE PROCUREMENT

Paper ISC/13-14/034 Business Case for LibrarySearch Project

Paper ISC/13-14/035 Major Project Stages

Professor Alex Hughes suggested, due to the large number of apologies, this discussion item be postponed to the next meeting and this was agreed.

13-14/10 ITEM 11 - ANY OTHER BUSINESS

John Sotillo informed the Committee that this would be Professor Alex Hughes last meeting with ISC. He thanked Alex on behalf of the Committee, for the great support, conscientiousness and hard work she has given to the group in her role as Chair and wished her well for the future.

DATE OF NEXT MEETINGS

- Senate Committee Meeting Room 1

Monday 6th October 2014 @10am

Monday 10th November 2014 @10am

Monday 26th January 2015 @ 10am

Monday 2nd March 2015 @ 10am

Monday 1st June 2015 @ 10am