THE UNIVERSITY OF KENT

INFORMATION SERVICES COMMITTEE

Minutes of the meeting held on 6th October 2014

PRESENT: Denise Everitt (Chair), Jon Pink, Mark Ellis, John Sotillo, Professor David Chadwick, Gill Woodhams, Dr Ellie Lee, Miles Banbery representing Posie Bogan, Jack Lay, Dr. Alison Dean, Helen Farbrace (minutes)

APOLOGIES: Dr Helen Gittos, Dr Simon Kerridge, Posie Bogan

Denise Everitt welcomed Jack Lay to the group and introduced him to members.

14-15/01 Terms of Reference and Membership ISB – Paper ISC01/14-15/01

a/ Proposed amendments to membership of ISB
Denise Everitt proposed additional membership comprising a nominated Dean and a nominee from Finance as the Board has oversight of PSD computing and this will allow inclusion of data assurance. Members of the Board agreed the amendment

b/ Set the programme for the year
Denise Everitt informed the group that the IS committee had become a Board and would now meet 5 times a year, continuing to report to Senate. Senate would be updated following each meeting via a brief report. Discussion ensued regarding whether the group required 5 meetings during the year, especially with just four weeks to the next meeting due on 10th November. It was agreed to leave the meeting in the diary, but it would be subject to cancellation if there were insufficient business to discuss.

14-15/02 Minutes

The Minutes of the meeting, Paper ISC02/14-15/036, were confirmed

14-15/03 Matters Arising

Item A6 – Mark Ellis advised members that discussions regarding Wi-Fi open access continue. Members discussed the need for delivery to allow Commercial Services and academic schools to offer this service to visitors. John Sotillo confirmed a proposal will be developed and put forward to the IT User Panel with a copy circulated to members for discussion at the next ISB meeting.

ACTION: John Sotillo

Item B9:A.3 – John Sotillo confirmed a successful Sharepoint upgrade resulting in a considerably more reliable service with greater capacity. Some services continue to be held on the 2007 version for future migration.
Item B10 – This item on Large Scale Procurement was omitted from the last meeting due to lack of academic attendees. Denise Everitt confirmed it would be included in a meeting during the year.

Item B.1 – John Sotillo informed the group that LibrarySearch will be launched later in the year. Professor David Chadwick enquired how success would be measured and John Sotillo confirmed user acceptance criteria and measures to ascertain success will be developed prior to the launch. Members agreed that, whilst most large projects are successful, it is helpful to ensure consistency of project management with clear objectives, methodology and measures of success. John Sotillo informed members of the employment of a Director of Projects and Business Improvement from August 2014, to manage the newly formed Project Office. Julie Compton is working to improve governance and ensure a consistent approach to projects. Members requested Julie attends a meeting of ISB later in the year to brief the group.

14-15/04 Chair’s Communications

a/ Admissions report – Paper ISC/14-15/02
Denise Everitt invited comments regarding this report. Jon Pink highlighted the importance of clearing this year, against all expectation. Mark Ellis identified a requirement for work to the university telephone call centre system following it crashing twice during peak periods. Denise Everitt requested urgent sight of the report detailing the incidents. Mark Ellis agreed to provide.

ACTION: Mark Ellis

b/ PSD Planning
Denise Everitt advised members of the development of a new strategic 5 year plan this year and confirmed ISB should feed into this discussion.

Denise Everitt confirmed 2 new Pro Vice-Chancellors during 2014:
- Professor Phillipe De Wilde, Pro Vice-Chancellor for Research and Innovation
- Professor Chris Davies, Pro Vice-Chancellor for teaching and learning and the student experience

SECTION A: Items Not Requiring Discussion

14-15/05 Item A6: Digital Communications Group Terms of Reference and Membership – Paper ISC/14-15/03
No comments made

14-15/06 Item A7: IT User Panel Terms of Reference and Membership – Paper ISC/14-15/04
Members agreed membership be updated to include Mark Ellis as the panel Chair

ACTION: Helen Farbrace

14-15/07 Item A8: Library User Panel – Paper ISC/14-15/05
Jack Lay highlighted the composition of the panel included ‘Shadow Chair – Nominated student representative’ and requested clarification of duties and who
should hold this position. Members agreed Dr. Ellie Lee would liaise with Jack to look at responsibilities and agree a suitable student representative.

**ACTION:** Dr. Ellie Lee/Jack Lay

**14-15/08**  
**Item A9: Drill Hall Library User Group - Paper ISC/14-15/06**

John Sotillo explained the subtly different reporting structure for this group, who report to the Drill Hall Management Board.

**14-15/09**  
**Item A10: IS Regulations - Paper ISC/14-15/07**

John Sotillo explained IS are very mindful that the library development works will generate significant changes for students. Following student feedback, a decision was made to clarify and improve library regulations which now reflect some relaxation of the food and drink policy. Members discussed the changes, the reason for them and how they may affect students, together with student feedback from Jack Lay. Members approved the changes and requested the document be put forward to Senate for their approval.

**SECTION B: Items Requiring Discussion**

**14-15/10**  

The Committee received these reports.

Denise Everitt thanked John Sotillo for these good, clear reviews and asked whether they would be sent to the Manager’s Forum. John Sotillo confirmed that they are only usually seen during the planning round. Members agreed greater visibility would be useful to raise the profile of the great work being carried out to ensure students continue to receive an excellent service, especially during the challenging period of Templeman development works. Denise Everitt thanked John Sotillo and his team for all the hard work which is clearly demonstrated by the contents of the report and asked that her thanks be taken back to the IS team.

**14-15/11**  
**Item B11: Templeman Library Development – Paper ISC/14-15/09**

John Sotillo updated members that the project is progressing steadily, but continues to run late due to the adverse winter weather and the challenges of the building. The topping out ceremony took place on 1st October and phase 1 is expected to be delivered at the end of February. Works to the central core are planned to commence in March and detailed plans for interim library management during phase 2 are well advanced.

Members discussed potential noise and Dr. Alison Dean requested careful planning around the exam period. Discussion ensued regarding disruption mitigation, together with penalties and knock-on effects if there should be further delay. John Sotillo confirmed the Board will continue to be kept up-to-date.
Item B12: Report on Large IS Projects

- **Staff Connect Project – Paper ISC/14-15/12**
  
  *John Sotillo* confirmed that a Project Manager has been appointed to the Staff Connect Project and it is progressing well. *Denise Everitt* informed members that the project is being well controlled, the Project Manager appeared to be very good and there would be many business benefits once complete.

- **SDS Project – Paper ISC/14-15/13**
  
  *John Sotillo* informed members that there had been a difficult start to this project and a delay whilst financial approval was obtained. Timescale for the system running is January 2016, with checks and balances plus training from April to July 2016, with planned go live September 2016. *Miles Banbury* praised the benefits this system would give to students and requested good communication with them. *Jon Pink* agreed to speak with Nicci Place, Project Communications Lead to ensure good stakeholder consultation.

  **ACTION:** Jon Pink

- **KRIMSON Project – Paper ISC/14-15/14**
  
  *John Sotillo* informed members that this project is progressing, with Phase 1 complete and a pilot being rolled out. Wider use is being considered.


*Gill Woodhams* updated members on the draft Records Management policy and asked for feedback. Discussion ensued and agreement made for amendments to the document for approval at the January 2015 meeting.

  **ACTION:** Gill Woodhams

Item 11 – Any Other Business

1) The date of the next meeting was discussed and Mark Ellis, Gill Woodhams and Miles Banbury gave their apologies as they are unable to attend the November meeting. It was agreed that Denise Everitt would review the business for the next meeting and consider e-mail circulation.

2) Members considered points for Senate to note/approve and agreed to put forward a brief report including:

- Copy of Information Services annual report
- Request Board approval for:
  - The draft revised Terms of Reference and Membership
  - The revised IS Regulations 2014

Senate to note the Board considered:

- Digital Communications Group Terms of Reference and Membership
- IT User Panel Terms of Reference and Membership
- Library User Panel Terms of Reference and Membership
- Drill Hall Library User Group Terms of Reference and Membership
- Draft Records Management Policy in the course of development
3) **Dr. Ellie Lee** advised that, due to teaching commitments on Monday mornings, she will not always be able to attend meetings for the whole session.

**DATE OF NEXT MEETINGS**

- Monday 10\textsuperscript{th} November 2014 @ 10am - Senate Committee Meeting Room 1
- Monday 26\textsuperscript{th} January 2015 @ 10am - Senate Committee Meeting Room 1
- Monday 2\textsuperscript{nd} March 2015 @ 10am - Senate Committee Meeting Room 1
- Monday 1\textsuperscript{st} June 2015 @ 10am - Senate Committee Meeting Room 1