

UCISA SDG

Notes

date:	20 th May 2011
time:	10.30
location:	University of Wolverhampton

Attendees:

Jim Nottingham (South Bank University)
 Dave Atkins (Cardiff University)
 Roland Cross (Leeds Metropolitan University)
 Nici Cooper (University of Wolverhampton)
 Katherine Iles (JANET, Head of Training Team)
 Stephen Gough (University of Reading)
 Tony Brett (Oxford University)
 Noel Wilson (University of Ulster)
 Peter Tinson (UCISA)

18.01	Apologies
	Dr Lesly Huxley
18.02	Minutes
	Minutes of the 12 th -13 th January were approved.
18.03	Matters Arising
	None otherwise not on the agenda
18.04	Business Plan & Budget
	<p>The Business Plan 2011-13 was well received by the Executive. This included income and expenditure, feedback from user support conference and details of the courses strand. The fact that we have not over spent was welcomed.</p> <p>This is now a working document and the next review will be our next two day business plan.</p> <p>It was noted that we have included a budget for a case study.</p> <p>Action: <i>RC to post on website</i></p>
18.05	Advisory and IT Support Symposium 2011
	<p>Bookings are progressing steadily and latest attendance figures are 55. We may extend the booking deadline.</p> <p>The UCISA Award Winner now has a parallel session we have finalised the speakers for the other sessions. Session chairs are arranged and the hospitality has been organised.</p> <p>Day 2 has a World Café session and the topics are:</p> <ul style="list-style-type: none"> • Social networking, podcasting and new ways to support customers • Supporting mobile devices • Outsourcing to Google mail/docs/apps and Live@edu • Engaging with distributed staff • Opening closed minds – managing change • Collaborative working <p>It was hoped that bookings will increase before the closing date.</p>

18.06		User Support Conference 2012
		<p>It was noted that colleagues are currently concentrating on organising this year's event. After June the emphasis will shift to the 2012 Conference. However, some early points to note are:</p> <ul style="list-style-type: none"> • Leeds, and Bradford was discussed as a possible venue city and both Universities are being looked at. However, there may be accommodation issues. • We could also use the World Café idea in the 2012 event. • NC and RC expressed an interesting in joining the organising committee
		Action: <i>Organisation for this event will start on earnest after the 2011 event.</i>
18.07		Leadership Programme
	a)	Futures Leaders Programme
		<p>Existing funding arrangements with respect to the Future Leaders Programme remain in place.</p> <p>The first cohort of the Managing Through Complexity cohort has started and the next cohort of FLP has also started.</p> <p>A discussion was held about how institutions can put forward applicants, and the type of journey applicants have experienced.</p>
18.08		Courses Strand
	a)	The future of the Management Skills for Technical Staff course was discussed. No tangible feedback has been received either in favour of retaining it or otherwise. It was here decided to not organise another cohort.
	b)	Communications in the Workplace Course
		<p>DA has been communicating with Dave Knock and we are planning to run the next cohort of 25 attendees on 24th May. The event will be held at Austin Court, Birmingham and the fee is £105. This will generate a small surplus.</p> <p>Thanks were expressed to Dave Knock</p> <p>It was suggested that Social Networking/Social media could be included as part of the course content.</p>
		Action: <i>DA to report back to next meeting.</i>
	c)	Essentials of IT Training Skills – Netskills
		<p>It was decided to redesign the delivery of the IT training skills programme by collaborating with Netskills. We could advertise as a UCISA Netskills partnership. Discussions are ongoing with Dave Hartland.</p>
		Action: <i>DH to discuss with DA about ITTS course requirements and to discuss with SF regarding practical issues. Ongoing</i>
18.09		Netskills Liaison
		Action: <i>RC to provide link on SDG website to Netskills website.</i>
18.10		Professionalism & Accreditation
		<p>NC has initiated a Case Study for three members of staff. The case study includes</p> <ul style="list-style-type: none"> • Type of role • Type of development activity • Description of course

		<ul style="list-style-type: none"> • Benefits • Stuff they don't tell you in the blurb • Would they recommend it <p>These are being compiled now and a session is being held at the Symposium called, "Professionalisation - it's as easy as ABC and D".</p> <p>The benefits of being taking part in professional accreditation programme was also discussed e.g. Prince2, SFIA, ITIL and further, what links are there between the accreditation and the professional body. E.g. OGC, SFIA Foundation and ITSMF.</p> <p>Case study of service desk team: even though service desk staff are perceived as being at the lower echelons of the department they can be highly qualified e.g. with SDI qualifications.</p>
		<p>Action:</p> <p>a. RC and NC to put together IT procurement Case Study.</p> <p>b. RC to post final version on SDG website.</p>
18.11		<p>DITSS</p> <p>Most activity within DITSS recently has surrounded the Symposium. However, in addition to this, DITSS are:</p> <ul style="list-style-type: none"> • Investigating using Google docs for DITSS • Have been trying to reach out to email list subscribers and asking what they would like the mailing list for. Got no responses. Therefore will continue to use email list for event announcements. • Will use the UCISA DITSS Website to advertise what they do and who they are. All other information will go on blog. • Will try to talk to people to let people know what they do. • A member from Cambridge is keen on creating some podcasts • Have undertaken to hold one meeting per year by video conference.
18.12		<p>UCISA Award: '2011 Just being good is not good enough'</p> <p>Submission deadline was 6th May and we have received one submission</p> <p>The award was of high quality and had relevance in the local institution and relevance to other institutions. The winners will be asked to present at the Symposium.</p> <p>A discussion was held about how we could increase the number of entries. It was noted that the Award is similar to producing a case study. They both provide examples of good practice.</p>
		<p>Actions:</p> <p>NW to produce a paper on the pros and cons of a case study format or competition entry format and email group.</p>
18.13		<p>IT Governance & Risk</p> <p>No report</p>
18.14		<p>SDG Membership</p> <p>i. We have received interest from Raghu Vydyanath and Caroline Gregory. It was agreed to ask both people to join the group.</p>
		<p>Actions:</p> <p>JN to contact new members about future meetings and their involvement.</p>

18.15		JANET
	a)	<p>KI gave a verbal report to current activities within JANET including an update on the skills project (Little Man). Closing date was March and they have had 300 responses. They are currently processing the results. Next stage is to process all the results and write report.</p> <p>This included interviewing 40 volunteer line managers. Others matters that are being taking into account are matching roles and skills and seeing how it compares to the SFIA model.</p> <p>Two interesting questions are</p> <ul style="list-style-type: none"> • What are you best at? • What are your informal learning activities? <p>There are some good models for development and progression which have come out of the interviews.</p>
	b)	<p>Janet are piloting three new courses:</p> <ol style="list-style-type: none"> i. Implementing Eduroam ii. Hands on digital forensics iii. Basic networking for service desk and support staff
	c)	<p>Have also done some online briefings free which have been very popular and list of free briefings will be circulated in June</p> <p>A few new courses are in development including advanced IPV6</p>
		<p>Actions:</p> <ol style="list-style-type: none"> a. GC to write up and produce report by end of June. b. RC to post Little Man link to website
18.16		Contact with Other Organisations
		<ul style="list-style-type: none"> • If anyone has any ideas of resources produced by other groups or professional bodies.
		<p>Actions:</p> <p>RC to contact CISG again</p>
18.17		Future Meetings
		<p>University of Reading, 27th October 2011 University of Oxford, 11th - 12th January 2012 (2 day business meeting) University of Ulster, May 2012 (exact date TBA)</p>