

## UCISA SDG

### Notes

date:	27 October 2011
time:	10.30
location:	University of Reading

#### Attendees:

Tony Brett (Oxford University)  
 Stephen Gough (University of Reading)  
 Caroline Gregory (University of Nottingham)  
 Katharine Iles (JANET, Head of Training Team)  
 Jim Nottingham (London South Bank University) - Chair

<b>19.01</b>		<b>Apologies</b>
		Dave Atkins (Cardiff University) Nici Cooper (University of Wolverhampton) Roland Cross (Leeds Metropolitan University) Lesly Huxley (Leadership Foundation) Raghu Vydyanath (London Metropolitan University) Noel Wilson (University of Ulster)
<b>19.02</b>		<b>Welcome &amp; Introduction of new members</b>
		Caroline Gregory was welcomed to her first UCISA-SDG meeting.
<b>19.03</b>		<b>Minutes</b>
		Minutes of the 20 May 2011 meeting were approved.
<b>19.04</b>		<b>Matters Arising</b>
18.04 18.06 18.08 18.09 18.10 18.12 18.14 18.15 18.16	c)       a) & b)	SDG Business Plan needs to be published on the SDG web site. Planning has started for the User Support Conference 2012. IT Training Skills course – ongoing discussions with Netskills. Link to Netskills web site to be provided on SDG web site. RC and NC to put together IT procurement Case Study – ongoing. SDG Award – paper received. Raghu Vydyanath and Caroline Gregory have joined the group. Little Man report received. Links with CISG – ongoing.
18.09 18.10 18.16		<b>Actions not listed elsewhere:</b> <i>Link to Netskills web site to be provided on SDG web site.</i> <i>RC and NC to put together IT procurement Case Study – ongoing.</i> <i>RC to contact CISG again.</i>
<b>19.05</b>		<b>Business Plan &amp; Budget</b>
		The Business Plan 2011-13 is now a working document and the next review will be at our two day business meeting in January.
18.04		<b>Action:</b> <i>RC to post on website</i>
<b>19.06</b>		<b>Advisory and IT Support Symposium 2011 – Clare College, Cambridge</b>
		There were 112 delegates and we received feedback forms from 77. The event was highly rated with scores of well over 3 (1 = poor, 4 = excellent) for all speakers and nearly all workshop leaders as well for the organisation, balance of content and quality of

		<p>accommodation and venue.</p> <p>There were some issues with the venue (e.g. time taken to issue keys and the fact that the catering was in a separate part of the college).</p> <p>DITSS will review the feedback of the event and combine it with the review undertaken by SSG-SDG and this will be used in the planning of future events.</p> <p>The World Café session received mixed reviews though ~80% rated it as good or excellent. One excellent suggestion was to have this as an ice-breaker on day 1 and this is being considered for the User Support Conference 2012.</p>
		<p><b>Action:</b>  <i>DITSS to review the feedback and report back to next SDG meeting and to organising committee for Service Support Conference 2012.</i></p>
<b>19.07</b>		<b>Service Support Conference 2012</b>
		<p>This will take place 10-12 July 2012 at the Crewe Hall Hotel.</p> <p>The organising committee is: Tony Brett (Chair), James Woodward, Vince Woodley, Nici Cooper, Peter Tinson, Sue Fells.</p> <p>The conference will take place over 3 days as usual – the feedback from the last conference in Oxford shows that delegates are happy with this format.</p> <p>The conference is being renamed the Service Support Conference.</p> <p>The conference will begin with supplier showcases with the main part of the conference starting after lunch. There will be 5 key notes, 3 plenaries and 3 lots of parallel sessions (with probably 5 presentations at each).</p> <p>The theme will be based around the student fee increases (e.g. What do you get for £9k, student expectations, customers having more power).</p> <p>Both dinners (informal on day 1 and main conference dinner on day 2) will be held in the hotel.</p> <p>There was some discussion of topics for key notes, plenaries and parallel sessions:</p> <ul style="list-style-type: none"> <li>• Bring Your Own Device (BYOD) <ul style="list-style-type: none"> <li>○ students &amp; staff using their own devices (laptops, tablet, smart phones)</li> <li>○ support issues</li> <li>○ information security</li> </ul> </li> <li>• “No frills” degrees &amp; student expectations</li> <li>• Andrew Bollington (COO Univ of London International Programmes) gave a really good presentation at FOTE11 on “The Student is Broke!”</li> <li>• NUS – Emily-Ann Nash spoke at FOTE11</li> <li>• JISC/JANET review</li> <li>• Location independent working</li> <li>• Costs of running services <ul style="list-style-type: none"> <li>○ UCISA Managers’ event in Dec 2011</li> <li>○ Oxford model</li> </ul> </li> <li>• Relevancy/impact of services</li> <li>• Cloud &amp; JANET Brokerage/ULCC/Eduserv</li> <li>• Professionalisation</li> <li>• Restructuring (documented process – Newcastle?)</li> <li>• JANET Skills Review – what makes a good team – Little Man project</li> </ul>
		<p><b>Action:</b>  <i>Any other suggestions to go to TB or NC.</i></p>
<b>19.08</b>		<b>Courses Strand</b>
	a)	<b>Communications in the Workplace Course</b>
		The feedback from the first run of this course was reviewed. It was agreed that we should consider running the course again, probably with fewer delegates.

		<p>The content should be reviewed. We noted that the Communication Group are holding an event on social networking in January – it may be that material can be taken from that event.</p> <p>The closed event should go ahead as it will give additional feedback on the content.</p>
		<p><b>Action:</b> <i>DA to report back to next meeting.</i></p>
18.08	c)	<p><b>Other Courses Strand Actions:</b> <i>DH to discuss with DA about ITTS course requirements and to discuss with SF regarding practical issues.</i></p>
<b>19.09</b>		<p><b>Staff Development Forum</b></p>
		<p>Matt Levi of the Staff Development Forum (SDF) will attend the next SDG meeting in Oxford to discuss possible links with the SDF.</p>
		<p><b>Action:</b> <i>RC to invite Matt Levi to next meeting.</i></p>
<b>19.10</b>		<p><b>DITSS</b></p>
		<p>DITSS will meet next on 18 Nov 2011 and will review the feedback of the symposium held in June.</p> <p>There was some discussion of the pattern of the biannual SSG-SDG/DITSS symposium and SSG/SDG conference. DITSS will discuss this at their next meeting.</p>
		<p><b>Action:</b> <i>DITSS to review feedback of symposium and pattern of conference/symposium and report back to next meeting.</i></p>
<b>19.11</b>		<p><b>Staff Development Award</b></p>
		<p>NW had submitted a paper detailing some options for the award with a view to increasing the number of applications received.</p> <p>We agreed that we could improve publicity of the award.</p> <p>There was discussion over the timing of the announcement and closure date. Could this be timed to fit with an announcement of the winner at the Management Conference?</p> <p>The group was happy to adjust the criteria and possibly change the format to a poster session.</p>
		<p><b>Action:</b> <i>NW to update paper with details of the award and we will discuss at the annual planning meeting.</i></p>
<b>19.12</b>		<p><b>IT Governance &amp; Risk</b></p>
		<p>UCISA Exec are producing a series of short guides for governors of HEIs on ICT and JN is doing one on staff development.</p> <p>There is a JISC toolkit on Information Management and Governance (<a href="http://www.jisc.ac.uk/whatwedo/programmes/programme_jos/project_infomandg.aspx">http://www.jisc.ac.uk/whatwedo/programmes/programme_jos/project_infomandg.aspx</a>) from 2008.</p>
<b>19.13</b>		<p><b>SDG Membership</b></p>
		<p>We have two new members: Raghu Vydyanath and Caroline Gregory.</p> <p>Asking for expressions of interest in joining UCISA groups is a standard question on the feedback form at UCISA events.</p> <p>Amber Miro has sent out a message to the UCISA-SSG email list asking for comments about use of the email list and other forms of communications and what sort of discussion should be taking place.</p>

19.14		<b>JANET</b>
		<p>KI gave a verbal report on current training and staff development activities within JANET:</p> <ul style="list-style-type: none"> <li>• JANET's skills review results will be available in November, and as part of this work they are piloting a skills workshop. A document was circulated to the group with details of this</li> <li>• JANET gained accreditation from the Learning and Performance Institute as a Learning and Development provider in June. More details at <a href="http://www.ja.net/janetnews/2011/09/16/janetuk-recognised-for-training-excellence/">http://www.ja.net/janetnews/2011/09/16/janetuk-recognised-for-training-excellence/</a></li> <li>• JANET will be running a new course prior to Networkshop next year on "Virtualisation Implementation and Cloud Computing" along with Andrew Cormack's "Computers, Privacy and the Law"</li> <li>• Upcoming courses are listed at <a href="http://www.ja.net/training">http://www.ja.net/training</a></li> <li>• JANET are running some online courses (Introduction to JANET; Networking Hints &amp; Tips)</li> <li>• Online events on IPv6 and JANET Brokerage are due to be published shortly.</li> </ul> <p>KI reported that Gill Chester would like to attend the January meeting to give a report on the skills review project.</p>
		<p><b>Action:</b> <i>RC to invite GC to January meeting</i></p>
19.15		<b>New Developments</b>
		<p>The UCISA response to the VAT consultation is on the UCSA web site (<a href="http://www.ucisa.ac.uk/news/2011-10-06-vat.aspx">http://www.ucisa.ac.uk/news/2011-10-06-vat.aspx</a>).</p> <p>The squeeze on funding will have an impact on staff training and development.</p>
18.17		<b>Future Meetings</b>
		<p>University of Oxford, 10-11 January 2012 (2 day business meeting)</p> <ul style="list-style-type: none"> <li>• <b>Note change of date</b></li> <li>• <b>Please reply promptly to TB when asked about attendance and accommodation</b></li> </ul> <p>University of Ulster, May 2012 (exact date TBA)</p>