

draft:	12 <sup>th</sup> January 2011
confirmed by chair:	17 <sup>th</sup> January 2011
confirmed by committee	[insert date]
with/without amendments:	

## UCISA SDG

### Notes

date:	12 <sup>th</sup> January 2011
time:	10.30
location:	University of Oxford

### Attendees:

Jim Nottingham (South Bank University)  
 Dave Atkins (Cardiff University)  
 Roland Cross (Secretary, Leeds Metropolitan University)  
 Nici Cooper (University of Wolverhampton)  
 Katherine Iles (JANET, Head of Training Team)  
 Stephen Gough (University of Reading)  
 Tony Brett (Oxford University)  
 Lesly Huxley (Leadership Foundation)  
 Dave Hartland (Director of Netskills)  
 Noel Wilson (University of Ulster)  
 Sue Fells (UCISA)  
 Peter Tinson (UCISA)

<b>17.01</b>		<b>Apologies</b>
		None
<b>17.02</b>		<b>Minutes</b>
		16.04 (d) JM should be JN. Minutes of the October meeting were approved.
<b>17.03</b>		<b>Matters Arising</b>
16.04	a) - b.	December meeting cancelled so will go to UCISA Exec meeting of 27 <sup>th</sup> January.
16.04	b) - a.	No response from CISG yet.
16.04	b) – c.	Outstanding.
16.05	b.	Will go to UCISA Exec meeting of 27 <sup>th</sup> January.
16.06	b)	The meeting took place but no tangible feedback was received.
<b>17.04</b>		<b>Business Plan &amp; Budget</b>
		<p>SG gave talked to the Business Plan document and Budget which were presented to the meeting. These documents describe our purpose and activities over the forthcoming years, and the methods we use to manage budgets and risk.</p> <p>The Award costs in the budget also cover funding the award winners to attend the annual conference/symposium. Course costs will be treated in the same way as event costs and have separate budgets.</p> <p>Some amendments were made and once finalised we will post on the website.</p>
		<p><b>Action:</b></p> <p>a. SG to amend business plan and budget documents.</p> <p>b. JN to take to Exec meeting on 27<sup>th</sup> Jan 2011.</p>

		c. RC to post on website.
17.05		<b>Advisory and IT Support Symposium 2011</b>
		<ul style="list-style-type: none"> <li>The event budget was briefly discussed and approved</li> <li>We have introduced the 'world café' idea in the programme as used at the Management Conference. This will require facilitators at each table.</li> <li>Otherwise the organising committee have arrangements in hand</li> </ul>
17.06		<b>User Support Conference 2012</b>
		<ul style="list-style-type: none"> <li>Leeds was discussed as a possible venue city and both Universities are being looked at. However, there may be accommodation issues.</li> <li>Having four blocks of four parallel sessions can be problematic in terms of logistics and costs and we may reduce the number of parallel sessions to two blocks of four.</li> <li>We could also use the World Café idea in the 2012 event.</li> <li>Ideas were requested from delegates for a theme for the 2012 conference and a fuller discussion will be held at the May meeting. Topics suggested: third stream income, 'services not servers', software as a service.</li> </ul>
		<b>Action:</b> a) All to send any suggested event themes to SG.
17.07		<b>Leadership Programme</b>
	a)	<b>Futures Leaders Programme</b>
		<ul style="list-style-type: none"> <li>The current FLP cohort finishes in March. LH has been having discussions with JISC Exec about how the programme will be funded in the future.</li> </ul>
	b)	<b>Other LF Courses</b>
		<p>The LP has been assessing its portfolio of courses and some recommendations have been made. These include</p> <ul style="list-style-type: none"> <li>Amending the Introduction to Management and Making Management Work courses so that they naturally lead into the Future Leaders programme.</li> <li>To introduce Managing through Complexity will replace both of the above.</li> <li>Leading your Technical Team and Advanced Leading your technical team are also under review.</li> <li>PT met with LH and Bob Thackray about the link between UCISA and LF. It was suggested that an IT element could be introduced into the Future Leaders Programme and senior management skills for IT leaders courses. LF already runs a series of senior management programmes which are not tied to a particular discipline. Therefore LF are investigating course content can include how IT consideration can be introduced into institutional strategic thinking.</li> <li>A number of other resources are available for IT managers including HEATED and Gartner.</li> </ul>
		<b>Actions:</b> a. JN to take suggestion of £10,000 support for FLP to Exec. b. JN will report back to SDG when the Managing through Complexity course content is prepared.
17.08		<b>Courses Strand</b>
	a)	It is important that we refocus the range of development activities which we manage. This range of subjects could take into account UCISA Top Concerns list as appropriate.
	b)	<b>Communications in the Workplace Course</b>
		DA has communicated with Dave Knock and we are planning to run it on May. We can

		enrol up to 24 people
		<p><b>Action:</b></p> <p>a. DA to liaise with DK and fix a date and venue.</p> <p>b. DA to liaise Marina Whitmore of Communications Group of SSG.</p>
	c)	<b>Essentials of IT Training Skills – Netskills</b>
		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
		<p><b>Action:</b></p> <p>a. DH to discuss with DA about ITTS course requirements and to discuss with SF regarding practical issues.</p>
	d)	<b>Skills discussion Forum</b>
		<p>A discussion were held over whether it would appropriate and/or useful to design a feedback forum for requests on training and/or feedback on particular experiences. This could be a webpage, blog etc.</p> <p>Should we choose to do this we would need to be sensitive to how this would be perceived by our corporate members.</p>
17.09		<b>Netskills Liaison</b>
		<p>DH spoke to a written report which had been distributed to the group. The points he highlighted:</p> <ul style="list-style-type: none"> <li>• There has been a change in how Netskills is funded. JISC now fund JISC Advance who in turn funds a number of other services including Netskills. This has had the benefit that these services are able to work more closely with each other.</li> <li>• However JISC is currently being reviewed by HEFCE and, due to the current financial climate, there may be cuts in funding. Current funding is assured until July</li> <li>• Business and Community Engagement: Netskills have not traditionally concentrated on this area. However this has changed now and new developments include an online skills evaluation tool.</li> <li>• Institutional Responses to Emergent Technologies Programme</li> <li>• E-Portfolios Programme</li> <li>• E-Learning Programme and Accreditation</li> <li>• Web2Practice Guides</li> <li>• Federated Access Management Training Programme</li> <li>• Web Technologies Training Programme</li> <li>• UCISA Procurement Project</li> </ul>
		<p><b>Action:</b></p> <p>a. RC to provide link on SDG website to Netskills website.</p>
17.10		<b>Professionalism &amp; Accreditation</b>
		<p>This strand of activity is under development but before we distribute it we need to decide:</p> <ul style="list-style-type: none"> <li>• Shall we use the SDG Website</li> <li>• Who are we trying to communicate with e.g. staff, managers, senior managers etc</li> <li>• Should we use real experiences of people who have gained accreditation and follow their journey?</li> </ul> <p>Use information about what type of resources are available from each body and what you get for your money. The most sensible location for this would be the website.</p> <p>It was noted that some development activities are sometimes perceived by participants as being done to them. These resources may help people enhance their CV and made themselves more employable which is especially important latterly.</p> <p>The use of Case Studies as a good practice exemplar was discussed. It was agreed that it</p>

		would be a good idea if we could publish relevant studies related to our main business areas.
		<p><b>Action:</b></p> <ul style="list-style-type: none"> <li>a. All: please pass any comment to NC for inclusion on the document.</li> <li>b. NC to then circulate the final version of Accreditation Journey's document to the group.</li> <li>c. NC to ask UCISA Treasurer for £750 to fund Case Study gathering exercise.</li> <li>d. RC to post final version on SDG website.</li> </ul>
17.11		<b>Project &amp; Programme Management</b>
		No report
17.12		<b>UCISA Award</b>
		<p>It was decided that we would keep the title as the UCISA Best Practice Award. There should be a single award and a single award winner. The format will be a four page word document.</p> <p>It was noted that previous award topics have been:</p> <ul style="list-style-type: none"> <li>o 2007: Coaching &amp; Mentoring</li> <li>o 2008: Staff Dev in Project Management</li> <li>o 2009: Thinking out of the Box</li> <li>o 2010: Doing More with Less</li> </ul> <p>A number of possible topics were discussed for the 2011 award. These included:</p> <ul style="list-style-type: none"> <li>a) ITIL: and how a cultural change was achieved to adopt ITIL processes.</li> <li>b) Succession planning: how can we get people within the sector into senior management positions?</li> <li>c) Governance: putting policy into practice – “policy in absence of implementation plans can be worse than having no policy at all.”</li> <li>d) Developing support Services for Corporate Applications</li> <li>e) Developing Services in the Cloud</li> <li>f) Managing Services instead of Servers</li> <li>g) Embedding a service culture e.g. Service Catalogue, Infrastructure as a service, process improvement, commoditising and costing IT services</li> </ul> <p>We agreed to use suggestion (g). We will launch in March and will then review submissions at the May meeting. The award will be made at the Advisory and IT Support Symposium in June.</p>
		<p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>a) NW to review submission procedure and forward to PT.</li> <li>b) UCISA Execsec to advertise on website in March.</li> <li>c) SDG to review submissions at the May meeting.</li> </ul>
17.13		<b>IT Governance &amp; Risk</b>
		<p>The LF already provides a range of courses, but the current FLP doesn't include this. The possibility of the LF playing a role in making other groups (e.g. HR directors, Finance directors) aware of the importance of managing IT resources and managing risk was discussed.</p> <p>SDG's role could be to provide a toolkit e.g. CISG did an event in 2008 and that has a whole page on IT Governance links.</p>

		<p><b>Action:</b></p> <p>a. RC to create section on website for advertising a range of resources on IT Governance and Risk.</p>
17.14		<p><b>UCISA Exec Update</b></p> <p>PT gave a verbal report about what is happening within UCISA Exec. Forthcoming activities include:</p> <ul style="list-style-type: none"> <li>a) Review Top Concerns survey.</li> <li>b) Considering possible outcomes of the forthcoming JISC Review.</li> <li>c) Seeking to secure future funding for the FLP.</li> <li>d) Cost of IT Downtime Project is coming to an end. This needs to be signed off and the results advertised. This will produce a range of tools to help institutions to calculate the cost of downtime.</li> <li>e) Discuss with UC and SOCITM to look at things areas of common interest like shared data centres. SOCITM are investigating tiered membership which may include an HE category.</li> <li>f) Cohort 6 FLP applications have been considered.</li> <li>g) The Flexible Service Delivery and Shared services. It was noted that there is a £20 million fund of which £12.5 million is for IT projects.</li> <li>h) Digital Economy Act: it is unclear whether the HE sector will be included in it as it is under judicial review.</li> <li>i) Use of JANET Surveys: <ul style="list-style-type: none"> <li>i. Connectivity – resilience is more important than bandwidth.</li> <li>ii. Social use of network – creating policies for Universities for social and private use.</li> </ul> </li> <li>j) NSS: there is a review of the NSS going on at the moment.</li> <li>k) Huddle: because of licence cost it has been agreed we are dropping Huddle.</li> <li>l) Group Membership Requirement document. We can use this to send to potential new members.</li> <li>m) It was noted that event bookings are performing well.</li> </ul>
		<p><b>Actions:</b></p> <p>a. UCISA Execsec to publish UCISA surveys</p>
17.15		<p><b>SDG Membership</b></p> <ul style="list-style-type: none"> <li>i. We have not had a response from two potential new members but we will send them details of the next meeting and the Group Membership Requirement document.</li> <li>ii. It was noted that UCISA will also have a stall at the Management Conference to advertise what benefits UCISA does for the sector, and to provide a good focus point for new enquiries and questions.</li> </ul>
		<p><b>Actions:</b></p> <p>a. JN to send date of next meeting and Group Membership Requirements document (when approved).</p>

<b>17.16</b>	<b>JANET</b>
	<p>KI gave a verbal report to current activities within JANET. The highlights includes:</p> <ul style="list-style-type: none"> <li>o Hands on digital forensics etc report.</li> <li>o The current schedule is now on the website with a curriculum of 19 courses</li> <li>o Technical vacancies</li> <li>o Technical Troubleshooting for Service Support Desk and Support staff is under development.</li> <li>o There has been a requirements gathering exercise for development of the network. That report will be coming up soon.</li> <li>o New Available Fact Sheets: Cloud Computing and Managing Safety for Children and Vulnerable People.</li> </ul> <p>Gill Chester has sent a report of the Technical Skills Review which was tabled. Gill has looking at the SFIA framework and how we can use that to design development activities for network technicians. Feedback was requested direct to Gill by the end of January. There is information on JANET website about it.</p>
	<p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>a) <i>All to circulate within their own institutions and send any feedback directly to GC.</i></li> <li>b) <i>RC to email our group about these resources and link directly <a href="http://ucisa.ac.uk/itil">ucisa.ac.uk/itil</a></i></li> </ul>
<b>17.17</b>	<b>Contact with Other Organisations</b>
	<ul style="list-style-type: none"> <li>• If anyone has any ideas of resources produced by other groups or professional bodies.</li> </ul>
	<p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>i. <i>RC to send communication to the wider list asking for useful links to resources about IT Staff Development activities for advertising on website.</i></li> <li>ii. <i>RC to pass collated list to UCISA Execsec for comment before publication.</i></li> </ul>
<b>17.18</b>	<b>New Developments</b>
	<p>We need to be aware we can use the UCISA Twitter feed, Facebook and blogs to communicate with our target group.</p>
<b>17.19</b>	<b>Communications</b>
	<ul style="list-style-type: none"> <li>a. The web statistics were discussed about the UCISA. It will be interesting to compare these after we have changed the website or added more resources.</li> <li>b. JN asked if there is a template for the SDG report to UCISA Exec. Previous reports and reports from other groups are available on the website.</li> </ul>
<b>17.20</b>	<b>Top Concerns</b>
	<p>It was noted that Top Concerns could also be initiated from within UCISA Committees. One of our concerns could be how to project Staff Development budgets.</p>
<b>17.21</b>	<b>Future Meetings</b>
	<p>Wolverhampton University, 12<sup>th</sup> May 2011  Reading University, 27<sup>th</sup> October 2011, 11am  University of Oxford, 11<sup>th</sup> - 12<sup>th</sup> January 2012 (2 day business meeting)</p>