

UCISA-SDG

Notes

date:	10-11 January 2012
location:	University of Oxford

Attendees:

Dave Atkins (Cardiff University)
 Tony Brett (Oxford University)
 Sue Fells (UCISA)
 Stephen Gough (University of Reading)
 Lesly Huxley (Leadership Foundation)
 Katharine Iles (JANET Training)
 Jim Nottingham (London South Bank University) – Chair
 Peter Tinson (UCISA)
 Raghu Vydyanath (London Metropolitan University)
 Noel Wilson (University of Ulster) – day 2

20.01		Apologies
		Nici Cooper (University of Wolverhampton) Roland Cross (Leeds Metropolitan University) Caroline Gregory (University of Nottingham)
20.02		Welcome
		Raghu Vydyanath was welcomed to his first UCISA-SDG meeting.
20.03		Minutes of last meeting
		The minutes of the meeting held 27 October 2011 were approved.
20.04		Matters arising
		The following actions are to be carried forward. Other actions from the last meeting are covered in the relevant agenda items.
	18.10 18.16	Actions: <i>RC and NC to put together IT procurement case study.</i> <i>RC to contact Chair of CISG (luke.taylor@bristol.ac.uk) to arrange links between SDG & CISG.</i>
20.05		Business plan & budget
		The business plan and budget were updated and will be circulated to the group. Items on liaison and case studies have been added to the business plan. The business plan will go to the next UCISA Exec meeting and be published on the SDG web site.
	i) ii)	Actions: <i>SG to update business plan and circulate.</i> <i>RC to post updated business plan on website when it has been agreed.</i>
20.06		Advisory and IT Support Symposium 2011 – Clare College, Cambridge
		It is not possible to separate out feedback of Cambridge day attendees from those attending the whole event. This is a lot of work for UCISA but can it be done for future events?
	i) ii) iii)	Actions: <i>UCISA Admin to consider how feedback is collected for future events.</i> <i>SG to contact Paul Mazumdar (Cambridge).</i> <i>SG to put copy of report in secure area of SDG web site.</i>

20.07		<p>SSG/SDG Support Services Conference 2012</p>
		<p>This will take place 10-12 July 2012 at the Crewe Hall Hotel.</p> <p>The organising committee is James Woodward (Chair), Tony Brett, Vince Woodley, Nici Cooper, Peter Tinson & Sue Fells.</p> <p>The keynote & plenary speakers have been confirmed.</p> <p>There is likely to be a bar camp instead of a World Café and other interactive sessions.</p> <p>There will be another planning meeting in February.</p> <p>The theme is about managing expectations with the following day themes:</p> <ul style="list-style-type: none"> • day 1: customers • day 2: services • day 3: staff <p>We think we will be able to use “Eduroam Meeting Support” to provide Eduroam access in the hotel.</p> <p>Plenary and supplier sessions are likely to cover:</p> <ul style="list-style-type: none"> • BYOD • Blackboard Mobile • Student expectations of IT • Student equipment • Using social media for user communication and engagement • Integrating service desk software with social media • Changing the way we work to enable us to meet changing expectations <p>It might be useful to have someone from AMOSHE (Association of Managers of Student Services in Higher Education) presenting.</p> <p>There will be 2-3 SDG based parallel sessions or topics for lightning sessions. Suggested topics:</p> <ul style="list-style-type: none"> • Skills review (Gill Chester) • Experiences of change • DITSS by consensus (DITSS)
		<p>Action: <i>TB to report back to organising committee and give progress report at next SDG meeting.</i></p>
20.08		<p>Leadership Foundation (LF)</p>
a)		<p>Future Leaders Programme (FLP)</p> <p>The programme director has been promoted and is now Director of Programmes but he will still lead on the FLP.</p> <p>JISC have committed £20k to subsidise next cohort. JISC infoNet will be involved in the programme.</p> <p>Module 3 now includes a session on “The Thinking Environment” which looks interesting. This could be included in a future FLP alumni event.</p> <p>There is likely to be another alumni event this year.</p> <p>Neither PT nor JN can attend the next Steering Group meeting.</p> <p>Feedback continues to be very good.</p>
b)		<p>Managing Through Complexity</p> <p>This has now been run twice and the feedback is good. A third run is scheduled for May/June.</p>

c)		<p>Strategic ICT (SICT) Toolkit</p> <p>This is a JISC funded project. The toolkit was developed by Nottingham and piloted with ~12 institutions. The toolkit has now been transferred to JISC infoNet (http://www.jiscinfonet.ac.uk/strategy/ict/).</p> <p>Netskills have been asked to run an event around the toolkit.</p> <p>The Leadership Foundation is working with JISC on strategy related to technology, e.g. Enterprise Architecture.</p>
d)		<p>Innovation & Transformation Fund</p> <p>A £1m fund will be launched on 25 Jan at the Future Proofing Higher Education event (http://www.lfhe.ac.uk/evt-crs-prog/201112/lfc/index.html/).</p> <p>There will be four strands:</p> <ul style="list-style-type: none"> • procurement • benchmarking (costing of activities & services) • relationship with students • “efficiency hub”
e)		<p>Internationalisation</p> <p>There is likely to be a joint LF/UCISA event on issues relating to internationalisation.</p>
g)		<p>“Getting to grips with IT” for University governors</p> <p>This will be a LF publication likely to be published in September.</p>
h)		<p>Management development resources</p> <p>These are available to members of the LF and cover:</p> <ul style="list-style-type: none"> • Managing effective performance • Managing change in higher education • Emotional intelligence, personal impact and personal effectiveness • Lean management – doing more with less • The current higher education context <p>See http://www.lfhe.ac.uk/membership/lfmrp/index.html/ for more details.</p>
i)		<p>Courses from other suppliers</p> <p>We should have links on our web site to other key providers (e.g. Netskills, JANET).</p>
		<p>Action: <i>RC to add links to Netskills and JANET to the SDG web site.</i></p>
20.09		<p>Courses Strand</p>
a)		<p>Communications in the Workplace Course</p> <p>This was run as a closed course for LSE before Christmas. We will run an open course in May or June, probably at Austin Court.</p>
		<p>Action: <i>DA to contact Dave Knock about next Communications in the Workplace Course.</i></p>
b)		<p>IT Trainers</p> <p>NetSkills tried a similar course last year (over 3 days) and could not get the numbers required. What is the demand for this course?</p>
	i)	<p>Actions: <i>Can we determine needs for staff training courses or events at the conference in July?</i></p>
	ii)	<p><i>TB to follow up with Conference Committee.</i></p> <p><i>JN to poll IT Directors via email list.</i></p>
20.10		<p>Distributed IT Support Staff Subgroup</p> <p>SG will talk to members of DITSS about the future of the subgroup at the next DITSS meeting. PT will send SG latest UCISA stats on split between central and distributed staff.</p> <p>Possible online events: SG will talk to DH & KI about their experience. SG suggested that we</p>

		could have a 60 minute, focused, event in the autumn following up on one of the conference sessions.
	i) ii) iii) iv)	Actions: <i>SG to talk to members of DITSS about the future of the subgroup.</i> <i>PT to send SG latest UCISA stats on split between central and distributed staff.</i> <i>SG to talk to DH & KI about their experience of running online events.</i> <i>TB to raise possibility of online event following up on a conference topic with the organising committee.</i>
20.11		JISC
		<p>The JISC review was split into three strands:</p> <ul style="list-style-type: none"> • business and governance models (Strand A) • review of all existing JISC-funded services (Strand B) • review of JANET (Strand C) <p>Executive summaries of the reports of the three strands, along with a market research exercise, are available from http://www.jisc.ac.uk/aboutus/hefcereview/takingthereviewforward.aspx</p> <p>The Transition Group are due to put their recommendations to the JISC Board, JISC Shadow Board and Steering Committee this month. Stakeholders will meet in April. UCISA's response to the JISC review has been published on the UCISA web site http://www.ucisa.ac.uk/en/representation/activities/wilson_review.aspx.</p> <p>JISC's Regional Support Centres have been very successful but normally support FE only. Their remit may be extended to include HE.</p> <p>A review of the JISCmail service is being undertaken.</p> <p>JISC Advance is implementing a CRM system to support their activities.</p>
20.12		Netskills
		<p>Netskills have lots of new or revamped courses: search engine optimisation, blogging, WordPress, Google Analytics, podcasting, QR codes for fieldwork, mobile devices, online mapping tools & HTML 5.</p> <p>The format of the Netskills BTEC accredited courses are now 3-day intensive courses. Subjects are IT training, e-learning and web technologies (see http://www.netskills.ac.uk/content/products/workshops/accredited/index.html).</p> <p>Netskills are continuing to run the UCISA IT procurement for suppliers session (Selling IT to Universities). The next session is 16 May.</p> <p>Steve Boneham from Netskills is presenting at SSG's Using Social Media to Communicate event on 18 Jan.</p> <p>Netskills are doing a lot more online. The technology is now much more reliable, people are more used to it and institutions are looking to save money. Netskills are now running a 1-day online course and are running free online seminars using Bb Collaborate with guest speakers on provocative discursive topics. The response has been very pleasing.</p> <p>Netskills are continuing to support the Green ICT Programme.</p> <p>Netskills are taking over the programme on Enterprise Architecture.</p> <p>Netskills are still hosting the BCE team and are running a number of projects.</p> <p>Attendance at Netskills courses remains good.</p>
20.12		Professionalism & Accreditation
		Four people that attended NW/NC's workshop at the symposium have expressed an interest in participating in work on this and might be able to contribute to case studies. NW & NC will contact these people and consider what material should go onto the SDG web site. We could

		<p>also see if we can obtain any case studies from presentations/workshops at the Conference in July.</p> <p>NC submitted a paper on what could be added to the SDG web site on professionalism and accreditation.</p> <p>LSBU are looking at NCC accreditation for the IT department.</p> <p>There are questions related to staff development in the UCISA HEITS survey.</p> <p>There are many CPD & skills frameworks (SFIA, SOCITM etc) – how does an institution determine which best fits their activity? There may not be a single one that fits across an institution. What would the evaluation criteria be?</p> <p>There could be some work on linking professionalism with practice in IT departments.</p>
	<ul style="list-style-type: none"> i) ii) iii) iv) 	<p>Actions:</p> <p><i>NW & NC to contact attendees that attended their workshop who expressed an interest in contributing case studies.</i></p> <p><i>NW & NC to consider what material could go onto the SDG web site looking particularly at case studies</i></p> <p><i>JN to look into evaluation criteria of APEL (Accreditation of Prior and Experiential Learning) frameworks</i></p> <p><i>TB will raise possibility of generating case studies from presentations/workshops at the Support Services Conference in July.</i></p>
20.13		Staff Development Award
		<p>We decided not to have a specific theme this year but to list some possible topics (those listed in NW's paper). The publicity material should list previous award winners and themes. If possible, it should include quotes from past winners about the benefits to the department or institution and whether they have been contacted by other institutions wanting to find out more about what they have done. NW will contact Nottingham.</p> <p>We decided to ask for a written submission (with a 500 word executive summary) but to encourage supporting material in other formats.</p> <p>The closing date is likely to be the end of April with judging in May. The award winner will be announced at the Support Services Conference in July.</p> <p>We can announce the award in the next issue of Engage (the LF magazine) and at the Management Conference in addition to the usual publicity. There is the possibility of a short article in University Business on the winning entry.</p>
	<ul style="list-style-type: none"> i) ii) 	<p>Actions:</p> <p><i>NW to finalise details of award announcement</i></p> <p><i>NW to contact Nottingham about impact of winning the award.</i></p>
20.14		IT Governance & Risk
		<p>This is helpful with describing how an IT department will be run and the fit with institutional policies.</p> <p>PT raised UCISA's Cost of IT Downtime work (http://www.ucisa.ac.uk/downtime) and ties with the finance side of an institution.</p> <p>Is lack of suitable training or competency for IT staff on any HEI's risk register?</p> <p>Governance & risk are becoming much more important for HEIs and for IT directors.</p> <p>We noted that there is some confusion between governance and management.</p> <p>There is also a link with the Strategic ICT project (SICT - http://www.jiscinfonet.ac.uk/strategy/ict/) & Enterprise Architecture.</p> <p>Could UCISA put together 10 principles of governance for IT departments along the lines of those published by Harvard Business School (http://hbswk.hbs.edu/archive/4241.html).</p>
		Action:

		<i>JN to raise possibility of developing a “10 points for good IT governance” with UCISA Exec</i>
20.15		UCISA Update
		<p>The next UCISA Exec planning meeting will be held at the end of Jan. An updated UCISA business plan will be presented to the UCISA AGM at Management Conf in March.</p> <p>Specific work activities include: NUS ICT Charter (http://bit.ly/w9DHdP), efficiencies and modernisation (task force & action plan).</p> <p>There is ongoing work on cloud & shared services (UMF projects are due to finish March 2012 [http://www.jisc.ac.uk/whatwedo/programmes/umf.aspx] and the JANET Brokerage service [http://www.janetbrokerage.ac.uk] is up and running).</p> <p>The McClelland “Review of ICT Infrastructure in the Public Sector in Scotland” (http://www.scotland.gov.uk/Resource/Doc/351231/0117794.pdf) looks at “how best to deliver improved value for money and support multi-agency working and shared services”.</p> <p>There are some interesting new national initiatives:</p> <ul style="list-style-type: none"> • The Learning Records Service (http://www.learningrecordsservice.org.uk/) is looking at data flow from schools up to HE and how to authenticate qualifications. • The Information Standards Board (http://dfe.gov.uk/escs-isb) will “will provide governance arrangements for information standards across the education, skills and children’s services (escs) system” <p>UCISA continues to represent member institutions & suppliers at services like these.</p> <p>YHMAN have a shared data centre project (www.yhman.net.uk/downloads/YHDATA.ppt). UCISA’s role is to coordinate & promote best practice.</p> <p>UCISA’s model regulations (http://www.ucisa.ac.uk/publications/modelregs.aspx) will be reviewed in the light of the new NUS ICT Charter.</p> <p>UCISA has provided input to the JISC Review & Transition Board and has been a strong defender of JANET. UCISA is continuing to lobby on behalf of the membership and PT has been invited to strategy meeting in April as part of a formal partnership with JISC.</p> <p>UCISA has launched a new publication Impact (http://www.ucisa.ac.uk/bestpractice/Copy%20of%20publications/impactautum2011.aspx) which replaces Update and concentrates on the value being delivered to members.</p> <p>There are lots of events coming up, see http://www.ucisa.ac.uk/events.aspx.</p> <p>Events on internationalisation and alternative methods of delivery (cloud, shared services, off-shoring) are being considered.</p> <p>The annual Award for Excellence is open (http://www.ucisa.ac.uk/bestpractice/awards/excellence.aspx). Entries should be submitted by 26 Jan.</p>
20.16		SDG Membership
		<p>We now have 9 members and 3 representatives from LF, Netskills & JANET.</p> <p>We will review roles of members at the next meeting.</p>
		<p>Action: <i>Review roles of members at the next meeting.</i></p>

20.17		<p>JANET</p>
		<p>Gill Chester, Little Man Project, gave an update on the JANET Skills Review Project.</p> <p>The project has these main phases:</p> <ul style="list-style-type: none"> - Consultation & research – interviews & survey - Analysis of results, creation of skills matrix - Public report & dissemination <p>The consultation has shown that network staff wanted training on:</p> <ul style="list-style-type: none"> - New technology - Business & soft skills - Product specific training - Advanced networking <p>The consultation also showed that high turnover leads to more options for career progression, and bringing in fresh ideas.</p> <p>Some case studies will be included in the final report.</p> <p>A workshop on good team working has been trialled at Loughborough. A workbook, to be completed prior to the workshop will be created. A second trial is planned. This will become a JANET course but is applicable to other teams. Consideration is being given about how best to advertise and market the workshop.</p>
20.18		<p>Staff Development Forum</p>
		<p>Matt Levi, Chair of the Staff Development Forum (SDF, http://www.staffdevelopment.ac.uk/) gave an update on the work of the SDF.</p> <p>SDF is an HE UK-wide, charitable organisation which is dedicated to professional development for staff developers. It has been developed with LF funding & support. 120+ HEIs are members.</p> <p>The SDF consults regularly with community and offers:</p> <ul style="list-style-type: none"> • a programme of courses/workshops • accredited programmes • publications • funding for special projects • annual conference <p>The SDF contributes to the LF annual conference.</p> <p>The accredited programmes are:</p> <ul style="list-style-type: none"> - Developing professional practice (DPP) - Staff & Org Dev Practitioners (SODP) - Leading Staff & Org Dev (LSOD) <p>Accreditation is via SDF, SEDA & ILM.</p> <p>The SDF is aiming to provide fellowships.</p> <p>The SDF is working with JISC on digital literacies.</p> <p>We discussed the possibility of co-promotion of each other's events.</p>
	<p>i) ii)</p>	<p>Actions:</p> <p><i>Add a link to SDF on SDG web site</i></p> <p><i>UCISA Admin to send logo and short description of UCISA to SDF</i></p>
20.19		<p>New Developments</p>
		<p>The CISG survey on corporate applications will be closing shortly.</p>
20.20		<p>Communications</p>
		<p>As noted above, we will have new material to go onto the web site. We will continue to use</p>

		the mail list & news section of the web site.
20.21		Top concerns
		This will be done again in 2012-13, reporting in 2013.
20.22		Future Meetings
		University of Ulster, 23 May 2012 London Metropolitan University, late Oct 2012 (TBC) University of Oxford, 8-9 Jan 2013

Actions:

18.10	RC and NC to put together IT procurement case study.	RC & NC
18.16	RC to contact Chair of CISG (luke.taylor@bristol.ac.uk) to arrange links between SDG & CISG.	RC
20.05 i)	SG to update business plan and circulate.	SG
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20.06 i)	UCISA Admin to consider how feedback is collected for future events.	SF
20.06 ii)	SG to contact Paul Mazumdar (Cambridge).	SG
20.06 iii)	SG to put copy of report in secure area of SDG web site.	SG
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20.09 b) i)	Can we determine needs for staff training courses or events at the conference in July? TB to follow up with Conference Committee.	TB
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20.13 i)	NW to finalise details of award announcement	NW
20.13 ii)	NW to contact Nottingham about impact of winning the award.	NW
20.14	JN to raise possibility of developing a "10 points for good IT governance" with UCISA Exec	JN
20.16	Review roles of members at the next meeting.	All
20.18 i)	Add a link to SDF on SDG web site	RC
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