

THE UNIVERSITY OF WARWICK

Minutes of the meeting of the Information Policy and Strategy Committee
held on 10 November 2011

Present: Professor T Jones (Chair)
Professor R Dias
Dr K Leppard
Professor D Singer
Professor S Swain
Mr S Ruston
Director of IT Services
University Librarian

Apologies: Professor C Hughes
Professor M Rodger
Professor S Shapiro
Professor J Smith
Professor P Thomas
Professor P Winstanley

In Attendance: Acting Registrar (until item 9/11-12), Ms J Findlay, Head of Platform
Engineering & Deputy Director of IT Services, Deputy Librarian.

The Chair welcomed new members to their first meeting of the Committee.

1/11-12 Minutes

RESOLVED:

That the minutes of the Committee meeting held on 2 June 2011 be approved.

2/11-12 Membership and Terms of Reference of IPSC

CONSIDERED:

A paper outlining the role of the Information Policy and Strategic Committee including membership for 2011/12 academic year (IPSC.1/11-12).

RESOLVED:

That the Secretary invite the Chair of the Faculty of Social Sciences IT Committee to nominate an appropriate colleague to be considered for recommendation by the Chair to fill the vacancy of the third academic colleague appointed by the Senate.

RECOMMENDED (to the Senate):

That the following revision to the IPSC terms of reference be approved
(additions underlined):

(....)

(e) To approve, after consultation with the Steering Committee and within the context of the overall University IT, library and information strategy:

- (i) strategies and policies for the development and management of teaching and learning information
- (ii) strategies and policies for corporate and business systems.
- (iii) strategies and policies for the University IT infrastructure, its operation and service standards.
- (iv) legal compliance policies and regulations regarding the use and security of information and data.

3/11-12 Proposal to Block Certain Websites

CONSIDERED:

A paper from the Head of Infrastructure Services (IT Services) and the Assistant Registrar (Risk, Continuity and Information Security) proposing the approach to block access to certain illegal websites (IPSC.4/11-12).

RECOMMENDED (to the Steering Committee):

That the proposal to block access to certain websites from the University networks as set out in IPSC.4/11-12 be approved in principle, noting that

- (a) appropriate wording for the 'Stop' page and the Information Security Policy will be prepared in liaison with the Deputy Registrar and University Child Protection Officer and that revisions to the Information Security Policy will be subsequently approved by Chair's Action (IPSC and Steering Committee);
- (b) the route for academic colleagues to seek approval to access material that would be usually considered as unacceptable in line with the University Regulation 31 and the Information Security Policy would continue and be managed by the University Research Ethics Committee;
- (c) the IPSC would consider any additions to the list of websites to be blocked and that the scope of blocked access would only be extended beyond websites which were illegal to access in the UK following appropriate further consultation.

4/11-12 Update on Staff Email Migration

CONSIDERED:

An oral report from the Head of Platform Engineering & Deputy Director of IT Services on the progress of the migration of staff email to Microsoft live@edu.

REPORTED: (by the Head of Platform Engineering & Deputy Director of IT Services)

- (a) That a number of colleagues in IT Services and the School of Life Sciences had been migrated to the new live@edu email service.
- (b) That, whilst the migration completed to date had not presented any issues from a basic use perspective, there were three operational issues for resolution:

- (i) Archive mail was currently not available to live@edu users
 - (ii) Calendars for live@edu users were not visible and could not be shared with users on the current system
 - (iii) The email address book was not available to live@edu users
- (c) That work was underway to identify those departments for which the above three issues were not problematic and to migrate those accounts immediately, it being noted that parallel work would be undertaken to resolve these issues prior to migrating other departments by the projected completion date (end of Summer Term 2012).
- (d) That University email data would be stored in Microsoft data centres in Dublin and the Netherlands and the University would be given a reasonable lead time to consider the implications of any proposed move of data to another data centre.
- (e) That the following approaches to archived mail were proposed for consideration:
- (i) Un-archive and transfer mail items for the small number of colleagues who have mail archived regularly and access to this was crucial;
 - (ii) Encourage colleagues who access archived mail infrequently to volunteer to have their archived mail retained and made available via .pst or .txt file on demand (expected retrieval time would depend on number of items but would be a number of days at the most);
 - (iii) ITS to develop a mechanism to allow colleagues to transfer important archived mail items to their 'live' mail prior to migration.

RESOLVED:

That the above proposals regarding the management of archived mail be approved, it being noted that members of IPSC would encourage IT Services to ensure these were adequately communicated and that work to identify departments for swifter migration should include consultation with a wide range of colleagues in each department.

5/11-12

Freedom of Information: Publication Scheme (Senate minute 148/03-04 and Steering Committee minute 89/07-08 refer)

CONSIDERED:

A paper outlining how the Freedom of Information Act 2000 applied to the publication of minutes of University bodies (SC.60/07-08).

REPORTED: (by the Chair)

- (a) That the Steering Committee resolved in October 2007 that a standard item should be included on the agenda of the first meeting of each University committee in each academic year to inform members of the University's policy on the publication of minutes.

(By the Acting Registrar)

- (b) That the University publication scheme was currently being updated and that it was not anticipated that the University's approach to the publication of committee minutes would change significantly as a result.

RESOLVED:

That the proposed revisions to the University publication scheme be considered at a future meeting, with a view to recommendation to the Steering Committee.

6/11-12 Data Security and Encryption (minute 42/10-11 refers)

REPORTED: (by the Director of IT Services)

- (a) That the new University encryption service was live but has yet to be widely publicised to allow for the initial working group to advise on usability and any issues around the installation of the various encryption solutions.
- (b) That should colleagues require encryption across multiple devices or sites, IT Services continue to provide a desk side service, in addition to the self-service function for less complex requests.
- (c) That the University had provided funding for a number of encryption software licences and it was important that the service did not become over-subscribed to allow resources to be provided to those colleagues for whom it was business-critical.

7/11-12 Research Publications Database (minute 32/10-11 refers)

REPORTED: (by the Deputy Librarian)

- (a) That currently the University publications database, WRAP, contained 38,000 items.
- (b) That the HEFCE REF import file specification had been released and that the University was already collecting all requisite data fields.
- (c) That discussions had taken place with Heads of Departments and Directors of Research regarding how best to support them in managing their REF submission.
- (d) That Heads of Departments had been recently reminded of the need to submit publications to the WRAP and that this message was to be disseminated within departments.

8/11-12 Research Libraries UK (minute 36/10-11 refers)

REPORTED: (by the Librarian)

- (a) That Research Libraries UK (RLUK) had concluded negotiations with electronic journal providers, to discuss the price rises currently at higher than inflationary levels.
- (b) That there would be no change to service and access to resources from 1 January 2012 and that a lower than inflationary rate had been secured, noting that this was expectedly higher than RLUK wished.
- (c) That the discussions regarding journal payments in local currency continued.

9/11-12 Paperless Meetings of IPSC

RESOLVED:

That members forward any comments on the new arrangements for paperless meetings and the provision of a single, internally linked PDF be sent to the Secretary.

10/11-12 Recommendation from the Board of Undergraduate Studies: Wireless Network

CONSIDERED:

The following recommendation from the Board of Undergraduate Studies:

20/10-11 (a) Wireless Access in the Humanities Building (minute 14/10-11 refers)

REPORTED:

The Director of IT Services had stated that whilst wireless access is provided for in their central-budget funding, this only covers provision in centrally-timetabled rooms, and although further wireless access can be provided relatively easily on request, there would be a charge to the department or faculty in question (minute BUGS 14/10-11, resolution (c), refers).

RESOLVED:

That, in light of increasing student expectations, the Board recommends to the Information Policy and Strategy Committee that it considers the provision of wireless access all teaching and learning spaces on campus without additional charge to the departments which use these spaces.

REPORTED: (by the Director of IT Services)

- (a) That further consideration would be required to identify the current wireless coverage on campus and to clarify how such a project would be funded and future charges applied.

- (b) That wireless connectivity was now being included in new build proposals and costs.
- (c) That one financing mechanism might be to include the cost in the central service charge but that this would tie all departments to the project and to the charges.

(By Mr S Ruston)

- (d) That the Students' Union would welcome this development and it would be an enhancement to the student experience.

RESOLVED:

That the Director of IT Services consider the recommendation further and report a future meeting of IPSC.

11/11-12

University KPIs: IT

CONSIDERED:

The University Key Performance Indicator (KPI) relating to IT compiled by the Director of IT Services and the Director of Management Information and Planning (IPSC.2/11-12) and a set of detailed set of metrics presenting the run-time of key systems (IPSC.6/11-12).

REPORTED: (by the Director of IT Services)

- (a) That, in addition to measuring the performance of key systems and operations within IT Services, the impact and management of major incidents which could potentially disrupt University activities were also being tracked.
- (b) That he wished to develop a set of user experience metrics, noting that these were subjective and subtle measures but would demonstrate performance in a manner closer to the user's personal experience.
- (c) That user experience metrics were also being pursued by other Russell Group institutions with methodologies varying by institution.
- (d) That it was important to consider the impact of IT provision on the student experience and the International Student Barometer did collect feedback on this area, including a request to provide wireless connectivity in all residences which the University was addressing.

RESOLVED:

- (a) That the University KPI relating to IT be approved as set out in IPSC.2/11-12, noting that the full range of KPIs would be considered by the Council at its meeting to be held on 30 November 2011.
- (b) That the Director of IT Services and the Students' Union Education Officer consider mechanisms to ensure that enhancements to IT provision, particularly those seeking to resolve issues raised by students, were communicated to students.

12/11-12 Research Data Management (minute 50/10-11 refers)

CONSIDERED:

A paper from the Librarian and Deputy Librarian presenting an initial University policy on research data management (IPSC.3/11-12).

REPORTED: (by the Librarian)

- (a) That the Steering Committee considered a paper presenting the previous discussion relating to research data management at IPSC and a proposed policy as set out in IPSC.3/11-12 at its meeting held on 7 November 2011.
- (b) That the Steering Committee had approved the establishment of a broadly based working group chaired by a senior academic colleague to begin discussions around initial implementation, it being noted that the Deputy Vice-Chancellor would consult the Vice-Chancellor with regards to membership of the group.
- (c) That the Steering Committee was also invited to consider whether the University might leverage its strategic alliance with Monash as Monash had well developed research data management practices.
- (d) That it was important to remember that the University had to respond to the requirement of the Research Councils UK in this regard and that the institution had to demonstrate progress in this area by May 2012.
- (e) That there were a number of other areas of related activity across the institution (IT Services and Research Support Services) which would be drawn together by the working group and consideration would be given to a pilot scheme with appropriate departmental engagement.
- (f) That the policy had been considered in advance of submission to the Steering Committee and IPSC by the previous Chair of IPSC and the Pro-Vice-Chancellors for Research).

RESOLVED:

- (a) That members of IPSC be invited to send comments on the initial research data management policy to the Deputy Librarian in advance of the formal establishment of the working group by the Vice-Chancellor, it being noted that the policy as set out in IPSC.3/11-12 would be considered by Research Committee at its next meeting.
- (b) That the Chairs of the Faculty IT Committees be invited to discuss the initial policy with members and send any comments to the Deputy Librarian.
- (c) That the Librarian consult the Deputy Vice-Chancellor with regards to the approval route for a University research data management policy and implementation plan.

13/11-12 Information Security and Management Update

CONSIDERED:

An oral update from the Assistant Registrar (Risk, Continuity and Information Security) (Secretary to IPSC) on developments around the University's approach to information security including the launch of a new web resource and training sessions for staff.

RESOLVED:

That the Secretary in her capacity as Assistant Registrar (Risk, Continuity and Information Security) engage IPSC members in considerations of how the University might raise awareness of academic colleagues with regards to information security.

14/11-12 University Website Re-design

REPORTED: (by Dr K Leppard)

- (a) That colleagues had raised concerns about the new University website design and in particular, they felt that they had not been able to contribute to the approval process.
- (b) That consideration might be given to the multiple uses of websites at the University and it might be beneficial to develop different looks for different purposes, for example external pages versus internal pages.

(By the Head of Platform Engineering & Deputy Director of IT Services)

- (c) That IT Services and the Communications Office had held a series of workshops in August and September 2011 where colleagues were invited to view and comment on a number of proposed designs for the University website.
- (d) That the workshops had been well attended and colleagues had represented the range of departments and teams on campus.
- (e) That there was scope to develop the new design further based on user feedback.

RESOLVED:

That Dr K Leppard and the Head of Platform Engineering & Deputy Director of IT Services discuss the matter further.

15/11-12 Warwick Forums

REPORTED: (by Professor D Singer)

That colleagues within the Warwick Medical School reported that the Warwick Forums service was under threat and that was of concern due to its use in teaching and learning provision in the School.

RESOLVED:

That the Head of Platform Engineering & Deputy Director of IT Services and appropriate colleagues in the Warwick Medical School discuss the matter further.

16/11-12 Assignment Management Pilot

REPORTED: (by the Director of IT Services)

- (a) That the Vice-Chancellor wished to have an online assignment management system in place for the next National Student Survey in February 2012.

(By Professor D Singer)

- (b) That it was important that the pilot project, which the Warwick Medical School supported, considered the potential issues posed by a system at individual academic level.

RESOLVED:

That the Chair of IPSC discuss the project with the Pro-Vice-Chancellor for Student Experience and identify a representative from IPSC to engage with the project.

17/11-12 Minutes from Faculty of Social Sciences IT Committee

RECEIVED:

Minutes (unconfirmed) of the meetings of the Faculty of Social Sciences IT Committee (IPSC.5/11-12).

18/11-12 Minutes from Faculty of Science IT Committee

RECEIVED:

Minutes (unconfirmed) of the meetings of the Faculty of Science IT Committee (IPSC.7/11-12)