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## Information Services Governance Committee

Thursday 28<sup>th</sup> June 2017

### MINUTES

**Present:**

Professor Michael Arthur (Chair)  
Ms. Wendy Appleby  
Dame Nicola Brewer  
Mr. Simon Cane  
Dr. Michael Cope  
Professor Dame Hazel Genn  
Mr Philip Harding  
Professor Graham Hart  
Mrs. Lori Houlihan  
Mr Rex Knight  
Collette Lux  
Professor Alan Penn  
Professor David Price  
Mr. Tom Rowson  
Professor Nigel Titchener-Hooker  
Professor Alan Thompson  
Dr. James McCafferty  
Ms. Bridget Kenyon (Head of Information Security - partial)  
Mr Alex Daybank (Data Protection and FOI Officer - partial)  
Mr. Alan Harper  
Dr. Fiona Strawbridge  
Ms. Susan Farrell  
Ms. Clare Gryce

**Apologies:**

Dr. Paul Ayris  
Dr. Celia Caulcott  
Professor Mark Emberton  
Professor Mary Fulbrook  
Mr. Andrew Grainger  
Professor David Lomas  
Professor Ivan Parkin  
Professor Geraint Rees  
Professor Anthony Smith

The Provost opened the meeting, introducing Piet Eeckhout, Dean elect, Faculty of Laws.

**1 17/06/01 Minutes of the previous meeting**

***Approved:***

1.1: The minutes of the meeting held on the 1<sup>st</sup> March 2017 (paper **17/03**) were approved.

## **2 17/06/02 Proposed IT project portfolios for FY 17/18 by domain and update on the Digital Masterplan**

### ***Noted:***

2.1: The paper proposing the IT domain plans for FY17/18 (paper **17/06/02**) was received.

### ***Discussion:***

2.2: The Director of ISD introduced the paper and stated that the document now took a more strategic view of funding over a 3-year time horizon. This was important to understand future demands on domains and to provide improved financial certainty for multi-year projects. The four domain leads each then provided a short oral report on their respective domains. Fiona Strawbridge presented on Education, Clare Gryce on Research, Susan Farrell on Digital Education and Alan Harper on Administration. The Director of ISD provided the final update on the Infrastructure domain. Reports focussed on successes achieved over the current financial year, proposal for FY 17/18 and a longer-term view for investment up to FY 19/20. The Provost then opened the floor for questions.

2.3: Dame Hazel Genn thanked the domain leads for their presentations and stated that the expectation of students was now very high and that there was a need to improve basic systems before transformation could occur.

2.4: Concerns were raised around key areas which had not been funded and the importance of getting systems upgraded to underpin TOPS. The Director of ISD stated that if funding was available from the TOPS programme, this could be used to accelerate delivery of systems. Rex Knight stated that the TOM had yet to be signed off and it was only after the summer planning that the implications of further investment in IT could be explored.

2.5: The Provost asked if the presentations given could be shared more widely across UCL and could the information be shared from the user's perspective. The Head of Communications & Marketing stated she would pick up with colleagues in ISD about this.

2.6: Prof. David Price stated that the UCL research community was represented by the eResearch domain who liaise closely with Clare Gryce around domain prioritisation for investment.

2.7: The Provost enquired about how collaboration with other partners such as Crick, Kings & Imperial and how to maximise the return on investment of these relationships. Clare Gryce stated that strategy was being developed outside of the capital programme which would examine partnerships and think about where to focus efforts and about readiness to engage with consortia. Prof. David Price noted that UCL was a member of the CSC consortia focussed on science & engineering and that the EPSRC grant had been secured through this venture. Clare Gryce noted that Grace had been nationally funded but was based at UCL which provided UCL with an institutional advantage.

2.8: Prof. Alan Penn noted the importance of not underestimating the effort required to migrate websites from Silva to Drupal, especially around staff redesigning how information will present on mobile devices. Prof. Alan Thompson agreed, but noted that the new sites were more streamlined and responsive.

2.9: The Provost enquired about how the further deployment of Drupal was being rolled out. The Head of Digital Presence stated that a priority order existed, but this also was dependent on a department's readiness to migrate.

2.10: The Director of ISD noted that the old Silva content management system had very limited functionality whereas the new Drupal system is more functionally rich. He explained that UCL has over 900 individual sites to migrate and that each would need reviewed,

updated and potentially re-designed as part of the move to Drupal otherwise we will carry forward poor content of the past and not benefits from the new functionality. However, this will take time given the constrained funding. He stated that investment in this area was increasing from £600k to £1.2M next year and that he would like to complete all website migration by the end of FY 17/18. Prof. Alan Penn noted that faculties and departments will need to at least match ISD's resources with local staff for the successful migration of their website.

**Approved:**

2.11: The Domain allocation were approved.

**3. 17/06/03 Information Security Update (highly restricted)**

**Noted:**

3.1: The Information Security update (**paper 17/06/03 highly restricted**) was received.

**Discussions:**

3.2: Restricted

**Actions:**

3.4: Restricted

**4. 17/06/04 Paper proposing a comprehensive information security training programme**

**Noted:**

4.1: The paper proposing a comprehensive information security training programme (**paper 17/06/04**) was received.

**Discussion:**

4.2: The Head of Information Security presented the paper, highlighting the need for staff to protect themselves and to be aware of what the risks are e.g. how to use the web safely and to share information. The proposed training has been mandated by the ICO. The proposal is to split the UCL community into groups based on risk and for each group to receive training relative to their level of risk. Completion of training may be linked to existing systems i.e. a requirement to enable password changes to occur.

4.3: ISGC discussion centred on ensuring accurate records could be kept of who had received the training, whether the training was accessible, how long the full training and annual refreshers would take and when the training need to be completed by.

4.4: Prof. Graham Hart noted that some UCL staff are not in possession of an email account or have access to a computer and that a grace period may be required for new starters to complete.

**Approved:**

4.4: The paper was approved.

**5. 17/03/05 Paper reviewing IT operational performance**

**Noted:**

5.1: The paper reviewing IT operational performance (paper at **17/06/05**) was received.

**Discussion:**

5.2: The Director of ISD summarised the paper highlighting the recent malware attack and the performance issues with the central storage. The director stated that ISD was working

very closely with the equipment suppliers to resolve the issues and that new equipment had been procured to provide additional capacity. ISGC discussed the impact on shared drives and the impact on collaboration between departments, The Registrar asked if contingency plans were being put in place for key institutional dates around enrolment. The Director of ISD confirmed that alternative solutions were being investigated as a priority to support professional services, especially registry and finance.

**Actions:**

5.3: None

**6. 17/03/06 Update on other initiatives**

**Noted:**

6.1: The paper providing an update on other initiatives (**paper 17/06/06**) was received

**Discussion:**

6.2: The Director of Planning gave an update on the overall management information programme, including development of the Integrated Data Warehouse (IDW) and procurement of the visualisation reporting tools.

6.3: The Director of ISD gave an update on the deployment of occupancy sensors and their use to ensure effective space utilisation and to inform students of available space around campus. The technology is rolling out to central spaces over the summer and departmentally in the autumn. It was acknowledged that departments may have questions and these will be covered as part of a communications plan.

6.4: Alan Penn raised an issue relating to staff and ethical concerns about the data collected. The director of ISD confirmed that all collected data was anonymous.

**7. AOB**

**Discussion:**

7.1: There were no AOB items

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