



## School IT Steering Committee Meeting

Wednesday, 17<sup>th</sup> June 2015

**Present:**

Gordon Smith (Chair) (GS)  
Richard Bartlett (RB)  
Caroline Edmonds (CE)  
Robin Uttin (RU)  
Lydia Drumright (LD)  
Guy Williams (GW)  
Peter Maccallum (PM)  
Randy Read (RR)  
Litsa Biggs (LB)  
Bertie Gottgens (BG)  
Paul Calleja (PC)

**1. Apologies:** John Sinclair (JS), Chris Wallace (CW) and Philippa Hewett (PH)

**2. Minutes of the Previous Meeting**

The Minutes of the last School IT Committee Meeting held on 22<sup>nd</sup> April were approved.

**3. Matters Arising**

RB gave the Committee a brief update on the action points from the last meeting:

- Information security - RB and LD will meet, straight after the Committee meeting, to discuss the proposed information security policy.
- The high capacity link to the West Cambridge Data Centre - CSCS was upgrading the CUDN PoP link, work was currently in progress and RB hoped the work would be finished by the next Committee meeting in November. GS asked about different links that RB and PM have. RB explained that the CSCS link is a 1GB link to the CUDN, the University resilient routed network, and the Cancer Research UK Cambridge Institute (CRUK CI) link is a paired (non-resilient) 2x10Gb link using CRUK CI-managed switches'. PC suggested it might be useful to carry out a research study to evaluate how these differences affect service.
- Remote access - a VPN pilot was now in progress (GS and LD will provide feedback on the service).
- Service performance metrics – RB and PM have discussed these metrics and RB intends to send PM a second draft of the metrics very shortly.

***Action Point (1) – RB to bring a final draft of the service performance metrics to the next Committee meeting***

**4. Policy**

PM suggested that there should be a School policy on data protection and storage of DPA covered data, and in particular, the use of Cloud based services such as Dropbox. He told the Committee that he had a PI from the US who had previously relied in Dropbox for sharing with collaborators, and PM was not comfortable with allowing this, but had no alternative solution. PC said that UIS was looking to run a service which would fulfil

this requirement, potentially on OwnCloud, but that it would be at least 3-6 months before a pilot would be launched. LD requested that any UIS service for file sharing was designed to be accessible from the NHS network to enable joint working between the CUH and University. RB advised that the JSCS project was using an OwnCloud implementation hosted in the Stem Cell Institute which may be available for PM to use. Mandatory IG and/ or data security training was also discussed as use of Dropbox raised concern. LD and CE commented that the current MRC online IG module is now mandatory training for all new SCM employees and this may be a solution/ temporary solution for others.

**Action Point (2) - RB to ask Carolyn Read whether CSCS could host an instance of the MRC Researcher Training in Data Protection**

**Action Point (3) - RB to check with Paul Sumption, in the Stem Cell Institute, to find out if CRUK CI could use their OwnCloud implementation for a limited period**

**Action Point (4) - PC to arrange a meeting with Mark Ferrar at UIS and invite RB and PM**

**Action Point (5) - RB to then report back from meeting with Mark Ferrar at the next Committee meeting**

## **5. Strategic planning**

RB confirmed that there were currently no new strategic plans. He said that some progress has been made with existing plans and new services were now online; he added that CSCS was finally beginning to reap the rewards of its recruitment strategy.

GS asked RB about progress on the JSCS scoping project. RB gave him a brief update on the current position and the Committee agreed that no proposal would be submitted to the Councils of both Schools unless it was financially viable.

## **6. Performance**

RB reported that CSCS was currently meeting its service level targets to resolve incidents and queries within 3 working days, in 92% of cases.

**Action Point (6) - RB and PM to provide a more detailed update at the next meeting based on draft SCMITC policy**

## **7. CSCS Finances**

No extraordinary items; RB will present a report on the 2015 financial year end at the next Committee meeting.

## **8. University IT (UIS and ISC)**

PC, Head of Research and Institutional Services at UIS, introduced himself and confirmed that he had replaced Richard Mee as the UIS representative on the Committee. He provided an update on various UIS strategic initiatives (now attached to the minutes).

Discussions then ensued on a number of these initiatives including:

- The Microsoft Campus Agreement  
**Action Point (7) - RB book meeting with Mark Ferrar to discuss how to handle any potential gap between CSCS Microsoft EES and UIS Microsoft EES**
- The UIS Service Catalogue - LD asked if she could access other services (e.g. Engineering) through the catalogue, RB confirmed that there was nothing preventing access, but the default view would be core services (for everyone) and School services (specific to SCM); users can then search for other services if the provider institution are happy to offer it to them.
- Cyber Security - LD asked whether ISO 27001 would to be implemented by UIS, and PC expressed concern about the costs of such an implementation.

## **9. NHS IT Matters**

LD updated the Committee on a number of NHS IT matters:

- The eHospital service had now been in place for 8 months and was now effectively providing service predominately through Epic; the security of this system was very tight because patient records were accessible. The Clinical Informatics Team was now extracting data on the most common items of interest (eg, lab reports, medications, medical history, etc.) for four exemplar studies.
- The NHS Data Sharing project would allow access to data from both CSCS and a web portal directly into the CUH Clinical Informatics site and extraction of data back to CSCS secure server.
- The Trust was purchasing a Laboratory Information Management System (LIMS) called Achiever Medical which it can be used to run bio banks etc.
- The Trust was also purchasing a site licence for Pro-Curo with CRUK CI and CSCS (who already had at least one installation for Obs & Gynae).
- Both the LIMS and Pro-Curo would cover laboratory sample management needs of small research labs through biobanks and should support high-quality compliance with HTA and HRA regulations around human biological sample management.

#### **10. AOB**

GS stressed that in the light of the recent virus outbreak in the Clinical School all IT providers and the School itself should do everything they could do to make it easier to staff to differentiate between legitimate email and spam or emails with attached viruses or links to phishing sites. eg. emails should ideally include the name of the recipient and not have links to sites external to the cam.ac.uk domain.

CE told the Committee that her diary, as were a number of others', was already filling up for the next academic year and it would be sensible to schedule next year's meetings as soon as possible.<sup>1</sup>

#### **11. Date of Next Meeting**

Wednesday, 18<sup>th</sup> November, 1.00pm – 2.30pm.

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<sup>1</sup> Meetings for the next academic year have now been scheduled for 18<sup>th</sup> November, 1.00pm – 2.30pm, 23<sup>rd</sup> March, 1.00pm – 2.30pm and 29<sup>th</sup> June, 1.00pm – 2.30pm.

## UIS Strategic initiatives

Activity is under way in a number of key areas in the form of investigatory work and pilot projects. The following table provides a synopsis of the progress against each of these areas.

Area	Progress	Value starts delivering
<b>Storage Services</b> The introduction of a range of University storage services	A paper presenting a strategy for storage services is tabled for this meeting of the ISC.	It is anticipated that a platform to provide a shared storage infrastructure, and 'dropbox-like' service, will be in place in Autumn.
<b>Research Computing</b> The definition and pilot of a range of research computing services that can be provided from the West Cambridge Data Centre.	Annex B provides an update on recent project activity.	Project outputs will deliver in December 2015.
<b>End User Computing</b> A review of the end-user computing strategy, including a review of software, managed desktop, office/administrative applications and helpdesk systems, including:		
<b>User experience portal</b> The pilot of a 'user experience platform' to investigate whether portal-like technology can be used to improve the experience of infrequent users of core University systems.	A three-month 'wayfinder' pilot has concluded and the User Needs Committee has been consulted on proposed next-steps. There is support for a second phase activity to be conducted with a focus on perceived pain points for students.	To be confirmed.
<b>MS Campus agreement</b> Evaluating the potential benefits of a Microsoft Education Enrolment Services agreement to the University.	A paper with the UIS recommendation is tabled for this meeting of the ISC	End of calendar year 2015 for initial benefits, with most being realised in the longer term.
<b>Enterprise systems (ERP5) systems refresh (CUFS, CamSIS, CHRIS)</b> To establish an Enterprise Systems architecture for the next 2-10 years.	The project is in the discovery phase, investigating what other organisations are doing and establishing working groups within the University.	High level design is anticipated in November 2015.
<b>Service catalogue</b> A pilot of a new engagement model with the School of Arts and Humanities, including development of a service catalogue to highlight UIS, local and third party IT services.	A mid-project review meeting was held on 27 March. Annex A provides an update on recent project activity.	A UIS portfolio and first iteration of a catalogue of services for the School of Arts and Humanities will be provided mid-2015.
<b>Cyber Security</b> Implementing recommendations from the Deloitte internal cyber security audit.	Recruitment for backfill of staff working on the Research Computing initiative is under way	Managed firewall service and end user computing strategy are expected in early 2016.