



School IT Committee Meeting

Wednesday, 26th June 2019

Present: Gordon Smith (Chair) (GS), Richard Bartlett (Secretary) (RB), Caroline Edmonds (CE), Matt Burgess (MB), Nigel Berryman (NB), Bertie Gottgens (BG), Andrew Leedham (AL), Guy Williams (GW), Mary Dixon-Woods (MDW), Chris Wallace (CW), Lydia Drumright (LD), William Mair (WM) and Randy Read (RR)

Apologies: Litsa Biggs (LB), Dennis Norris (DN), John Sinclair (JS) and Soren Brage (SB)

1. Minutes of the Previous Meeting

The minutes of the last School IT Committee Meeting held on 20th March were approved.

2. Matters Arising

LB had an action point from the meeting in December 2018 to circulate a paper on Digital Accessibility. WM, representing the Education Division, gave a brief introduction to an outline paper on this matter which had been circulated before the meeting. He explained that a new EU directive, now enshrined in UK law, required public bodies to make sure that their websites, VLEs and mobile applications met common accessibility standards. He had been working with the CSCS developers to ensure that the School's websites were as accessible as possible and compliant with the regulations. RB said that the CSCS Development Team provide training in WordPress for anyone with responsibility for School websites. CW queried the responsibilities of researchers who ran websites which were not managed by the School, and WM advised her that a University working group was creating an online module to specify the requirements. CE added that the University regarded this was a very important issue and was keen to ensure that no student or member of staff should be disadvantaged by material not being in an accessible format.

3. Policy

RB provided a brief update on the Interim Web Hosting Policy. He said that the policy was still in draft form while various revisions and amendments were being made. CE was currently rewriting it with input from CW and LD.

4. Information Security

RB reported on three information security matters:

- RB advised the Committee about a briefing paper to HoDs (previously circulated) on breaches in PID security. He said that in the last 3 months, CSCS had inadvertently uncovered three breaches of the School's Information Governance Policy. They subsequently carried out a brief audit to check the extent of the problem, and uncovered multiple further breaches. He said he intended to bring this to the attention of HoDs and ask them to ensure that all their data was stored correctly. Once he had done this, CSCS would run a system wide audit to assess how much data was being stored outside the SDHS. LD said that a campaign was needed to publicise this matter as too many policies were buried in web pages, so people were not aware of them. MDW stressed the need

for a hard hitting campaign to emphasize the consequences of not following the School's policy, and said people should be warned that an audit was coming. The Committee agreed that the matter would first go to the HoDs for discussion at the next Council of School, and this would be followed by an email to announce the forthcoming audit.

- RB updated the Committee on recruitment processes for CSCS Staff with access to PID. Following an internal breach, new CSCS staff who access to identifiable data as part of their role would now undergo a DBS basic disclosure and agenda security check.
- RB noted that at the previous Committee meeting GS had requested a discussion on the current capacity of researchers to study PID/work on large data within the SDHS/ISMS; however due to time constraints at this meeting, the Committee agreed to defer this discussion to the next meeting (20 November 2019).

5. Strategic Planning

DN and SB had sent their apologies for this meeting, and so there were no strategic reports from the two MRC Units. RB confirmed that there was no change to CSCS strategy.

6. Performance

RB reported on a number of matters relating to CSCS performance:

- At the time of the last committee meeting, CSCS had achieved 92% of tickets resolved in three working days, and since this meeting the figure had risen to 93% in every month.
- The largest piece of work since the last Committee meeting was an upgrade to the Citrix environment (which underpins Mints@Home and the SDHS). CSCS had also continued to work on the Capella building and in particular the network infrastructure and cooling in the main equipment room.
- CSCS was currently focussed on reducing a technical debt which was caused by resourcing issues in the Infrastructure and Systems Support Teams. In the last three months they had upgraded the CSCS monitoring systems, change/project management and documentation systems, and all but one of the CSCS Managed Linux desktops.
- A number of large pieces of work were also in the pipeline, including upgrading all Windows 7 desktops to Windows 10 before the January 2020 deadline, upgrading VMware to a supported version (which they expected to finish in the next 3 weeks), recertifying their safe haven to ISO 27001 (audit in late July), migrating the SLCU onto a standard service (and formalise their access to the SLCU server room) and then a major redesign of their user and support services, which should lead to new service charges replacing the existing interim charges. This would be completed in 2020.
- There were still two outstanding vacancies to be filled – the Infrastructure Manager and a proposed new role of Business Analyst which would replace one of the CSCS project manager posts. RB added that CSCS was much better staffed than previously, although they still needed to keep an eye on retention.

7. Finances

RB reported that the CSCS finances were currently stable and this was confirmed by MB. RB said that the CSCS Cost Centres were healthy, although he needed to confirm how much of the Capella related debt would be paid by the project, and how much would be paid by the School.

RB also informed the Committee that there was an underlying under-funding of the support for teaching and meeting rooms in the School and the SDHS, both of which had either no staff funding or insufficient staff funding. This was being discussed within the School Office and he hoped to resolve at least one of these issues in this financial year.

8. University IT

AL presented a brief report on University IT:

- Secure Research Platform – AL reported that the Secure Research Platform project had achieved ISO 27001 certification but the platform itself was still in development. At present there was just one tenancy (GW's group), however the project timelines indicate the platform should be in a position to on-board all clients identified in the project by January 2020. He said that there were a number of issues which were causing delays (mainly questions over functionality and lack of staffing resources). LD raised the issue of charging and questioned why researchers should have to pay for doing the right thing. CE advised her that the University's Charging Committee would consider this issue in the near future.
- University wide email review – a long term strategy for email was currently under consideration and findings would be submitted in the Michaelmas Term.
- A University Developers Portal was recently launched using GitLab software. This enabled collaboration between departments and protection of institutional knowledge.
- Education Space – scheduling and modelling software would be going for tender next week.

RB added that he had (on behalf of the Committee) contacted four institutions who they were aware from previous contact may meet the criteria for free allocation of IFS storage, and they were currently awaiting submissions which would be reviewed by him, GS and MB. CSCS was also configuring its firewall to enable access to IFS storage authenticating using CSCS accounts, which was also a Capella requirement.

9. NHS IT Matters

LD gave a brief update on NHS matters:

- eHospital - they were currently short staffed and no huge changes were expected to take place imminently.
- EPIC would be upgraded to 2018 in the near future. The upgrade would not make any significant changes, although the screen might look different.
- The Cambridge Cancer Centre would be moved onto the LIMs system.

10. Any Other Business

MDW noted that the University had recently launched G-Suite, and she asked whether there were plans to promote it within the School. RB told her that he had no plans to do this at present; he said there were currently six different storage options within the University and he was waiting to see whether there would be any consolidation. AL mentioned that Gordon Ross at the UIS is currently looking at collaboration software which would include tools such as Microsoft teams and Sharepoint as well as video conferencing; however he added that given the strong preferences for different systems within University it would be difficult to apply any policy of uniformity.

11. Date of Next Meeting

1pm, 20th November 2019