Colleges’ IT Committee

Minutes of a meeting held on Wednesday 12 November 2019 in Christ’s College

Present: David Ball (CHR, Chair)
          Keith Carne (K); Christopher Lawrence (N); Andrew Powell (F)
          Ronald Haynes (UIS); Richard Hey (UIS)

Apologies: Robert Hunt (CHR); Geoff Parks (JE); Guy Williams (DOW)
          Vijay Samtani (UIS)

Attendees: Tom Corder (EM); Duncan Malthouse-Hobbs (T)
           Alan Rogers (CASC)
           Matthew Russell (OIS, Secretary); D Brooker (OIS)
           Rob Beardwell (DOW)

There were no declarations of interest.

CITC.19.1 Terms of reference

The Committee received the current terms of reference for information. It noted that, given the relatively recent formulation of the current committee, and the changes in the governance structures in UIS (see minute CITC.19.4 below) it was likely that the terms of reference and membership of the committee would need to be reviewed regularly in the short term.

In terms of initial thoughts, the Committee noted:

- the Chair should be explicitly recognised as a member;
- the officers of the Colleges IT Managers Group (CITMG) should be added as formal members (and that the CITMG may be designated as a formal feeder group for this committee in future);
- the role of the Office of Intercollegiate Services providing the secretariat should be incorporated;
- future members should be linked if possible to other IT governance committee elsewhere;
- the current purposes should be kept under review, particularly in the light of the evolving UIS governance structures and the extent to which College representation will be integrated: a clear understanding of the role of CITC at strategic, operational and technical levels will need to be established.

The Committee agreed to discuss this further at its next meeting, noting that any changes to its terms of reference required the approval of the Bursars’ Committee, the Senior Tutors’ Committee and the University’s Information Services Committee.

CITC.19.2 Minutes

The minutes of the meeting held on 10 July 2019 were approved as a true record.
MATTERS ARISING

CITC.19.3 Matters arising

a) Cyber-Security: proposal for UIS to organise a seminar for College IT and Data Protection leads (Minute 4a, 10 July 2019)

Richard Hey confirmed his willingness to arrange the seminar, but that greater clarity would be required in order to organise the event. The Committee agreed, in the first instance, to instead promote the forthcoming Techlink event on 20 November 2019 at which the cybersecurity strategy would be presented, and include College data protection leads in the invitation to that event.

Tom Corder also noted the formation of a security “community of practice”, which might usefully review the need for future events and training.

b) University Card: hardware advice to Colleges (Minute 8, 10 July 2019)

Richard Hey confirmed that the University Card Office was currently closed due to staffing issues, and that a rethink was taking place about the future of card production and distribution. He also confirmed that progression towards replacing the current University card had been put on hold indefinitely, so Colleges wishing to upgrade their hardware should follow the current advice and technical specifications available.

c) Cyber-Security: communications from UIS to Colleges (Minute 4, 10 July 2019)

Ronald Haynes tabled a draft flowchart outlining channels of communication to be agreed between UIS and the Colleges:

Paper CITC(19)8 Incident reporting flow

In a wide-ranging discussion, the Committee noted:

- overall, two issues needed to be addressed: incident reporting and management, and management reporting on incidents;
- the current flowchart focussed on incidents identified and reported by a user: further information would be needed on how incidents identified by C-SIRT (or a third party) are managed;
- there was consensus that incidents identified by C-SIRT should be communicated in the first instance to College IT Managers, who would be responsible for actions and further necessary communications within the College: any identified issue should make clear whether there were specific actions that needed to be taken and on what timescales: should C-SIRT be concerned about the response (either timeliness or appropriate), they should raise this first again with the relevant College IT Manager(s) and then subsequently if the issue remains unresolved with the relevant College Bursar(s);
- it was accepted that communications about IT issues were generally better received by a local source, even if the advice is centrally provided by UIS;
- the potential overlap of cybersecurity incidents with personal data breaches was noted and this should be acknowledged in any final document;
• C-SIRT were developing termly “IT vulnerability summary reports”: the future role of CITC in receipt and review of these reports would need to be established;
• Thought should be given about how such communications fits with any emerging UIS communications strategy.

Ronald Haynes agreed to work further on the draft document.

MAIN ITEMS OF BUSINESS

CITC.19.4  UIS IT Portfolios

Richard Hey provided an update on progress towards an agreed IT governance structure:

Paper CITC(19)1 IT Portfolios – CITC Update – November 2019

He noted that the portfolio structure have evolved from 6 to 4, with one of these underpinning the other three: business owners of the portfolios had been identified and he, Holly Tilbrook and those business owners were working to present proposals for the reform of the governance structure underneath the principal IT Committee. He confirmed that College representation was actively under review and that many of the existing committees (the Joint Network Management Committee was noted particularly) may be subsumed into “portfolio sub-committees” or otherwise constituted as working groups of the same. The reforms were otherwise focussing on ensuring: efficiency-savings through reducing the number of committees; integrating the governance structure with the confirmed portfolio model; and ensuring appropriate engagement across the full collegiate University and other service users.

CITC.19.5  University Information and Cyber Security Strategy 2018-2021

The Committee received for information:

Paper CITC(19)2 Cambridge Cyber Security Strategy 2018-21

It noted in particular the reference to the CyberEssentials scheme and the setting of minimum technical standards. It agreed to ask the CITMG to look at whether any College had undertaken a feasibility study of complying with CyberEssentials or otherwise to undertake such a study.

It was notified of a number of audit-related exercises (including possibly one or two by the University’s internal auditors) relating to cybersecurity and that there may be merit in Colleges conducting a parallel exercise. Matthew Russell agreed to source the appropriate questions and compile a possible survey for the Committee to review at its next meeting. The Committee noted it would be important to communicate that the outputs of any survey would be communicated to the University.

CITC.19.6  UIS proposal for cyber security testing services for the Colleges

The Committee received a proposal (effectively for a new intercollegiate levy) relating to the provision of cyber security testing:

Paper CITC(19)3 UIS Cyber Security Testing Service offering (November 2019)
The Committee noted the challenge of providing sufficient assurance in the short term to enable UIS to proceed with appropriate recruitment to provide the proposed service, particularly as a number of Colleges appeared to want to take up the service in the short term.

**It strongly commended the proposal and agreed to provide strong support for a request to the Levies Panel. Keith Carne and Matthew Russell agreed to give further consideration about a fair allocation of costs across the Colleges (including those of the Cambridge Theological Federation).** It was suggested that this could be combined with the current JISC network levy to establish more a “UIS Services” levy.

**CITC.19.7 Colleges’ Strategic Priorities**

Tom Corder and Duncan Malthouse-Hobbs reported on the development of the priorities list:

**Paper CITC(19)4 Colleges’ Combined Strategic Priorities List**

The Committee noted that the list was dynamic and would continue to evolve over time. It further noted that the items were not prioritised, as requested by UIS, as a centralised and objective scoring exercise would be used across all requests. A number of other items were proposed as additions to the list. **The Committee agreed to receive the list as a standing item at each meeting.**

**CITC.19.8 UniofCam and Eduroam WiFi Services**

The Committee received a note of concerns identified by Fitzwilliam College about recent wifi connectivity issues:

**Paper CITC(19)8 eduroam & UniOfCam Wi-Fi Service in College Since Start of Term**

Richard Hey noted the historical nature of the concerns and that the information would be used to help inform the management and communication of future incidents.

**CITC.19.9 Due diligence checklist for third party IT service providers**

The Committee received a first draft proposal prepared by Matthew Russell for circulation to Colleges in due course:

**Paper CITC(19)5 IT Service procurement due diligence checklist**

It welcomed the document and **agreed to submit final comments to Matthew Russell by circulation, with a view to it being circulated to Bursars and College IT Managers as soon as practicable.** It noted that the document could only help to inform and improve College procurement processes.
OTHER ITEMS OF BUSINESS

CITC.19.10 Light blue network

Keith Carne reported that, since the last meeting, he had received a request for the light blue network to be used for other parties and that he had replied on behalf of the Colleges to register no objections, providing that it did not compromise current levels of service.

CITC.19.11 Moodle

Andrew Powell raised a concern about the future of Moodle, following receipt of a paper from the Digital Learning and Teaching Sub-Committee. Richard Hey confirmed that the contents of the paper were out-of-date and there were no current plans to remove the Moodle service from Colleges. He noted that, should any such plans be taken forward, UIS would work to provide alternative products, robust migrations plans and strong communications.

CITC.19.12 Techlink membership and engagement

The Committee received for information the following paper:

Paper CITC(19)6 TechLink IT Community CPD – CITC Update November 2019

It noted the request for Colleges to commit 10% of officer time for the relevant CPD activities.

CITC.19.13 Office 365 and sub-tenancy licences

In response to a question raised through CITMG, Richard Hey confirmed that the recent advice issued by Graham Ross was the current information. Ronald Haynes agreed to circulate a message of re-enforcement to allay any lingering College concerns.

STANDING ITEMS OF BUSINESS

CITC.19.14 Future meetings

Dates for meetings for the remainder of the 2019-20 academic year are set out below (to take place at 2 pm at Christ’s College):

9 March 2020
10 June 2020

2019-10-04 CITC minutes

Dr Matthew Russell
14 November 2019
Colleges’ IT Committee

Minutes of a meeting held on Wednesday 9 March 2020 in Christ’s College

Present: David Ball (CHR, Chair)
Robert Hunt (CHR); Guy Williams (DOW)
Keith Carne (K); Andrew Powell (F)
Richard Hey (UIS)

Apologies: Geoff Parks (JE)
Christopher Lawrence (N)
Ronald Haynes (UIS); Vijay Samtani (UIS)

Attendees: Andy Baughan (PEM); Duncan Malthouse-Hobbs (T); Dave Scott (CHR)
Alan Rogers (CASC)
Matthew Russell (OIS, Secretary); D Brooker (OIS)

There were no declarations of interest.

CITC.19.15 Minutes

The minutes of the meeting held on 12 November 2019 were approached as a true record, subject to an amendment in minute CITC.19.13 to correct “Graham Ross” to read “Gordon Ross”.

MATTERS ARISING

CITC.19.16 Matters arising

a) Terms of reference (Minute CITC.19.1, 12 November 2019)

The Committee received updated Terms of Reference reflecting the changes discussed at the last meeting:

Paper CITC(19)7 Updated Terms of Reference

It agreed to propose amendment to the formal membership to read “four Bursars...” and “three members of the College IT Managers Group, nominated by the College IT Managers Group, and to retain the stated purposes as they are currently worded (and not as proposed in the paper).

Richard Hey agreed to clarify who the three members nominated by the UIS are.

The Committee otherwise agreed that the terms of reference remain as a work in progress for the next few meetings, until such time as it is satisfied to make formal recommendations to the Bursars’ Committee, the Senior Tutors’ Committee and the Information Services Committee.

It was further noted that the status of the institutions in the Cambridge Theological Federation should be clarified in the terms of reference.
b) **University Card: hardware advice to Colleges (Minute CITC.19.2b, 12 November 2019)**

The Committee noted that the Estates Division provided extensive guidance relating to requirements for new buildings and major refurbishments, and these included standards for IT infrastructure including access hardware requirements. It further noted that separately UIS provided specific IT-related guidance, and the two sets of IT-related advice came from a common source. The following links to the current advice and technical specifications were to be commended to Bursars and IT Managers (notwithstanding that some of the guidance therein was not directly applicable to Colleges – e.g. procurement constraints):

- Design & Standards Brief | Estates Division  
  https://www.em.admin.cam.ac.uk/working-with-us/design-standards-brief

- "Online ISSUU version" / Section 14.10.15 Access Control  
  https://issuu.com/uni_cambridge/docs/design_and_standards_brief__28colou/270

- UIS network services advice  
  https://help.uis.cam.ac.uk/service/network-services/netadvice

The Committee further noted there remained an outstanding issue relating to the authority or ability for the local (i.e. College) production of University cards: **it agreed to remind the University Card Committee of this issue at its next meeting.**

c) **Cyber-Security: communications from UIS to Colleges (Minute 4, 10 July 2019)**

Further to discussions held at the last meeting, the Committee now received for information a revised security incident reporting flowchart:

- Paper CITC(19)8 CSIRT Incident Process 2

It was recognised that the flowchart did not specifically address members of the collegiate University that were “members” of more than one institution.

The Committee further noted that CSIRT were still developing "IT vulnerability summary reports", and considering best approaches to summarising and communicate security attacks and incidents.

d) **University information and cyber security strategy (Minute 5, 12 November 2019)**

The Committee was reminded of frameworks relating to the Cyber Security Strategy, including:

- the University Cyber Security strategy:  

- Cyber Essentials standards:  
  https://www.cyberessentials.ncsc.gov.uk

- UIS security guidance, resources, and online training:  
  https://help.uis.cam.ac.uk/service/security/protection

It noted that it had agreed to consider the questions used by the University’s Audit Committee relating to cyber security, and received a copy of those questions for information:
Paper CITC(19)9  Draft survey questions

The Committee was notified that CITMG was in the final stages of developing a not-dissimilar survey, and agreed that CITMG should instead proceed with its own survey and report the outcomes to this Committee in due course. It also agreed that the survey should include reference to the adoption (or appetite to adopt) Cyber Essentials accreditation.

e) UIS Proposal for Cyber Security testing services for the Colleges (Minute 6, 12 November July 2019)

The Committee received for information the intercollegiate levy request relating to cyber security testing services from UIS to the Colleges:

Paper CITC(19)10  Levy submission

It noted that it would be helpful to clarify in the summary of services the extent to which custom web applications would be included in the general penetration testing service, noting that it was not the intention to exclude them fully, but to instead note that detailed review of web applications and their code would not form part of the ordinary scope of any exercise. Matthew Russell agreed to amend the wording of the summary in the application prior to its consideration by the Levies Panel on 20 March 2020.

MAIN ITEMS OF BUSINESS

There were no main items of business.

STANDING ITEMS OF BUSINESS

CITC.19.17  UIS IT Portfolios

The Committee received for reference (having received it at its last meeting) the structure of the IT portfolio governance going forward:

Paper CITC(19)1  IT Portfolios – CITC Update – November 2019

Richard Hey reported that work had begun on prioritising projects and programmes in each of the four portfolios and it was expected this work would be completed this term, and that the prioritised lists would be published and reviewed on a quarterly basis. He noted that each of the portfolios would have a decision-making “board” and a “user group”, and that the four boards would have a common secretariat. To ensure that no project or programme was overlooked (including both IT-focussed one and those with IT-related elements), the “infrastructure and general services” board would act as a catch-all committee.

In terms of resourcing of priority projects and programmes, Richard Hey noted that it was likely only the top 5 in each list would be taken forward (notwithstanding that there may be some variance based on the resource needs of any single project): it had also been estimated that 80% of current UIS resources was focussed on supporting and maintain existing projects and systems. This figure was self-evidently higher for technical resources.
CITC.19.18  **CITMG Strategic Priorities**

The Committee received the current CITMG list of strategic priorities for information:

Paper CITC(19)11  Colleges’ Combined Draft Strategic Priorities List

In its discussion, the Committee noted:

- in future, the Committee should consider the (soon-to-be-published) portfolio priorities and CITMG priorities in tandem, and that each list should be informed by the other;
- in response to a suggestion that no College priorities might feature in the portfolio lists, it was noted that some of those might actually need to be included and thus influence the College priorities, and that UIS will otherwise need to be realistic and transparent in articulating the available resources and timelines and commitments to specific projects: with a quarterly review envisaged, such priorities might change quickly;
- the portfolio categorisation in the CITMG list will need to take its lead from the UIS determination of the inclusion of projects in each portfolio.

CITC.19.19  **Reports from relevant bodies**

a)  **UIS (Richard Hey)**

(i)  The Information Services Committee had commissioned a review of the collegiate University’s use of email systems and the report and the ISC’s view of its recommendation would be published shortly. It was likely to recommend a migration of all email services to Microsoft Exchange, noting this would need careful management of all stakeholders and their expectations. A “technical security panel” (including College membership) would be included in the migration plan.

b)  **CITMG (Dave Scott)**

(i)  The annual conference for Cambridge and Oxford Colleges, to be held on 27 March 2020 in London, was noted. The Committee commended the conference and its importance for College IT Managers and agreed to note to Bursars its importance.

c)  **CASC (Alan Rogers)**

The Committee received a paper from the CASC Team Leader for information:

Paper CITC(19)12  CASC Report – February 2020

(i)  The Committee noted the request from CASC to encourage Colleges to include CASC in its consideration of relevant IT systems in any procurement exercise.

(ii)  It noted that CASC had been commissioned now to deliver CamCORS7, but that the CamCORS Project Board had not yet formally reported this to the Bursars’ Committee. It noted the issue raised relating to the hosting of servers for the new system (and, indeed, other CASC systems) and supported the view that UIS would be the preferred host. It recognised the issues around resilience outlined in the paper, and supported the suggestion that the resilience levels provided by a pair of servers was likely to be appropriate (notwithstanding the potential higher cost).

(iii)  The Committee noted the work undertaken in a desktop review of document management systems and the wide variety of current approaches across the Colleges
(with Moodle and SharePoint being the more common systems used). It agreed it would be helpful for those Colleges reviewing document management systems to liaised with Kate Livingstone (UIS) in their assessments of the most suitable product.

(iv) It noted the issues related to variation in practice across the Colleges regarding UIS or separate College tenancies for Microsoft EES, noting that the different approaches stemmed from both individual College needs for specific applications and the level of delegated management required. It noted that CITMG discussed this topic regularly and that the issues were exceptionally complex: CITMG were working towards articulating an implementation structure framework. The Committee agreed that it was not yet in a position to take a strategic view of the most appropriate courses of action and that it should wait to be further advised by CITMG and UIS.

d) CamCORS Project Board (Matthew Russell)

There were no matters to report not covered elsewhere during the meeting.

 e) University Card Committee (Christopher Lawrence)

There were no matters to report not covered elsewhere during the meeting.

13. Update on the development of admissions systems by UIS

In response to a request for clarity, it was confirmed that the moderation tool developed by UIS for the Cambridge Admissions Office and the Colleges was deployed for the last admissions round. While a small number of Colleges noted that IT integration had not been consulted upon, it was believed that the implementation and operation had gone well.

14. UIS maintenance weekends 2020-23

The Committee noted that planned maintenance weekends had been published in Reporter:


15. Capacity for home working

Richard Hey noted that the UIS was planning for some service disruptions but noted it had confirmed with JISC that it should be able to accommodate all staff that would need to work from home.

16. Future meetings

Meeting dates for the remainder of the 2019-20 academic year and the 2020-21 academic year are set out below (to take place at 2 pm at Christ’s College):

10 June 2020
11 November 2020
10 March 2021
9 June 2021
Colleges’ IT Committee

Minutes of a meeting held on Wednesday 10 June 2020 in Christ’s College

Present: David Ball (CHR, Chair)
B: Keith Carne (K); Andrew Powell (F); Christopher Lawrence (N)
ST: Robert Hunt (CHR); Geoff Parks (JE)
UIS: Richard Hey (UIS); Ronald Haynes (UIS);

Apologies: B:
ST: Guy Williams (DOW)
UIS:

Attendees: Duncan Malthouse-Hobbs (T, CITMG); Dave Scott (CHR, CITMG); Alan Rogers (CASC); Matthew Russell (OIS, Secretary); Diane Brooker (OIS)

Declarations of interest

Christopher Lawrence (N) declared a potential conflict of interest in item 11 as Newnham College are shareholders of Zoom.

CITC.19.20 Minutes

The minutes of the meeting held on 9 March 2020 were approved as a true record. The Committee agreed that its minutes should be sent to the Senior Tutors’ Committee, the Bursars’ Committee and the College IT Managers’ Group (for its meetings). UIS-related members may also circulate the minutes internally as appropriate to other parts of UIS.

MATTERS ARISING

CITC.19.21 Matters arising

a) Terms of reference (Minute CITC.19.16a, 9 March 2020)

The Committee received draft proposals for revisions to its terms of reference, taking into consideration discussions at previous meetings:

- Paper CITC(19)13 Updated Terms of Reference

The Committee agreed to take the revised terms of reference forward to the approving committees subject to the following further revisions:

- to revert to the original wording of purpose 1a, noting that the Committee, while not being a decision-making committee, nevertheless should set priorities and contribute to the development of a strategic view across Colleges; and
- to change the wording within paragraph 2 to reflect the Committee more formally as a joint Committee of the Bursars’ Committee, Senior Tutors’ Committee and the University’s Information Services Committee.

It noted that, in terms of future membership, it would be helpful if the intercollegiate committees could consider prioritising members of the Committee as its representatives on other IT-related groups in order to facilitate information sharing and communication.
b) University Card: hardware advice to Colleges (minute CITC.19.16b, 9 March 2020)

The University Card Committee had not met since the last meeting. The issue of Colleges being able to produce and issue cards would need to be discussed when the UCC next met: the Committee agreed to return to this matter at its next meeting.

Richard Hey (UIS) otherwise noted that the Card Office had been closed to date as a consequence of the COVID-19 pandemic but that there were now plans for the Office to resume many of its usual functions remotely.

c) Cyber-Security: communications from UIS to Colleges (minute CITC.19.16c, 9 March 2020)

Ronald Haynes (UIS) reported that work had been paused as a result of the COVID-19 pandemic: the Committee agreed to return to this matter at its next meeting.

d) University information and cyber security strategy (minute CITC.19.16d, 9 March 2020)

The Secretary reported that a letter of confirmation from OIS (on behalf of the Colleges) would be issued shortly and that the UIS could now proceed with the introduction of its proposal as planned.

The Committee recognised that the recent move to remote working for a significant number of staff and students had heightened the need for robust cyber security.

MATTERS ARISING NOT ELSEWHERE ON THE AGENDA

CITC.19.22 Update on the development of admissions systems by UIS (Minute 13, 9 March 2020)

At the last meeting it was confirmed that the subject moderation tool developed by UIS for the Cambridge Admissions Office and the Colleges was deployed for the last admissions round. The Secretary agreed to follow up progress made with regard to a digital document and storage facility, which had also formed part of the proposal funded by the Colleges.

MAIN ITEMS OF BUSINESS

CITC.19.23 Managed Cluster Service provision

The Committee noted that, prior to the meeting, both Duncan Malthouse-Hobbs (CITMG) and Richard Hey (UIS) had raised questions on how best to clarify the scope and implementation of the Managed Cluster Service provision in Colleges. It received for information the results of a survey of Colleges on common requests:

Paper CITC(19)14 Managed Cluster Service

It noted that all 12 respondents to the service had prioritised the introduction of virtual applications and virtual desktops as part of the provision. It was noted this need had also been heightened by the Remote Learning and Teaching Sub-Group of the (COVID-19 Recovery) Education Task Force, given the restrictions on students and staff on currently not being able to access specialist software. That Sub-Group had noted the potential implications for students working remotely and the risk of “digital poverty” affecting the learning experience.
The Committee rehearsed at length the challenges of offering virtual applications and virtual desktops as a result of the complex nature of licence agreements, not just across the University and the Colleges, but also across a large number of software vendors. Richard Hey (UIS) reported that UIS were assessing how the current licencing restrictions could be eased, but noted with many software applications, identifying, costing and licencing student access was difficult (notwithstanding that many software suppliers had temporarily relaxed their licencing constraint during the COVID-19 pandemic). He otherwise noted that the feedback outlined in Paper CITC(19)14 would feed into the strategic discussions and priorities of the Infrastructure portfolio.

Richard Hey (UIS) further noted that UIS was generally liaising with other UK universities to explore a range of solutions and establish best practice and lobbying opportunities across the sector.

**CITC.19.24   Electronic Student Files - proposal**

The Committee received a proposal from Alan Rogers (CASC) to develop a system for storing electronic student files, which had been prompted by a small number (6) of Colleges requesting access to such a service:

Paper CITC(19)15   Electronic Student Files Proposal paper – May 2020

Colleges represented by the Committee also noted their potential interest in a product of this, or a related, nature: it was clarified that the proposal was to develop a remote “read-only” portal for files stored on College servers.

Notwithstanding the views of some members to develop a more comprehensive product over a longer timescale, the Committee noted that the proposal fitted appropriately into the role and remit of CASC and, for its part, supported CASC in taking such a proposal forward with any interested Colleges. In supporting the proposal, members of the Committee noted the potential data protection and security issues and the need to futureproof the end product for likely requests for additional features.

The CITMG members offered to provide technical scrutiny of the proposal, if required.

**STANDING ITEMS OF BUSINESS**

**CITC.19.25   UIS IT Portfolios**

Richard Hey (UIS) reported that work on implementing the agreed governance structures had paused due to the COVID-19 pandemic, but were now expected to be in place by the end of Easter Term 2020.

The Committee was reminded that each of the four portfolios would have a small “board” to review objectively priorities, supported each by a larger “panel” to test strategies and consult with stakeholders.

The Committee further suggested that the Business Systems portfolio be asked to consider carefully the opportunities that might be presented for Colleges and the University to share suppliers of major business systems.
CITC.19.26  **CITMG Strategic Priorities**

The Committee received the current CITMG list of strategic priorities for information, noting that it had not been updated or reviewed since its last meeting:

Paper CITC(19)11 Colleges’ Combined Draft Strategic Priorities List

It acknowledged that the current iteration might not now represent fully the updated shared priorities of the Colleges, as captured through the CITMG. It also noted that document was a useful tool to provide a dynamic mechanism for UIS to aid planning and contribute to the development of the University’s portfolios and, in turn, their ability to serve their stakeholders, and that it should therefore be kept up to date for each meeting.

**Dave Scott** agreed to update the document for the next meeting, and to give some thought to its structure and presentation.

CITC.19.27  **Reports from relevant bodies**

a) **UIS (Richard Hey)**

- **MS EES tenancies and licensing:** it was reported that a constructive meeting had been held between UIS, CITMG and Phoenix (the current external supplier) to discuss Office 365 and issues to the complexity of the multiplicity of licence arrangements: a further meeting was to be scheduled, noting the urgency to resolve matters due to the some of the present agreements being due to end in September 2020.

- **Collaboration tools:** the Committee received a background report for information, noting that the institutional use of Zoom would be kept under review:

  Paper CITC(19)16 Collaboration Tools (background information)

- **Strategic Email Review:** The Committee received for information a number of links representing updates on the current Strategic Email Review:

  Findings from the ISC review of email provision were available, as part of the ISC Operations Committee papers and minutes from the 12 February meeting: [https://www.governance.cam.ac.uk/committees/isc-ops/2020-02-12](https://www.governance.cam.ac.uk/committees/isc-ops/2020-02-12)
  (also discussed at ISC in March: [https://www.governance.cam.ac.uk/committees/information-services/2020-03-05](https://www.governance.cam.ac.uk/committees/information-services/2020-03-05))
  See individual links for e-mail review discussion, report, and call for some technical scrutiny:
  o [OC-114-20 Email Review Findings 1.5](https://www.governance.cam.ac.uk/committees/isc-ops/2020-02-12)
  o [OC-115-20 Email Service Provision Technical Scrutiny Panel ToR](https://www.governance.cam.ac.uk/committees/information-services/2020-03-05)
  o [ISC Operations Committee Minutes of 12 February 2020](https://www.governance.cam.ac.uk/committees/isc-ops/2020-02-12)

  It noted there should be additional opportunity to provide relevant feedback and Colleges had been invited to nominate a representative to serve on the Email Service Provision Technical Scrutiny Panel: **Duncan Malthouse-Hobbs (T)** agreed to serve on behalf of the CITMG and the Colleges.

- **Wireless internet tokens:** The Committee noted as a new service, IT staff could now create tokens for shared devices: further details were available at:


  The Committee agreed to draw this service to the attention of Colleges.
b) **CITMG (Duncan Malthouse-Hobbs)**

- **IT Purchasing Group: consultation with CITMG:** The Committee noted that the UIS Purchasing Committee had not met for several years, with the associated loss of opportunity for CITMG to inform UIS of Colleges needs and resources, and the risk of College exclusion from large software and hardware deals.

  Andrew Powell (Chair of the General Purchasing Sub-Committee) suggested the most appropriate solution would be for a representative of the CITMG to join the GPSC. The Committee agreed to ask the GPSC to invite Jason Randall to serve in that capacity.

c) **CASC (Alan Rogers)**

There were no matters to report not covered elsewhere during the meeting.

d) **CamCORS Project Board (Matthew Russell/Alan Rogers)**

The Committee received for information an update report of the CamCORS project, and noted that matters were progressing satisfactorily:

Paper CITC(19)17 CamCORS7 Report – May 2020

**OTHER ITEMS OF BUSINESS**

**CITC.19.28 Membership of the Committee**

The Committee noted that Christopher Lawrence (N) and Andrew Powell (F) would be leaving the Committee at the end of the current academic year and thanked them both for their service. Rob Beardwell (DOW) had volunteered to replace Christopher Lawrence.

**CITC.19.29 Video Conferencing**

The Committee noted that, as a result of the sudden introduction of mass home-working due to the COVID-19 pandemic, a heavy dependence on remote conferencing had quickly been established by necessity. It was invited to review experience, and issues arising, from the variety of tools that were available, and received as survey of Colleges of their take-up of the most-used products:

Paper CITC(19)18 Video conferencing and communication software

The Committee discussed the merits and relative strengths of various products, noting that different and additional features would be required for teaching purposes. Discussion of teaching needs was currently being led by the Remote Learning and Teaching Sub-Group of the (COVID-19 Recovery) Education Task Force.

It noted that in addition to the products outlined in the above paper, a number of other products were used across Cambridge, including Skype, Messenger, WhatsApp and Adobe. The Committee otherwise observed that no single product would meet the needs of all users, or even be a preferred choice. In such an environment, it was difficult for UIS and College IT Managers to offer robust and comprehensive support, as well as ensure both system and information security. It noted the challenges posed by the rapid introduction of a wide range of video conferencing systems without thorough due diligence and risk assessments and agreed to return to this at its next meeting.
CITC.19.30 Matters to be carried forward for future meetings

a) University information and cyber security strategy (Minute CITC.19.15d, 9 March 2020)
At the last meeting, the Committee agreed that CITMG should proceed with its own survey and report the outcomes in due course.

CITC.19.31 Future meetings

The Committee agreed to hold an additional meeting in September (to be arranged), and noted scheduled meeting dates for the 2020-21 academic year as set out below (to take place at 2 pm):

11 November 2020
10 March 2021
9 June 2021

Dr Matthew Russell

2019-06-10 CITC minutes 15 June 2020