UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Wednesday 16 October 2013

Present:

Dave Hall (Chair)
Liz Bailey
Lorna Campbell (vice Alun Reynolds)
Trevor Humphries
Rebecca Johnson
Dawn Kemp
Sue Law
Nigel Siesage
Frances Stone
Martyn Riddleston
Caroline Taylor
Thomas Veit

In attendance: Colin Atkinson (for the business recorded in M49), Gretel Stonebridge and Andrew Petersen (Secretary)

Apologies for absence were received from Jayne Bowers and Geoff Green

UNRESERVED (ONLY) BUSINESS

13/M49 MAJOR INCIDENT PLAN

The Group received a presentation from Colin Atkinson regarding the Major Incident Plan. The plan established a clearer definition of what constituted a major incident, and provided a structure for the communication and management of such incidents when they were identified. The plan employed a three tiered structure of response teams. Members of PSMT were primarily located within the silver team, focussing on managing the tactical response to the incident and providing information for the gold team to support strategic decision making. A major incident exercise was planned for December ahead of the submission of the plan to VCAC for formal approval in January.

The Group agreed that establishing clear protocols for communication at all levels of the institution in the event of a major incident was critical. The Group agreed:

a) That the University emergency contact list should be updated and expanded to include all of the members of PSMT;
Action: Colin Atkinson to meet with Divisions

b) That appropriate contact cascade lists within each division should be updated and widely publicised;
Action: Colin Atkinson

c) That a report should be requested detailing how the University communicates with students quickly and widely in the event of a major incident;
Action: Colin Atkinson

d) That the above report should also confirm how students and staff understand how the University would communicate in the event of a major incident;
Action: Colin Atkinson

e) That College Directors of Administration should raise the issue of business continuity at their College Management Boards, to ascertain what contingency plans were in place to ensure the delivery of the curriculum in the event of partial or full closure of the campus for a period of time.
Action: Directors of Administration
13/M50  MINUTES OF THE PREVIOUS MEETING

The Group considered and approved the minutes of a meeting held on 30 July 2013.

13/M51  MATTERS ARISING

Arising from M43 the Group noted that academic involvement in development of the IT Services Rolling 8 Quarter Plan would be ensured by presenting the plan for consideration at the Learning Technologies Management Group, College Academic Committees and the Research Computing Management Group. Each of these groups had a significant representation from the academic community.

13/M52  CHAIR’S BUSINESS

The Chair reported that the Panel considering the appointment of the University’s next Vice-Chancellor had agreed a long-list of candidates with a view to short listing in November.

13/M53  PROFESSIONAL SERVICE CHANGE PROGRAMME

a) Service Improvement Catalogue

The Group considered a revised service improvement catalogue. The Group noted that in line with feedback from the previous meeting the document had been aligned with the categories within the IT Services Rolling 8 Quarter Plan, upcoming service improvements had been incorporated, smaller compliance based projects had been removed from the list and those completed projects had been moved to the relevant section.

b) Outcome of Corporate Check

The Group received an update on the Corporate Check programme that had taken place over the summer. Following a workshop in September the Corporate Check Group had identified a number of potential streams of work from larger corporate level interventions through to local level changes. The Group noted that members of PSMT would be contacted shortly regarding the potential work streams in their areas.

The Group agreed:

a) That the Service Improvement Catalogue should be shared with Management Groups within divisions and colleges.  
Action: All PSMT members

13/M54  SUMS CONSULTING

The Chair reported that the University had not used its full allocation of available consultation days from the SUMS consulting agency. SUMS offered specialist consultancy work in a range of areas within Higher Education.

The Group agreed:

a) That any members wishing to commission a piece of consultancy work in their area should contact the Chair.  
Action: All PSMT members
The Group noted that the University had recently appointed several new staff to fill various senior positions, such as the appointment of a new Director of External Relations and a new Director of Marketing. In addition, the interviews for the post of Interim Director of HR were taking place shortly, as were the interviews for the role of Assistant Director of IT Services.

The position of Academic Registrar was yet to be filled. While the recruitment process was ongoing the line management responsibility for the various elements of Student and Academic Services was being undertaken by the Registrar. Additional staffing resource had also been allocated to the Registry in light of the high demands upon this particular service.