UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 4 February 2014

Present:  
Dave Hall (Chair)  
Liz Bailey  Geoff Green  
Becky Johnson  Professor Sue Law  
Alun Reynolds  Martyn Riddleston  
Professor Jon Scott  Nigel Siesage  
Caroline Taylor  Thomas Veit  
Kirsty Woodward (vice Frances Stone)

In attendance: Lee Robinson for M12, Angela Walker and Andrew Petersen (Secretary)

No Apologies for absence were received from Trevor Humphreys, Dawn Kemp and Frances Stone

UNRESERVED (ONLY) BUSINESS

14/M7  MINUTES OF THE PREVIOUS MEETING

The Group considered and approved the minutes of the meeting held on 14 January.

14/M8  MATTERS ARISING

No matters arising were identified.

14/M9  CHAIR’S BUSINESS

The Chair reported that following the appointment of Professor Paul Boyle as the University’s next Vice-Chancellor, transitional arrangements were being put in place for the period immediately before he was due to take up his appointment and that these had been agreed by VCAC.

14/M10  RE-IMPLEMENTATION OF SITS

The Group received a presentation from Geoff Green regarding the initial scoping that had been undertaken following the recent endorsement by VCAC of the proposal to re-implement the University’s Student Records System.

It was noted that the SITS student record system did not currently provide sufficient functionality to allow the University to effectively manage student progression or meet its needs for internal and external reporting. In particular, the current data structures for the alignment of programme, block and diet information within SITS could not support this range of requirements, and substantial work would be required in order to re-implement the programme structure. This would also involve creating a more effective governance structure for SITS and enabling colleagues in departments to play a more central role in the management of student data and student progression.

Cont/...
A number of immediate priorities had been identified including the incorporation of the Medical School student records within SITS as well as improving the functionality to support postgraduate research students. In the longer term, the Group noted that a significant investment would be required in order to grow the student records system to a point where it could effectively meet the needs of academic record management both centrally and in departments.

The Group noted that although the investment required was substantial, this was at present still less than would be required to support the purchasing and implementation of a new records management system.

The Group noted:

a) That progress with the project scoping would shortly be presented to the Audit Committee;  
   Action: Geoff Green

b) That regular updates on the re-implementation project should be provided to future meetings of the Group;

c) That there had been early discussions regarding the long term future of SITS, it being noted that the technology underpinning the system was outdated.

14/M11 IT SERVICES BUDGET: DEVELOPMENT AND DEPLOYMENT

The Group received a presentation from Liz Bailey regarding the process of developing the budget for IT Services.

The budget included a breakdown of the IT Services Financial Allocation over several preceding years and as a proportion of total University costs. It also showed where costs had moved over the period, illustrating where this was as a result of increasing maintenance costs or the movement of costs from colleges to the centre. Overall, the development and presentation of the budget sought to demonstrate how the costs in IT Services directly supported the academic activity of the institution.

The budget also detailed what had been delivered through the investment to date and how this tied in with the strategic priorities of the institution. Finally, it outlined the respective level of investment that would be required to maintain current service levels, to enhance services, or to transform the service provided.

The Group agreed:

a) That this was a well-structured approach to the development and presentation of the budget proposal;  
   Action: All HODs

b) That each Head of Division should work with the Management Accountant for Corporate Services to track their divisional costs and evidence any rises;

c) That budgets should articulate what investment to date had achieved, what level of investment was required to maintain current service levels, and what additional level of investment was required to achieve service improvements.  
   Action: All HODs
14/M12  UNIFIED COMMUNICATIONS

The Group received a presentation from Lee Robinson regarding the increased communications functionality potentially offered through the use of Microsoft Lync.

The tool provided an opportunity for more effective communications through voice and video conferencing and also expanded capacity to collaborate on documents. The Group noted that this could be of particular use for teams which were not co-located, or for part-time and distance learning students.

IT Services was seeking participants for a trial of the software in order to establish the benefits and inform the potential development of a business case for wider scale adoption of the technology.

The Group agreed:

a) That although this technology presented potential benefits, it was one of a range of competing priorities;
b) That any colleagues wishing to volunteer teams to take part in the trial should contact Lee Robinson.  

Action: All PSMT members

14/M13  SERVICE IMPROVEMENT CONFERENCE 2014

The Group agreed to defer this item until a future meeting.

14/M14  SERVICE IMPROVEMENT PROGRAMME BOARD

The Group received the minutes of the meeting of the Service Improvement Programme Board held on 5 December 2013.

14/M15  WIRELESS AND REMOTE PRINTING

The Group noted that a project proposal would shortly be forthcoming to develop University capacity to support wireless and remote printing from a variety of devices. Alun Reynolds agreed to act as Project Executive for the project.

Duration of meeting: One hour and 30 minutes