Board of Management

Finance & Physical Resources Committee

Date of Meeting	**Wednesday 31 May 2017**
Paper No.	**FPRC5-M**
Agenda Item	**14**
Subject of Paper	**ICT Progress Report**
FOISA Status	**Disclosable**
Primary Contact	**Fares Samara, Vice Principal Infrastructure**
Date of production	**May 2017**
Action	**For Noting**

Recommendations

The Committee is asked to review and discuss this report which is for noting. No approvals are required.

Purpose of report

This paper provides progress reportage to the Committee on the overall ICT delivery in support of the operational phase of the new campus project. The report will focus on the operational phase following completion of the first teaching block with both Riverside & City as live sites.

Introduction

This is a transitional, in terms of format and content, report. It is a mixture of items previously reported and suggestions/consideration of items that can be deemed as compliance. The Chair has correctly challenged us to ensure ICT compliance and we are attempting to move towards a compliance actions/reporting style.

A proposal for Service Improvement programme, addressing both Governance and Standards, based on recognised best practise is being developed. This exercise will review the most relevant and useful components of quality improvement and service delivery frameworks such as ITIL and COBIT and propose how these elements would be best adopted by the college. In due course, accreditation under ISO standards may be enabled by this approach.

The challenge is to get the balance between performance, compliance and reporting on recognised standards.

General GLQ Issues – This item will be removed by September 2017

ICT Payment Retention

The retained ICT payment of 2.5% has now been released to GLQ. It should be noted that 5 of the original 18 issues remain open. However these are mostly limited by external dependencies such as supplier's actions which limits GLQ's ability to resolve these issues in a timely manner. One point of contention being pursued directly with FES is the issue of missing door seals on Comms Rooms, which is being actively managed through the ICT Support Service Quarterly Review meeting.

Ship Simulator

During the scheduled April visit by Transas a variety of software and hardware upgrades were undertaken however the NTPRO server upgrade had to be carried forward to the next visit due to lack of time. It was observed that the increasing demands of recent software updates will soon necessitate a hardware replacement programme in order to maintain the performance of the system. To some extent this is already happening with the server upgrade.

The expected correction of the outstanding Acceptance Test failures (which will trigger the release of the retention payment) did not materialise although only three failures now remain. One of these, system instability, is believed to be caused by the uncontrolled application of software patches created when new ship models are introduced plus the general lack of planned maintenance periods. Transas has been requested to propose the introduction of scheduled consolidation and maintenance slots to overcome this problem by ensuring that potential patch interactions are caught and eliminated.

Transas support calls do not always follow the correct channels and can result in poor communication between the College, Transas development and support. The new online Transas fault handling system which is due to be introduced in July 2017

should address this issue and provide better overall tracking of faults and new features.

FES/Intrinsic Support

The regular Service Review meeting took place on 25th April. To address shortcomings identified in the monthly Performance Report and improve the identification of potential service credits a number of changes were suggested to the fault tracking graphs. These are expected to be incorporated in time for the May report.

There were no service credit deductions for the quarter ending March 2017.

A number of ICT snagging items still remain unresolved. Future meetings will monitor them to completion.

The College noted that the FES-FM fault handing system unilaterally closes completed jobs without seeking confirmation from the originator. A request was made to change this so that future completed jobs are not closed without College approval. This measure should reduce the amount of re-work and improve the overall efficiency of the fault handling system.

A discussion was held regarding the applicability of the Small Works Catalogue to ICT Low Value Changes incorporating additional network points. It was agreed that GLQ would honour the stated costs for such work however the catalogue is due to be revised in the coming months so this may be of limited benefit.

Some layout changes were proposed to the baseline software versions table to better highlight risks associated with the various upgrade options. The College suggested that the table could be more useful by making it part of the monthly Performance Report. A discussion regarding the mechanism for initiating software upgrades also took place however no conclusion was reached. This item is expected to be raised again at the next meeting in July.

ICT Support Contract Scope

Intrinsic have now provided direct access to their fault portal, InTouch, which enables College staff to view the progress of faults raised.

Intrinsic and FES have responded generally favourably to the College list of software and hardware sub-components which should be covered by the support contract however direct manufacturer access is likely to be prohibitively expensive. Intrinsic and FES have now issued their responses to the remaining issues and can expect to receive the College's reply shortly.

TV/Radio

Focus has shifted to the TV issues now that the majority of radio problems are resolved. However the enhancement for talkback and sharing of audio output between teaching and production studios remains on hold.

Actions to address the TV issues were put in place at the 21st March working group meeting. They mostly involve FES and none require ICT action. Capital bids for additional TV equipment have been submitted to use unallocated Infrastructure budget.

ICT Business Continuity Plan

A number of internal meetings have been held to progress the BCP which is now in final draft stage. Each ICT technical lead has been tasked with documenting identified housekeeping protection measures (such as data backups) and scenario recovery procedures (such as loss of service from a Comms room) to ensure that the Plan is useful during normal operations as well as in an emergency.

Thin Client / Virtual Desktop

Issues regarding login storms have been resolved and service performance has stabilised at an acceptable level. This issue, whilst manifesting itself via the Thin Client infrastructure has been resolved by applying a firmware update for the SAN that serves all the College infrastructure systems and customer data.

Our focus is now to maximise performance and ensure the VDI solution is cost effective for the College to run. Meetings with the vendors (Citrix) are taking place to discuss the ongoing licence costs.

A Technical Review session has taken place with College IT staff and Technical Architects from Citrix. The session covered technical challenges, end-user customer feedback and potential ways to improve delivery. Work now commences on a more cost effective delivery model, with testing planned before the end of session and implementation for next academic year. Upgrades to the Thin Client infrastructure will follow after the licencing model has been finalised.

Network Services

Ransomware

Following the announcement of a widespread cyber attack on Friday 12 May which initially affected the NHS in the UK, IT staff worked over the weekend to invoke a range of measures and responses to counter the emerging threat and protect college IT data assets.
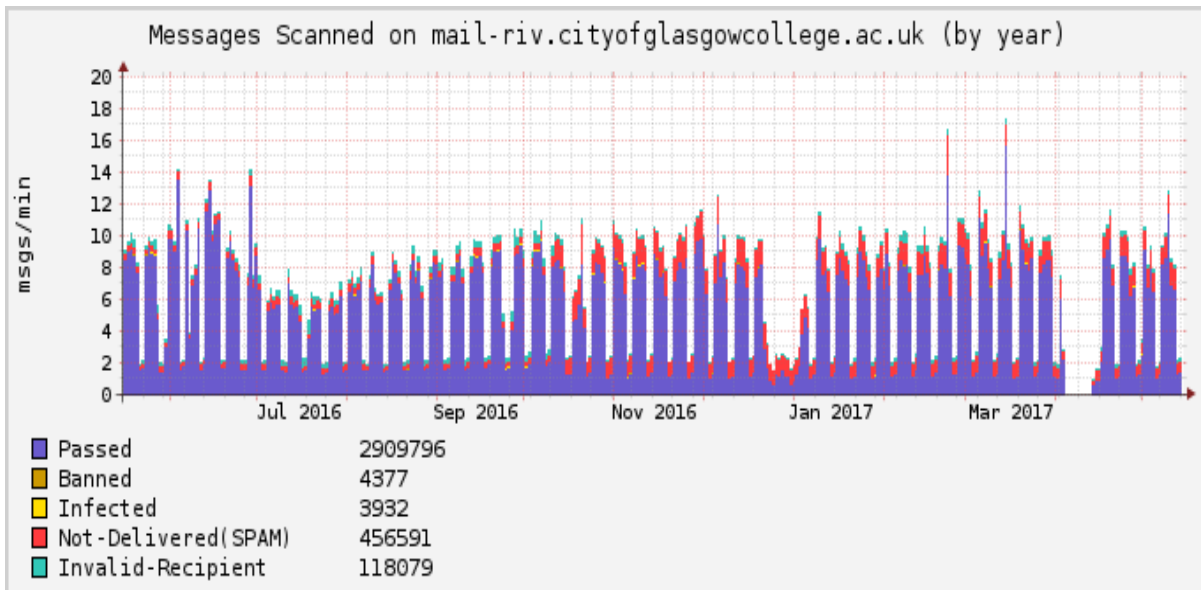
These steps included verification that security patches had been properly applied and isolation of critical storage areas on the SAN as a preventative measure. Our security procedures were effective and enabled us to counter the threat. No outbreaks of ransomware were reported on college computers.

Network Statistics

Statseeker Professional	Interfaces Reporting Tool - Bytes		
			Mon 15 May 2017, 09:56 (Europe/London)
Sun Jan 1 00:00 2017 to Mon May 15 09:56 2017			
Device	**Interface**	**Rx Bytes**	**Tx Bytes**
▲ ▽	▲ ▽	▲ ▽	▲ ▽
CTY-01-USW-01	Ethernet3/35	50.5T	55.9T
1 record			

Statseeker Professional	Interfaces Reporting Tool - Bytes		
			Mon 15 May 2017, 09:52 (Europe/London)
Sun Jan 1 00:00 2017 to Mon May 15 09:52 2017			
Device	**Interface**	**Rx Bytes**	**Tx Bytes**
▲ ▽	▲ ▽	▲ ▽	▲ ▽
RIV-STL-ASW-C1-2	Gi0/1	64.9T	7.1T
1 record			

Statseeker Professional	Interfaces Reporting Tool - Bytes		
			Mon 15 May 2017, 09:54 (Europe/London)
Sun Jan 1 00:00 2017 to Mon May 15 09:54 2017			
Device	**Interface**	**Rx Bytes**	**Tx Bytes**
▲ ▽	▲ ▽	▲ ▽	▲ ▽
CTY-01-USW-01	Ethernet160/1/6	71.0T	72.3T
1 record			

Messages Scanned on mail-riv.cityofglasgowcollege.ac.uk (by year)

	Passed	2909796
	Banned	4377
	Infected	3932
	Not-Delivered(SPAM)	456591
	Invalid-Recipient	118079

CITY

Traffic & Performance: Volume

For the period: 05/01/2017 to 05/07/2017
Generated on: 05/11/2017
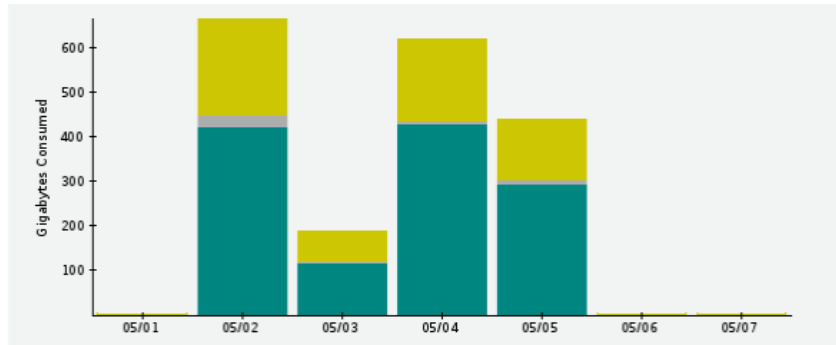
Rank	Type	Visits	Bytes
1	Low Risk	7074428	1,179.3 GB
2	Uncategorized	924801	567.0 GB
3	Trusted	93918	39.2 GB
4	Medium Risk	0	
5	PUAs	0	
6	Virus	3	
7	Policy Violations	9078	
8	High Risk	7115	

RIVERSIDE

Traffic & Performance: Volume

For the period: 05/01/2017 to 05/07/2017
Generated on: 05/11/2017
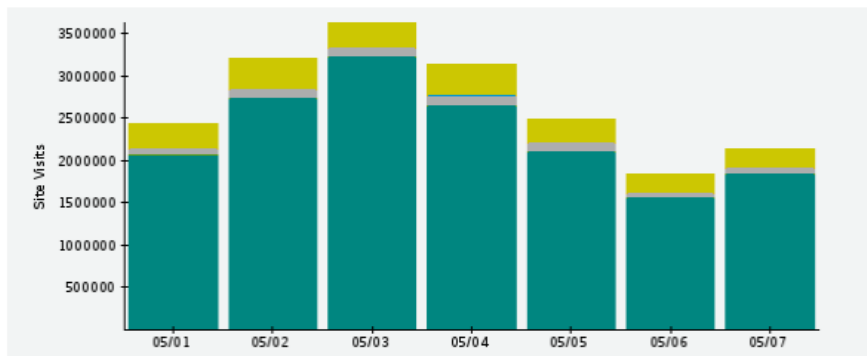
Rank	Type	Visits	Bytes
1	Low Risk	16235360	5,282.6 GB
2	Uncategorized	1982011	2,438.4 GB
3	Trusted	635579	215.7 GB
4	Policy Violations	28389	
5	High Risk	21678	
6	PUAs	175	
7	Virus	6	
8	Medium Risk	0	

Systems Development

We continue to devote internal resources to ensure that our internal systems are developed. This section split into three headings:

1. Under Active Development

Curriculum Manager

> Phase 2 of the project has been completed and now open for new courses to be created beyond the soft close date. Phase 3 servicing is currently open and the full phase 3 functionality will be available from Monday 22nd May.

Remote Enrol Online Evening/Part Time

> Facility to allow Evening and weekend bookings to add additional enrolment information has been added to the website, which will allow students who book online or over the phone to use enrollme to provide additional information that is required to be gathered.

ESOL Online Application

> ESOL application form is currently in development and will be complete Friday 26th May to allow ESOL students to register in the college and submit an application for ESOL courses. This uses a different application process to other developed application systems.

Student Destination Online

> This facility will allow students to feed back their destination when leaving college and allow college staff to update this information and report on it easily.

Student Authorized Absence Request

> This will allow Students to request Authorised absence and allow workflow for staff to accept or reject, allowing this to feed into attendance to inform lecturing staff of the status of this student.

Lets Booking System

> A system to allow staff to making bookings for external customers is complete and in testing phase before rollout to all areas.

OneCity Event Site

> One City event site created styled and populated with content and currently taking bookings for the One City Event for 2017,

IPTV Digital Signage rollout

All faculties have been engaged to create a faculty information area on the digital signage which can be rolled out to specific areas of the Digital screen estate. Training and information sessions have been run for 3 of the six faculties with written instructions provided. We are awaiting feedback from other faculties to continue rollout.

Admin Control

Paul Clark and Ann Butcher have been consulted to ensure that the rollout to Board members is completed and no paper documents are printed for board meetings in future. This facility is being rolled out for ELT meetings and SMT, to allow the ability to have paperless meetings and allow mark-up of documents for each individual.

2. Planning/ Specification Stage

Connected Update

A complete review of Connected is underway looking at improving the UI, search functionality and archiving.

College Website Updates

There are some continued developments for the college website. There are proposed changes to the core functionality around courses to make it easier for users with better administration and workflow.

Mycity Reconfiguration Automation

Planning for the summer Mycity upgrade and moving to a new model of archiving and data flow, which will improve performance of the system while automating course enrolment and restructuring the layout and structure of the site.

E-LSP Student Services Referral Forms

There are many referral forms for Student services that have been built up over many years that sit independently and are disjointed. This requires a redevelopment and incorporating new features into a complete package. Currently the forms are in different parts of the site and do not cross over or information is duplicated in some instances. Reviewing and consolidating this area into one section of Enquirer refactoring all of the code and workflow to update the processes associated with these elements

3. Research and Development Stage

First Foot Application

A new initiative for a single platform for all is being considered, connecting current systems through it and allow information to flow up to this level. Investigation and research into different frameworks and development methods to deliver a future proof design and concept to take the organisation forward in realising its single portal strategy.

Federated Access

In order to connect systems with a unified login, authorization and access research into various federated access systems is underway to identify the best fit for the organisation to deliver the first foot application and also provide access to external systems.
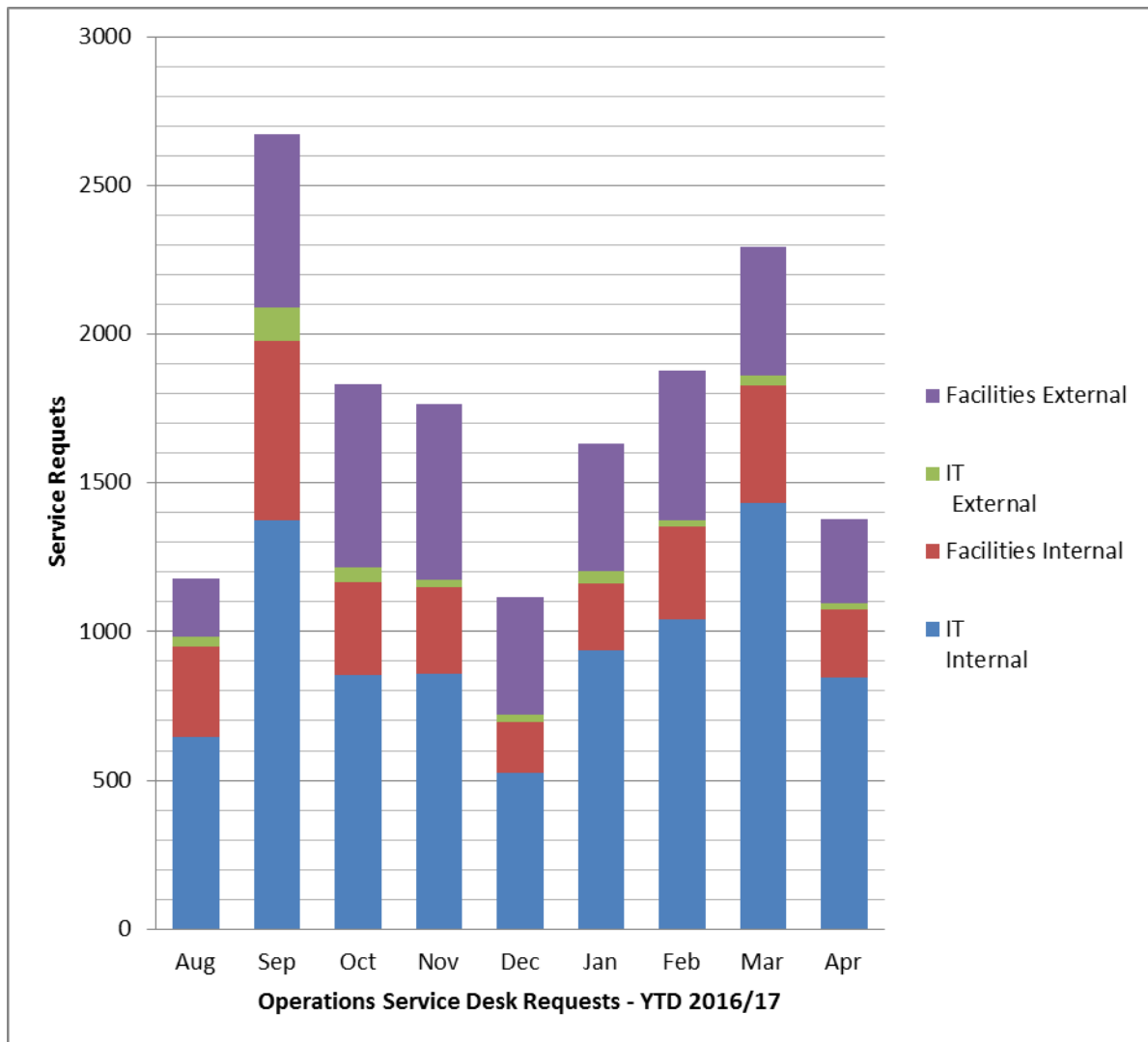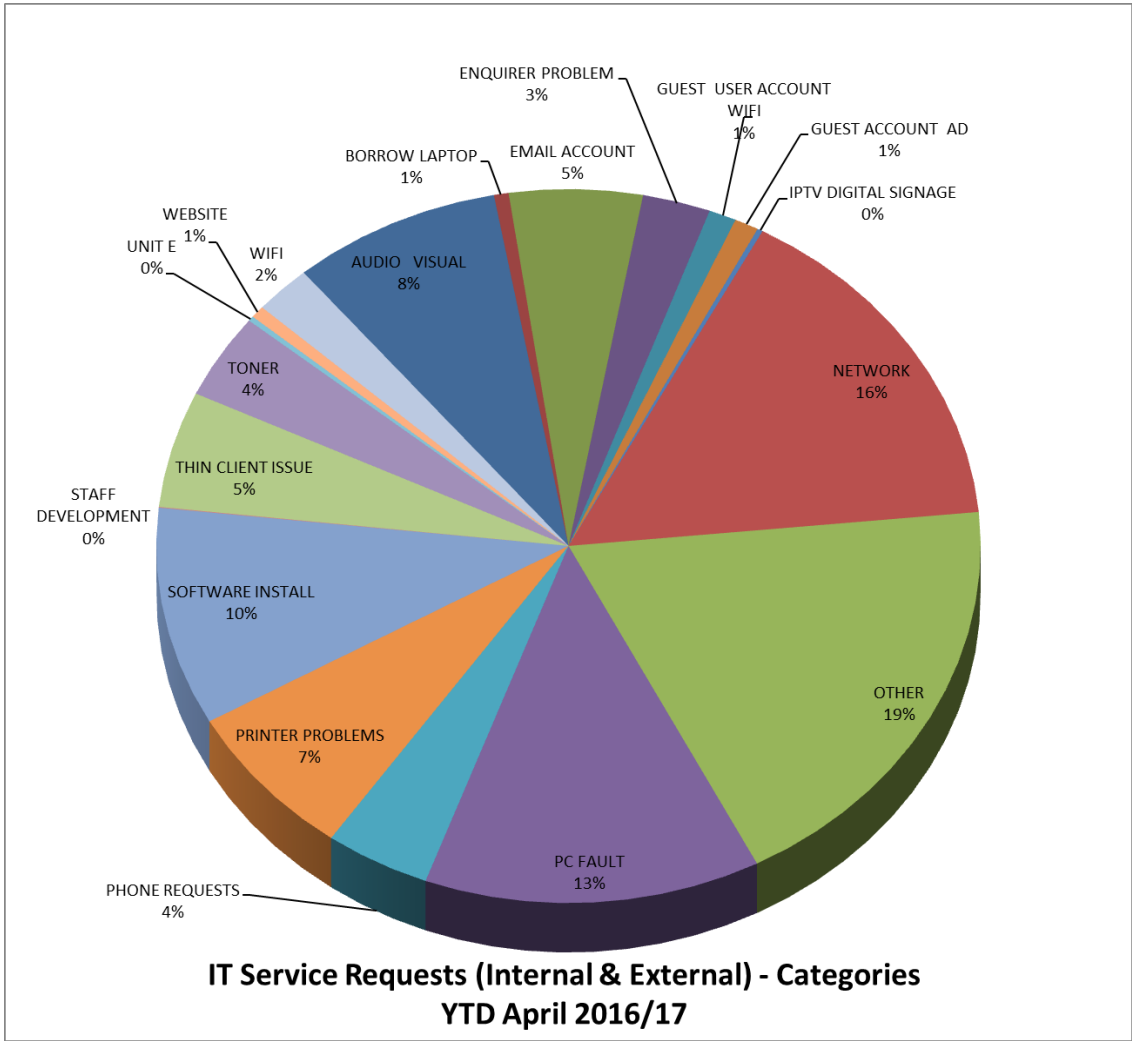
Operations Service Desk

Development of a feature to link service requests from Enquirer to FES's service desk tool Maximo has been implemented, allowing our Service Desk staff to quickly and easily cross-reference activity logs and statutes for jobs passed to FES for action.
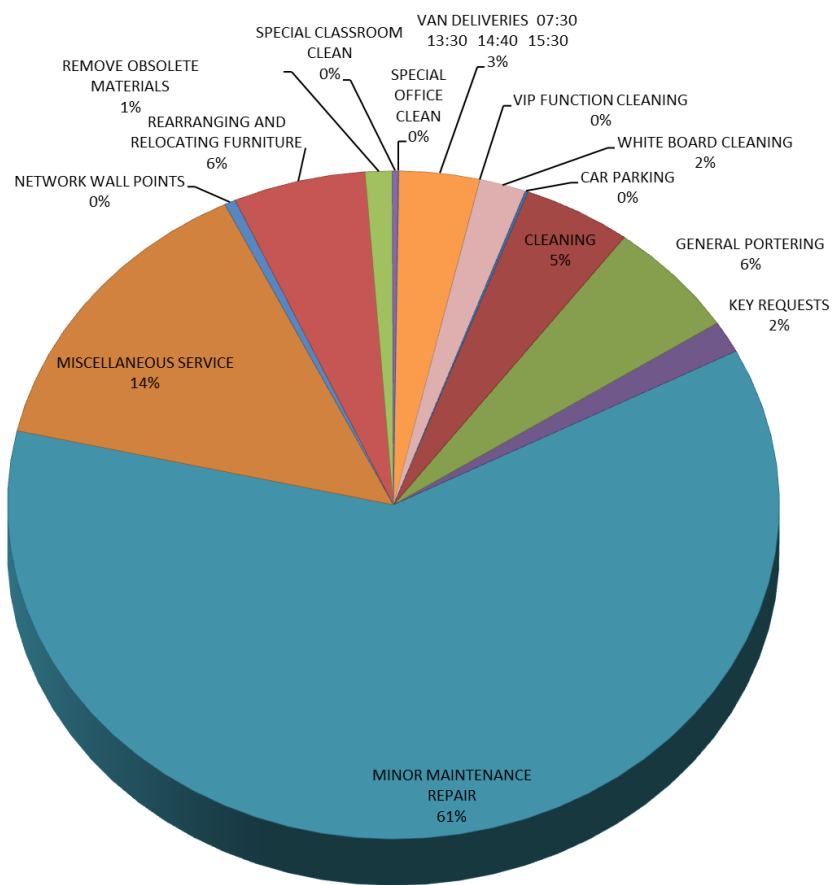
Service improvements identified from the recent Performance Review process are also being developed, including new Key Performance Indicators for IT Technician and Facilities staff service delivery and Call Management / telephony. Customer satisfaction measures such as surveys are also planned for introduction during next academic year.

/Service Desk Requests …

Service Desk Requests

IT Service Requests (Internal & External) - Categories YTD April 2016/17

- ENQUIRER PROBLEM 3%
- GUEST USER ACCOUNT WIFI 1%
- GUEST ACCOUNT AD 1%
- BORROW LAPTOP 1%
- EMAIL ACCOUNT 5%
- IPTV DIGITAL SIGNAGE 0%
- WEBSITE 1%
- UNIT E 0%
- WIFI 2%
- AUDIO VISUAL 8%
- NETWORK 16%
- TONER 4%
- THIN CLIENT ISSUE 5%
- STAFF DEVELOPMENT 0%
- SOFTWARE INSTALL 10%
- OTHER 19%
- PRINTER PROBLEMS 7%
- PHONE REQUESTS 4%
- PC FAULT 13%

Facilities Service Requests (Internal & External) - Categories
YTD April 2016/17

Printing

The managed print solution continues to be well used by staff and students with no significant operating outages this period.

Monitoring of print device availability and paper usage statistics is being developed in support of agreed Performance Review objectives, and for reporting to Environmental Sustainability group and delivery of the college's Sustainability Strategic aim. A review of paper usage over this academic year will be concluded in July 2017, which will be used as the basis of proposals for the introduction of charges for student printing next academic year. At this time, additional workflow to integrate the print system with Reprographics and introduce logic rules to control excessively large print jobs will also be implemented.

The Service Contract with Ricoh is being actively and effectively managed, with quarterly review meetings held in partnership with APUC. A claim for service credit arising from a minor breach of the service level agreement (Service Call Response Time for MFDs) was reported by the college in May 2017 and is pending confirmation from Ricoh.

MFD/Printer Usage (excluding reprographics)

Combined Print / Copy Pages