You said, we’re doing

Progress report on issues highlighted at the stakeholder forum held on 27 January 2015

December 2015
“You said, we’re doing Progress report on issues highlighted at the stakeholder forum held on 27 January 2015”
Participants raised a large number of issues during the discussions at the stakeholder forum held in January 2015. The feedback was collated and summarised and information about what we were doing in response to the issues was provided in a ‘You said, we’re doing’ report produced after the event. This report provides a further update on progress with these issues since January 2015.

The issues raised at the 2015 forum were grouped together into the following 15 areas:

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You wanted to know more about, and be involved in, Jisc's strategy and its development: our approach to customer and stakeholder engagement promotes opportunities to get involved and shape our future priorities and ensure that our investments are for the benefit of the whole community. Find out more here (http://bit.ly/Jisc-engagement).

You wanted to have clarity regarding our offer and greater transparency regarding subscription costs: we have been working hard to clarify what services we provide. The full range of services in our catalogue, including which services are in the subscription, can be found here (jisc.ac.uk/membership).

You have asked us to give a greater voice to students throughout what we do: we have refined our summer of student innovation competition so that it can reach more students and so that the ideas that come out of it are easier for institutions to use. Find out more here (http://bit.ly/Jisc-SOSI).

You have urged that we make Jisc accessible to all providers in HE and FE and understand all customer types: this is a key priority for Jisc. Our new account management structure is intended to ensure that we understand all of our customers and make our offer as readily accessible to them as appropriate. You wanted clarity regarding our new account management and stakeholder engagement approach: our new customer services division was launched on 1 January 2015, providing account management and practical on the ground advice and assistance to all universities and colleges across the UK. The model ensures that every college and university has a dedicated single point of contact. Find out more here (http://bit.ly/jisc-customerservicesteam).

You wanted help with delivering the recommendations of the Further Education Learning Technology Action Group (FELTAG): helping the FE and skills sector meet the recommendations of FELTAG continues to be a key priority for Jisc and we are undertaking a number of activities across Jisc in support of this. Find out more here (http://bit.ly/jisc-implementingfeltag).
You wanted us to negotiate with publishers on your behalf: we continue to take a strong stance on your behalf in our negotiations with publishers to help achieve sensible deals with publishers regarding journal subscription rates and reduce the cost of open access. Find out more here ([jisc.ac.uk/jisc-collections](http://jisc.ac.uk/jisc-collections)).

You wanted us to develop shared service solutions and resources: we agree that there is real benefit in shared service solutions and we are exploring how to deliver more of these solutions in a variety of areas in our research and development work (find out more here [jisc.ac.uk/rd](http://jisc.ac.uk/rd)) and under the auspices of the technology consultative forum. Find out more here ([http://bit.ly/Jisc-consultativeforums](http://bit.ly/Jisc-consultativeforums)).

You have asked us to continue the work we are doing around research data management: we are developing a range of shared services to ensure universities can meet research data management needs confidently and in a cost effective way. Find out more here ([http://bit.ly/Jisc-researchatrisk](http://bit.ly/Jisc-researchatrisk)).

You wanted us to do more on cyber security and provide advice on how to improve your security services: we will continue to work with you to create a secure environment for you to conduct your online activities. Find out more here ([jisc.ac.uk/search/cyber%20security](http://jisc.ac.uk/search/cyber%20security)).

You would like us to do more on business intelligence and learning analytics: we understand your need for good business intelligence and, in collaboration with the Higher Education Statistical Agency, we have revamped the Higher Education Information Database for Institutions (HEIDI). Find out more here ([http://bit.ly/Jisc-BIproject](http://bit.ly/Jisc-BIproject)). We are also helping colleges and universities to analyse and understand their data through our learning analytics work. Find out more here ([http://bit.ly/Jisc-effectivelearning](http://bit.ly/Jisc-effectivelearning)).
i) Knowing more about, and being involved in our strategy and its development

What you wanted
Provide a brief, easy to read summary of Jisc's strategic priorities and key investment areas for 2014-15 and 2015-16. Involve us in the development of Jisc's strategic direction and make the process more transparent: prioritise investments that will benefit the whole community.

What we're doing
We will provide a brief, easy to read summary of our key strategic priorities and investment areas in 2015-16.

Our approach to customers and stakeholders promotes opportunities to get involved to shape our future priorities and ensure that our investments are for the benefit of the whole community. The stakeholder forum (http://bit.ly/Jisc-stakeholderforum), part of our governance, provides an important opportunity for stakeholders to interact with us and to discuss our strategic direction and future priorities. This year we have also established two new consultative fora (http://bit.ly/Jisc-consultativeforums) for digital resources and technologies, designed to consult and receive input to help us to shape our product portfolio. The notes of the meetings of these fora can be found on our website (http://bit.ly/Jisc-consultativeforums).

Our customers and stakeholders are also at the heart of our research and development process (http://bit.ly/Jisc-RDprocess), with co-design (http://bit.ly/Jisc-codesign) as our collaborative innovation model designed to ensure that we involve stakeholders when we develop products and services. This approach attempts to engage stakeholders throughout the innovation process, from deciding what challenges to take on, to deciding which ideas get taken forward as Jisc services.

We have undertaken a full review of the co-design process, the report of which has been circulated to the co-design steering group (http://bit.ly/Jisc-codesign) and is available on request from Andy McGregor (andy.mcgregor@jisc.ac.uk), deputy chief innovation officer. We have since developed a new approach to co-design that has been tested with our core co-design stakeholders.

We have started to implement our new approach to co-design for 2016. This approach is based around developing visions for research and development work for 2020 and launching them for public consultation. At the moment we are refining our draft visions with our core stakeholders while planning for a release of the public consultation in January 2016.
ii) Clarity regarding our offer and transparency regarding subscription costs

What you wanted
Provide clarity about Jisc, including its portfolio of services, and access to usage statistics: provide a clearer, simpler account of Jisc’s services catalogue and what we’re entitled to and how the services are being used by the community.

Provide greater transparency regarding subscription costings, supported by more detailed information and data which substantiates Jisc’s assertions regarding value for money and savings. Influence the people signing the cheques.

What we’re doing
We have been working hard to clarify what services we provide and the full range of services in our service catalogue can be found on our website (jisc.ac.uk/membership), including an easier way to find out about the shared services (jisc.ac.uk/shared-digital-services) we provide, the deals we broker (jisc.ac.uk/sector-deals) on your behalf and the advice and practical assistance (jisc.ac.uk/advice-and-practical-assistance) that is available to you.

We are also producing product sheets that will cover the full range of our products and services. These will provide information about a product or service, including how your organisation might benefit from using it. They will be used by our customer services team when discussing our services with you. These sheets will be reviewed on a quarterly basis to ensure they remain up to date and accurate. If you are interested in seeing any product sheets contact your account manager or customerservices@jisc.ac.uk.

We have now delivered a dashboard which our account managers can use to show you which services you are using. They are also able to highlight those that you are not using – so that you can better exploit all that Jisc has to offer and maximise the full value that you get from us. Our ultimate goal is to make a self-service dashboard available to you which will enable you to interrogate your use of our services as and when you need to. As a first step towards this we are piloting the ‘My Organisation’ page on community.jisc.ac.uk – where information will be available about the organisation’s account manager and when meetings with them have been arranged. This pilot release is initially open to a small group of customers to ensure the access and authorisation system is robust and easy to use. We are now working on displaying service usage data on this page – at which point it will become the customer dashboard. This will soon be available as a beta service which our account managers will start rolling out to our HE and FE customers in Q1 2016. Given the priority of the feature, we will be moving it to jisc.ac.uk as soon as possible (Q2 2016).
In order to further develop the customer-facing dashboard, we need to implement a robust data infrastructure. This will become available through our data warehouse project, which will enable us to efficiently and reliably answer questions from our customers and internal stakeholders. By developing and utilising a data warehouse, we will have access to business intelligence and in-depth analysis which will allow us to understand the range and type of services our customers use, the costs of services to our customers and to us and their effectiveness and usage.

We have built a cost of service model which provides us with integrated information on the services that we deliver and provides a baseline for future comparison. The model has been built on existing Jisc systems and integrates data from many different sources to produce cost information about our services. The cost of services data has also been integrated with our value, savings and efficiency work.

We have also updated our sector and efficiencies figure, with a more detailed breakdown than we have had in the past. See our website for further information about the value, savings and efficiencies (jisc.ac.uk/about/savings) that we are bringing you.
iii) Giving a greater voice to students

What we're doing

The Summer of Student Innovation (http://bit.ly/Jisc-SOSI) model was tweaked in 2015, with a focus on being more inclusive. This resulted in the number of ideas considered in the latest round increasing to 60. The submissions were also more balanced with a very strong showing from FE and skills. The successful ideas (http://bit.ly/Jisc-successfulideas) have been published on our website. We are negotiating with these teams to develop their ideas into products. Jisc will take control of the technical development to ensure the resulting products are scalable, sustainable and easily available to all Jisc customers. Further information can be obtained from Paul Bailey (paul.bailey@jisc.ac.uk), senior co-design manager.

We have been continuing the work of the digital student project (jisc.ac.uk/rd/projects/digital-student), expanding it to cover FE and skills. We have continued to update the digital student online guide (http://bit.ly/jisc-enhanceddigital) and have worked with the National Union of Students to produce a benchmarking tool (http://bit.ly/jisc-nus-benchmark) to help improve the student’s digital experience.

We have also explored possibilities for developing technical tools to help organisational staff gather and compare student expectation data. Further information can be obtained from Sarah Knight (sarah.knight@jisc.ac.uk), senior co-design manager.

As a pilot, we invited students who participated in the Summer of Student Innovation competition to the Jisc Digital Festival in 2015. We are building on this by planning greater involvement of students in the 2016 Digifest (jisc.ac.uk/digifest) (2-3 March 2016) as well as in Networkshop (jisc.ac.uk/networkshop) (22-24 March 2016). For example, Birmingham College of Food and Technology (University College Birmingham) will be working alongside the team at the International Convention Centre in Birmingham to provide catering and front of house support for the event dinner. We are also pleased to be working with Birmingham City University to recruit student volunteers to help with various aspects of the event alongside onsite logistics and demonstrating cutting edge technology in an exhibition showcase. We are also using the student branding agency at the same university to design the branding and associated marketing materials for the dinner.
iv) Delivering on accessibility and inclusion

What we're doing

We now have four subject specialists, specifically skilled and knowledgeable in accessibility and inclusion, available to engage and support organisations across the UK. These specialists have been working with customers, providing training and support and helping organisations to embed accessibility awareness, tools and practice. Recent collaboration with leading organisations in this area also means that universities now have clear, publisher endorsed guidance on sharing accessible copies of text books.

For further information about the range of subject specialists that we have to offer customers, including those engaged in the accessibility and inclusion area, contact Steve Bailey (steve.bailey@jisc.ac.uk), head of advice and guidance.

We have also finished managing the transition of relevant TechDis resources on to our website (http://bit.ly/Jisc-TechDisresources), where they will continue to be actively managed and updated by our accessibility and inclusion subject specialists as appropriate.
v) Making Jisc accessible to all providers in HE and FE

*What you wanted*
Make Jisc offer available to all providers in HE and FE and understand all customer types (eg, the needs of the creative / performing arts industries, specialist colleges, sixth form colleges and independent training companies) and their relationships within the wider sector.

*What we're doing*
This continues to be a key priority for us. Our new account management structure is intended to ensure that we understand the range of our different customers and make our offer readily accessible to them as appropriate. We also engage regularly with various representative bodies and professional associations from HE, FE and skills. This includes formal annual meetings with a range of professional associations, where we hear about their members’ interests and views to better understand our customers and to inform our offer for UK education and research.
vi) Involving stakeholders in the development of products and services

What you wanted

Involve stakeholders in the development of products and services, especially if they are going to be customers of these services. By doing so, Jisc is more likely to get the product right and optimise its chance of success in the market and have early adopters ready to jump start adoption.

What we're doing

Our engagement (jisc.ac.uk/about/engagement) activities are intended to ensure that stakeholders are able to influence and get involved in shaping our priorities. A key driver for our stakeholder engagement plans is to ensure that we operate from a deep and sustained understanding of our customers’ needs, challenges and opportunities. For further information about our engagement plans contact Nike Holmes (nike.holmes@jisc.ac.uk), strategic relations manager.

In section i) on page 6 we have described the different ways that customers and stakeholders can be involved in our developments and activities – including our new consultative fora (http://bit.ly/Jisc-consultativeforums) and our co-design approach (http://bit.ly/Jisc-codesign) to research and development (jisc.ac.uk/rd) activities.

We continually strive to enhance and extend the opportunities for our stakeholders to get involved: find out more here (jisc.ac.uk/rd/get-involved) or email us at innovation@jisc.ac.uk if you have an idea about how technology can improve education and research.
vii) Clarifying the account management and stakeholder engagement approach

What you wanted
Ensure engagement with the multiple, disparate stakeholders and keep us informed about these discussions: bring together professional bodies.

What we’re doing
Our new customer services division was launched on 1 January 2015, providing account management and practical on-the-ground advice and assistance to all universities and colleges across the UK. The model ensures that every college and university has a dedicated single point of contact through which relationships can be managed, awareness raised, and services delivered. Following a period of engagement planning, account managers have been busy engaging with customers, using our service dashboard to bring to life the range of services each college and university uses.

Between January 2015 and the end of November 2015 customer services have held 913 meetings (with a further 23 in the pipeline), engaging 378 universities and colleges. This engagement has led to the creation of 1,653 new opportunities for customers to benefit from previously unused Jisc services, with 502 of those having already been successfully delivered (the others are being actively managed in the delivery pipeline). The focus for our engagement has been with university and college nominated senior contacts, whilst always maximising opportunities to engage with key audiences such as those responsible for IT, libraries, research, learning and teaching, and leadership.

Our subject specialists can also be deployed to provide practical support and guidance as and when it is required.
Contact us for further information about our account management and customer engagement at customerservices@jisc.ac.uk or on 0203 006 6077.

Our stakeholder engagement ([jisc.ac.uk/about/engagement](http://jisc.ac.uk/about/engagement)) approach will help us to listen and keep you informed: from the one-to-one account management meetings described above, to peer to peer networking, to Jisc events, to consultation fora and co-design. We are tailoring our approach to communications, so that we share information and advice with you at your organisations, but also through your professional networks and associations.
viii) Communicating more and simply

What you wanted
Ensure increased and simpler communication, including to stakeholder groups. It would be useful to receive bite-sized updates on the various projects that can be communicated to our members.

What we’re doing
We continue to make sure that our communication with you is clear and focussed. Examples of what we have been doing, and opportunities for you to hear more about what we do are outlined below. We welcome any feedback via customer services (customerservices@jisc.ac.uk).

We have continued work to make our website (jisc.ac.uk) more clear and transparent. In particular, our website homepage has been updated to explain who we are, what we do and how we deliver for you (jisc.ac.uk).

For advice, guidance and topical news you can read our blogs (jisc.ac.uk/blog), many of which are also available as podcasts (jisc.ac.uk/podcasts), where you can hear hot tips and how we are working with the community. Visit here (jisc.ac.uk/events) to find out about upcoming events and where our staff are out and about. You can also keep up to date about our work by signing up to Jisc Announce (jisc.ac.uk/jiscannounce) and receiving regular updates, including Headlines our monthly summary of Jisc’s news, blogs, podcasts and coverage, as well as sign up to Twitter (https://twitter.com/jisc) and Facebook (facebook.com/jiscsocial). Headlines is our monthly round up of news, events, guides and advice and has been refreshed. It has been moved from monthly to twice a month and the content has been tailored to your interests ie FE, HE, IT, library, research or finance – providing increased frequency and bite-sized updates. We also provide tailored quarterly briefings for those leaders of libraries and IT who are particularly interested in our project activities.

If you want to get in touch with us to find out more about what we do and how we can help you contact customerservices@jisc.ac.uk.
ix) Helping with delivering the recommendations of Further Education Learning Technology Action Group (FELTAG)

What you wanted
Help the FE sector deliver the recommendations of FELTAG, help address the need for quality learning resources to support blended learning in the FE curriculum and provide web access to associated case studies, provide advice and guidance on eLearning, bring your own device (BYOD) implementation, reviewing systems and undertaking health checks of our IT systems and infrastructure to ensure they are fit for purpose. Help us broker financial partnerships from employers for funding to support cutting edge technology and development of skills. Continue to support regionally based fora or events where we can learn about educational technologies for use in FE. Increase our connectivity, particularly to support remote centres.

What we’re doing
We have continued to support the FELTAG Coalition and issued an open statement (http://feltag.org.uk/feltag-coalition) in March 2015, setting out our priorities. We identified five vital areas (see below) where we believe our collective efforts will have the greatest impact. Each of these areas has its own working group populated by members from the coalition, responsible for making sure their designated area is moving forward and reporting back on progress.

1. Learner-led engagement, where learners are empowered to exploit digital technologies and come up with new solutions to support their development.

2. Curriculum development, which will see the delivery of advice and guidance for learning providers on designing a curriculum that’s mapped against future employment needs. Calderdale College (calderdale.ac.uk) is acting as lead.

3. Leadership and governance, informing strategy from the top down through the development of new standards. Leading the programme is the Education and Training Foundation (et-foundation.co.uk).

4. Content creation, giving stakeholders the innovative resources they need to be successful. Tinder Foundation (tinderfoundation.org) will be the lead.

5. Continuous professional development, supporting and improving the capabilities of FE and skills providers, and ensuring the entire workforce is being brought up to speed to fully understand the potential of learning technology through the creation of an FES online academy.
There have been exciting developments, too, in the area of learner engagement. This year’s Summer of Student Innovation competition ([http://bit.ly/Jisc-SOSIdeas](http://bit.ly/Jisc-SOSIdeas)) included a category specifically for apprentices and students in FE to offer their ideas on how technology can improve teaching and learning and dozens of applications were sent in. Following the judging process, we are providing funding and support for further development work for nine projects from FE and two from apprentices. You can find out more about the winning projects [here](http://bit.ly/Jisc-SOSI).

The FE and skills online academy working group is creating an online home for continuing professional development resources specifically designed for practitioners. The academy will be a place where they can acquire strong digital skills so that they can create and deliver online teaching modules and also foster the digital skills of their students. This is a key aspect of the FELTAG recommendations, geared to ensuring that students have the digital skills that employers now demand. An alpha version of the online academy is currently being developed: user testing began in mid-December 2015 ahead of a launch in 2016.

We understand the need for regionally based fora and events to help you keep in touch with us and peers and through 2015 we held a series of well received Connect More ([http://bit.ly/Jisc-Connectmore](http://bit.ly/Jisc-Connectmore)) regional events so that you could hear and share good practice examples of the use of educational technologies with practitioners in your region.
x) Negotiating with publishers on behalf of our customers

**What you wanted**
Negotiate with publishers on our behalf: take a stronger, more focussed stance negotiating on behalf of institutions. Provide help in negotiating sensible deals with publishers regarding journal subscription rates and costs of open access.

**What we’re doing**
We are taking a strong stance on behalf of members in our negotiations with publishers. Between January and August 2015 we undertook a range of activities, such as surveys, forums, webinars and workshops to inform the negotiation strategy for forthcoming renewals with major publishers. The results of that work have been used to create a draft set of negotiation criteria and objectives underscored by a range of evidence from our members. We have now contacted our members seeking their support for these objectives ahead of the negotiations themselves. The responses indicated a very strong level of support and engagement, with over 80 institutions responding. A focus of all negotiations is more transparent licence agreements. Confidentiality clauses are not part of the Jisc Model Licence and only one publisher has insisted on having such a clause. This will be strongly resisted in the renewal negotiations. We remain committed to negotiating Offset Systems to mitigate the extra cost of Article Processing Charge (APC) payments with all publishers of hybrid journals. In these agreements we will not only be looking to contain the price of subscriptions and APCs, but the overall cost of implementing and administering the agreements. However, we will also be working to ensure that the green route to open access is covered and that institutions are able to comply with the mandates of all funders. We have revised the terms of reference for the Electronic Information Resources Working Group. To ensure that it is more representative and working with the Society of College, National and University Libraries (SCONUL) and Research Libraries UK (RLUK) have held elections for new members. All academic libraries receive a monthly update on our negotiations and this is also available to them in the secure area of the Jisc Collections website.

We are now undertaking a review of our portfolio of subscription resources to ensure that our agreements accurately represent the subject, format and business model needs of our members.
What we’re doing

Over the last year Jisc’s research and development (jisc.ac.uk/rd) work has focused on developing new shared services. Examples include:

» A national learning analytics service (http://bit.ly/Jisc-effectivelearning), demonstrated for the first time in October and now moving to an alpha version

» Planning a number of shared services to help with research data management (http://bit.ly/Jisc-researchatrisk)

» Working with HESA to revamp the business intelligence share service, Higher Education Information Database for Institutions (HEIDI) (http://bit.ly/Jisc-BIproject)

» A shared service to help staff in HE, FE and Skills develop their digital literacy skills (http://bit.ly/Jisc-digitalliteracyskills) and a continuing professional development service for FE and Skills staff to improve their skills in providing online learning

What you wanted

Develop shared service solutions: support the development of shared technology based solutions.

Develop resources for us.
xii) Being an expert, trusted adviser

**What you wanted**
Be an expert, trusted adviser: further insightful research into key issues facing UK institutions, eg the student experience, the impact of student information systems, internet / intranet advice, outsourcing strategies etc.

**What we’re doing**
We have expanded our digital student work ([http://bit.ly/Jisc-digstudent](http://bit.ly/Jisc-digstudent)) which investigates what new students expect from technology. Over the last year we have covered FE and skills as well as HE. We are now investigating possible shared services to help universities and colleges gather and compare this data.

What we’re doing

Previously we reported that we had started the Research at Risk Co-design challenge (http://bit.ly/Jisc-researchatrisk) which is focused on supporting research data management and developing solutions. This was informed by surveys, analysis and discussion with universities’ managers and practitioners. Since then we have worked with universities to set out the issues and directions required to ensure research data management is addressed, as detailed in the report Directions for Research Data Management in UK Universities (http://bit.ly/Jisc-Directionsforresearch).

We were asked to develop up to date guidance for universities in meeting funder policies, in particular the Engineering and Physical Sciences Research Council mandate. We held a workshop with 65 universities to share the latest policy requirements and best practice, we then developed an up to date guide for all universities (http://bit.ly/Jisc-Uniguide) and some case studies so universities could see how the issue was being addressed on the ground.

People told us that they were concerned about the many separate solutions being developed and they were especially concerned that shared preservation and archiving services should be considered and developed, as well as providing a solution from which teaching led universities could also benefit. We have analysed requirements for a shared service for research data and defined a set of key services based on best practice. We are now embarking on the procurement of a pilot service. The Jisc hosted pilot service will enable researchers to easily deposit data for publication, discovery, safe-storage and long term archiving and will allow researchers and institutions to meet their policy requirements for finalised research data objects. Currently we are engaging universities in the pilot. Further information can be found here (http://bit.ly/jisc-rdm-workshops).

Universities are also keen to exchange experiences and we anticipate that the shared service pilot will provide a focal point for some of that exchange. The research data spring initiative (http://bit.ly/Jisc-researchdataspring) has also supported universities in working collaboratively on finding solutions, for example identifying preservation gaps, developing new administrative analytics to help universities monitor progress and compliance in research data management and other technical tools to manage and publish data. Further information is available here (http://bit.ly/jisc-rdm-workshops).
A research data usage statistics shared service is also being developed as part of the research at risk project (http://bit.ly/Jisc-researchatrisk). A pilot has begun that will draw data from 10 universities. It is based on the technology that the current Jisc repositories usage statistics service uses.

Common metadata and shared visibility of research data was also a key concern in our consultation so we are also continuing work on a pilot shared research data discovery service and have drawn on the latest practice to help to deliver shared advice and standards in this area.

All of the Jisc research data activity is being taken forward with attention to international best practice and within the context of the policies being developed such as the UK Open Research Data Forum research data concordat (http://bit.ly/Jisc-UKopenresearch).

Information about our projects (jisc.ac.uk/rd/projects) in this area is available in the research and development area of our website. For further information about our research data management work contact Rachel Bruce (rachel.bruce@jisc.ac.uk), deputy chief innovation officer.
xiv) Doing more on cyber security

What we're doing

Significant progress has been made on the safe share project (http://bit.ly/Jisc-safeshare) which addresses the need for UK researchers to use and share sensitive data safely and securely. Working with the Farr Institute, the MRC Medical Bioinformatics initiative, the Administrative Data Research Network and the Government's Public Services Network, the project will inform decisions on potential Jisc national infrastructure for secure access to data. Core equipment has been installed and we have begun rolling out equipment to customer sites for testing.

We recently held a successful special interest meeting (http://bit.ly/Jisc-specialinterest) for those who have a responsibility for information security management from across the London higher education sector. Participants were able to share information and we also gathered requirements on an informal basis for service development. Presentations from the meeting can be found here (http://bit.ly/Jisc-specialinterestpresentations). We aim to replicate this format within other regions.

Janet network CSIRT (jisc.ac.uk/csirt) has been successfully piloting a tool (Abusehelper) to automatically process incident notifications with a small number of sites. We aim to make it available to more sites in the near future.

A project to investigate and procure additional Distributed Denial of Service (DDoS) mitigation measures on the Janet network has begun.

We are in the middle of procuring a Vulnerability Assessment and Information Service which will establish a framework whereby customers can subscribe to a vulnerability scanning service and explore tools that will aid with the dissemination of vulnerability information.

We are developing an Information Security Management System (ISMS) using the ISO27001 standard. Certification to this widely accepted standard will allow us to demonstrate our capabilities to customers and partners. To begin with, the ISMS will have a limited scope with a view to broadening it at a later stage and we aim to achieve initial certification in May 2016. Work is also just starting to investigate the benefits of investing in information security.
xv) Doing more on business intelligence and learning analytics

**What we're doing**

Our learning analytics service has progressed significantly over the last year. We have procured all the relevant elements of a complete learning analytics service for UK institutions. We have also identified the first group of early adopter institutions to trial the service. A diagram that explains the service is available from the [learning analytics blog](http://bit.ly/Jisc-analyticsblog).

We have also made progress on developing an [app for students](http://bit.ly/Jisc-appforstudents) to accompany the service.

To accompany these services we have developed a [code of practice](http://bit.ly/Jisc-codeofpractice) to ensure the ethical issues of learning analytics are addressed.

We have been working with a group of early adopters and expect the first alpha version of the service to be up and running with live data at Exeter University in December 2015.

Our joint business intelligence project with the Higher Education Statistics Agency (HESA) is progressing well. We procured Tableau to deliver the revamped version of the Heidi service dubbed Heidi plus and an experimental version of the service dubbed Heidi Labs. Heidi plus launched at the end of November 2015. More detail including screenshots can be found on the [project website](http://bit.ly/Jisc-hesa_BIupdate).

We have started to work with groups of experts to develop the reports and visualisation for Heidi labs. The first visualisations are starting to emerge from this work. More detail on how Heidi labs will work can be found on the [project website](http://business-intelligence.ac.uk/heidi-lab).
Share our vision to make the UK the most digitally advanced education and research nation in the world

jisc.ac.uk