UCISA Annual Review
June 2021 – May 2022

Building on Success

connect share transform

ucisa

Welcome from the UCISA Chair

I am thrilled to be able to write my first welcome to this UCISA Annual Review as Chair, covering the period June 2021 to May 2022.

When I gave my video update at the end of 2021, I did so with a little trepidation. At that time, Covid was still casting its shadow over us and there was no certainty that our first face-to-face leadership conference in three years would take place. It did and what a success it was. So many of you remarked on how wonderful it was to be back meeting colleagues and suppliers face-to-face. Feedback from the conference has been very positive, as we tried to address some of the key issues facing the sector: recruiting and retaining talent, cyber security, sustainability and digital leadership in a post-pandemic world.

We had a record number of delegates attend, and a record number of corporate members too. The team were still taking bookings from suppliers on the day, realising that they had to be part of the conversation.

When Deborah and I opened the conference, we applauded all of you and your teams for moving mountains within your institutions and by using technology to power us through the pandemic. It has certainly been a challenging couple of years. During that time, UCISA has transformed and geared itself up to support you all better. And this year has seen that work continue. Under Deborah's leadership and supported by a strong Board of Trustees and a developing Leadership Council, you will see in this review how we have grown membership engagement further and enabled even more dialogue and sharing of best practice across the membership. Drew Cook describes some of this activity in more detail in his piece on Ucisa Services Limited, the wholly owned subsidiary of UCISA tasked with delivering all of our events.

One area UCISA has ramped up is in its representation work – responding to your challenges and mobilising the membership to hold yet more suppliers to account. This usually takes the form of calling an all-members' meeting and then by asking for volunteers to set up task and finish groups to identify solutions. I am pleased to report that we've worked through eighteen of these representation exercises to date. Feedback from both institutions and suppliers has been positive; testament to the success of the process.

We have formed a new Sustainability Special Interest Group, to better promote and facilitate best practice against this important agenda, and two new communities of practice to support our User Experience (UX) community and an Immigration Administration community to provide a forum for institutions, the UK Government, and systems vendors to agree solutions to automate and streamline the administration of immigration in universities and colleges.

Welcome from the UCISA Chair

Another achievement was UCISA partnering with our sister organisations (AUDE, BUFDG, CUBO, HESPA and UHR) to lead a series of events under the "University of the Future" banner. I was privileged to chair one of these sessions and participate in another. The third in the series is coming up at the end of May and I am sure will be just as successful.

Perhaps more importantly still, we launched our new strategic plan this year. "Building on Success 2022-2027" sets out our three new strategic goals over the next 5 years and will see us do even more to support you. We aim:

- To represent the digital community in the Education Sector authentically and authoritatively;
- To harness the power of our communities' collective voice by expanding the breadth and depth of engagement with UCISA; and perhaps most importantly,
- To enable the professional development of individuals and enhance the collective expertise of our community.

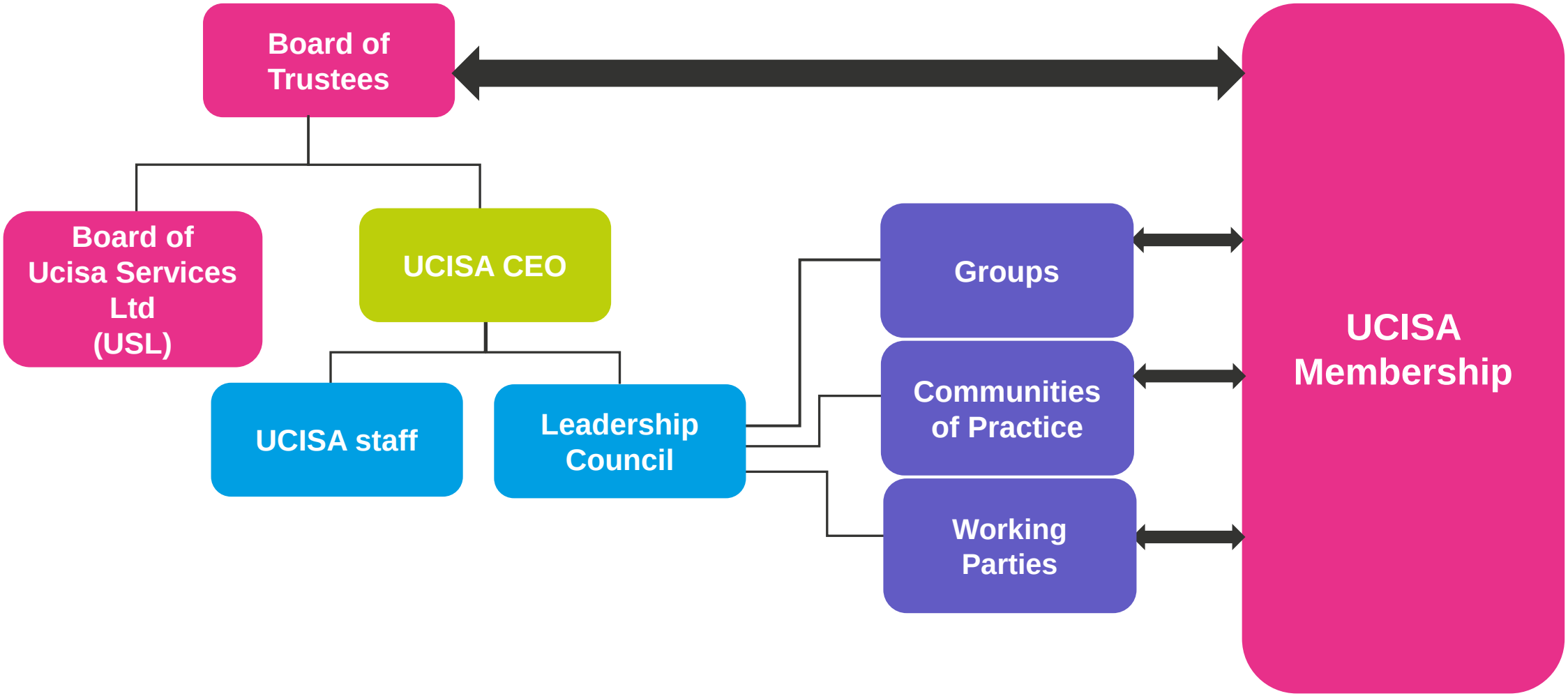
If you haven't yet had a chance to read through how we will deliver these goals, please find a copy of the plan here.

Finally, I want to plug the UCISA Awards Ceremony, which we held at the conference in Manchester in March. Here we celebrated the innovation, hard work and achievements of institutions and individuals across the sector, including the much-coveted CIO of the Year award. I trust you are all thinking about your entries for next year and look forward to these becoming one of the highlights in the academic calendar.

As we approach our 30th anniversary, I am confident that UCISA is in very good shape and well-poised to continue to deliver our mission: to Connect, Share and Transform, adding even more value to our members as we respond to the sector's challenges ahead. I am, as always, indebted to you, our members, for making UCISA what it is.

Adrian Ellison
UCISA Chair and
Associate Pro Vice-Chancellor and CIO,
University of West London

UCISA Governance Structure



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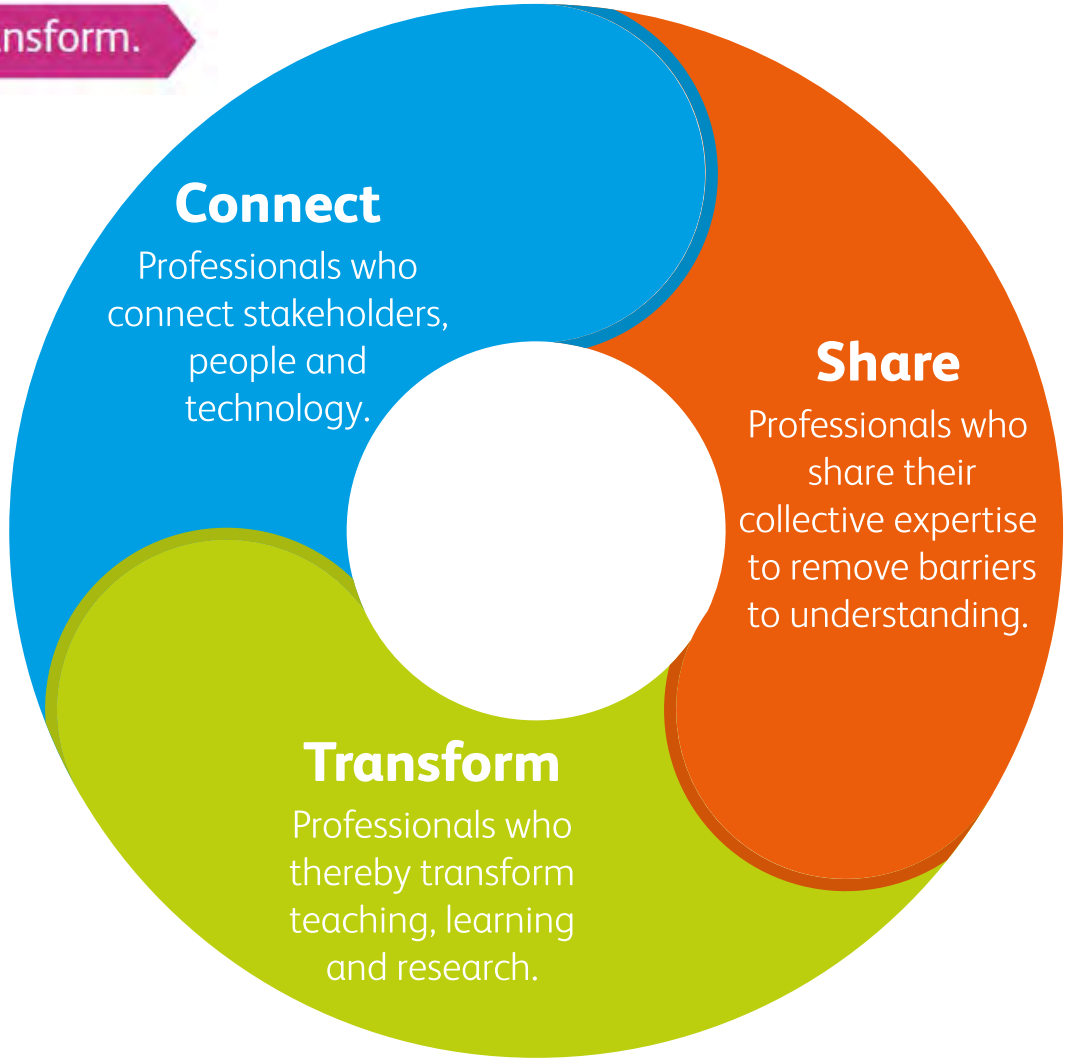
Our mission statement

Our Mission is to connect, share and transform.

We will ensure that institutional members' staff at all stages of their career have access to professional development to aid their career progression. We will develop training and skills for the future – horizon scanning to explore what our community needs. We will draw on and harness the expertise of our corporate members, collaborating and encouraging co-creation and innovation to develop products, services and support that meet the current and future needs of an ambitious education sector. We will empower our membership and lead by example.



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Board of Trustees June 2021 – June 2022

Office Holders

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Chair of Board of Trustees
Associate Pro Vice-Chancellor and CIO,
University of West London

Paul Butler
UCISA secretary
Director of Information and Library Services
University of Greenwich

Paul Harness
Deputy Chair
Former Director of Information Systems Services
Lancaster University
(post held up to March 2022)

Dean Phillips
UCISA Treasurer
Assistant Director, Digital and Information Services
University of Aberdeen

Board of Trustees June 2021 – June 2022

Vipin Ahlawat
Co-opted Trustee
Director of IT Services
Loughborough University

Sarah Cockrill
Elected Trustee
Director of Digital Strategy and IT
Canterbury Christ Church University

Mat Flower
Co-opted Trustee
Assistant Director and Head of Digital Architecture
University of Wolverhampton

Gareth McAleese
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Head of Corporate Applications
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Royal College of Veterinary Surgeons

Emma Woodcock
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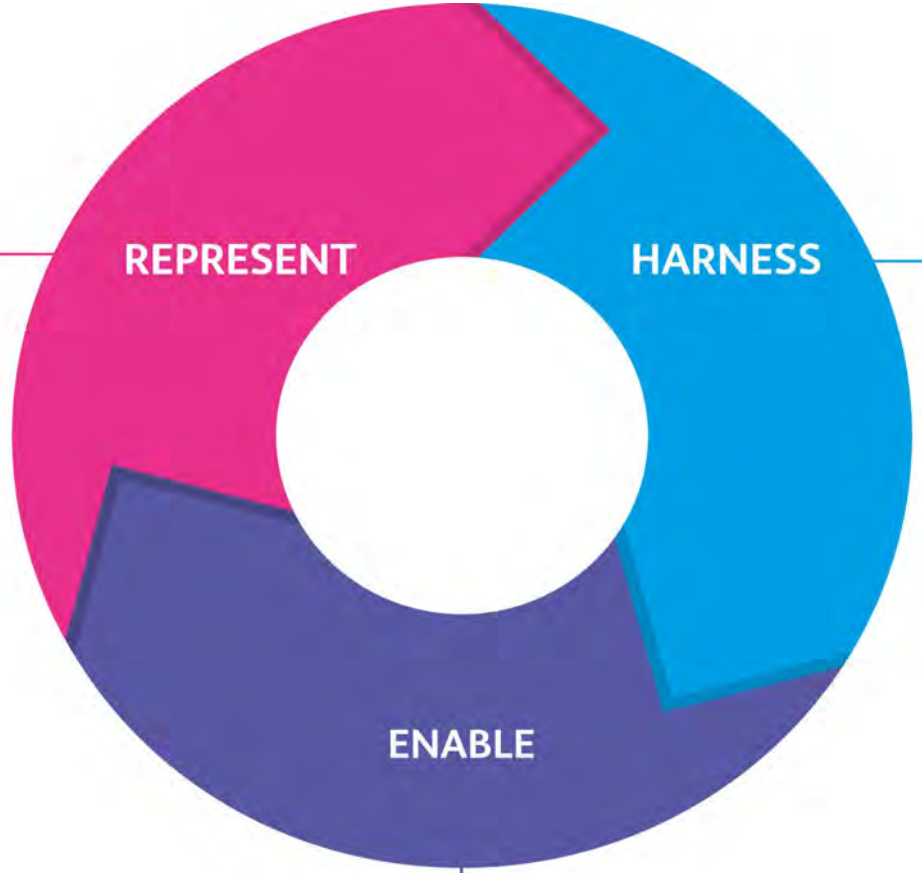
Our Strategic Goals



Represent the digital community in the Education Sector with authenticity and authority

Harness the power of our collective voice by expanding the breadth and depth of engagement with UCISA

Enable the professional development of individuals and enhance the collective expertise of our community

Our Goals intersect to demonstrate our focus on individuals, the community, and a reach beyond IT and Digital Professionals.

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Our Core Values and Guiding Principles

Passion

Using our collective drive to extend the reach of IT and digital technology beyond the profession, demonstrating relevance to institutional needs.

Collaboration

Recognising the synergy that results from working together.

Trustworthiness

Focused on providing quality support, wherever and whenever this is needed, drawing on the collective expertise of our members and the powerful and authentic mandate they provide through our elected Trustees, Leadership Council, Special Interest Groups and Working Parties.

Inclusivity

A community that promotes and values diversity in all its facets.

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Working with and for our members

"UCISA play an extremely valuable role within the HE sector bringing institutions together to create communities of good practice and share expertise in tackling key areas of common interest. They act as the voice of IT within the sector"

John Hemingway
CIO
Durham University

One of UCISA's key strengths is our ability to channel the collective expertise of individual members for the benefit of all.

Likewise, we also seek to better channel collective expertise to the benefit of individuals and their personal contribution to institutional goals.

The focus of our activity is entirely led by the challenges and opportunities faced by members. From the day-to-day to the strategic, our resources and services help keep members up to date and able to make informed decisions, whilst our representation work ensures that our members collective voice is amplified and heard.

Through the range and quality of our publications, surveys, webinars, case studies, toolkits and showcases available on the website, members are able to share best practice, gain advice and access new knowledge with our resources acting as a catalyst for innovation, cost reduction and ever more efficient use of digital systems in support of learning, teaching and research.

Our events and Special Interest Groups cover the full spectrum of technology use providing the opportunity to gain new knowledge, exchange ideas or simply meet new contacts with a common interest.

"I would like to take this opportunity to say what a fantastic experience it has been to work with UCISA, and to be able to represent the community via the really impactful work you do."

Graham McElearney
Senior Digital Learning Adviser,
University of Sheffield

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Meet Team UCISA

Deborah Green
UCISA CEO
ceo@ucisa.ac.uk

Deborah is responsible for delivering our strategic plan and vision by drawing together and promoting the expertise of our members and developing relationships with external agencies and stakeholders, as well as professional and national organisations..

Deborah's favourite colour is magenta and she enjoys watching "Greys Anatomy"..

Catherine Tack
Finance and Operations Manager
accounts@ucisa.ac.uk

Cathy manages the finances for both UCISA and USL as well as our key operational support function

Cathy's favourite colour is Teal and she enjoys watching "This is Us".

Siân Thomas
Event Manager
events@ucisa.ac.uk

Siân manages UCISA's programme of events, both virtual and face-to-face, and has day-to-day management of our corporate membership.

Siân's favourite colour is purple and she loves to watch anything crime or police drama related.

Caroline O'Shea
Executive Support Officer
execsupport@ucisa.ac.uk

Caroline provides administrative support and diary management for the CEO, as well as supporting and assisting the Board of Trustees, and Leadership Council.

Caroline loves the colour Teal and her favourite programme is "Strictly".

Meet Team UCISA

Nik Cutler
Administrative Officer
admin@ucisa.ac.uk

Nik manages the day-to-day running of the UCISA website, along with providing administration and membership data management support.

Nik's favourite colour is red and she loves to watch "!Abandoned Engineering".

Brid Field
Events and Membership Officer
events@ucisa.ac.uk

Brid supports Sian with overseeing of the UCISA events programme and looks after the surveys. Brid will be on maternity leave from June 2022.

Brid's favourite colour is turquoise and she likes to watch "Gogglebox"

Hennes Bam
Events and Membership Officer
events@ucisa.ac.uk

Hennes provides operational delivery, support and administration of events and our corporate membership scheme. Hennes is covering for Brid while she is on maternity leave.

His favourite colour is blue and loves to watch "Breaking Bad".

Richard Stone
Senior Events and Communications Assistant
events@ucisa.ac.uk

Rich supports UCISA's events programme, as well as looking after member communications such as the weekly digest..

His favourite colour is burgundy and he enjoys any documentary with Professor Brian Cox.

Janice Rosario
Events and Membership Assistant
events@ucisa.ac.uk

Janice supports the Events Manager and Events Officer with the logistics and operational management and administration of events.

Janice's favourite colour is orange and she loves "Breaking Bad".

Meeting members' needs

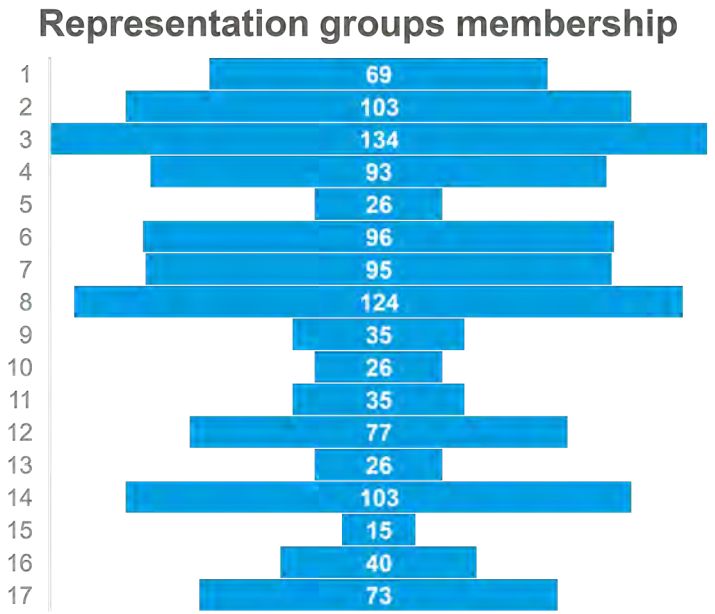
Our representation work continues to grow in volume and coverage with working parties and representative groups currently coordinating active discussions with a wide range of suppliers. The model for such work is proving popular with both institutional members and suppliers .

Work in this area is both valued and well supported by both sides of our membership 'coin'. We have held regular open members' meetings to underpin our representative work, many of which have provided a platform for senior leaders from supplier companies to address members, respond to concerns raised, and hear their experiences first-hand.

"In the last few years, the positive change in direction at UCISA is both welcomed and beneficial; in my view HE requires this single strategic common voice to represent the sector. Examples of representations include working with JISC CSIRT and quickly establishing a representative group to resolve a serious supplier cyber security weakness; engaging with major international software suppliers to create an opportunity to question senior company executives; directly questioning poor supplier practices and/or unfair costs on behalf of the sector. These examples and many more demonstrates the value of a member-led single professional body."

Simone Barbaresi
Director, Digital Services
Bangor University

We rely on the input and expertise of our member representatives, our range of specialist groups and committees – both in the production of resources and in determining the priorities for the creation of new knowledge.



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Review of 2021

June 2021

UCISA AGM21 attened by 50 institutions. 2 new trustees voted in, and 3 new trustees co-opted.

June 2021

UCISA EA CoP 2020 Survey published giving insightful picture of the maturity and footprint of EA in the sector.

June 2021

The UCISA 2020-2021 Annual Review published.

July 2021

Former UCISA Chair Drew Cook appointed Chair of Ucisa Services Limited.

July 2021

UCISA Women in Tech Group launch MS Teams site for community.

September 2021

Launch of new Community of Practice UCISA User Experience CoP

September 2021

UCISA Enterprise Architecture CoP Transitions into Special Interest group

October 2021

Launch of new member service UCISA Job Description Bank

October 2021

Partnership activities with NCSC launched with an introductory event.

October 2021

UCISA announced as Founding Partner at brand new HE Leaders event - Ahead by Bett

November 2021

Higher Education Reference Models V2.6.0 launched jointly by UCISA, CAUDIT and EDUCAUSE

November 2021

UCISA members repond to Department for Culture, Media & Sport (DCMS) annual Cyber Security Breaches Survey.

December 2021

UCISA Awards for 2022 launched for member submissions.

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Review of 2022

January 2022
The new UCISA Strategic Plan - Building on Success 2022-2027 published

January 2022
The University of the Future webinar series launches. Partnering with AUDE, BUFDG, CUBO, HESPA and UHR

February 2022
Details of UCISA Security Panel at Ahead by Bett announced

February 2022
ENUIS and UCISA cement relationship by signing collaborative agreement

March 2022
UCISA supports Ahead by Bett with Senior leaders, Cybers security panel and workshops on transforming Procurement.

March 2022
UCISA at face-to-face conference *THE* Digital Universities Week UK

March 2022
UCISA Leadership Conference, UCISA22 held in Manchester with record attendance levels.

March 2022
Winners of UCISA22 Awards announced at ceremony at the UCISA Leadership Conference

March 2022
New UCISA Sustainability Special Interest Group launched at UCISA22

April 2022
Publication of the "Digital Futures" Toolkit. Offering advice on starting graduate schemes and apprenticeship Programmes.

April 2022
Th UCISA CIS 2021 Survey results published

April 2022
Publication of Directors' Cut "Treating Strategic Tech Sourcing as a Specialism in HE" - describing the six key findings of the UCISA round table session at Ahead by Bett

May 2022
Woman in Tech Group holds their first face-to-face Conference WiT22

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USL Board of Trustees June 2021 – June 2022

Drew Cook
USL Chair of Board of Directors

Paul Butler
Director
Director of Information and Library Services
University of Greenwich

Simon Bracewell
Director
Marketing Consultant.

(Until March 2022)

Deborah Green
Director
UCISA CEO

Mat Flower
Director
Assistant Director & Head of Digital Architecture
University of Wolverhampton
(From April 2022)

Dean Phillips
Director
Assistant Director, Digital and Information Services
University of Aberdeen

Ucisa Services Limited (USL)

USL has once again performed strongly throughout 2021 and during the start of 2022. The full year January 2021 to December 2021 was rounded off with the completion of 72 virtual events with 7,522 registered delegates, a fantastic amount of work by the UCISA events team.

Moving into 2022 we have restarted our programme of face-to-face events and conferences starting off with the eagerly anticipated UCISA Leadership Conference in Manchester which unfortunately had to be postponed from March 2020. The face-to-face events programme continues throughout the year with events for many of the UCISA special interest groups, Support Services Group, Digital Infrastructure Group, Project and Change Management Group, Corporate Information Systems Group and the first face-to-face event for the Women in Technology Group, which took place in Birmingham with an agenda packed with inspirational speakers.

The face-to-face events programme will run alongside the continuing programme of virtual events. In the first quarter of 2022 a total of 20 events have already been held with 2,375 registered delegates and we anticipate that by the end of June we will have delivered a further 19 events

The events programme would not be possible without the generous support of our UCISA Corporate Members. In addition to valuable sponsorship, Corporate members continue to make significant contributions adding much value to the content of both the online and face-to-face events.

The delayed UCISA Leadership 2020 conference was a great success. During a nervous start to 2022 and a degree of uncertainty about how the pandemic would continue to develop, demand for attendance at the conference by both delegates and exhibitors grew during the last few weeks prior to the conference resulting in a very well attended event. The feedback from both delegates and corporate members has been overwhelmingly positive. The feedback includes a range of comments which will be taken forward to shape and improve future events. I would like to thank all the delegates, corporate members, event suppliers and most importantly the whole UCISA team for making the UCISA Leadership conference such a fantastic success.

USL was incorporated as a wholly owned subsidiary of UCISA CCLG in order to trade in support of UCISA's Charitable Object, as set out in its Articles of Association. Any surplus made by USL is gifted back to UCISA, the parent charity.

USL is overseen by a board of directors and receives business cases for the running of events and other trading activities, supporting those it believes best meet UCISA's Strategy, aims and objectives. The board also ensures that USL operates in the most tax efficient way to maximise its charitable gift back to UCISA

Drew Cook
USL Chair of Board of Directors

Our events programme

UCISA's events programme has transitioned to a hybrid model of delivery, maintaining and building on the success of our virtual events programme in 2020-2021 while reintroducing our eagerly anticipated face-to-face annual conferences such as DIG22 in October and CISG-PCMG22 at the end of November.

In May, the first face-to-face Women in Tech Conference, WiT22: The inconvenient imposter….., took place in Birmingham. With a packed room and an equally packed programme, the event was a great success and very well received by all attending.

Since June 2021, UCISA has delivered 65 virtual events to the community, thanks to the efforts of the volunteer special interest group committees and the UCISA events team.

We have reached over 8300 online registered delegates, vindicating a hybrid events strategy that reaches a larger cross-section of the sector while embracing the return of popular face-to-face conferences such as our annual Leadership Conference.

Our events programme covers a wide-range of topics, from IT recruitment and mental health to cybersecurity and hybrid learning.

Members have on-demand access to the recordings of 116 past webinars (to date), via the resources section of the website facilitating a flexible approach that works around their (often busy) schedules.`

- *We had a great day at WIT22 and loved being part of such an uplifting day.*
- *Thanks for a brilliant conference filled with amazing people.*
- *I really enjoyed the energy in the room and spoke to so many lovely people!*
- *I came away with a lot of food for thought and at least a couple of ideas for putting people in touch with each other who are working on similar goals.*

WiT2022 attendees

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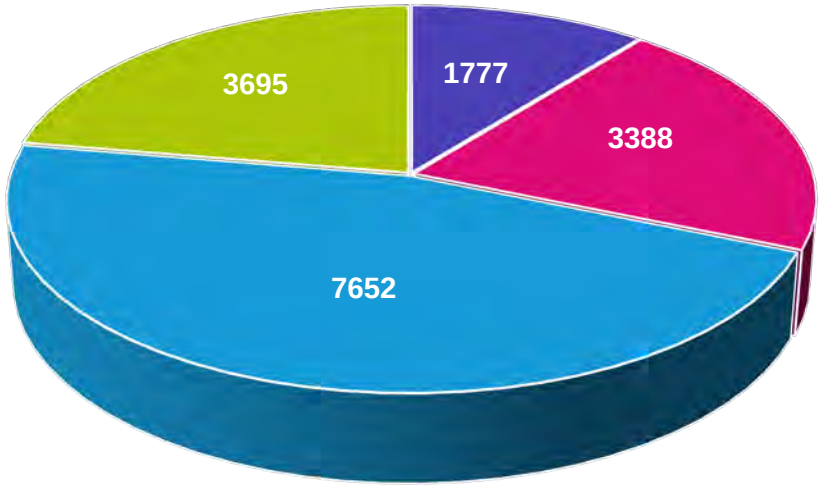
UCISA events statistics

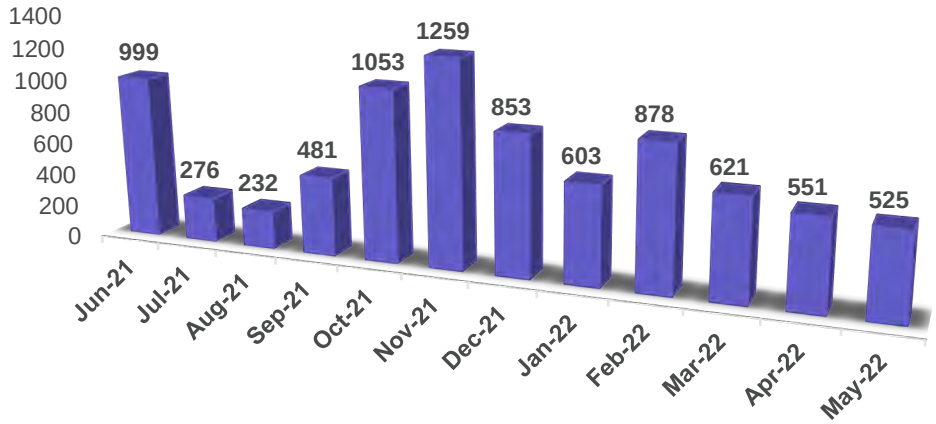
Attendee number comparison by year 2019 - 2022



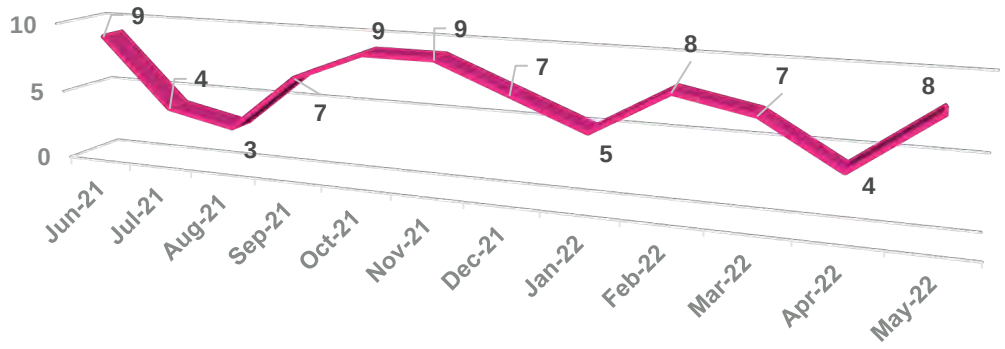
- 2019 (16 face-to-face*)
- 2020 (4 face-to-face and 54 virtual*)
- 2021 (72 virutal*)
- 2022 (2 face-to-face and 29 virutal up to end May*)

** Multi day events count as one event*

Virtual attendees by month



Number of events by month



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A welcome return

''Thank you #UCISA22 for an enlightening and thought-provoking conference. It was fantastic to see friends and partners in person again. The benefits of in person conversation and collaboration were clear and welcome. Congratulations to all award winners, they were richly deserved. I now head back to base with new ideas and additional clarity around some existing initiatives. See you all again soon''

Martin Rodenby
Corporate Applications Manager
Nottingham Trent University

"To describe #UCISA22 in one word…'Inspiring'. Thank you to UCISA for putting on such a fantastic event after 2 years of virtual meetings."

Dan Harris
Real Staffing

March 2022 saw the welcome return of the UCISA Leadership Conference, UCISA22. Held in Manchester and running over 3 days, UCISA22 was our most well attended Leadership Conference to date and featured a plethora of outstanding speakers from across our sector and beyond.

Alongside the thought-provoking sessions, UCISA22 featured an engaging exhibition with 88 of our corporate members.

Planning is already underway for the UCISA23 Leadership Conference, and we look forward to seeing you there!

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The UCISA22 Award winners

After a long absence, the UCISA Awards Ceremony received a warm welcome at the Leadership Conference. This was a superb occasion, celebrating the innovation, hard work and achievements of institutions and individuals across the sector.

"I am so pleased that the team received the recognition they deserve by winning the UCISA22 Award. The project was a great collaborative, codesigned effort - between academics, professional services staff and students, working at pace to provide support for staff and students when they really needed it."

Christine Percival
Digital Fluency Manager
Lancaster University

- Transformation Award winner: *University of Kent.*
- Sustainable Digital Project or Initiative winner: *University of Kent.*
- Supporting Excellence in Learning, Teaching and Research winner: *Lancaster University*
- Outstanding Corporate Member Award winner: *Worktribe*
- Rising Star Award winner: *Suraj Uturaju, University of West London.*
  Highly commended*: Dhani McDiarmid, St Andrews University*
- CIO of the Year: *John Hemingway, Durham University*

Along with the categories opposite a Special award for an Outstanding Contribution to UCISA was presented to Mark Bramwell, University of Oxford, Mel Gomes, Royal Holloway, University of London and Tracey Adamson, University of Stirling for their work creating a working party to oversee a review of the UK Conference, events and room booking market, resulting in a new overarching framework for the Sector.

©UCISA2022

UCISA22 at a glance

©UCISA2022

The UCISA Groups

UCISA is run by and for our members, and nothing encapsulates this better than the sterling work that UCISA Special Interest Groups (SIG) and Communities of Practice (CoP) along with the Ad-Hoc working parties carry out. Drawn from the Membership they are one of the lynchpins of UCISA and are the voice of our community.

The work of our SIGs and CoPs is overseen by the UCISA Leadership Council which is made up of the Chairs from both, and is chaired by the UCISA CEO, Deborah Green.

Alongside proposing activities that meet our charitable purpose in keeping with agreed strategy and direction as determined by the UCISA Board of Trustees and membership, the Leadership Council acts as a focal point for engagement between UCISA and its members and maintains relationships with other relevant organisations in the UK and abroad.

"Being able to share information, ideas and experiences with peers in a non-judgmental environment with a view to improving your own practice is one of the benefits of becoming involved with UCISA groups.

This level of openness and transparency is somewhat of a USP for HE and the UCISA groups have a key role in sustaining that culture."

Sally Jorjani
PMO Manager
University of Stirling and
Chair of UCISA Project and
Change Management Group

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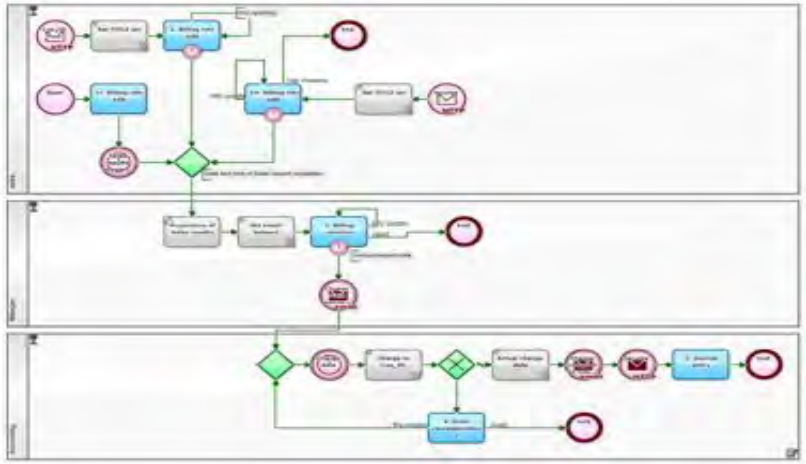
Corporate Information Systems Group (CISG)

The **Corporate Information Systems Group** drives networking collaboration and thought leadership in the support and use of corporate information systems in education

Our Corporate Information Systems, and the staff that manage, support and develop them remain fundamentally essential to the ongoing operation of our institutions.



Our achievements

- Running our successful annual conference (jointly with PCMG) for the second year online. Over three days a record audience attended a range of stimulating presentations and discussions.
- HESA Data Futures webinar. Significant work is ongoing across the sector to transition to a new model of statutory reporting – this webinar provided a forum to hear about the project from HESA and discuss detailed issues with relevant sector colleagues.
- CIS Annual Survey. Our annual snapshot of the systems and services used across the sector.
- Renewing the CISG Committee membership. A healthy organising committee is essential to run a broad programme of events and activities – and we have recruited several new members over 2021.

Looking forward

- CISG-PCMG22 – back in person in November 2022.
- Undertaking representation work with key sector suppliers.
- Webinars on a series of current hot topics, planned to include HESA Data Futures (follow-up), journeys to the cloud, timetabling, and student CRM

©UCISA2022

Digital Capabilities Group (DCG)

The **Digital Capabilities Group** promotes sharing of experience and good practice in IT training and skills development for both staff and students in UK higher education institutions

The past year has been incredibly challenging for education and our members. We welcomed two new members in 2022, Rebecca Wilson and Christine Percival and said goodbye (and thank you) to Jim Tyson, Ben Gill and Kerry Pinny. Kerry was a valued member of the group, and her input was invaluable. We aim to support our members by providing a space for practice and experience to be shared..

Our achievements

Along with our webinars to date being attended by 258 UCISA members, the DCG Spotlight on digital capabilities 2022 conference **Digital skills, a priority or lip service?** took place 27th and 28th April 2022 and focused on how digital skills are included in university strategies but need to result in investment and action. The Conference included methods for gathering evidence and how to measure the impact, This popular event was attended by 168 members.

Looking forward

More webinars are being finalised for this year including a joint one with UHR about recognising digital capabilities in job descriptions, along with looking at how the UCISA22 award winners Lancaster University have supported staff and students to use digital technology over the last two years.

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Digital Education Group (DEG)

*The **Digital Education Group** acts as a bridge between IT provision and Technology Enhanced Learning (TEL) in support of education.*

Another disrupted year in higher education. Our members continued to respond to changes in the teaching and learning landscape, as teaching fluctuated between in person, hybrid and fully online sessions at different points during the year. After supporting colleagues with the move to a totally digital world, our members have been responding to new challenges when adapting courses that can be delivered via a number of different methods, often at short notice.

Our achievements

- New TEL survey panels - the group produced four videos, in which a panel of representatives from UCISA member colleges and universities discuss the impact that the pandemic has had upon four key areas explored in the survey:
- The TEL toolkit – the tools used by institutions
- Team and organisational structures
- Culture and institutional drivers
- Teaching models

Looking forward

- Evaluating and adapting the TEL survey which will be relaunched in 2023
- Updating the VLE review toolkit to include accessibility and data privacy content

©UCISA2022

Digital Infrastructure Group (DIG)

*The **Digital Infrastructure Group** helps connect infrastructure and network colleagues in HE and FE.*

2021 was another eventful year; although lockdown eased for some, the challenges within the sector, if anything, grew but, as always, the sector rose to the challenge. The DIG21 event was based around this and we ran a very successful conference on Resilience, Reinvention and Revolution in a Connected World, which mirrored the issues we had all seen and gave insight into how others were looking at the similar problems we were all facing.

Our achievements

The addition of new members to the group from across the sector after a large drop due to retirements and people moving out of sector

- The success of DIG21 Conference which was attended by 160 delegates.

Looking forward

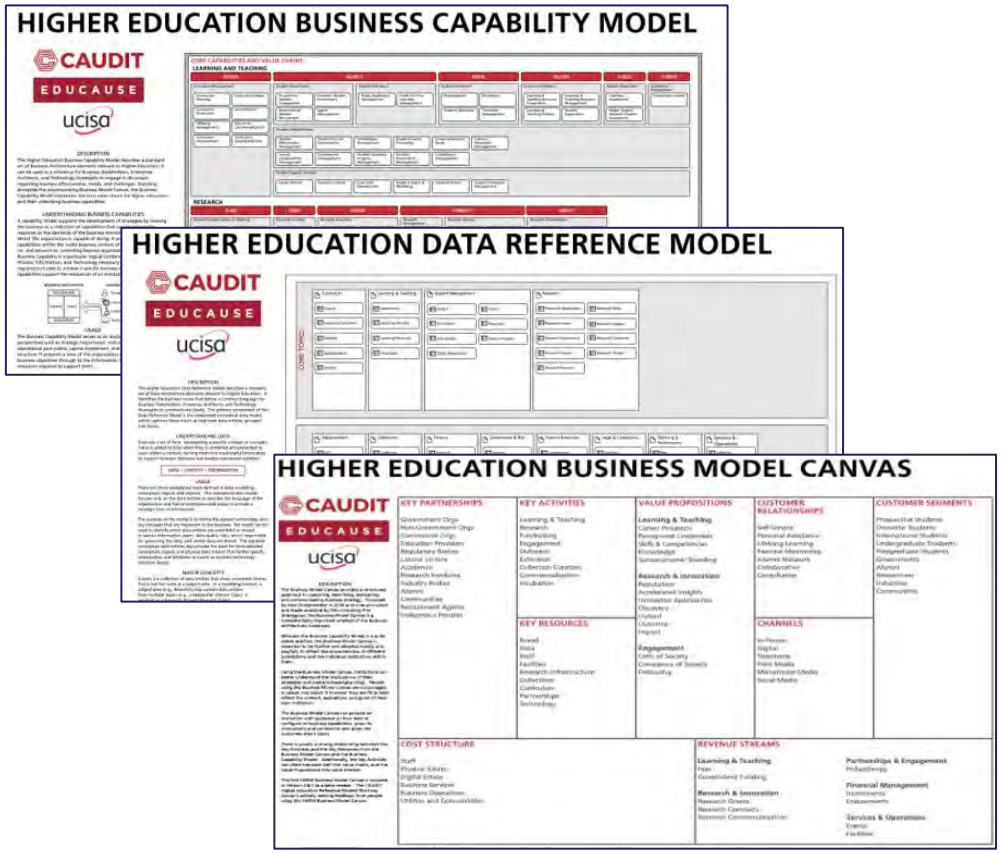
- Planning is well under way for DIG22: **Sustainability and Surviveability.** The Conference will once again be face-to-face and is taking place 11th to 12th October.
- Along with the Conference we are planning to host several virtual events and are looking at holding a members networking event.

©UCISA2022

Enterprise Architecture Group (EA)

*The **Enterprise Architecture Group** (EA) seeks to promote and develop Enterprise Architecture practice across the sector through the sharing of knowledge, experience and good practice.*

The UCISA Enterprise Architecture Group has around 300 members from over 100 different institutions and continues to expand through collaboration on the MS Teams site.



During 2021 and 2022 we have:

- Transitioned from a Community of Practice to a full UCISA Special Interest Group
- Formed a Capability and Data Model working group to develop and promote the Higher Education Reference Models, working in partnership with global colleagues
- Global launch of version 2.6 of the Higher Education Reference Models alongside CAUDIT and EDUCAUSE

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HEIDS

*The role of **HEIDS** is to promote high standards in the provision and development of academic, management and administrative information systems throughout the Scottish Higher Education Sector.*

HEIDS is a recognised Regional Directors' group of UCISA. As such, it furthers the overall aims and regional service provision of the Association. HEIDS operates within UCISA's charitable objects, actively engages through the UCISA annual planning process, membership of the UCISA Leadership Council and may request funding from UCISA to fulfil its objectives.

HEIDS

Achievements

- Instigated and contributed to review of HP Ltd and their contract supply performance during the pandemic
- Provided a forum for strategic thought leadership and discussion across a variety of areas, e.g., AI, AV over IP
- Provided a forum for APUC and HEFESTIS to test demand for shared services in a variety of areas
- Contributed to the work of Universities Scotland on the digital arena through the USEE committee
- Contributed to the Scottish Universities and Colleges sector Climate & Ecological Emergency Strategy document
- Provided feedback to Scottish Government on various cyber security issues, including Supplier Assessment

Priorities

- Contribute to sector review of Cyber Essentials accreditation in driving appropriate security improvement
- Completion of a planning document to maximise benefit of relationship with UCISA
- Work related to best practice in achieving net zero around digital
- Work related to increasing digital inclusion
- Work related to improve the sector information security and compliance posture.

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Procurement Group (PG)

*The **Procurement Group** acts as a forum for the UK education sector to promote the specific requirements, issues and ambition of the sector to its suppliers.*

The Procurement Group was officially established during the second half of 2021 with the incorporation of the Transforming IT Procurement Working party. The cross-over activities of the two groups have included the preparation of a framework best practice tool kit, the collation of a formal UCISA response to the Government procurement green paper and a round table discussion of the value of long-term supplier engagement and partnerships

Looking forward:

- The Group is drawing together a community around a series of events, best practice initiatives and vendor specific interventions.
- We will be hosting a launch event for the APUC CRM framework.
- Three joint sessions with HEPA on cloud procurement.
- We will continue to work with the wider UCISA community on areas where single suppliers hold critical supply monopolies.
- We will continue to advocate for the value that specialist IT procurement can bring.

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Project & Change Management Group (PCMG)

*The **Project and Change Management Group** aim to support better management and execution of projects and change initiatives so that greater value is obtained for our community.*

We held our second fully online Annual Conference, 'No going back – transitioning to a Hybrid workplace' with CISG. We sought to explore how our workplace and ways of working had changed over the last year, understanding that there would be no return to the previous status quo and how this had affected changes in teaching, research and services. The feedback on the speakers and sessions was extremely positive, typified by the following response from one attendee who particularly valued:

'the opportunity to come together and discuss issues of common concern and importance.'

Our main focus for 21/22 has been on hosting successful webinars, centred on topics selected by our community in response to a members' survey. The number of attendees surpassed our expectations, with over 100 per session. The interaction and communications in the webinars plus subsequent attendee feedback indicates that the community has found these sessions beneficial. Highlights include:

- 3 webinars on Benefits Management, leading to the creation of a Benefits Measurement Library.
- 3 webinars on Portfolio Resource Management
- 2 webinars on Agile Project Approaches
- 3 webinars on Programme Management Office

2022 sees our planning commence for CISG-PCMG22 face-to-face Conference in November 2022

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Security Group (SG)

*The **Security Group** helps connect security and leadership colleagues in the higher education sector.*

Formed in 2021, in the middle of lockdown the security group brings colleagues from security teams and disciplines together to rise to the challenge of securing our institutions in the post-pandemic environment. The group has been popular, with a number of events and open meetings taking place and high levels of engagement from across the sector. The group has also been able to work with UCISA colleagues to respond to sector concerns around the performance or actions of suppliers.

Our achievements

- Open meeting sharing views and experience of security staffing models
- Joint webinar with the NCSC
- Online event on Security Culture with NCSC and the Procurement Group.

Looking forward

- A Working party is creating a toolkit to support communications in the event of a security incident.
- A programme of open meetings and webinars for members is being planned
- Continuing to support the sector in representing concerns to suppliers or partners

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Support Services Group (SSG)

The **Support Services Group** helps connect IT Support services in FE and HE. We produce an array of tools and events, empowering our members and encouraging peer support.

2021 & 22 sees us still responding to the COVID-19 Pandemic, but that hasn't stopped us from running a number of community events including our Annual Conference SSG20 which closed off the year by looking at the opportunities and challenges of delivering blended support.

Our other achievements in 2021 / 22 included:

- Mental Health Matters Webinar
- Support Services Conference 21 – Supporting the new Student Experience
- Adapting support for users in a lockdown world.
- Increased numbers to SSG webinars and increased engagement within community.

2022 sees our planning commence for SSG22 where we'll focus on the Deliberately Digital, reflecting on the effectiveness of our current digital practices.

We also hope to deliver a number of webinars and community days:

- Cyber Essentials
- Supporting hybrid working, devices and infrastructure
- Mental Health Matters

We also plan to develop a knowledge exchange initiative for early career support services staff.

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Sustainability Group

The **Sustainability Group** aims to further our understanding of sustainability issues to enable us to act in addressing this important topic.

Our goals are to represent the digital community in the sector authentically and authoritatively, to harness the power of our communities' collective voice by expanding the breadth and depth of engagement and to enable the professional development of individuals and enhance the collective expertise of our community.

The Group's formation was announced at the UCISA22 Leadership Conference, and the first meeting took place on 10th June.

Looking forward:

- We will look to organising events for UCISA members to engage key stakeholders and improve understanding and engagement with sustainability issues.
- We will hold regular open on-line meetings for the Sustainability Group membership to encourage engagement and ensure the committee is aware of concerns and priorities of the wider Group, along with using the UCISA Teams site for Sustainability to encourage wider discussion.
- We want to develope sustainability expectations on IT suppliers and supply chains to ensure that sustainability considerations become part of procurement decisions
- We seek to help member institutions build confidence in their understanding of the carbon cost of IT services as they in turn communicate institutions progress towards sustainability goals.
- We will look to publish case studies and examples of good practice through the UCISA blog, Directors Cut and IT Contemporary channels.

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The **UCISA London Group** connects members from institutions across the Capital at all professional levels by offering a strong focus on networking and sharing information.

We continue to offer monthly webinars to the entire UCISA membership; from June 2021 to May 2022 we successfully ran 10 webinars and a virtual Christmas Quiz event, with a total of 1089 delegates from across the UCISA community.

Our webinar subjects vary each month, ranging from topics such as AV Technology and Project Management to Digital Poverty and Sustainability (and plenty of others between). This often facilitates good collaboration with the other UCISA groups, such as with UCISA SSG for the ‘Service desks and service management’ webinar last June.

Looking forward:

The monthly webinar series will continue throughout 2022, with likely topics including:

- Information Insight in Education,
- Citizen Development
- Mesh and Metaverse
- Compliance and Compliance changes
- BAME Diversity in Tech
- Enterprise Architecture

We will then close the year with our annual Christmas Quiz.

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User Experience Community of Practice (UX CoP)

The **UX CoP** aim to provide a space for UX colleagues from across the sector to meet, share and learn with one another – considering topics such as UX design, UX strategy, content design, content strategy, UX research, service design, product design.

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Established in September 2021 our values are to be open to contributing and listening, supportive of others, respecting confidentiality and to be non-judgmental.

Since the inspect of the CoP we have run bi-monthly webinars, October saw a persona-based practical session, December 2021:we held a user journey mapping with Paul Boag and in March 2022 there was an embedding a user-centred design mindset in HE – panel discussion.

Looking forward:

Our priorities are:

- Increase our membership
- Keep delivering popular events
- Consider in-person events
- Build an active, supportive online community
- Encourage and support those new to UX
- Attract experts to appeal to those who want to learn more about UX

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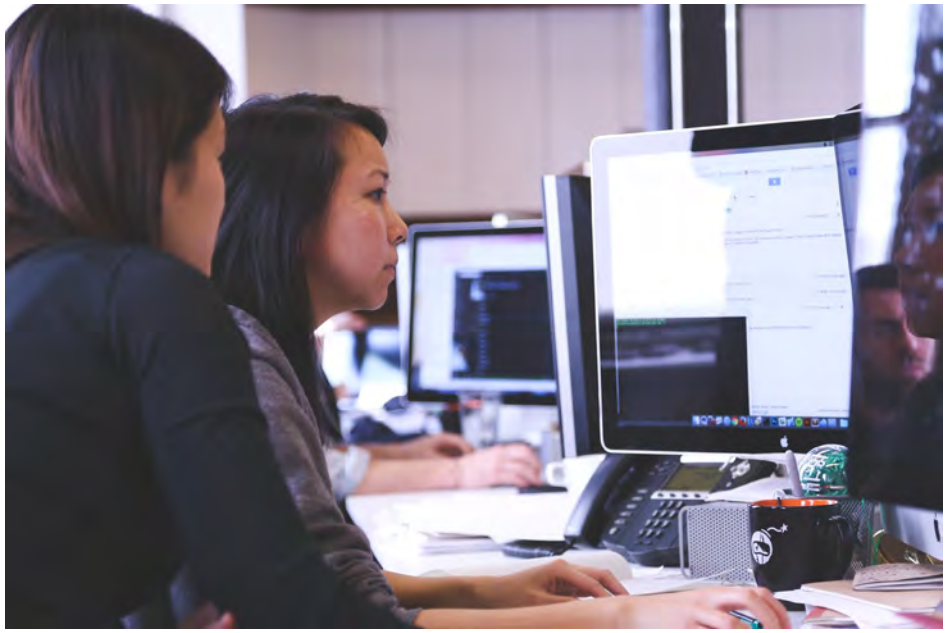
Women in Tech Group (WIT)

UCISA's **Women in Tech Group** highlights the success of women already working in IT roles in HE and FE. The Group offers opportunities to network and share experiences and challenges as well as identifying best practice approaches to improving diversity.

Despite being a small group, we have had excellent engagement and attendance at our events. We have aimed this year to become more visible and keep in more regular contact with our members using the following principles: raise consciousness through sharing our stories, aid those who are looking to progress or overcome challenges through tips and knowledge sharing.

To keep up the momentum we ran several events based around the theme of the 2021 Conference. We celebrated International Women's Day this year with a story from one of our members around imposter syndrome and how she has coped. In May we ran our first face-to-face conference which proved to be an amazing success



Looking forward:

- We want to increase our social media presence - this will help with continuing our theme of further engagement
- Update the content on the UCISA web site including a blog page.

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Reflections from the UCISA CEO

Deborah Green
UCISA CEO

Our five-year strategic plan 2022-2027, published in January is entitled Building on Success. I hope the activity and achievements of the last twelve months, set out in the pages of this review justifies and evidences the confidence Trustees and Leadership Council members demonstrated in making such a bold claim. Over the period of this review member engagement at all levels has increased exponentially with members now able to access a huge library of webinars, resources, new toolkits, the introduction of new Special Interest Groups and services, such as the jobs board and job description bank all aimed at supporting you to meet the increasing challenges our sector faces.

In the first six months we have made strong progress against the Strategic Plan. Our move to a new hybrid events model meant we have finally been able to reintroduce the networking opportunities that members so value, whilst retaining the depth and breadth of engagement with members achieved through our virtual events . Plans are well underway to deliver the targeted investment pledged in the Strategy to further our three strategic goals of representation, engagement and professional development. Recruitment has begun for three new staff members who will specifically focus on these key strategic areas. In addition, we have initiated a full infrastructure review and investment programme to ensure that UCISA has the systems, processes and tools needed to support delivery of our five-year goals.

Perhaps most rewardingly, the 'dynamic discourse' between members that I commented on in our last review continues to be a key feature of all UCISA activities, ensuring that we can meet our pledge to harness the power of our collective voice and represent the digital community in the Education Sector authentically and authoritatively. Thank you to our members, both Institutional and Corporate, for your active participation and commitment to UCISA without which this would not be possible. As ever, Team UCISA is proud to serve you and we look forward to the year ahead with a clear strategy and confident that with and through you, our members, we will continue to Build on Success.

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