

UCISA Annual Review June 2022 – May 2023

Building on Success



connect share transform

CELEBRATING 30 YEARS

Reflections from the outgoing UCISA Chair



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

It does feel a little strange writing this, my last piece as the outgoing Chair. UCISA has been an integral part of my life and career for 15 years. I attended my first UCISA conference in Glasgow in 2005, and found myself going the infrastructure group shortly afterwards, then chair, then Secretary, Chair of USL, Vice-Chair and finally, for the last two years as Chair. During that time, I have seen UCISA evolve and grow.

This year sees UCISA celebrate its 30th birthday and I am delighted to see so many more of you engaged with UCISA events, activities, and supporting each other and contributing to the wider debate. I genuinely believe UCISA is adding real value to the sector and I have always

believed passionately in the power of collaboration and sharing.

In 2022, UCISA ran 68 online conferences, webinars and peer-peer networking/CPD events, to address and support your challenges. We reached over 7,500 of you, our members. Many of those sessions have been recorded, allowing even more of you to catch up afterwards.

We ran 6 face-to-face conferences over the year, which took UCISA from Cardiff to Newcastle. The Leadership Conference in Manchester in 2021 was a record-breaking one in terms of numbers attending and an overwhelming success. However, it did make us question whether that was just the post-pandemic desire for

us to all meet up and so we planned more prudently for Liverpool this year. We need not have: so many of you once again joined us for our flagship event. Feedback again has been positive, although there were some helpful suggestions for how content could be improved further.

UCISA has undertaken more representation work than ever before. This is where we work with suppliers, forming small working groups, to represent your needs and resolve your issues. We've had some real successes here and I am confident that we will be in a position to share even more good news in coming weeks.

Reflections from the outgoing UCISA Chair

We have set up two new special interest groups: the Sustainability Special Interest Group, to promote and facilitate best practice for member institutions looking to reduce the carbon footprint of their IT function and our Immigration Administration Working Party, which became a full Community of Practice, acting as a forum for institutions, the UK Government and systems vendors.

We've provided more thought leadership, through the Directors' Cut briefings, study tours and open-members meetings.

We've produced more toolkits, guides, templates and resources and we've built and maintained strong relationships and collaborations with our peer organisations both at home and abroad

(collaborating with Educause, for example, on the global top-10 CIO issues) as well as collaborating with sector bodies, such as Jisc, HESA, UUK, Advance UK and more recently, Government and even the media!

UCISA is in a strong financial position too, able to continue to support you through bursaries and our "Plus One" scheme to allow those who have not attended a UCISA event before to join another colleague for free. We also held the Membership Subscription at last year's level to support you further this year.

I am therefore incredibly proud to be passing on the reigns to Emma, the new board of trustees and the UCISA team, knowing that UCISA is in great shape for the next 30 years!

I must, of course, take this opportunity to thank Deborah and the team, all my fellow board trustees – past and present, all of our special interest groups and their chairs, members of our various Communities of Practice, Working parties, and representation groups for their hard work, dedication and commitment throughout 2022-3. I also want to thank you, our membership, for making UCISA the success that it is.

Fond farewell,

Adrian

Board of Trustees June 2022 – June 2023



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



Mat Flower
UCISA Secretary
Assistant Director and Head
of Digital Architecture
University of Wolverhampton



Emma Woodcock
Deputy Chair
CIO
York St John University



Sarah Cockrill
UCISA Treasurer
Director of Digital Strategy
and IT
Canterbury Christ Church
University

Office
Holders

Board of Trustees June 2022 – June 2023



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Elected Trustee
Director of IT Services
Loughborough University



Karen Bates
Co-opted Trustee
Deputy Chief Digital and
Information Officer
London Business School



James Crooks
Co-opted Trustee
CIO
Durham University



Nathalie Czechowski
Elected Trustee
CIO
University of South
Wales



Nick Gilbert
Co-opted Trustee
Chief Information
and Digital Officer
University of Surrey



Mark Johnson
Co-opted Trustee
Director of IT
University of Glasgow

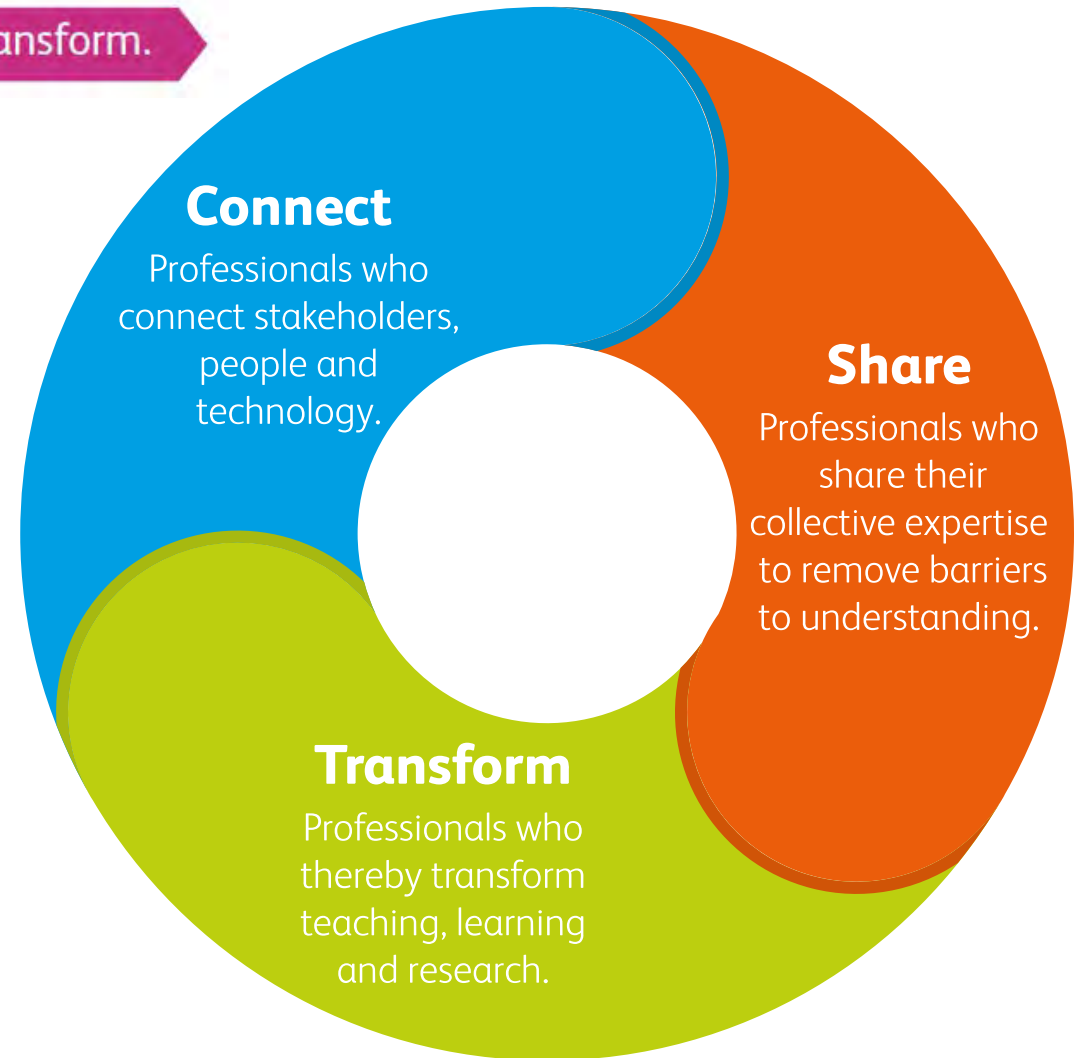


James Smith
Elected Trustee
CIO
Birkbeck, University
of London

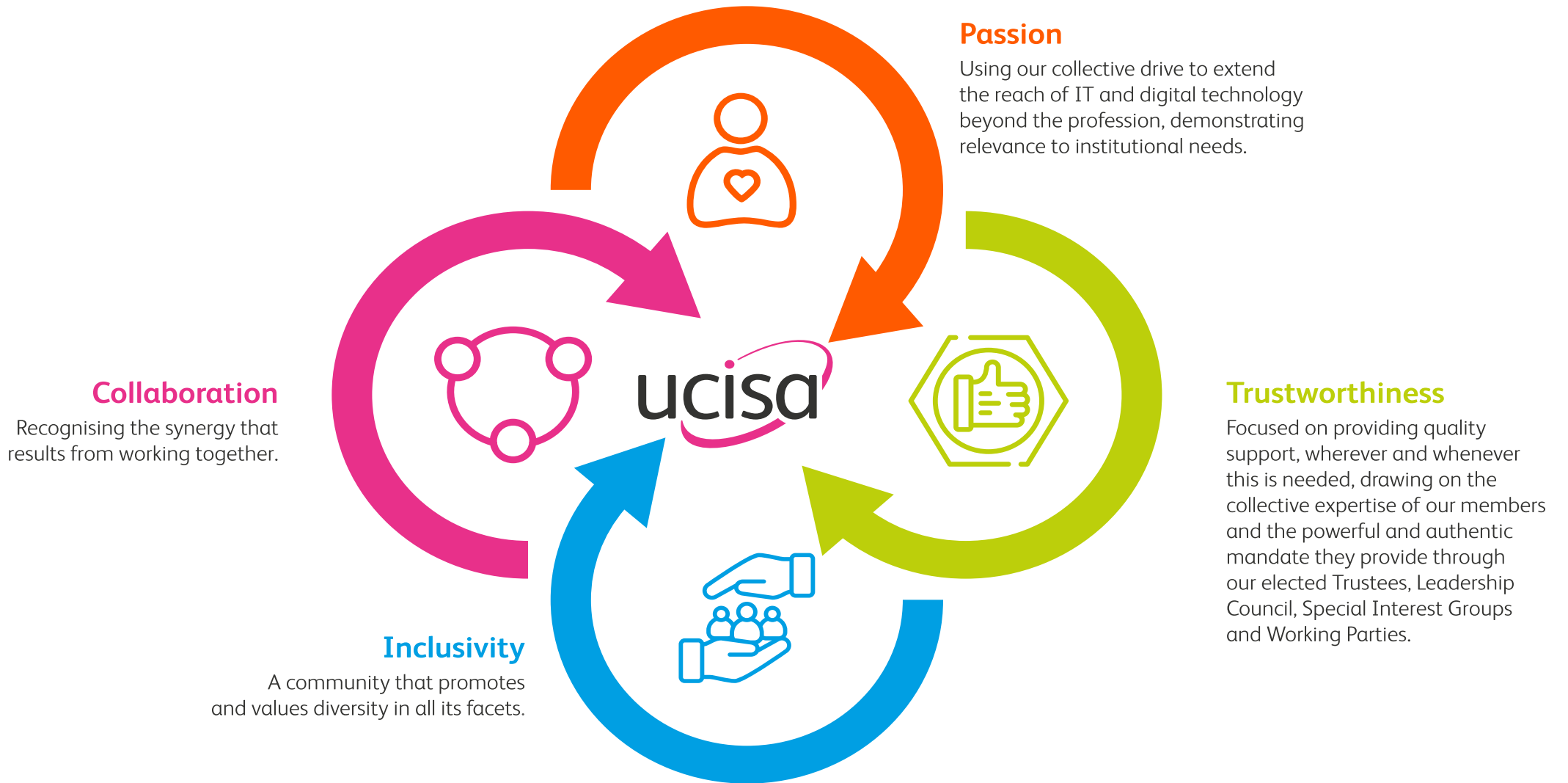
Our mission statement

Our Mission is to **connect, share and transform.**

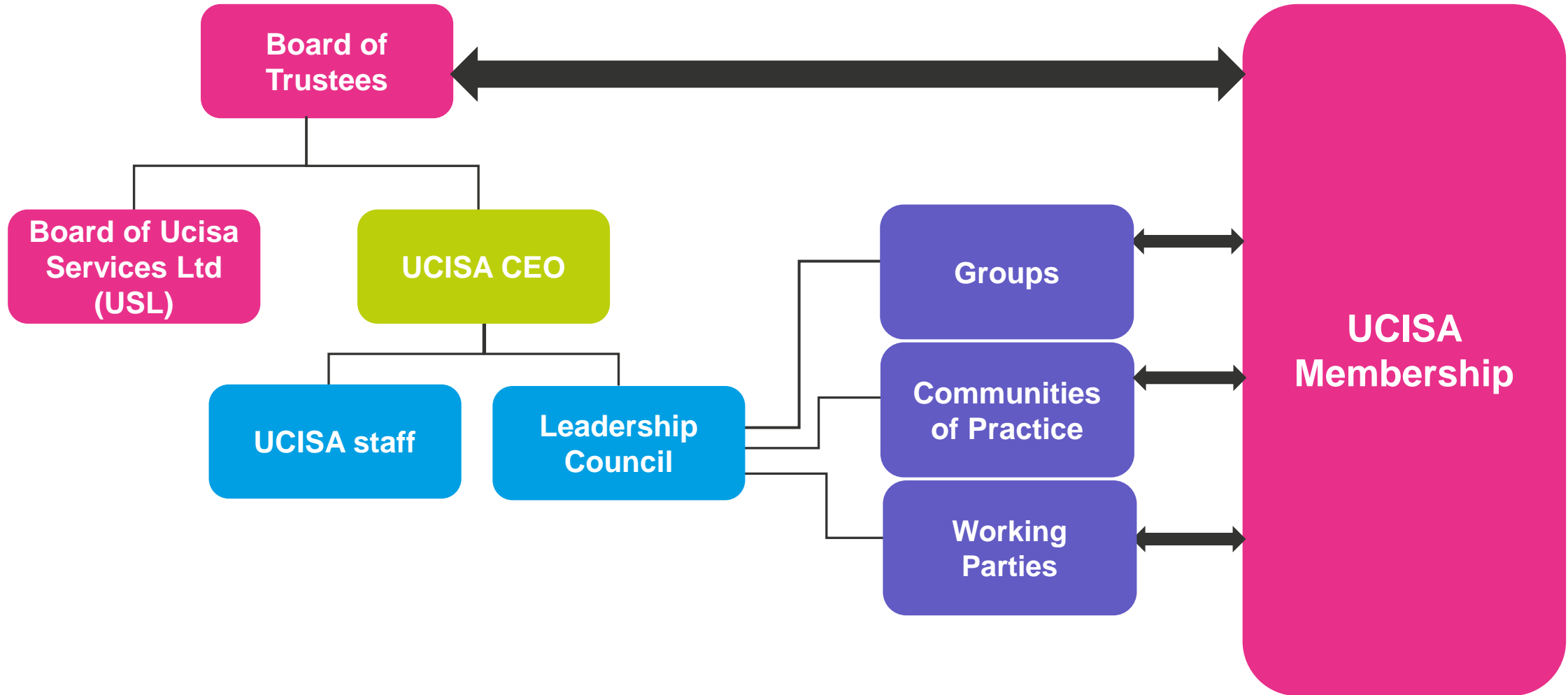
We will ensure that institutional members' staff at all stages of their career have access to professional development to aid their career progression. We will develop training and skills for the future – horizon scanning to explore what our community needs. We will draw on and harness the expertise 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.



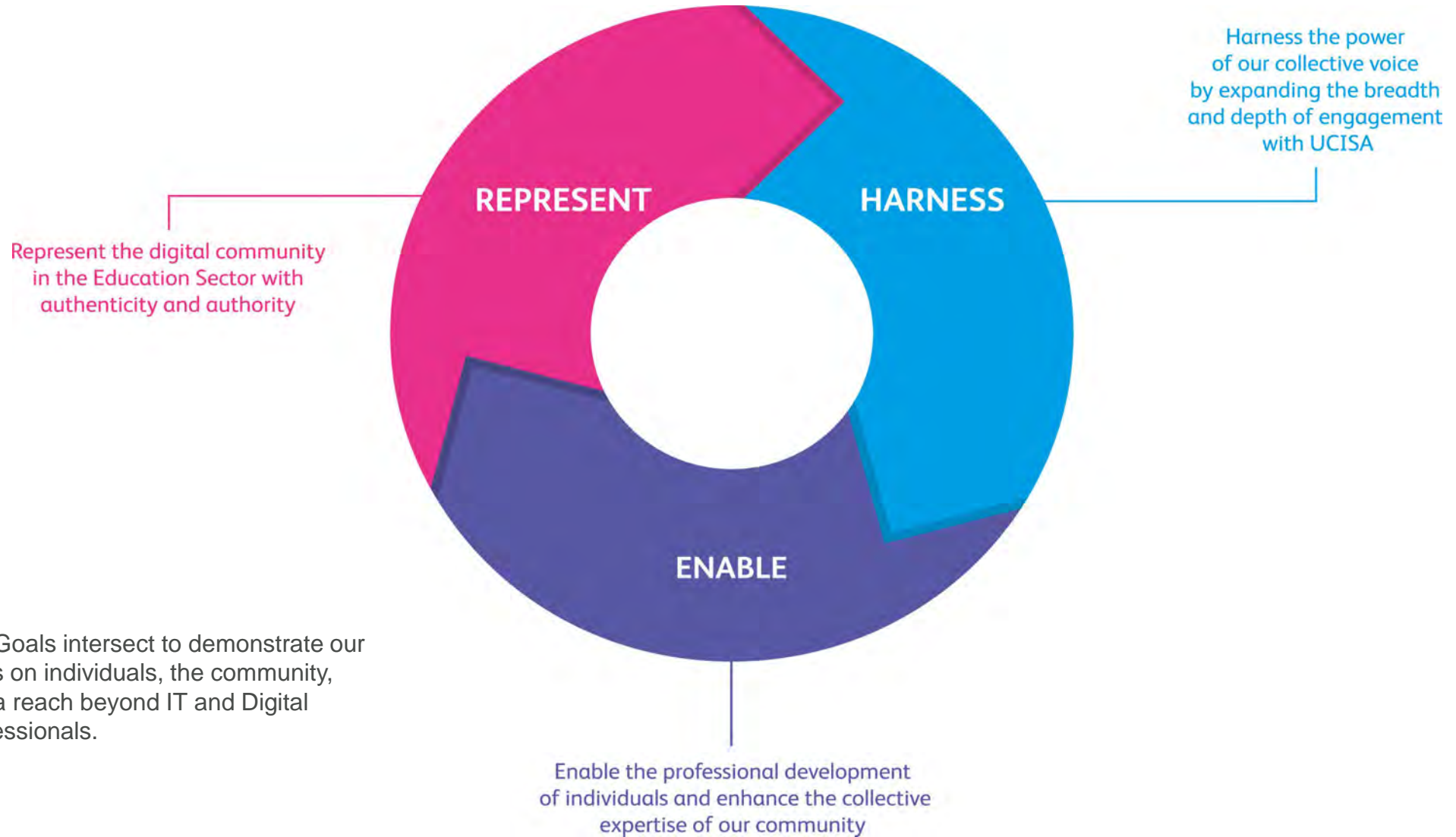
Our Core Values and Guiding Principles



UCISA Governance Structure



Our Strategic Goals



Working with and for our members

"I really appreciate the support that UCISA offers in connecting the community to tackle challenges together."



Antonia Jones
Interim Application Support Manager
University of Leeds

As a community, UCISA is able to focus the collective expertise of our members to benefit everyone.

Additionally, we seek to better channel the collective expertise to the benefit of individuals and their personal contributions.

The focus of our activity is entirely led by the challenges and opportunities faced by our members. The resources and services we provide help keep members up-to-date and enable them to make informed decisions, while our representation work ensures that our members' collective voices are amplified.

We provide members with a wide range and quality of publications, surveys, webinars, case studies, toolkits, and showcases on our [website](#) that allow them to share best practices, gain advice, and gain new knowledge. In addition to helping to drive innovation and cost reduction, our resources enable us to use digital systems more efficiently in support of learning, teaching, and research.

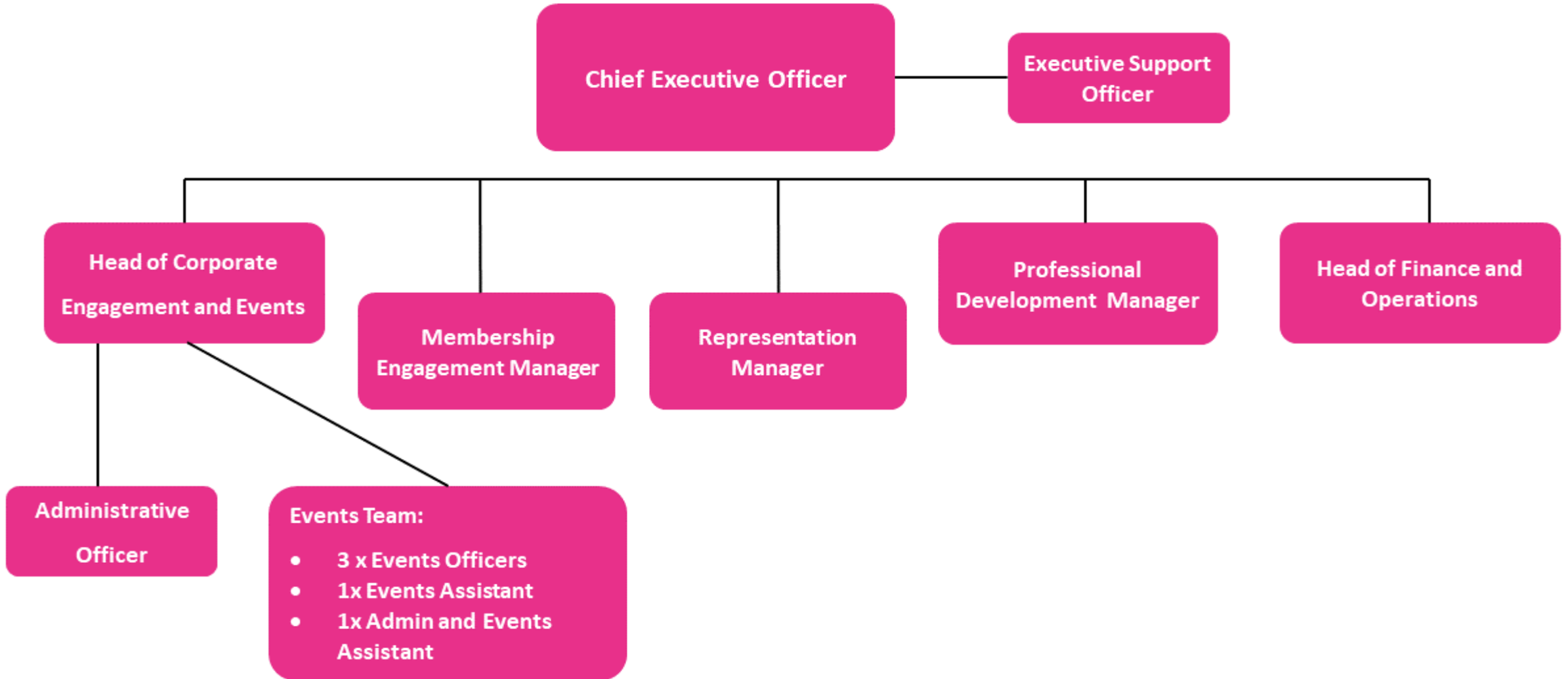
Our events and Special Interest Groups that cover all aspects of technology, providing you with the opportunity to gain new knowledge, exchange ideas, or simply meet new people with similar interests.

"...another great example of the community offering their experience and knowledge in minutes...."

Simone Barbaresi
Director, Digital Services
Bangor University



Team UCISA Structure



Meet Team UCISA



Deborah Green
UCISA CEO
ceo@ucisa.ac.uk



Catherine Tack
Head of Finance
and Operations
accounts@ucisa.ac.uk



Siân Thomas
Head of Corporate
Engagement and Events
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Elaine Swift
Professional Development
Manager
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Caroline O'Shea
Executive Support Officer
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Charlotte Barnacle
Membership Engagement
Manager
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Nathaniel Morosoli
Representation Manager
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Meet Team UCISA



Nik Cutler
Administrative Officer
admin@ucisa.ac.uk



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



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



Richard Stone
Events and Membership
Officer
events@ucisa.ac.uk



Janice Rosario
Events Assistant
events@ucisa.ac.uk



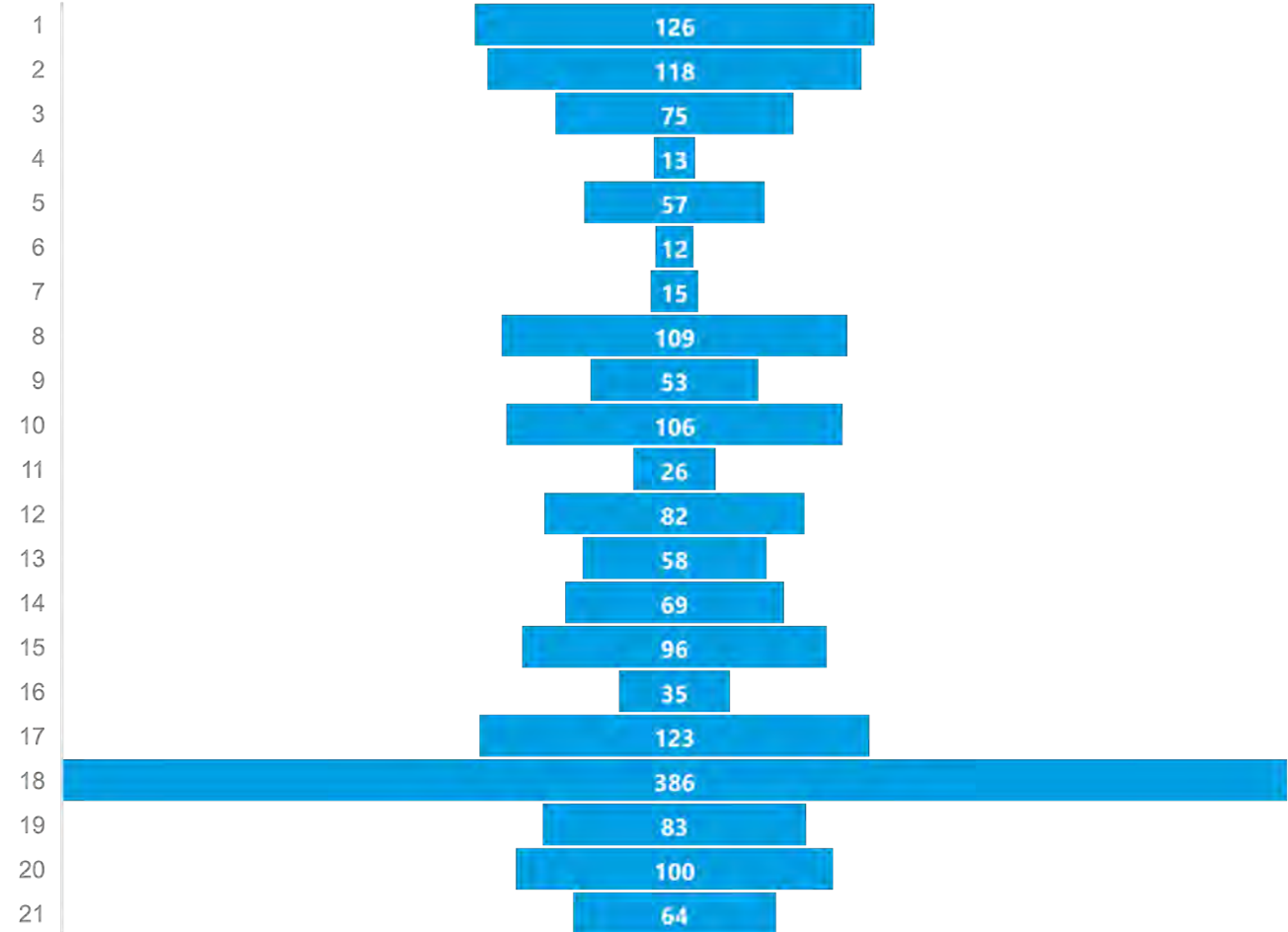
Bridget Schiller
Events and Admin Assistant
events@ucisa.ac.uk

Meeting members' needs

Our representation work continues to grow in volume and coverage with working parties and representative groups currently coordinating regular and active discussions with a wide range of suppliers. UCISA now has a dedicated Representation Manager, Nathaniel Morosoli to help facilitate these activities.

Work in this area is both valued and well supported equally by institutional and corporate members. As a part of our representative work, we hold regular open members' meetings at which senior leaders from supplier companies can address members, respond to concerns raised, and learn first-hand about their experiences.

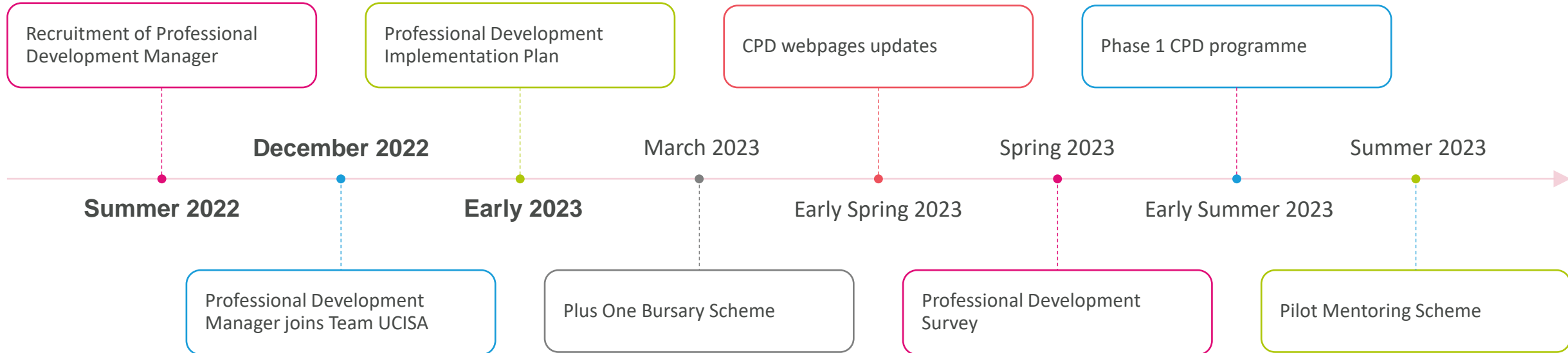
Membership of representation groups



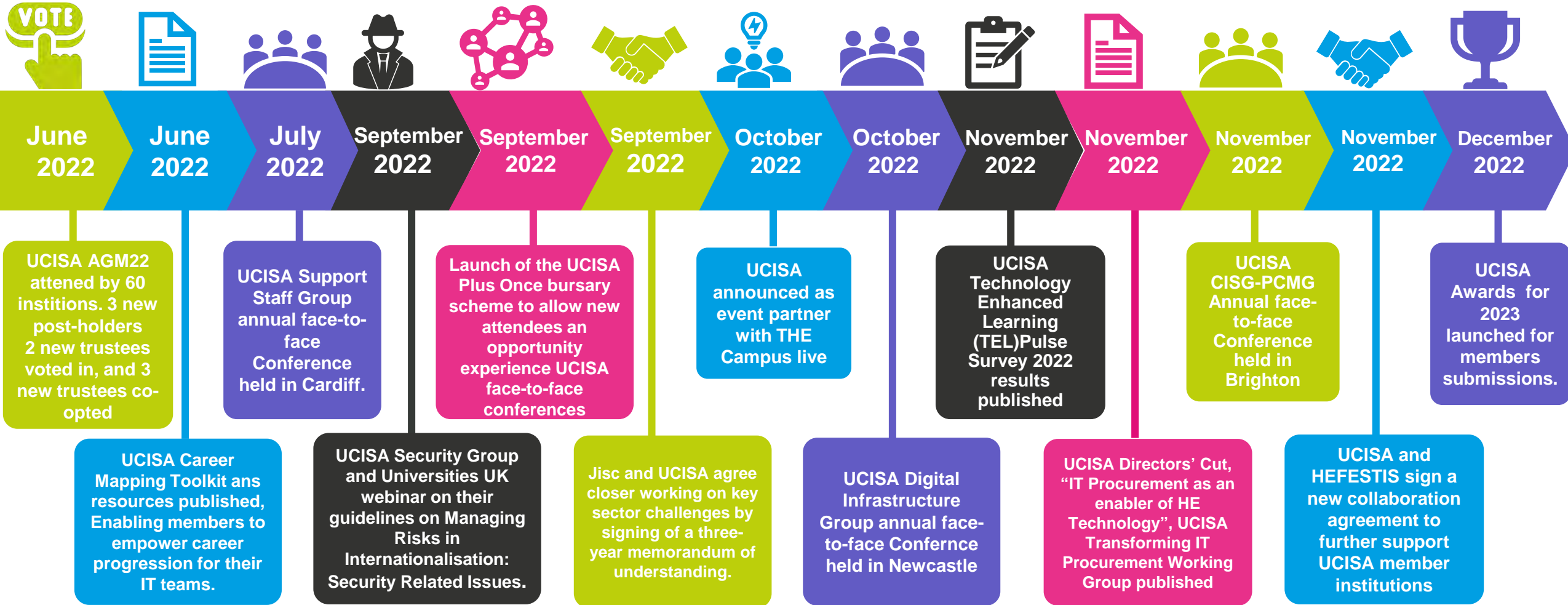
Professional Development

Dr Elaine Swift joined UCISA late last year as the dedicated Professional Development Manager. Since her instatement into the role, UCISA has begun to grow its CPD offering over the past year, as per the strategic plan. This has included the development of the Plus-One Bursary Scheme, which offers free places at UCISA conferences to those who have not attended before. To date, 35 individuals have been supported in attending UCISA events who may not have had the opportunity to attend otherwise. In addition, following the circulation of survey to members on professional development needs, work will begin on "Phase 1" of the UCISA CPD plan this summer, which will include a cross-institutional mentoring scheme.

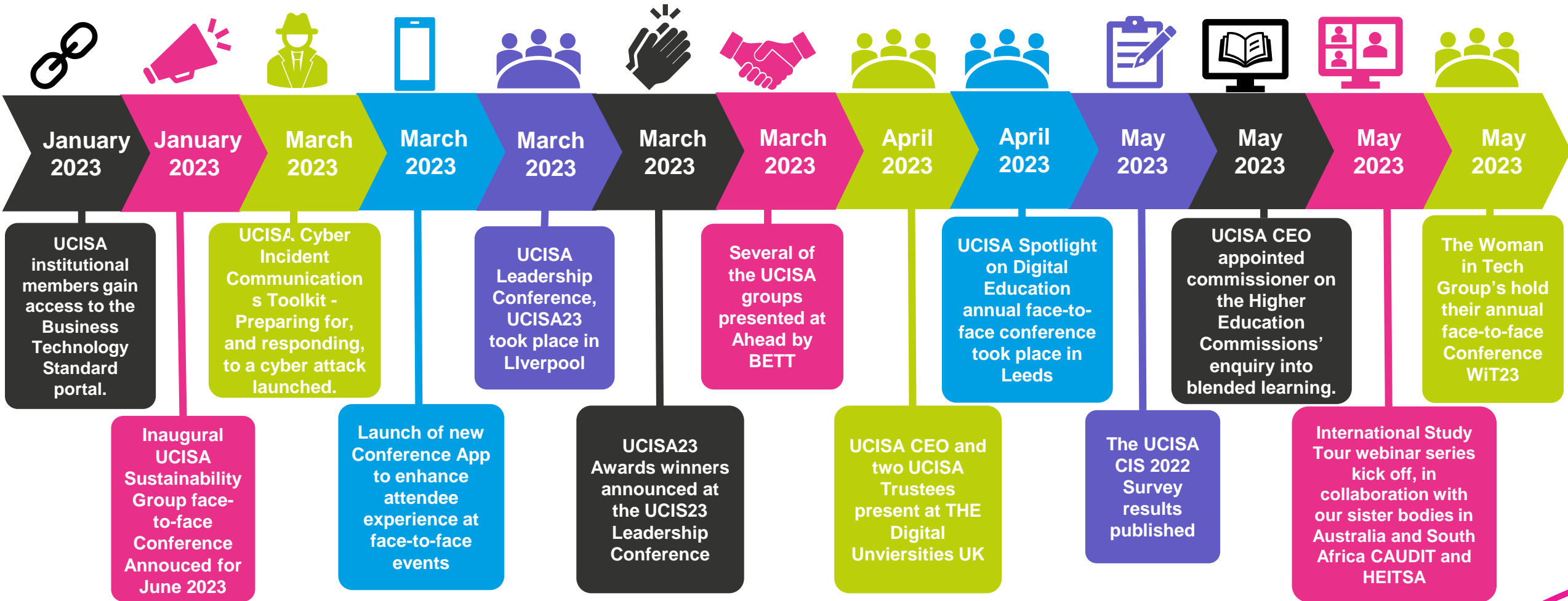
CPD work is essential in providing UCISA members with opportunities to engage and expanding the skills across the sector.



Review of 2022



Review of 2023



USL Board of Trustees June 2022 – June 2023



Drew Cook
USL Chair of Board
of Directors



Deborah Green
Director
UCISA CEO



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



Mat Flower
Director
Assistant Director &
Head of Digital
Architecture
University of
Wolverhampton



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

UCISA Services Limited (USL)

The 2022-23 review period saw UCISA return to a full programme of face to face and virtual events for the first time since 2019. Following the very successful #UCISA22 Leadership conference the programme continued with a total of 5 face to face events and 64 virtual events. The events in total reached 7,856 registered delegates over 300 more than the previous year. This again reflects a tremendous amount of work by the UCISA team, UCISA groups and many other contributions from institutional and corporate members. The events programme would not be possible without the generous support of the 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 #UCISA23 Leadership conference took place at the end of March this year in Liverpool in the venue to be used a few weeks later for the Eurovision song context. We received overwhelmingly positive feedback from both delegates and exhibitors, of course we have also taken the very helpful suggestions for improvements to some of the

elements of the conference, exhibition and social programme, and as in previous years we will continue to develop and improve the event.

In addition to the standard programme of UCISA special interest group events last year saw the launch of the first Women in Technology face to face conference. The conference was a great success with a day full of very inspirational speakers and packed audiences. So far during 2023 we have held 23 virtual events and 4 face to face events including UCISA23, the very successful Women in Technology conference, Spotlight23 and the Agile University workshop. The events have already reached 3,945 registered delegates which is more than the whole of 2020. In the coming year we will also see the launch of the first face to face event for the Sustainability Group, which is again expected to be a successful event.

As a reminder 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. From a

financial perspective USL has once again performed strongly during the year and at the end of the year was able to gift back just over £60k to UCISA, the 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

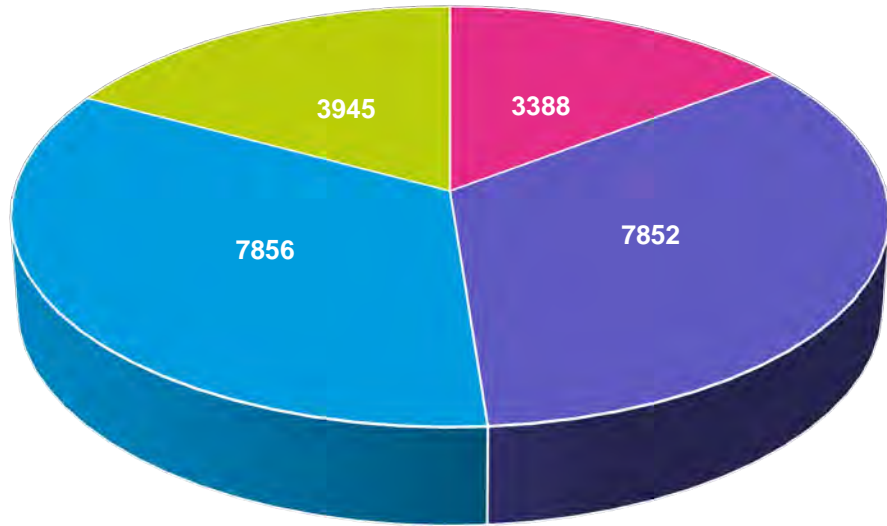
On behalf of the USL Board of Directors I would like to thank all the delegates, corporate members, event suppliers and most importantly the whole UCISA team for making the UCISA events programme such a fantastic success.



Drew Cook
USL Chair of Board of Directors

UCISA events statistics

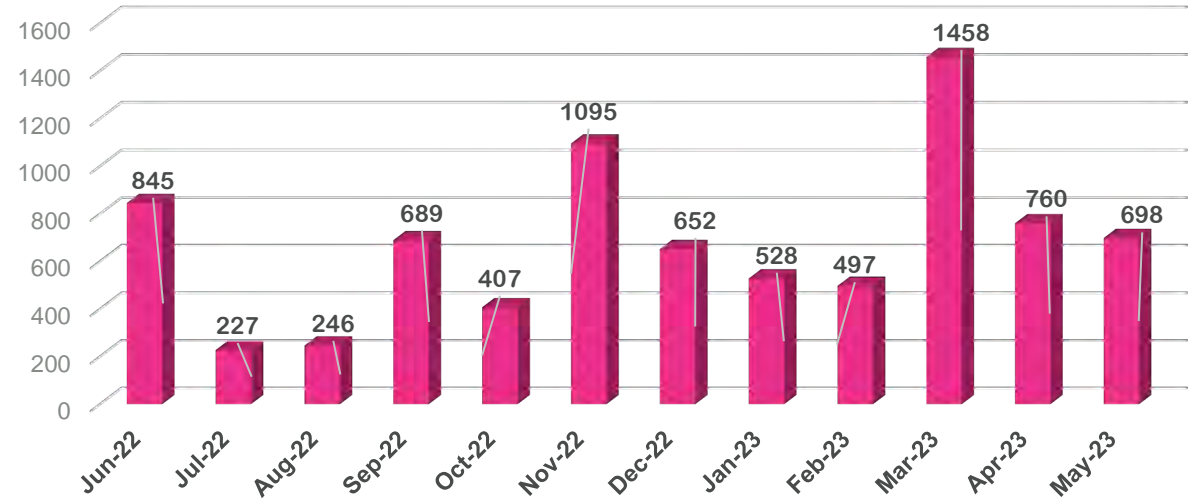
Year by year attendee numbers



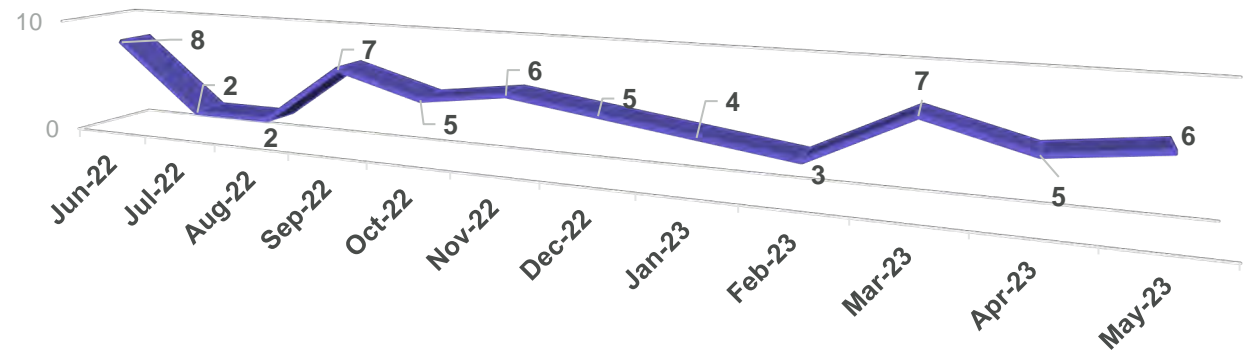
- 2020 (4 face-to-face, 54 virtual*)
 - 2021 (72 Virtual)
 - 2022 (5 face-to-face 64 virtual*)
 - 2023 (4 face-to-face 23 virtual*)
- As of June 2023

* Multi day events count as one event

Event attendees by month



Number of events held per month



Our events programme

“Loved it. Feel enthused and invigorated.”

“It really is the only IT conference that I go to where I actually feel at home and included.”

“Great event, intriguing and relevant content”

“Great networking, great speakers, great to talk to lots a relevant supplier. First conference and will ensure I don't miss it in future!”

“Really inspiring, and with real-world advice for making a difference in short and medium term.”

“It was my first UCISA Conference and I was blown away by the friendliness of everyone and really impressed by the wealth of information, ideas shared and inspired by the stories”

Feedback received from some of our face-to-face event attendees



UCISA's events programme continues to offer a hybrid model of delivery, maintaining and building on the success of the events programme in 2021-2022. Our events have covered a vast array of topics from cyber security and Chat GPT to recruitment and sustainable IT solutions.

Since June 2022, UCISA's events team has delivered 56 virtual events to members, along with 6 face-to-face conferences and one special interest face-to-face event. Along with those we added a new Conference to our annual calendar, the inaugural Conference from the UCISA Sustainability Group taking place in June 2023.

Members have on-demand access to past webinars and recordings from our face-to-face conference via the [resources section](#) of the website. Just be sure to narrow the search by using the filter 'Event resources' or 'Audio and Video'.

As part of the events programme, the UCISA23 Awards Ceremony took place during the UCISA23 Leadership Conference, at the ACC in Liverpool in March this year. This superb occasion allowed UCISA members to celebrate the innovation, hard work and achievements of institutions and individuals from across our sector. Check out the list of [winners](#) below.

The UCISA23 Award winners

Building on the success of the UCISA22 Awards, the categories for 2023 included a new award for Diversity and Inclusion. This new category sort to recognise institutions who demonstrated a holistic and long-term commitment to diversity and inclusion within their culture.

"It has been brilliant for everyone at UCL to get the recognition they deserve in winning the UCISA Transformation Award. Transformation can be hard and only works when everyone pushes in the same direction. In our case we've had 500+ people all moving together, and we've been able to make a lot of progress quickly. It's great that the effort has been acknowledged and we are now able to encourage other universities to embark on their agile transformation journeys"

Sophie Harrison
Director of Agile Product Delivery
University College London



And the winners were:

- Transformation Award winner:
University College London
- Sustainable Digital Project or Initiative winner:
Nottingham Trent University
- Supporting Learning, Teaching and Research winner:
Falmouth University
- Diversity and Inclusion winner:
University of Bradford
- Rising Star Award winner:
Jacinta Blythe – University of Manchester
- Outstanding Corporate Member winner
Splunk
- CIO of the Year winner:
Paul Butler, University of Greenwich

"Receiving the UCISA Sustainable Digital Project or Innovation Award not only reflects our dedication to innovation, but also our commitment to environmental stewardship. This award is a testament to Nottingham Trent University's belief that technology and sustainability can harmoniously coexist for a greener and brighter future."

Andy Semak
Lead Digital Experience Analyst
Nottingham Trent University



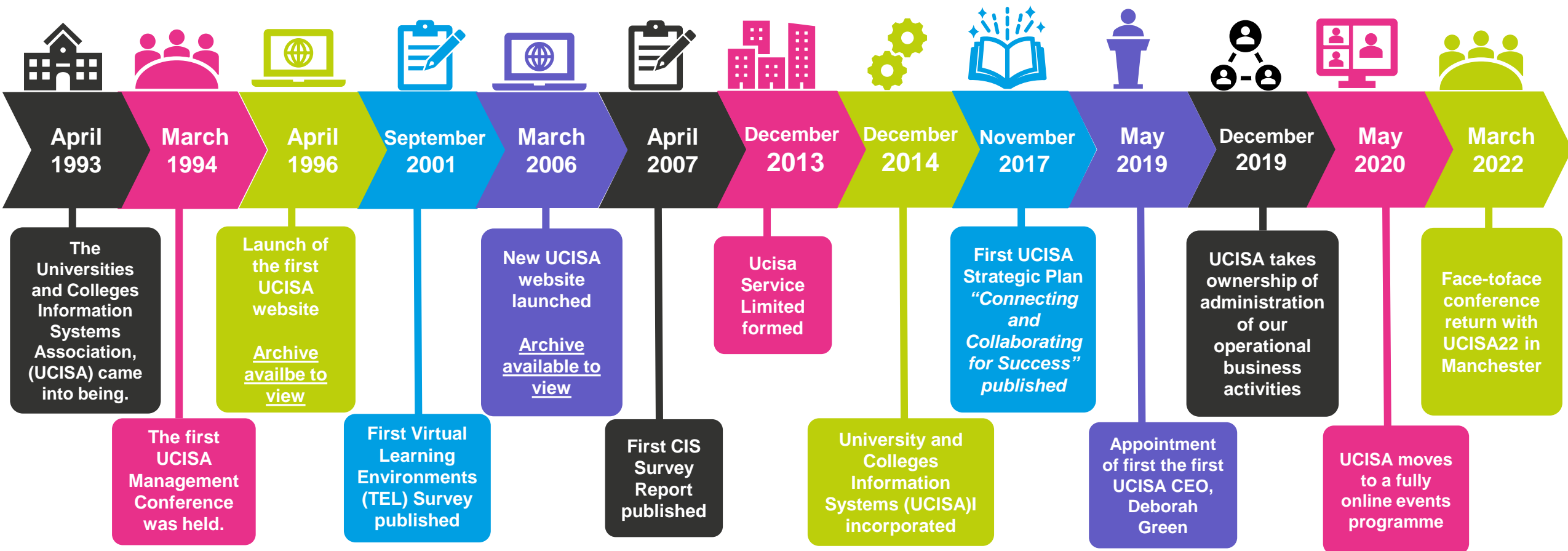
Two highly commended certificates were also awarded, to Christopher Moss as a Rising Star. And Lancaster University for their Transformation.

Honorary Lifetime membership was awarded to Drew Cook in appreciation of his outstanding dedication and commitment towards the activities and vision of UCISA.

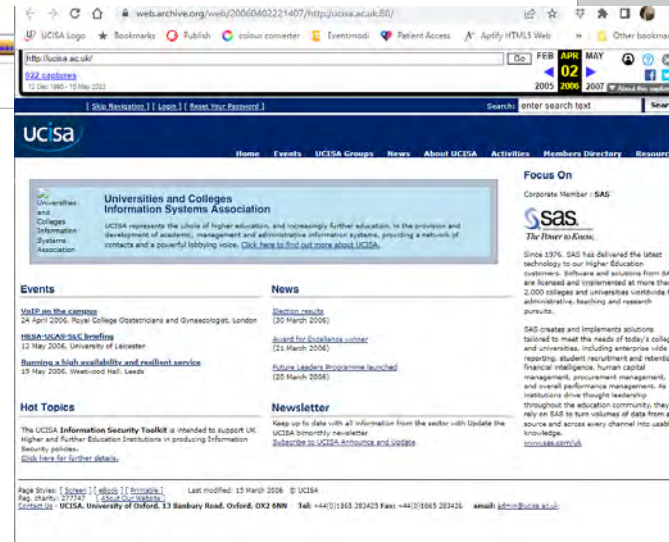
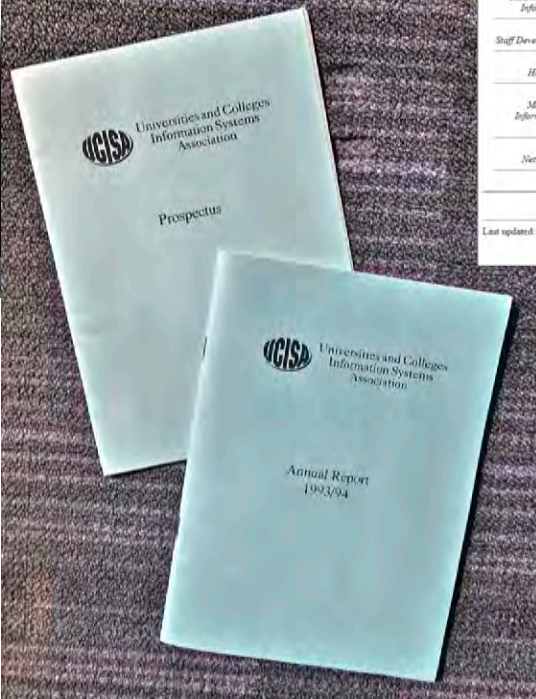
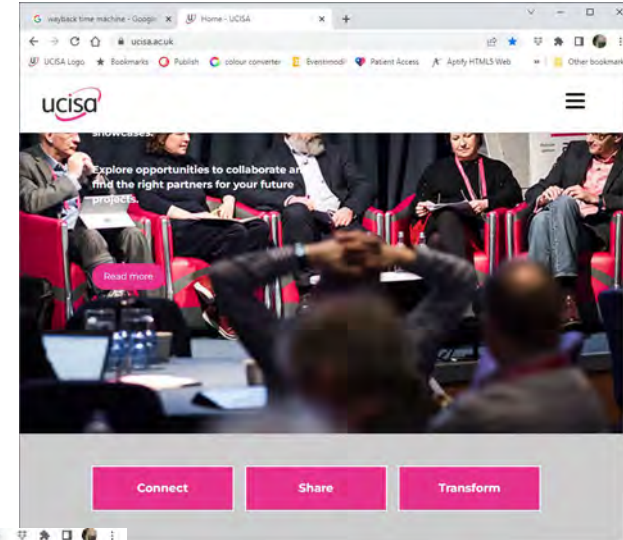
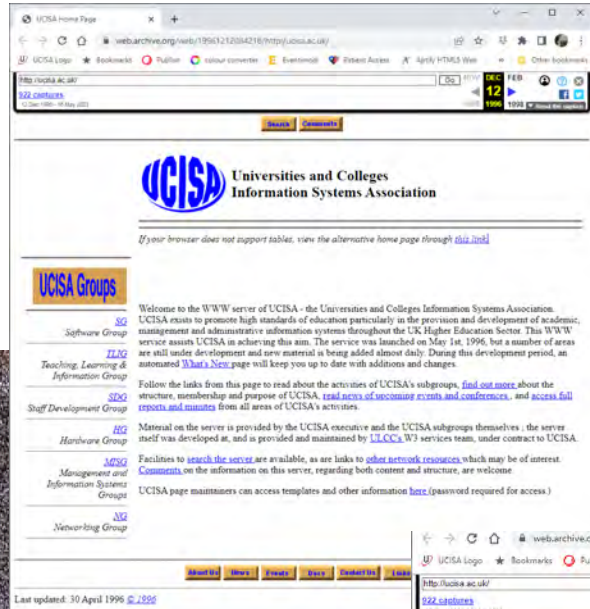
Congratulations



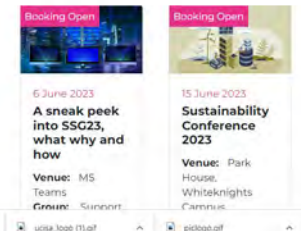
UCISA celebrating 30 years



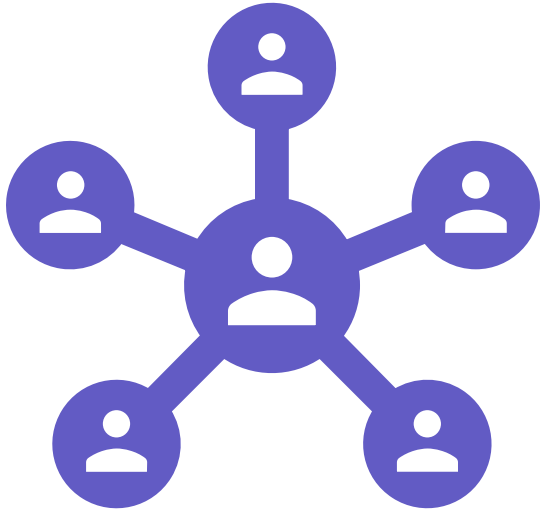
Here's to the next 30 years!



Upcoming Events



Our 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 linchpins of UCISA and are the voice of our community.

By supporting the groups, Charlotte Barnacle, the UCISA Membership and Engagement Manager, ensures UCISA consistently upholds its core value of by our members, for our members.

The work of our groups is overseen by the UCISA Leadership Council which is made up of the Chairs of the SIGs and COPs, and is overseen 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.

"Volunteering has been great. I've learnt a great deal about how to build and lead a community across HE institutions. It's been interesting and informative to see how UCISA works and how HE institutions do collaborate in general. I've done lots of presenting and chairing online events, which has been very interesting and useful"

Joseph Talbot
User Interface Team Leader
University of Oxford and
Joint Chair of UX CoP



"UCISA delivers performance improvement. So, what I can deliver for my university in terms of pounds, shillings & pence, it's a net benefit to the university, Me being a member of UCISA. I can bring back new ideas & new ways of working."

Rob Moore
Acting Associate Director
Leeds Beckett University and
Chair of Procurement Group



Corporate Information Systems Group (CISG) 2023

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

Corporate Information Systems are fundamental to the efficient and effective operation of our institutions – that are now 24x7 online businesses: CISG provides a forum for the people who manage, support and develop them to share knowledge and ideas.



Our achievements

- CISG-PCMG22 – back in person in Brighton, November/December 2022. Highly successful annual conference (jointly with PCMG)
- CIS Annual Survey - Our annual snapshot of the systems and services used across the sector.
- We held a successful Community Webinar to identify hot topics for the community
- We ran a well-attended live demonstration of ChatGPT's capabilities in field of software development

Looking forward

- CISG-PCMG23 – Birmingham – November/December 2023.
- Undertaking representation work with key sector suppliers.
- Working on the issues that have been raised by the community: recruitment and retention of staff
- Working towards running events that address common hot-topics – development of timetabling/scheduling applications, and transition of corporate systems towards a more ubiquitously cloud-hosted world
- Working to provide a forum specifically for those with responsibility for the management and development of institutional websites

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 DCG has seen a lot of changes in the past year with people leaving and joining us. We welcomed seven new members in 2023, Becca Ferrari, Danielle Marlow, Fiona Handley, Jack Ennis, Jane Mooney, Lucy Bamwo, Samantha Clarkson and said goodbye (and thank you) to Julie Adams, Marcus Elliott and Nedelin Velikov. Julie 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 a large number of UCISA members, the DCG Spotlight on digital capabilities 2023 conference **Blended learning - are we getting it right?** took place face-to-face in Leeds on 26th April and focused on how higher education providers are responding to support staff and students' digital capabilities to improve quality within the blended learning model. The conference included methods for engaging students for real-world experiences and ways to deliver impactful teaching. This popular event was attended by 50 members.

Looking forward

An exciting schedule of webinars are in the process of being finalised and the combined DEG/DCG survey is in the early planning stages.



Digital Education Group (DEG)

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

The main focus for the group has been the 2022 iteration of the Technology Enhanced Learning survey and reviewing the group's plans following a couple of disrupted years due to the Covid-19 pandemic.



Our achievements

- **TEL Pulse survey** - A shorter version of the TEL survey was run in July 2022 to focus on key areas that might have been impacted by the Covid-19 pandemic and the rapid shift to online learning. The [survey report](#) was published in November 2022. Dissemination included a workshop at ALT-C in September 2022, blog posts and a [webinar with Heads of Digital Learning from Falmouth, Sheffield and Ulster](#) in December 2022.
- Started discussions about **updating the VLE Review toolkit**, including collaboration with Procurement Group
- Collaboration with UCISA and DCG on **plans for the combined TEL/Digital Capabilities survey**.
- Collaboration with DCG on the **Spotlight on Digital Capabilities conference**.
- Contributing to UCISA session at **Ahead by BETT**.

Looking forward

- **TEL pulse survey** – further dissemination includes a workshop at EUNIS congress in June 2023 and a research paper by Richard Walker and Julie Voce anticipated to be published towards the end of 2023.
- Launch of the **combined TEL/Digital Capabilities survey** in 2024.
- **Updating the VLE review toolkit** to include accessibility, data privacy and updated procurement content
- **DEG webinar on podcasting**.
- **DEG award** in the main UCISA awards.

2022 was another eventful year, the challenges to keep up with pace of development and rollout has continued after covid, and we have all had to work smarter with less. The DIG22 event, Survivability and Sustainability brought out 2 main topics we all have to worry about day to day, surviving the ever-sophisticated hacking community and the drive towards more sustainable practices.

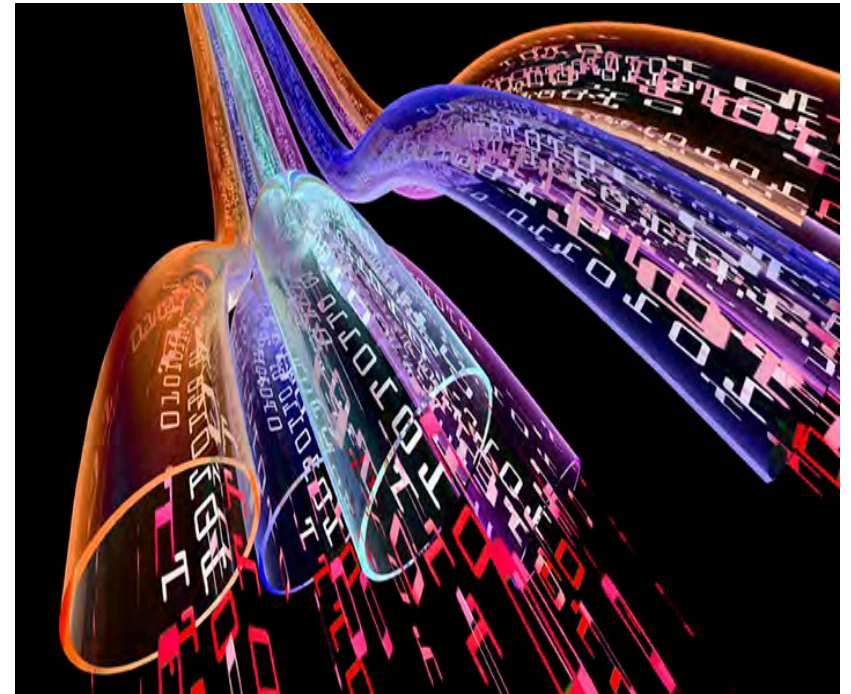
Our achievements

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 DIG22 Conference which was attended by 100 delegates.

Looking forward

- Planning is well under way for DIG23: **Digital Transformation: More than meets the eye.** This is a topic that is ever changing, and we hope to bring light to some of the more interesting aspects and asks.
- We are planning to host several virtual events and are looking at holding a members networking event.



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.

The image displays three overlapping screenshots of higher education business models, each featuring the CAUDIT, Educause, and UCISA logos. The top screenshot is the 'HIGHER EDUCATION BUSINESS CAPABILITY MODEL', which is a complex grid with multiple columns and rows detailing various capabilities. The middle screenshot is the 'HIGHER EDUCATION DATA REFERENCE MODEL', showing a structured data model with various data points and relationships. The bottom screenshot is the 'HIGHER EDUCATION BUSINESS MODEL CANVAS', a strategic tool divided into several sections: Key Partnerships, Key Activities, Value Propositions, Customer Relationships, Customer Segments, Key Resources, Channels, Revenue Streams, and Cost Structure. Each section contains specific details related to the higher education business model.

During 2022 and 2023 we have:

- Embarked on our first year as a UCISA Special Interest Group.
- Continued global partnerships with CAUDIT, EUNIS and Educause towards development of version 3 of Higher Education Reference Models later in 2023.
- Promoted use of discussion forums & mailing lists, refreshed online resources and organised open mic events for the community (with preparations to expand in the year ahead).

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.

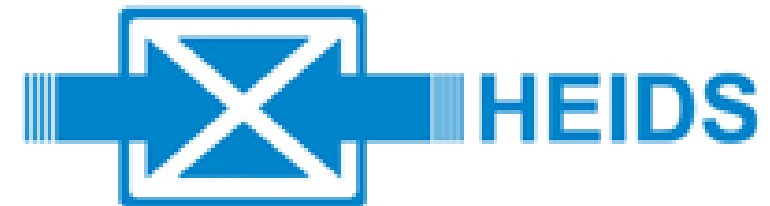
HEIDS is a recognised Regional Directors' group of UCISA. As such, it furthers the overall aims and regional service provision of the Association. HEIDS operates within UCISA's charitable objects, actively engages through the UCISA annual planning process, membership of the UCISA Leadership Council and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

Achievements

- 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 USCEEC 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 and supporting the UCISA Sustainability Group
- Work related to increasing digital inclusion
- Work related to improve the sector information security and compliance posture.



From June 2022 to December 2022, the London group ran monthly webinars, open to the entire UCISA membership. From January 2023 to May 2023, these webinars have instead been bi-monthly to allow for more lead up time and more complex topics. Since June 2022, the group has held 8 webinars, with 4 more scheduled for later this year.

The webinar subjects vary each month, ranging from topics such as Cyber Security and Sustainability to Digital Employment Equity and Diversity in Tech (and plenty of others between). This often facilitates good collaboration with the other UCISA groups, such as with UCISA Sustainability Group for the 'Starting the year on the right foot' webinar in February 2023.

Looking forward:

The bi-monthly webinar series will continue throughout 2023, with possible topics including:

- Bring your own device
- Procurement
- AI
- Risk Registers
- Auditing Usage and Asset Management
- User Experience and working with the customer

As with previous years, the group aim to close out the year with a Christmas themed virtual event

In addition, the group are looking at conducting a face-to-face event in 2024

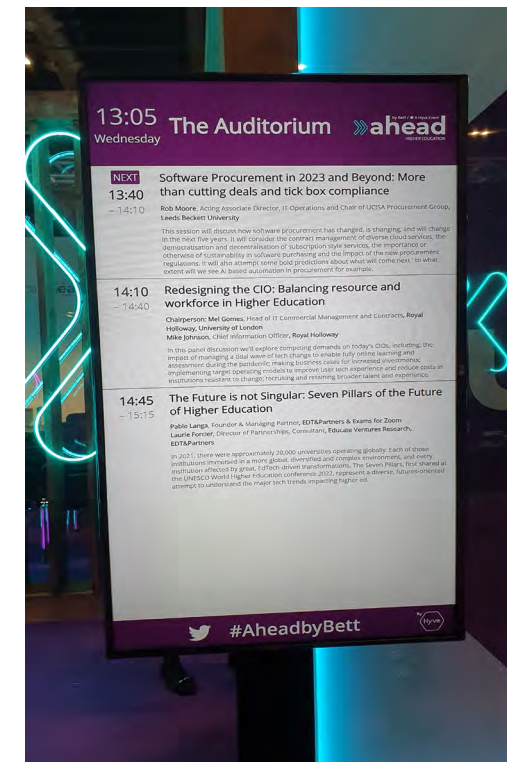


The Procurement Group acts as a forum for the UK education sector to promote the specific requirements, issues and ambition of the sector to its suppliers.

The Procurement Group has been working to build its community during the last year, supporting events such as BETT, for example, with speaker slots. We have a lively exchange of information across the Exec, drawing from the NCIT group, from the UKUPCs and other networked contacts. The Transforming IT Procurement group continue to consider best practice and efficiencies.

Looking forward:

- There will be increasing engagement with the community ahead of and post launch for the new UK Procurement Regulations (estimated date Q1 2024)
- There will be an increased focus on our value for money activities given the increasing pressure on HEI finances over the next 12/18 months
- The Group is looking at a number of collaborations with other UCISA groups and external partners. Plans are underway with
 - HEPA – connecting our groups and the work we do
 - The UCISA UX Group – how do we
 - JISC – joint activities to launch and promote new framework agreement such as Microsoft



Project & Change Management Group

(P C M G)

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 first face to face Annual Conference since the pandemic, ‘new solutions for a new world’ with CISG. Being back face to face was particularly lovely to meet up with a lot of “well-known faces”. We spent our time looking at how the changes at our university or college are viewed and how this has affected our solutions. Also reviewed how the sector has adapted to the massive disruption and rapid uptake of digital technologies dictated by events of the last few years, with the perspective that it will shift again!



Our focus for 22/23 has been on hosting successful webinars, centred on topics selected by our community in response to a members' survey. The number of attendees continues surpass 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:

- Webinars on Resource & Capacity
- Working Group on Benefits Measures Library
- Webinars on Programme Management Office
- Watch for more webinars to come on Service Transition, People & Resource Management and Change Management
- Finally going to try a new idea, Podcasts

2023 sees our planning commence for CISG-PCMG23 face-to-face Conference in November 2023

Security Group (SG)

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

The Security Group continues to work to support members in improving security practice. The ongoing challenges in the sector with Cyber Essentials have been a continual theme throughout events and in the committee. Through the representation group formed to work with the NCSC to try and identify and mitigate some of the challenges the group is continuing to work to provide a sector point of view to future developments in the standard.

Our achievements

- Largest ever UcisA webinar covering InTune and Cyber Essentials
- Launch of the Post Incident Communications Toolkit for the sector
- Online events with Jisc and UUK to highlight work across the sector with different bodies

Looking forward

- A Working party is reviewing the UcisA Cyber Security Awareness materials to update and improve the content and format
- Follow up session to the InTune session being planned, as part of a bigger programme.
- Continuing to support the sector in representing concerns to suppliers or partners



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.

2022 & 23 we are thrilled to see our community and engagement continue to expand. To better serve our community, we have significantly increased our webinar offerings and actively listened to their feedback to provide the events they desire. The events organised by our committee are met with great attendance, and we are pleased to see high levels of engagement among participants. We remain committed to fostering a thriving community.

Our other achievements in 2022 / 23 included:

- Webinar Series – Return to Campus a Perfect Storm, Recruitment – The Real University Challenge, Job tracks and Career Maps, In The Thick of It: Major Incident Management and Communications Best Practices.
- Support Services Conference 22 Cardiff
- Increased numbers to SSG webinars and increased engagement within community.

2023/4 sees our planning commence for SSG23: Reboot, Refocus, Recharge: Redefining the world of Support Services

“Where we will ‘Reboot’ how we explore the changing world of support services, ‘Refocus’ on celebrating our diverse community’s collective achievements in making positive and innovative change to our institutions, whilst being mindful to ‘Recharge’ service delivery”

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

- SSG Conference Promotion Webinar
- AV Community Day
- Digital Poverty in Education
- We also plan to develop a mentor / coaching exchange pilot for support services staff.
- Service Desk Toolkit refresh



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.

Looking Back:

- We have presented on IT and sustainability at CISG and DIG22
- We have had a webinar on Sustainability in IT looking at procurement and recycling
- We have prepared for our first all-day conference, which will be in Reading on 15th June
- We have explored and built relationships with procurement groups, HEIDS and EAUS

Looking forward:

- We will organise events for UCISA members to 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.
- We will initiate conversations with key suppliers to develop sustainability expectations 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.



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.

Women in Tech this year, has maintained the momentum of 2021/22 in terms of keeping engagement. Our goals for this year have been around looking at mentoring and networking, increasing our diversity and growing our committee members to help broaden our outreach and start some new initiatives.



We ran several events over the course of last year, around cyber security and coming from different cultures. Recently in May, we had another positive face-to-face conference on the topic of 'Finding your Groove' with over 90 attendees. Speakers ranged from CIOs to analysts, covering virtually every area of IT from Project Management to Operations. It was a successful, highly-energised day.

Looking forward:

- We are looking very seriously around a mentorship scheme with UCISA, which will be exciting
- Investigations are also at the early stages, around a possible Women in Tech Leadership course
- Both prior to & during the conference, there has been increasing momentum to set up women in tech groups at institutions. We will be looking at how we can help our members achieve this e.g. a template of points to think about or bringing people together to talk

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.

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

We have run a number of well-attended online events in the past year:

- Accessibility in HE - putting users at the centre of the design process – June 2022
- two sessions in User research in October and January
- Design systems - what are they and is your institution ready for one? March 2023
- An executive view of UX in HE May 2023

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



Reflections from the new UCISA Chair



Emma Woodcock
CIO
York St John University

It is certainly an exciting time to become chair and I am looking forward to working with trustees and the UCISA team on the next stage of the UCISA journey. Over the last few years UCISA has become a more visible trusted voice for digital practitioners in our sector and is actively engaged with key government stakeholders such as NCSC, the HE Commission, The Home Office, DCMS: our work with Jisc is adding better value to the sector, as both organisations collaborate and play to one another's strengths; Our international partnerships and collaborations also continue to flourish working with colleagues at CAUDIT, EDUCAUSE, HEITSA and CUCCHIO to share intelligence, insight, best practice and a united approach to shared challenges and we have recently been invited to join the Higher Education

Commissions steering group for their enquiry into Blended Learning.

Being a member of UCISA gives us all a real opportunity to influence at the highest levels. The Board and UCISA CEO will hold a strategy development day next month, we will discuss our progress to date and look to ensure that the UCISA team can continue the important work that has begun on our strategic aims. We will be reviewing the feedback that you have provided on UCISA events with a view to continuing to improve and evolve these in line with our communities needs. We continue to work with our special interest groups to strengthen and grow these in line with the challenges that we all face within the sector, the growth of the security group being an excellent example of this. In the coming year we will be making significant

investments into UCISA's business systems so that we can provide our community with more streamlined and fit for purpose engagement tools and we will shortly be moving to new premises, having outgrown the space available to us at our present offices.

And finally, I want to end by thanking our outgoing chair, Adrian Ellison, whose involvement and contribution to the growth and continued strength of UCISA cannot be underestimated. Adrian is handing over an organisation with an excellent strategy, confident and able to respond to the needs of our sector in a far better way than any point in the past.

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