

**Information Systems Planning Group**  
**10:00am, 8 July 2008**  
**Robertson Wing Meeting Room, General Register House**

**Present:** Dave Brownlee (chair); David Brown; Keith Dargie; Jenny Cutts (secretary).

**Apologies:** Rob Mildren; Grayham Mount.

**1. Staffing issues**

1.1 Two business studies students from Napier University have been recruited to operate the helpdesk, replacing the two previous students who had come to the end of their 12-month work experience placements. Contracts have been extended to allow the two 2007/08 students to work on the Tartan Register project over the next few months. A B1 (ICT) assessment centre will be held in mid August 2008 and two individuals are sought. Keith Dargie reported that reduced availability of staff in the ICT Infrastructure team is resulting in some Requests for Change (RFC) being scheduled for implementation in September 2008, after the ScotlandsPeople Centre has opened

1.2 The RFC system is being amended to incorporate enhancement requests from colleagues. The opportunity is also being taken to introduce a new way for requesting delivery dates for RFCs. Keith will issue an information notice explaining the changes.

**2. Progress reports**

*2.1 IT Infrastructure and Web & Applications Development Team*

2.1.1 Keith Dargie explained the implementation plan for the switch-over to the new upgrade network cabling at WRH. Remaining work includes the reconfiguration of switches and changing network cables to the new connections. This work will complete the delivery of the range of NASnet enhancements announced previously.

2.1.2 Reorganisation of the server and comms rooms within GRH was described. Keith hopes to be able to complete these changes by early August 2008.

2.1.3 An IT Audit has recently been undertaken by external auditors. While some recommendations will no doubt be made, the established NASnet IT systems and ITIL based procedures should result in a positive audit outcome. The formal report is expected soon.

2.1.4 The NAS Microsoft Enterprise Agreement has been renewed and savings were achieved. Additional training vouchers have been obtained from the new supplier. It was noted that these vouchers are valid for both Microsoft and other training solutions offered by other suppliers. Dave Brownlee added that the Development Centre should be kept informed.

2.1.5 The early morning checking of the NASnet IT systems continues to contribute significantly to the availability of services. Keith highlighted that 100% core service availability has been maintained for several weeks. Appreciation was noted for the members of the IT Infrastructure team who volunteer to carry out these checks on a rota basis.

2.1.6 The Tartan Register project progress was discussed. The system design is advancing and the homepage and registration forms have been demonstrated. The parliamentary and business processes continue.

2.1.7 The applications 'Innovations' theme was considered. Keith explained that this would essentially result in a three year applications development strategy and plan being devised, which would allow the applications development programme to be prioritised and allow any work undertaken to be done in a cohesive and interrelated manner. Keith will arrange the related workshop analysis meetings in due course, which he and Rob Mildren will facilitate.

2.1.8 The Helpdesk service delivery statistics and user survey findings will be published in due course.

2.1.9 Dave Brownlee asked about Digital Data Archive (DDA) servers. An issue with IIS settings necessitated restoration of the DDA server. DDA testing will be completed by late August and the system can go live in September 2008. It was noted that training vouchers may be used for IIS training. It was explained that IIS impacts on both infrastructure and applications teams' responsibilities. Training will be undertaken to ensure that those required to support this system have the necessary skills to do so. It has been agreed that DDA storage requirements will be temporarily met through the use of external USB hard drives. The possible introduction of an Enterprise Storage Solution for NASnet will be considered later in the year, with Keith due to submit a paper to the ISPG/Management Board outlining the options, costs and recommended strategies. Should such a system be introduced, it will be possible to manage and store the wide ranging corporate and image data, including the DDA data, in a more structured and effective way. The next DDA Project Board meeting will be held on 8 July 2008.

## *2.2 Online Resources Team*

2.2.1 A written ORT report had been submitted in advance of the meeting. Dave Brownlee noted that uploading valuation rolls digital images is a major undertaking presenting storage capacity difficulties. Capital funding for purchase of a corporate storage solution will be available in 2009/2010. Enterprise Storage Solutions will include email storage and back up.

2.2.2 Digitisation requires catalogue amendment. David Brown noted that one individual eminently suited to this task might undertake this role for all records branches by agreement of branch heads.

2.2.3 Progress in digitising Catholic registers was discussed. A decision regarding funding is expected from the Bishop's Conference imminently. The digital images have already been produced and index creation is being planned.

2.2.4 A submission has been made to senior management to engage casual staff for the preparation of metadata for volumes of CH2 digital images on the NAS image drive and uploading these to a website for public use. The key tools for this are the Gazebo gazetteer system, and image-linking software.

2.2.5 A working group to review the NAS online catalogue and consider future planning continues to meet. Hazel Anderson will attend the Branch Heads meeting on 10 July 2008 to table a recommendations paper from the group.

2.2.6 Dave Brownlee reiterated plans to evaluate DIMCAT and was arranging to set up a working group to take this forward.

### *2.3 Calm and OPAC*

2.3.1 David Brown added that positive feedback for the new NAS online catalogue has been received. Keith Dargie reported that a server issue had affected online catalogue performance and has subsequently been resolved.

2.3.2 David Brown reported that Calm is stable and performs well. Consideration of adopting the next version of Calm will be required. It was recommended that NAS defers upgrade in order to benefit from moving straight to v.8.1 or v.9.1. The other members expressed support for this approach.

## **3. Information systems security**

3.1 The report concerning information systems security from external auditors is expected soon. It was noted that the previous two IT audits evidenced positive outcomes.

3.2 Keith Dargie confirmed that no anti-virus or other security issues had been encountered since the last meeting.

## **4. Matters arising from ISPG Minutes of 15 April 2008 (circulated)**

4.1 [2.1.6] Arrangements have been made for use of the identified storage room.

4.2 [5.2] Telephony is in place for the ScotlandsPeople Centre. Solutions are being considered for accommodating UPS and backup devices that are too large for the cabinets. Wireless phones for supervisors have been tested and the trial was successful. The phased opening of the ScotlandsPeople Centre will begin on 25 August 2008.

## **5. Any other business**

5.1 Work is progressing in liaison with GROS on the Famous Scots project.

5.2 Glasgow City Archives (GCA) have contacted NAS regarding loss of data in the GCA Calm system. NAS may be able to assist by providing copies of the original data provided. Subsequent cataloguing amendments made by GCA over the intervening five years will not be included.

5.3 Contracted keyboard cleansing was discussed. Commercial arrangements for cleaning keyboards do not compare favourably with the cost of purchasing replacement keyboards.

**6. Date of next meeting**

The next meeting is due to be held during October 2008. Jenny Cutts will canvass for dates nearer the time.

Jenny Cutts  
8 August 2008