

**National Archives of Scotland
Information Systems Planning Group
10:00am, 22 April 2009
Lord Clerk Register's Room, General Register House**

Present: Dave Brownlee (chair); David Brown, Keith Dargie; Rob Mildren; Grayham Mount, Jenny Cutts (secretary).

Apologies: none.

1. Staffing issues

1.1 Keith Dargie explained that the current helpdesk 12 month work experience placements are due to expire in June. Two replacement business studies students will take up their posts on a staggered basis to allow for handover and training. A training day has been scheduled in advance of the present ICT Service Delivery Team Leader also leaving NAS in June. An advertisement for a B1 team leader replacement is being prepared. A B1 member of Infrastructure Team staff will leave on early retirement at the end of July 2009. In consequence it is intended that an A3 post will be established to assist with ICT infrastructure and domain management. It was noted that the demands of supporting both NASnet and the ScotlandsPeople infrastructure requires these posts to be filled as soon as possible.

1.2 Keith Dargie further explained that the support of the Tartan Register will be handled by the Web and Applications Team, with customer helpline and back-office administration support services provided by the Helpdesk team. A new Web and Applications Development Team structure was described. This team will deliver development resource flexibility for planned developments. Two members of the Digital Access Team will be transferred to this.

1.3 It was reported that one member of the Digital Imaging Unit had taken up post within the Scottish Government and that post remains vacant. Absence management within the unit continues to be closely monitored and the DIU Services Manager will attend an absence management seminar organised by the SG HR partner.

1.4 It was also reported that three training courses have been arranged for Infrastructure Team members at minimal cost as these were largely paid for by using free training vouchers from NAS' subscription to the Microsoft Enterprise Agreement software licensing contract.

1.5 The Online Resources Team leader will retire later in the year and consideration of restructuring this section is ongoing. Rob Mildren noted that branch heads have discussed whether the online resources functions may be moved into a different branch.

1.6 Dave Brownlee added that the regular review of ICT additional pay supplements was due and that he is sitting on the review working group. It was acknowledged that although this causes uncertainty for job holders, all pay supplements are subject to mandatory review.

2. Progress reports

2.1 IT Infrastructure and Web & Applications Development Team

2.1.1 Keith Dargie reported that a new domain controller has been installed and server accommodation reorganisation is progressing. A hardware storage area at TTH will be freed for staff accommodation.

2.1.2 Dave Brownlee confirmed that arrangements to offer the Scottish Council on Archives temporary office accommodation does not extend to systems maintenance. It was noted that best practice would be for their server to be located in a separate room but it must not be integrated with NASnet as server room access must be protected. Options for in-office server accommodation were noted.

2.1.3 Keith Dargie explained that the IT Security Review will be progressed over the course of the next few months and that a 'NASnet2' desktop will be prototyped and a server refreshment programme undertaken.

2.1.4 An options paper concerning industry requirements for Tartan Register access will be produced.

2.1.5 The planned Applications Innovations Programme was discussed. This will encompass a strategic review of all current systems and will consider future requirements and the utilisation of relevant new technologies. It was noted that it would be beneficial to align NAS search systems, such as RAC Seart Tool and Criminal Justice Database system, with ScotlandsPeople infrastructure.

2.1.6 Helpdesk statistics are due to be reported and an initiative to provide monthly branch statements was considered. A user survey will be undertaken and requirements to upgrade the helpdesk software will be identified when resources allow.

2.2 Digital Access Team

2.2.1 Grayham Mount reported that the sasine file renaming issue has not been resolved by BT and ingest not yet begun. Transformation software will be investigated during 2009 and the Digital Data Archive scoping study has been initiated.

2.2.2 A paper concerning upgrade for the sasine search tool for historical customers was circulated and discussed. Rob Mildren noted that search room systems will be included within the planned strategic overview. A common access point to front-end user access tools, such as indexes is desirable. A balance between long term strategic innovations and pressing medium-term requirements must be sought. It was recognised that separate systems, such as the Valuation Rolls facility must be put in place before completion of an overarching ICT Strategy. It was explained that RegistersDirect2 will go live in summer 2009 and a choice must be made between continued BT support or development of a more user-friendly NAS system for the sasine index.

2.2.3 Amendments to the online catalogue software have been completed. Further requirements will be considered in conjunction with online resources and branch representatives at a meeting to be held in May 2009. The internal online catalogue performance has been noticeable slower than the external one and new servers are on order.

2.2.4 Digitisation for ScotlandsImages content continues and no issues were reported.

2.2.5 A report outlining the DIU Evening Shift Performance Measurement Exercise was circulated and discussed. Camera features and processes were described and considered and it was accepted that output gains may be made for whole volumes digitisation if the technical set up were changed. The benefits to achieving digitisation on demand were also noted. Limitations on procurement and specifications for new equipment were also recognised. Digitisation policy regarding whole volumes and fulfillment of specific page orders was discussed. It was noted that decommissioning of DIMCAT is ongoing and a survey of microfilm containing useful surrogates is underway.

2.3 Online Resources Team

2.3.1 Rob Mildren reported that the second phase of the valuation rolls projects is underway. Extra digitisation capacity in the contract has been utilised for some RD digitisation. A seminar to compare and consider web statistics was held involving NAS and TNA personnel. A bi-product of the developing ScotlandsPlaces project will be the incorporation of thumbnail images into Virtual Volumes. It is intended that the ScotlandsPlaces product will include way-pointing as developed for church records access.

2.3.2 Rob Mildren explained that he is programme manager for the ICA AtoM initiative into an open source cataloguing software for use by the international archival community. The developer is based in Vancouver and release of version 1.1 is imminent. It was noted that the AtoM product may be a replacement for Calm in future.

2.4 Calm and OPAC

2.4.1 David Brown reported that Calm performance is satisfactory. The new version of Calm has not been demonstrated to reduce the re-indexing issue and reasons for improvement are unclear. It was thought that reduction of re-indexing time is due to increase in the systems' working memory although this was not identified by the system supplier. Re-indexing of Calm is usually complete by 8:30am.

3. Information systems security

3.1 Keith Dargie reported a problem affecting the ScotlandsPeople Centre system on 21 April 2009. A known issue concerning the tills application was explained which

requires firewall rules configurations to be applied during initial installation. This led to a key domain server being compromised by a virus, which resulted in the ScotlandsPeople services being disrupted over the course of two business days. The suppliers have been asked for a solution to avoid further issues arising. A meeting has been scheduled for 6 May 2009 in order that ScotlandsPeople Centre staff and ICT may discuss the service management document and support issues. A note concerning ScotlandsPeople business continuity will also be considered. There were no reported IT security incidents across NASnet.

3.2 It was mentioned that Grant Thornton are following up on last year's IT security review. Keith Dargie reported that the auditor had spent time with the IT Infrastructure, Web and Applications Developments and Service Delivery teams on this audit.

3.3 Scottish Government data handling guidance was discussed. Keith Dargie observed that this involved high level strategies and principles and that the identification of roles and responsibilities and may be combined with existing NAS ICT security policies.

4. Matters arising from ISPG Minutes of 12 November 2008 (circulated)

4.1 [3.2] Keith Dargie explained that progress towards NAS Internet Policies had been delayed and that he intends to submit recommendations to senior management soon.

4.2 Rob Mildren reported that no progress on joint telephony has been made. It was agreed that a more wide ranging telephony project encompassing wireless technology would be desirable as this would allow NAS to develop its business development strategies alongside the telephony systems upgrade.

5. Any other business

5.1 Grayham Mount explained that the British Computer Society Professional Development Scheme had become inactive within NAS. It was observed that the training and performance system covers this and formal PDS documentation requires extra time and effort. It was noted that job holders intending to move into alternative ICT posts within core Scottish Government may benefit from PDS but the benefits are minimal whilst they remain within NAS. Dave Brownlee added that the impacts of PDS will be considered as part of the pay supplement review. It was thought that ICT staff within NAS are able to gain wide ranging practical experience and enhanced skill sets due to flexible team structures and support responsibilities.

6. Date of next meeting

The next meeting is due to be held in August 2009. Jenny Cutts will canvass for dates nearer the time.

Jenny Cutts

19 May 2009