

**Information Systems Planning Group**  
**2:30pm, Tuesday 26 July 2007**  
**Lord Clerk Register's Room, General Register House**

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

**Apologies:** none

## **1. Staffing**

1.1 It was reported that a number of applications had been received in response to the B1 Assessment Centre which is being held at the end of August. It was noted, however, that while Bill Paton had initially been put forward as the NAS representative at the centre, he is due to be on leave at the time. Keith Dargie will now assume this role himself.

1.2 It was noted that the three student placements have recently taken up their posts in ICTB and have settled in well. The Web and Applications Development team will also benefit from a short term contract arrangement that has been arranged to allow Laura Martin to return to complete a number of web development tasks. Laura will be based at TTH until she returns to University at the end of September.

1.3 Again there were a high number of applications received in response to the A2 Digital Imaging Unit advertisement, of which 14 candidates passed the sift. Grayham Mount explained that an open day will be facilitated whereby candidates can learn more about NAS and the work of DIU in advance of interviews. Six applications have been received for the DIU A3 post and the interviews will be held mid August. The DIU B1 post is open to A band applicants and an appointment will be made at the end of August following an Assessment Centre.

## **2. Progress reports**

### **2.1 IT Infrastructure and Web & Applications Development Team**

2.1.1 Keith reported that the vast majority of the IT infrastructure systems required for the Scottish Family History Service (SFHS) had been implemented, with 14 servers installed. Two prototype desktop PCF workstations have been produced, one for staff and one for customers. These will be quality assured and tested in due course.

2.1.2 In order to progress the project overall and to assist GROS in organising and developing the software solutions that they are responsible for producing, Keith plans to hold another technical analysis workshop on 27 August to assess progress, and to define and document the remaining components of the project.

2.1.3 Progress regarding SFHS IT hardware equipment was reported on. Approximately 190 of 600 boxes of equipment have been unpacked, checked and documented, including adding to the ICTB Hardware Inventory system, with work continuing toward completion.

2.1.4 It was noted that although the Scottish Family History Centre is now scheduled to open in March 2008, NAS and GROS continue to work towards a November 2007 deadline for completing and implementing the SFHS IT infrastructure and applications systems. Keith will shortly turn his attention to establishing the appropriate service management and Service Level Agreements between NAS and SFHS and GROS, including how Helpdesk support services will be delivered to the SFHS.

2.1.5 It was noted that the planned joint telephony service project had not yet been progressed any further by GROS since decisions were reached on the scope and direction of the project in February 2007, but that Dave Brownlee had discussed the matter with Eddie Turnbull.

2.1.6 It was reported that the web server was replaced on 18 July 2007 as part of the on-going ICTB server development programme.

2.1.7 Early morning ICTB - Infrastructure team support was discussed. Keith explained that while his team were more than meeting the agreed Helpdesk response and service availability targets, overall customer satisfaction and perception can sometimes be reduced in the event of any overnight or early morning problems being encountered before the Helpdesk service starts at 08:30hrs. There have been twelve incidents of wide impacting issues to NASnet services since January 2007. It was explained that procedures had been established to allow the ICTB - Infrastructure team to check the key IT systems remotely each morning at 07:00hrs. If a problem is discovered, either the 'duty officer' or a colleague will get into the office as soon as possible to rectify the matter. The new procedures have already kicked into action, with two overnight server problems resolved by just after 07:30hrs. Keith, Rob and Dave expressed their gratitude to the team colleagues who have made this commitment to support our key systems. It was reaffirmed, however, that these arrangements will not result in a formal extension of the support hours. To provide full cover from 07:00 to 19.00hrs would require additional staff, which is not possible in the current financial climate.

2.1.8 The known WRH network performance issues were discussed. It was noted that calls logged with the Helpdesk by staff based in WRH had declined since the recent targeted upgrade of network cabling and equipment at WRH. Keith explained that his team also plans to investigate the reconfiguration of a low-level switch setting that may prove relevant to the WRH infrastructure. THUS will replace the inter-building link at zero cost to reflect agreements reached previously by Keith. This will increase capacity to 8Mb for data (up from 2Mb currently), with an additional 2Mb set aside for future voice capabilities. The new system will provide the option to further increase the bandwidth as required. It is hoped to complete the upgrade by the end of September/early October.

2.1.9 Keith explained that the new ICT Business Activity Reviews are in the process of being planned, with the first round of meetings scheduled to take place over October and November. It is hoped that this initiative will improve further the planning and delivery of IT operations and services and help maintain effective channels of communication throughout the year.

2.1.10 Much of the design and development work for the ScottishDocuments2 website has been completed, although further work on the administrative area of the website progresses. The redesign of the ScottishHandwriting website is also close to completion.

2.1.11 It was reported that a review of our personal U: drives had recently been undertaken. It is apparent from the analysis of the size and document types that certain personal drives are being used to store large media files for non-business reasons. Keith has issued information messages to colleagues about this matter and requesting that colleagues 'spring clean' their U: drives. Keith will report back to ISPG at its next meeting on the outcomes of this review.

2.1.12 The file corruption problem encountered at TTH during June was discussed. It was explained that this was due to a server hard drive failure, and despite an apparently successful rebuild of the drive and its data, it appears that files and documents active at the time of the failure had become corrupted.. Approximately 30 requests for restored files had been made to the Helpdesk. These were completed within a maximum of 2 days and further restorations can be done on request. The relevant back- up tape containing the last successful backup of the TTH server contents will be retained for 12 months.

2.1.13 Keith reported that he had recently delivered a talk at the Dell Imaging Event in Glasgow focusing on the SFHS printers and IT systems. This has helped raise awareness of both NAS and the SFHS project. Keith also explained that he is in discussions with his Microsoft and Dell contacts to progress the possibility of NAS being chosen as a "centre of excellence" for its deployment and management of its IT Infrastructure systems. This will be accompanied by the publication of two papers, which Keith hopes to produce in early Spring 2008. Both of these undertakings will provide good publicity for NAS and help develop contacts and potential future collaboration opportunities

2.1.14 It was noted that work by the Records Management project to align G: drive documents with the corporate file plan involved the renaming of files that had resulted in links on *theOracle* no longer working. This problem had been resolved in discussion with James McCormack.

2.1.15 Keith also reported that the new GIS server had been installed and that the DDA infrastructure was fully established and in place. It was noted that the GIS licenses required to be reviewed.

## **2.2 Digital Access Team**

2.2.1 Grayham Mount reported that phase one of the RAC project concerning copying microfiche abridgements had been completed. Two terabyte USB drives were nearly full and more storage would be required. Agreement with CLRB regarding storage of e-sasines must be reached. It was noted that load balancing problems had been experienced with the RAC search tool but that unreasonable searches may be the cause. The proposal to limit the number of hits returned by a search was rejected by the legal search firms and thousands of hits may be returned for any one search. It was

reported that the RAC system no longer experiences 'freezes' but slow processing may be misinterpreted as such.

2.2.2. It was noted that a problem concerning one hard disk configuration had been experienced and that BT had duly replaced it. BT had also been informed about a back-up problem. It was reported that Iain Moffatt acted as first line support for RAC search problems and referred to BT support as necessary. Problems experienced by the live system used by Legal Search Room had been reduced by switching Historical Search Room access to a non-live version.

2.2.3 A request from the Historical Search Room that post 1989 records be omitted from the search tool in order to prevent legal searchers using the HSR machines had been made but it is not technically possible to facilitate this.

2.2.4 RAC search problems are reported directly to Registers of Scotland by the Legal Search Room.

2.2.5 Further coordination with BT regarding access to e-sasines and involving CLRB is required. It was reported that a script has been prepared to resolve the one-digit discrepancy in naming conventions in order that e-sasines may be accessed via Virtual Volumes.

2.2.6 It was reported that the DIU backshift had been successful but had been discontinued due to lack of Pertemp volunteers. It is anticipated that DIU are meeting copying targets.

2.2.7 All Digital Data Archive (DDA) servers have been installed and the DDA will be ready to go live once bug testing is complete. User acceptance scripts have been finalised. It was noted that Jane Brown is the DDA project manager and that Helen Bull will continue DDA development work following departure of Steve Bordwell from NAS. It was explained that work with HATII regarding DRAMBORA (Digital Repository Audit Method Based on Risk Assessment) is scheduled to take place in August. Curatorial input concerning BIP0008 compliance is required and meetings will take place with Jane Brown and Susan Corrigan. Some investigation of the network impact of copying large amounts of data across DDA quarantine will be required. It was thought that such processing could take place out of office hours.

2.2.8 Based on BT estimates of 24 gigabytes of e-sasines to be ingested into DDA per month, it is expected that the current DDA storage capacity will run out within 3 years. Requirements for image storage which correspond to the DDA must also be determined regarding future storage needs. It was noted that NAS storage requirements are approaching Enterprise Content Management (ECM) levels and that provision of ECM would cost in the region of £100,000 per annum. It was agreed that NAS storage requirements require review and planning and the difficulty of obtaining storage capacity estimates from potential depositors of electronic archives was noted.

2.2.9 There had been a delay in imaging documents for the ScotlandsImages project resulting from Virtual Hamilton imaging work taking longer than expected.

2.2.9 A workshop to decide how best to copy negative photostat registers will be held on 2 August 2007 and to consider access and preservation requirements. The suggestion that digital surrogates of these registers may be declared the authentic legal document once the original photostat documents have faded to black was discussed. Grayham Mount explained that the existing virtual volume tools may be used to invert and sharpen images of these documents for access purposes.

### **2.3 Online Resources Team**

2.3.1 Rob Mildren reported that the ScottishHandwriting website would be relaunched in August and that the redesigned ScottishDocuments site will include an imported gazetteer to provide geographical access points to documents.

2.3.2 It was explained that curatorials within ORT each take responsibility for a particular website and that Heike Vieth will assume responsibility for the NAS website from August.

2.3.3 It was reported that Surya Somasunderam has established an efficient system for copying tapes of GSU images onto external disk drives.

2.3.4 It was noted that European Union notices concerning Valuation Roll project had been issued and that SE Finance were keen that the money be spent before the end of 2007-2008.

### **2.4 CALM and OPAC**

2.4.1 It was reported that no problems with Calm had been experienced for 100 days, subsequent to Calm version 7 upgrade and that few helpdesk calls had been placed with regard to poor performance of Calm or OPAC recently.

2.4.2 David Brown reported that catalogue entries had been identified which would require changes in order to export into the new version of OPAC being developed in-house. It was noted that many of these entries may be altered using the global change function but that others required 'work arounds'.

2.4.3 It was reported that 3 complaints regarding the slow operation of OPAC had been received in the last few days and that the researchers affected had been offered apologies and had been invited to become public testers for the new OPAC. It was explained that approval for OPAC user requirements remained outstanding.

2.4.4 Discussion was held concerning the period of notice required regarding cessation of DS OPAC hosting. It was thought that the current contract expires on 31 March 2008 and that the new OPAC should be ready by that date. It was noted that non-renewal of this contract would save NAS approximately £5,000 or £6,000 per year.

2.4.5 Potential interest in an NAS developed OPAC from other archival institutions was considered. It was felt that although this product might be a marketable commodity, it was not feasible for NAS to act as a software development house.

However, it was agreed that NAS would be able to share the approach taken and technical solutions reached in dissemination papers.

### **3. Information Systems Security**

3.1 It was noted that an assessment of SFHS security has been undertaken by an external specialist company and a report submitted. The SFHS Infrastructure design implemented by NAS has been ratified, with some recommendations proposed for improving the security of the applications systems being developed by GROS.

3.2 Two recent security incidents concerning websites hosted by NAS were explained by Keith. Both security breaches had been immediately resolved and customer care issues dealt with. There was no major compromise to the websites or the ICT security systems generally.

3.3 It was reported that *system owners* had been identified for all ICT systems and that this was a useful measure to manage changes and to support the systems effectively. The list of *system owners* is published via *theOracle*.

### **4. Matters arising from ISPG meeting of 24 April 2007**

4.1 The complaint discussed at [4.3] of previous meeting concerning a DVD sold to a customer has not been resolved. Scottish Executive solicitor's recommendations were discussed.

4.2 It was noted that the request discussed at [6.1] at previous meeting for copy production facilities based in WRH was not feasible without additional resources.

### **5. Any other business**

Dave Brownlee explained that annual leave commitments prevented the ISPG meeting taking place in advance of Management Board meeting on 17 July 2007 but that ISPG reports would be submitted for Management Board consideration subsequently.

### **6. Date of next meeting**

The next meeting will be held during week commencing 22 October 2007.

Jenny Cutts  
3 August 2007