2.1   The paper proposing the wider adoption of the Local but Central IT operating model (paper **16/11/02**) was received.

2.2   The Director of ISD presented the paper, summarising the Local but Central approach.

2.3   Using data from the Cubane benchmarking survey, it was highlighted that centrally run infrastructure combined with local responsive teams can lead to better service satisfaction. For example, if a

Top Quartile.

2.3   As regards financial aspects, it was noted that circa £29Mpa of   IT spend is made centrally, whilst circa £7Mpa is through faculty and department IT teams. However, Local but Central i
                                                                  most economies of scale.

2.4   The alignment between the Local but Central approach, and the wider TOPS (Transformation our professional services) programme was recognised. It was noted that local IT teams tend not to perform activities beyond IT
other professional service teams in faculties, where there is less clear delineation.

2.5   The ISGC endorsed the Local but Central approach as the standard model for integrated IT service provision across UCL. ISGC approved in principle the wider rollout of the approach across UCL with the aim of covering most of UCL by August 2017. The adoption in particular Faculties will be dependent on the agreement of individual Deans.

3.   **16/11/03 Improving the UCL student digital experience**

3.1   The paper proposing accelerating improvements in student related technology (**paper 16/11/03**) was received

3.2   Dr Fiona Strawbridge (ISD) presented the paper, summarising the main investment targets to improve the student digital experience: increased campus WiFi; more student computers; more and improved Teaching Space Audio-Visual equipment; more Lecturecast deployments.

3.3
UCL halfway towards matching the Russell Group mean ratio.

3.4   As regards funding, the Director of Finance highlighted his support for this paper, given the current Estates underspend against the FY16/17 budget, reinforcing that the spend is for capital only. Utilising the underspend in this way will not impact the overall longer-term investment in the estate.

3.5   Space issues, eg for PC cluster rooms, were recognised as a key challenge to deliver required outcomes for this investment. The ISGC agreed the need for local conversations on a case-by-case basis, facilitating the allocation of space for student PCs where possible.

3.6   The ISGC endorsed the aim of achieving a top quartile NSS rating for educational technology by the end of FY 17/18 and approved the proposed invest 595.32 W*ṅBT/F2 118.000008871 (

4. **16/11/04 Cyber Security Audit**

4.1 The paper summarising the outcome of the recent cyber security audit (**paper at 16/11/04**) was received

4.2 The ISGC reviewed the background and main points arising from the recent KPMG audit on Cyber Security Essentials. As well as ISD, the audit covered information security governance across five
coordinate and monitor the corrective actions required from the audit.

4.3 It was agreed that the cost of making the required changes should be met mainly from existing resources. Also, whilst there is more to do, the ISGC recognised the progress already made, eg in penetration testing on UCL systems.

4.4 The paper on the Cyber Security Audit was noted

5. **16/11/05 Information Security Update (highly restricted)**

5.1 The Information Security Update (paper at **16/11/05 highly restricted**) was received.

5.2