

Heidi Plus development update

HSG/15/02/01

Background and desired outcome

This paper provides an update on progress with the the development of Heidi Plus. The Heidi Stakeholder Group is asked to review the information provided and to raise any observations, concerns or questions, continuing to act in an advisory capacity to help ensure a successful outcome for the current and potential Heidi user community.

The Group will also be provided with a demonstration of the developing service, and is asked to provide feedback during the meeting.

1. Heidi Plus Beta Phase 1

Heidi Plus Beta Phase 1 ran from 28 July to 4 September 2015. Participation in this phase was limited to Heidi Stakeholder Group organisations (that would have an interest in the data included within the phase - student and finance data) and organisations that had previously expressed an interest in being involved in beta testing.

It offered these organisations the opportunity to be part of a small group with early access, to enable HESA to gather initial feedback on the service and to provide them with an opportunity to have a first look at how the service was developing and to influence its development.

9 organisations completed the application process and took part in this phase (with a total of 33 users);

- Bangor University
- De Montfort University
- Higher Education Funding Council for England
- The University of Essex
- The University of St Andrews
- The University of Sunderland
- The University of Warwick
- Universities UK
- University of Plymouth

The main areas that we requested feedback on during this phase were;

- The content and usability of HESA created visualisations and dashboards (and suggestions for additions to this suite)
- The usability and structure of the supplied data sources

- System performance
- Reviewing content of training and support materials
- The proposed contractual agreements for use of Heidi Plus following Beta Phase 1
- The process of completing the information security questionnaire
- The impact of maintenance and data releases on end users

HESA received a wide range of feedback which is in the process of being reviewed both internally and with the assistance of our vendor consultant. An anonymised version of this feedback is provided in Appendix A [Redacted]. In summary;

- Participants felt that the new functionality was far advanced compared to current heidi, especially the ability to cross tab
- Some very useful feedback was gathered on the sample visualisations provided in Beta 1, that will be looked into as part of Beta 2 and Production release
- Participants reported impressive performance
- Feedback was received from a number of users on the structure of finance dataset. This has now been addressed and as part of Beta Phase 2 a second prototype is being provided for review
- A number of users raised the issue that there is a restriction with the software with does not allow for multiple data sources to be analysed together
- Useful feedback was received regarding functionality that was not immediately obvious to the end user, which is now being incorporated into support text and example exercises.

2. Heidi Plus Beta Phase 2

Heidi Plus Beta Phase 2 is currently underway and is due to conclude on 30 October 2015. An invitation to this phase of testing was sent to the heidi main contact at all organisations currently subscribed to heidi, who had not participated in Beta 1. In total, 40 organisations have expressed an interest, a list of which is included in Appendix B.

As part of Beta Phase 2, organisations are being asked to sign up to the final versions of the Services terms and conditions (which include an Information Security Questionnaire, an Organisational Agreement, and individual User Agreements). These have been developed in consultation with Beta Phase 1 organisations, as well as one of the top specialist Data Protection Barristers in the UK to ensure that its data protection approach to Heidi Plus is compliant with Data Protection Legislation and ICO Guidance. A brief explanation of the reasons for these being required is provided below;

Contractual agreements

As discussed at the last Stakeholder Group meeting, Heidi Plus is based on a commercially available software platform (Tableau Server) and it is not possible to apply the same disclosure controls previously used in the heidi system. It is therefore necessary to allow some Heidi Plus users to have access to unrounded data that may constitute personal data.

To enable HESA to lawfully grant access to individualised data HESA needs to ensure that it has completed an appropriate level of due diligence on Heidi Plus subscribers, that appropriate contractual terms are in place for all users, and that training is provided for Lead Contacts.

In light of this, a final suite of documents have now been developed, and are being used for the first time as part of the Beta Phase 2 process. Organisations participating in Beta Phase 2 will not need to complete these documents again for the Heidi Plus Production release.

User roles for Heidi Plus

There are 3 types of user access available for Heidi Plus and these levels of access determines the availability of the projects, thus controlling what Heidi Plus functionality and data sources are accessible;

Bronze User	<ul style="list-style-type: none"> Can view HESA created dashboards only
Silver User	<ul style="list-style-type: none"> Can view HESA created dashboards Can create visualisations from data sources which do not relate to individuals (i.e. HESA Finance data) Can share own visualisations and tabulations with other Silver and Gold users at their organisation
Gold User	<ul style="list-style-type: none"> Can view HESA created dashboards Can create visualisations from data sources which do not relate to individuals (i.e. HESA Finance data) and unrounded data which does relate to individuals (i.e. HESA Student data – this data is provided unrounded but must be rounded for onward use) Can share own visualisations with Silver and Gold users at their organisation (data relating to individuals may only be shared with other Gold users)

In addition the role of Lead Contact has been created, of which there must be at least two from Production release. The Lead Contact replaces the traditional heidi roles of Main Contact and Local Administrator. A Lead Contact;

- Must have a pre-existing requirement to access the most detailed data within Heidi Plus including data relating to individuals (that is, data about Students, Staff and Leavers which could be considered to be personal data).
- Must be able to assess potential user's needs and determine an appropriate access level.
- Must undertake Lead Contact Data Protection Training on an annual basis (provided free by HESA).
- Are responsible for ensuring that Heidi Plus users at their organisation comply with the Data Protection Act 1998 whilst using Heidi Plus, which includes making available data protection training to Gold Users (i.e. users with access to the most detailed data including data relating to individuals) at their organisation every two years and keep an appropriate audit trail of this training.

Beta Phase 2 organisations are currently in the process of completing the documentation required to access Heidi Plus and will have their accounts activated when these are completed.

Feedback from Beta Phase 2 will be analysed and used to improve the service ready for its Production release.

3. Heidi Plus Production release

The production release of Heidi Plus is planned for late November 2015. Contact will be made with the remaining organisations that have not yet nominated a Lead Contact in early November.

Data content

At production release we plan to include the following data sources in Heidi Plus;

- HESA Student
- HESA Finance
- HESA Staff
- HESA Key Financial Indicators

Development and release of the remaining data sources will continue until April 2016, with the proviso that data sources will be released prior to the next year of data being introduced to Heidi Plus. A draft plan of the remaining data releases is provided below. Please note that in a majority of cases we are planning to deliver 10 years of data;

Data	Month
HESA Estates Management Record	January 2016
HESA Destinations data	January 2016
Performance Indicators	February 2016
Student Staff Ratios	February 2016
HESA HE-BCI survey Part B	March 2016
UUK Pattern data	March 2016
SCONUL Library Management Statistics	April 2016
National Student Survey	April 2016
Research Excellence Framework 2014	April 2016

Please note that the following data sources will not be recreated for Heidi Plus either due to them being discontinued or due to low usage;

- UCAS, CUKAS and GTTR data
- HEBCI Part A
- Funders Forum Metrics
- HEMS
- TQI
- Equality data
- TDA
- RAE 2001

Training

HESA Training resources have been primarily focused on designing and providing Data protection training webinars to Lead contacts throughout Beta one and Beta two testing phases. 12 webinars were delivered to Beta one Lead Contacts and Gold users. So far for Beta two, 6 webinars have been delivered to Lead Contacts, with a further 7 planned. It has been decided that HESA Training will provide (chargeable) Data protection webinars to Gold users at organisations (see attachment). There are currently 16 planned Gold user webinars scheduled for Beta two.

The next key step for HESA Training is to provide Lead Contact training workshops in November and December. Venues have been booked in London, Liverpool, Belfast and Edinburgh. Workshops will provide training on data protection, will include a demonstration of Heidi Plus and the added opportunity for attendees to use the tool with guidance and assistance. Invitations to attend will be limited to one Lead Contact from each organisation, and these will be issued later in October.

Training documents designed for Beta one have been reviewed, and overall feedback is very good. There are plans to design further support materials (recorded training videos, additional training exercises, help-sheets etc.) before the production launch.

4. Heidi Plus demo

Stakeholder Group members are invited to provide feedback on Heidi Plus during a live demo session.

Appendix B: Organisations expressing an interest in taking part in Beta Phase 2

- Birkbeck College
- Bishop Grosseteste University
- Cardiff University
- Glasgow Caledonian University
- Heriot-Watt University
- Higher Education Funding Council for Wales
- Liverpool John Moores University
- Liverpool School of Tropical Medicine
- London South Bank University
- Loughborough University
- Oxford Brookes University
- Royal Holloway and Bedford New College
- Russell Group Headquarters
- Sheffield Hallam University
- The City University
- The Manchester Metropolitan University
- The Queen's University of Belfast
- The University of Bath
- The University of Bolton
- The University of Bradford
- The University of Bristol
- The University of Central Lancashire
- The University of Dundee
- The University of East London
- The University of Exeter
- The University of Glasgow
- The University of Greenwich
- The University of Hull
- The University of Keele
- The University of Leicester
- The University of Liverpool
- The University of Northampton
- The University of Oxford
- The University of Salford
- The University of Stirling
- University of Chester
- University of Cumbria
- University of Derby
- University of Durham
- University of Northumbria at Newcastle