

A Knowledge Management Strategic Plan for the University of Edinburgh

[CONTENTS]

Knowing what we know

The first draft of the Knowledge Management Strategic Plan was published at the end of 2003, and we are now into the first phase of the consultation process. The Plan itself has been posted on the knowledge management website at http://www.ipc.isg.ed.ac.uk/km_index.htm

If you don't have access to the Web, there are a small number of paper copies of the document in the Main Library at George Square and in the Darwin Library at The King's Buildings, or from Charlotte Kemp (tel 511625).

You should have received an email inviting your comments: if you didn't then please accept our apologies and our warmest invitation to comment now. If you have access to the Web, you can email your response directly to ISG by using the comments board at <http://www.ipc.isg.ed.ac.uk/isgcomment.html>

In addition, ISG staff have the opportunity to participate in an online discussion forum, access to which is gained by entering your staffmail username and password. (If you don't know your staffmail details, your EUCS Support Team will be able to help.) The Forum is at <https://www.discussion.isg.ed.ac.uk/>

There will also be two "town hall" meetings where you can put your thoughts and questions direct to Helen Hayes, the Vice Principal with responsibility for the Knowledge Management Strategic Plan. These meetings will be held on:

- 28th January, Michael Swann Lecture Theatre, The King's Buildings, 12-1PM.
- 4th February, DHT Lecture Theatre, George Square, 1-2PM.

The Vice Principal will continue to meet with groups and individuals in the Colleges and Support Groups as the plan develops. There are some gaps in this draft, which will be resolved as the Plan is reworked. Phase two of the Plan will be available by mid February. Inevitably the Plan has raised a number of University-wide issues that will need to be resolved over time, and Working Groups may be established in particular areas to address those key issues where broad input is essential.

I look forward to receiving your comments.

Happy New Year—



Helen Hayes

A Knowledge Management Strategic Plan for the University	1
Sharing secrets	2
University wireless project: rapid progress	3
BCS meeting: wireless LANs	3
Do you have 'confidential' information on a public webserver?	3
A great idea for a New Year Resolution: change your password!	3
Service entitlement for 'visitors'	4-5
Highlights from the C&IT Committee	6
Data Library news:	7
EDINA launches image service	
Science Clips flesh out Education Media Online	
EDINA BIOSIS keeps getting better	
Find your way with Go-Geo!	
Three more success stories in ISG	8
'Desktop Services' and 'Architecture': new contact details	8
HCI2004: Design for life	8
Vacation arrangements	8



Helen Hayes
Vice Principal, Knowledge Management
and Librarian to the University

Sharing secrets

How to prove you are you

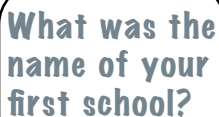
EUCS in particular, but any provider of services in general, has the problem of identifying people who may or may not be entitled to services when those people are geographically distant and cannot show a means of identification such as photo-id. This is especially true when we are trying to hand out or change passwords for access to computing resources. It is far from ideal for support staff to change passwords for users who ring up and ask for this! The University's support services are not alone in having this problem.

There is a solution to this, and it is in common use by Internet service providers, banks, credit card companies, phone companies and universities. The solution is to create a database of *shared secrets* which is held by the institution and is used to identify individuals whenever it is required. It works like this:

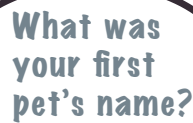
- an individual contracts a service from a service provider; *e.g.* a member of staff joins the University and gains access to a staffmail account.
- at the point of introduction when identity information is being gathered, the service provider provides the individual with a choice of questions that they will be asked if at any time in the future

that individual's identity needs to be tested; the questions and encrypted answers are recorded in a database. These questions need to be something that is personal to the individual. Examples include questions like: "what is your mother's maiden name?". They should

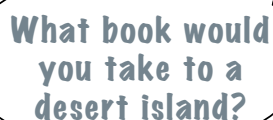
not be questions whose answer could be derived or easily guessed, *e.g.* "what is two plus two?", "what football team do I support?".



What was the name of your first school?



What was your first pet's name?



What book would you take to a desert island?

- if at some later date the individual loses or forgets the password for a service, there is no need to ask support staff to reset the password. Instead they can go to a kiosk or web-form and enter their username details, and any other semi-public information about them that can build up an identity

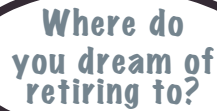
profile. Finally the questions that were stored earlier are posed. The individual then enters the answers to the questions, and if these are the same as the stored ones, identity is assumed to be confirmed and the person can set a new password.

- whenever the shared secret challenge is presented to the user and a password change request is initiated, the system should send an 'out-of-band' message (via email) to the user. In this way the user is alerted to the fact that the challenge service has been used, and in the unlikely event that someone else has guessed or knows the shared secret(s), then it will quickly be brought to light.

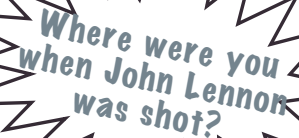
A separate passphrase secret can be stored and used by support staff to confirm identity when talking to people on the telephone, if required for that purpose.

EUCS will be piloting such a scheme for the Alumni Portal being developed by MIS on behalf of the Development and Alumni Office. If the pilot is successful, the service could be rolled out to support identity checking for other services provided by ISG and others, and would form part of the EASE central authentication service being developed by EUCS.

The detailed proposal was presented to the recent meeting of the C&IT Committee, and can be found at http://www.ucs.ed.ac.uk/ucsinfo/cttees/citc/work/authdirwg/shared_secrets.html



Where do you dream of retiring to?



Where were you when John Lennon was shot?

Graeme Wood (EUCS)

University Wireless Service: rapid progress

There are now 25 Wireless Access Points – WAPs – in public areas around the University, with over 700 registered users.

The most recent Access Points to be installed were in the Potterrow Dome, The William Robertson Building lecture theatre and a second Access Point in the Moray House Library.

Areas which have some wireless coverage are (or soon will be) advertised by displaying a variant of the logo shown alongside.

The URL for more wireless information is <http://www.ucs.ed.ac.uk/wireless/>

In addition to the Wireless Access Points in public areas, several departments have joined the scheme and the use of their WAPs is identical to the use of the WAPs in public areas.

Bill Byers (EUCS)



BCS meeting: wireless LANs

The local branch of the British Computer Society is hosting a talk by Alistair Gunn, of Hillington Park Innovation Centre, on the subject of 'Wireless LANs'. The meeting is at 6:30PM on Wednesday 14th January, at the Royal Pharmaceutical Society, 36 York Place, Edinburgh. The website for the local branch of the BCS is at <http://www.cee.hw.ac.uk/~bcsed/>

David Muxworthy (BCS)

Do you have 'confidential' information on a public webserver?

The central Unix web publishing services provide convenient ways for official units and individuals to make information available on the Web. Official units should use 'virtual servers,' while individuals may use the 'homepages' service for personal web pages – in both cases by copying files into a specific location on holyrood.ed.ac.uk and *making them publicly readable*.

A side-effect of this is that all files that may be seen (ever) via the webserver must *always* be readable by *all users of our central services*. This includes many members of staff, some students (including undergraduates) and some visitors.

You can specify that the webserver is only to serve pages to a restricted set of people, but this should not be considered as anything other than a 'weak' security technique to control external access. Internal access cannot be controlled in this way, and a faulty web script by another publisher on the service could bypass the restrictions you thought you had in place.

You should never use this service to publish files containing information that you would not be happy with any **holyrood** user reading (or passing on).

EUCS recognises that some users may wish to have fine control over who sees what content on the Web, and is addressing this in a number of ways. A new Windows publishing service, linked to Active Directory Security Groups, is being implemented. In the longer term, the proposed Content Management System and developments in central authentication generally will improve matters.

For links to related documentation see <http://webhelp.ucs.ed.ac.uk/bits/200312.html>

Ed Dee (EUCS)

A great idea for a New Year Resolution: change your password!

If you have been given a password for a central service during the past two years and you have not changed that initial password then it is possible that your computer account may have been accidentally compromised because of a procedural error.

Although our advice is always to change your initial password, we know that many people do not do so. We therefore strongly advise that you change your password now.

Advice on how to choose a good password can be found at <http://www.ucs.ed.ac.uk/passwords.html>

Brian Gilmore (Director, EUCS)

Service entitlement for 'Visitors'

The University is about to launch its Visitor Registration Service – VRS (see <http://www.visitor-registration.ed.ac.uk/>). As part of the preparation for this, the Information Services Group (which includes EUCS and the Library) has been formalising which of its services should be available free of charge to visitors (in this context the term 'visitor' encompasses everyone who is not in the Human Resources Staff/Payroll database or the student database). Eventually it is expected that the VRS will enable automatic selection of these services, so the first step is to define them.

These two tables show the current categories of visitor and their entitlement. Any comments, and particularly any omissions of categories, should be notified to myself (email Scott.Currie@ed.ac.uk).

Scott Currie (EUCS)

Entitlement to free ISG facilities and services for

See Category Note No:	1	2	
	University	University Fellows	Stair other HE
Universal User Name	Yes	Yes	Ye
Lab Account	Yes	Yes	Ye
Holyrood Account	Yes	Yes	N
Archive Account	Yes	Yes	N
Waverley Account	Yes	Yes	N
email Account	Yes	Yes	N
User Support Service	Yes	Yes	N
Documentation	Yes	Yes	N
Training Courses	Yes	Yes	N
LRC/GMRC Services	Yes	Yes	N
Dial-up Account	Yes	Yes	N
VPN Account	Yes	Yes	N
Wireless Access	Yes	Yes	Y
LapLAN Account	Yes	Yes	Y
Lecture Theatre Account	Yes	Yes	Y
eDiary Account	Yes	Yes	N
Athens Account	Yes	Yes	N
Library consultation	Yes	Yes	Y
Library borrowing	Yes	Yes	N
Inter Library Loans	Yes	Yes	N

Entitlement to free ISG facilities and services for 'non students'

See Category Note No	13	14	15	16	17	18	19
	Postgraduates of other UK HEIs	Postgraduates of non-UK HEIs	Students of other UK HEIs (vacation)	Students of non-UK HEIs (vacation)	Unregistered students (credit)	Unregistered Students (non-credit)	Alumni
Universal User Name	Yes	Yes	Yes	Yes	Yes	Yes(c)	Yes(d)
Lab Account	No	No	Yes	Yes	Yes	No	No
Holyrood Account	No	No	No	No	Yes	No	No
Archive Account	No	No	No	No	Yes	No	No
Waverley Account	No	No	No	No	No	No	No
email Account	No	No	No	No	Yes	No	No
User Support Service	No	No	No	No	Yes	No	No
Documentation	No	No	No	No	Yes	No	No
Training Courses	No	No	No	No	Yes	No	No
LRC/GMRC Services	No	No	No	No	Yes	No	No
Dial-up Account	No	No	No	No	Yes	No	No
VPN Account	No	No	No	No	Yes	No	No
Wireless Access	Yes	Yes	Yes	Yes	Yes	No	No
LapLAN Account	Yes	Yes	No	No	Yes	No	No
Lecture Theatre Account	No	No	No	No	Yes	No	No
eDiary Account	No	No	No	No	No	No	No
Athens Account	No	No	No	No	Yes	No	No
Library consultation	Yes	Yes	Yes	Yes	Yes	No(e)	Yes
Library borrowing	No(b)	No	No(b)	No	Yes	No	No
Inter Library Loans	No	No	No	No	No	No	No

r 'non staff'

3	4	5	6	7	8	9	10	11	12
Staff of UK HEIs	Staff of non-UK HEIs	Staff of UoE company	University Staff not on main payroll	Temporary Staff	Postgraduate Workers	Approved Retired Staff	Official School/ College Visitors	NHS Trust Staff	Staff of UoE Associated Institutions
es	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
es	Yes	No	Yes	Yes	Yes	No	No	Yes	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
es	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
es	Yes	No	Yes	Yes	Yes	No	No	No	No
es	Yes	No	Yes	Yes	Yes	No	Yes	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
o	No	No	Yes	Yes	Yes	No	No	No	No
es	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes(a)	Yes
No	No	No	Yes	Yes	Yes	Yes	Yes	Yes(a)	Yes
No	No	No	Yes	Yes	Yes	No	No	No	Yes

Category Notes

Any category not mentioned here can be assumed to get no free services, but may be entitled to charged services. All such individuals must be entered into the MIS Visitor Registration Service (except Alumni).

- University Honoraries:** defined by individual Colleges. EUCS provides free services for Honoraries and Fellows numbering up to 5% of College staff.
- University Fellow:** as per Honoraries (5% limit is total of both categories).
- Staff of other UK HEIs:** obvious.
- Staff of non-UK HEIs:** obvious.
- Staff of U of E Company:** includes ERI.
- Staff not on payroll:** casual staff not in the HR database.
- Temporary staff:** mainly clerical or IT staff – again not in HR database; includes staff seconded to the University.
- Postgraduate workers:** PGs being paid as casuals – not in HR database.
- Approved retired staff:** “approved” means entered into the Visitor Registration System.
- Official Visitors:** “official” means entered into the Visitor Registration System.
- NHS Trust Staff:** obvious.
- Staff of Associated Inst:** The list of Associated Institutions can be found at <http://www.ed.ac.uk/misc/associated.html>
- PGs from UK HEIs:** obvious.
- PG from non-UK HEIs:** obvious.
- UK students:** vacation services only.
- Non UK students:** vacation services only.
- Unregistered (credit):** students not in the Registry system doing credit courses, e.g. in OLL; includes exchange students.
- Unregistered (non credit):** other students not in the Registry system, e.g. non credit courses in OLL, IALS students.
- Alumni:** all those in the alumni database.

Category Notes

- Under a Service Level Agreement with various Lothian NHS Trusts.
- Unless members of a reciprocal scheme, e.g. UKLP or SCONUL Research Extra.
- For use in local School-provided services only.
- For alumni portal use only.
- Yes for IALS students only.

Highlights from the C&IT Committee

The University's C&IT Committee brings together representatives of the Colleges, Library, MALTS, TLA, students and other units to discuss and scrutinise the development of IT facilities in the University, advising the Director of Computing Services on actions to be taken and also feeding upwards into the University's management hierarchy.

The Committee meets once or twice a term, most recently at the beginning of December. The following are some of the main points to emerge from that meeting.

Working parties

Detailed technical work for the C&IT Committee is done by its working parties, members of whom work hard in addition to their day-to-day duties to develop policy and expertise for the benefit of the entire University. For example, the Wireless Working Party completed its work last Summer, overseeing the introduction of the University's excellent wireless networking facilities. The Desktop Consistency Working Party, convened by Steve Dowers, has now also completed at least the first phase of its work, with the recommendation that the University uses plain text or PDF files to enable the most reliable exchange of information. A new Working Party is in process of formation, and will oversee the implementation of IT security measures.

Our warmest thanks go to all the Computing Officers and others throughout the University for their contribution to these working parties.

Laptop loan scheme

The Library, in conjunction with EUCS, will launch a pilot service in February to make available a small pool of laptop computers for loan to students, for use within the Main Library. The laptops will have much the same suite of software as the computers in the open-access labs, together with wireless access to the University network. The intention is to use the experience gained in this pilot exercise to inform the possible development of a subsequent scaled-up service.

Software support categories

EUCS has redesigned the definitions of the support it is able to give to the software in use in the University. Support is now "full", "partial" or "minimal", as explained at <http://www.ucs.ed.ac.uk/tsd/software/intro.shtml>

You can find out the support for any particular software by searching for it by name at <http://www.ucs.ed.ac.uk/tsd/software/initial.shtml>

Instant messaging

MSN Messenger became available in the University's open-access computing labs more or less by accident during the system upgrade in 2002, and it was removed in the major upgrade which took place last Summer. By then, a number of students had come to rely on it, not just for social communication but also in their work, so it is expected that Messenger will be reintroduced into the labs – provided that all the technical difficulties can be overcome – as part of the maintenance work being carried out during the Christmas vacation.

Storage consolidation

An article in last month's *BITs* described the data storage challenge which faces the University as it comes to depend more and more on vast amounts of digital information in every area of its work, and the current methods for safeguarding this investment are becoming overloaded.

The C&IT Committee is helping EUCS to develop its plans for a Storage Area Network, to take the University up to the next level of data security. This should result in more reliable and more widespread backup, and better and faster disaster recovery.

Introduction to authentication

Finally in this snapshot of the work of the C&IT Committee, it is worth mentioning a paper written by Paul Anderson of Informatics as a simple introduction to authentication issues. If you have ever wondered about the balance that has to be struck between allowing you easy access to your computing resources and protecting them from undesirable intrusion, then you might like to read Paper G of the C&ITC meeting on 3rd December, at <http://www.ucs.ed.ac.uk/ucsinformatics/cttees/citc/2003-12-03/paperG.pdf>

Open to all

If you have any views on the work of the C&IT Committee you are most welcome to feed them in through your College Computing Committee or local representative.

The C&ITC website is at <http://www.ucs.ed.ac.uk/ucsinformatics/cttees/citc/>

Helen Hayes (ISG)

Data Library news

EDINA launches image service

EDINA is offering free institutional trials of **Education Image Gallery**, a collection of 40,000+ photographic images from the internationally renowned **Getty Images®** archives.

A large variety of images are on offer, covering key events and subjects such as history, entertainment, sport, science, fashion, politics, music, conflict, film, art, leisure and women's studies. With the curriculum-related images selected by leading academics you can illustrate key times, places, people and events.

For information on the free institutional trials, or any other aspect of the Education Image Gallery, see <http://edina.ac.uk/eig/>



© Getty Images

Science Clips flesh out Education Media OnLine



Education Media OnLine, the free moving-images download service hosted by EDINA, now offers "golden clips" from the exhaustive collection of **IWF Knowledge and Media GmbH**, one of the world's leading science film institutes.

The IWF titles cover a wide range of sciences: biomedical, life sciences, zoology, botany, anthropology, chemistry, environmental science, genetics, oceanography, physics, mathematics, ethnography, geology and others.

Over the next two to three years, some 75 hours of IWF films will be made available through Education Media OnLine. These initial short highlight extracts are complete in themselves, each showing a single scientific process or phenomenon.

For more information on the IWF collection, or any other aspect of Education Media OnLine, see <http://www.emol.ac.uk/>

EDINA BIOSIS keeps getting better

EDINA has introduced a raft of enhancements to its **BIOSIS** online service.

In addition to a more streamlined interface and improved functionality, users now benefit from the new XML formatted BIOSIS data, and the content of the BIOSIS back file (1969–2002) has been enhanced and standardised.

In line with EDINA's other bibliographic services, BIOSIS is OpenURL aware – meaning that it supports links to OpenURL resolvers such as SFX. This will make it easier for users to locate items found with BIOSIS.

For a comprehensive overview of BIOSIS changes, see <http://edina.ac.uk/biosis/changes/>

For more information on OpenURL services, see <http://edina.ac.uk/support/openurl.shtml>

Find your way with Go-Geo!

EDINA and the UK Data Archive are pleased to announce that the JISC-funded **Go-Geo!** – a geo-spatial resource discovery tool – is now available as a trial service for academic users.

Use Go-Geo! to discover details about geo-spatial datasets and related information and resources within and beyond the UK tertiary education sector.

Users are offered an extensive help facility and although – as a trial service – continuous availability and full functionality cannot yet be guaranteed, limited support is available from the help desk.

Win a £30 Amazon Voucher. We are keen to receive feedback on the trial service, and invite users to complete the evaluation questionnaire which is available from the site – your questionnaire entry will be entered into a prize draw to win an Amazon voucher.

For more information on Go-Geo!, and to enter the prize draw, see <http://www.gogeo.ac.uk/>



© University of Edinburgh

Paul Milne (EDINA)

Three more success stories in ISG

The Joint Information and Systems Committee, JISC, is to fund three middleware projects in the University's Information Services Group (ISG).

Following the evaluation of bids received in response to its Call for Shared Services and Middleware, JISC is to award the University of Edinburgh contracts in these project areas:

- 1) A Feasibility Study for a JISC National Certificate Issuing Service.
- 2) An Evaluation of Single Sign-on Technologies.
- 3) A Scoping Study into Institutional Profiling and Terms and Conditions Services

The first of these projects will be carried out at EDINA, the JISC national data centre at the University. It will build directly on the successful TIES Report into security and authentication that resulted from earlier joint EDINA/EUCS project work. For more information please contact **Sandy.Shaw@ed.ac.uk**.

That collaborative project, which highlighted the potential of digital certificates for both the JISC Information Environment and eScience/GRID, also helped form the base for the project on Single Sign-on to be carried out in Computing Services. For details contact **Brian.Gilmore@ed.ac.uk**.

The third project, on institutional profiling, will look at authorisation – the privileges of institutional membership given proof (authentication) of membership, and intended to make 'telematic' life easier for individuals, university libraries and online service providers. For further detail contact **Christine.Rees@ed.ac.uk**, or check out this and related digital library projects in the Projects Workshop area at <http://edina.ac.uk/>

Peter Burnhill (EDINA & ISG)

'Desktop Services' and 'Architecture': contact details

For the past 11 years users have been able to obtain PC and network support by calling extension 506980 or emailing **mft@ed.ac.uk**. In September 2002, EUCS created two new teams, 'Desktop Services' and 'Architecture', staffed by members of the former Micro Facilities Team (MFT) and some user support staff. The contact telephone number and email address for the old MFT team remained in place so that EUCS could provide complete continuity of service for all our users.

The time has now come to establish the separate identities and services of the two teams, and from Monday 2nd February 2004 they will have different support contact detail, as follows:

Desktop Services Team

Email: **Desktop.Team@ed.ac.uk**

Tel: 513245

Architecture Team

Email: **Arch.Team@ed.ac.uk**

Tel: 513246

If you dial or email the wrong team we will of course make sure you are redirected to the correct team.

Graham Newton, Garry Scobie (EUCS)

HCI2004: Design for Life

The 18th British Human-Computer Interaction Group Annual Conference takes place at Leeds Metropolitan University from 6-10 September 2004. The theme is Design for Life, and the aim is to look broadly at the ways in which computer systems are affecting people as they feed into a growing number of areas. The deadline for longer papers detailing original research is 23rd January 2004. Full details are available at <http://www.hci2004.org/>

Vacation arrangements

The University closed for the vacation at 5pm on 23rd December and reopens at 9am on 5th January 2004. Term starts on the 6th.

During the vacation, all University buildings are closed, as are open-access labs, EUCS Receptions, Support Teams and Resource Centres.

Central computing services such as **holyrood** and EdLAN operate without staff cover for the whole closure period, but with dayshift cover on the 29th to 31st.

There is no telephone operator service, nor any postal or internal mail deliveries, during the closure period.

The most up to date information on vacation closure arrangements is available at

<http://www.aaps.ed.ac.uk/XmasClosure/XmasClosure.htm>

Tricia Cairney (EUCS)

EDINBURGH BITS

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Nick Stroud, Computing Services.

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Contributions to *BITs* are welcomed.

Copy deadline for February *BITs*:

Friday 16th January