



13 Banbury Road
Oxford
OX2 6NN

www.ucisa.ac.uk

Dated: 30th January 2017

Agreement between

UCISA Services Limited

and

London Metropolitan Network Limited

Agreement for the provision of services for a London Regional Group of UCISA

This agreement is made on 30th January 2017 between

UCISA Services Limited (hereafter referred to as "USL"), the wholly owned trading arm of UCISA, the Universities and Colleges Information Systems Association, a Registered Company in England No. 08818902, whose Registered Office is 30 St Giles, Oxford, OX1 3LE

and

London Metropolitan Networks Limited (hereafter referred to as "LMN"), a Registered Company in England, No. 03913274, whose Registered Office is 8/9 Well Court, London, EC4M 9DN

It is agreed:

1. Supply of services

1.1. USL will support and service a London regional group as defined in Schedule 1.

2. Duration of the agreement

2.1. The initial term of the agreement will be from January 2017 to December 2018. A review of the performance against the initial agreement will be carried out in September 2017. Extensions to the term of the agreement will be for one calendar year and will be signed off by the end of September in the preceding year (i.e. agreement for 2019 will be signed off by 30 September 2018). This will include agreeing costs for the coming year.

2.2. The agreement will be signed off by representatives of the USL and LMN Boards

3. Payment

3.1. USL shall invoice for the duration of the initial agreement (two years) in January 2017 as per the annual costs defined in schedule 3.

3.2. Any additional payments (see clauses 3.3, 4.1.3, 4.1.4 and 4.1.7) shall be invoiced quarterly in arrears.

3.3. The annual costs are partly based on the premise that thirty Further Education and 6th Form Colleges (hereinafter referred to as FE/SFCs) that, at 1 January 2017, are LMN members but not UCISA members, agree to join UCISA as Full Members – Band W. In the event that this number is exceeded, LMN shall be charged for the additional members at the prevailing membership rate.

4. Governance

4.1. Steering Group

4.1.1. This service agreement will be overseen by a small (no more than five people) steering group comprising members of the UCISA Executive (2) and LMN Board (2), and a senior member of UCISA staff, chaired by a member of the LMN Board. The Steering Group will define the performance measures included in the Service Level Agreement, outlined in Schedule 2. Other members of UCISA staff (primarily the Liaison officer and administrative lead) may also attend in an *ex officio* capacity. If there is no London based member on the UCISA Executive, the chair of the Steering Group will be co-opted onto the UCISA Executive.

4.1.2. The Steering Group will be responsible for reviewing the delivery of the services as outlined above and the initial negotiations of the following year's agreement.

4.1.3. The Agreement has been costed on the premise of there being five meetings and the annual meeting annually. The Steering Group will be responsible for agreeing requests and charges for additional meetings over and above the five. Any such requests will be submitted via the UCISA lead, after prior consideration by the Operational Group.

4.1.4. The Steering Group will be responsible for agreeing any increase in hours and subsequent recharge to LMN for the London Liaison Officer.

4.1.5. The Steering Group will meet a minimum of twice a year. The meetings may take place virtually.

4.1.6. The Steering Group will report regularly to the UCISA/USL and LMN Boards on the progress of the Group, and to escalate any points of contention.

4.1.7. The Steering Group will agree the allocation of small grants as required. These will be recharged to LMN.

4.2. Operational Group

A small operational group will be established to assist the Liaison Officer and UCISA Office in identifying topics for meetings and potential speakers. The intention is that the group would mostly meet virtually, although they may meet face to face at the regular meetings.

5. Title

The Group shall be branded the 'LMN-sponsored UCISA London Group'.

Signed (for UCISA Services Limited)

Signed (for London Metropolitan Networks Limited)

Date: 30th January 2017

Schedule 1

UCISA London Group - Service definition

The aim is to provide a forum for London institutions to meet, to identify and share best practice and to identify opportunities for collaboration and potential shared services. The following outlines the services provided in order to meet the stated aim:

1. Regular meetings

There will be at least five meetings in the calendar year to allow members of the UCISA London Group to meet. The purpose of these meetings will be to share best practice or to discuss issues of common interest. The dates of these meetings will be agreed with the UCISA Office to avoid clashes and to ensure that they can be appropriately resourced.

- UCISA, through the London liaison officer working with the UCISA Office and London committee, will produce the agenda for the meeting, sourcing speakers primarily from within the London community although occasionally speakers from outside the region may be invited.
- Travel and subsistence cost of external (non-region) speakers will be met by UCISA. External speakers will be from within the HE/FE/SFC community or from UCISA Corporate members and as such will not be paid.
- The meetings will be hosted by one of the London region institutions, assuming a maximum attendance of 50 people. The host institution will supply the room for the meeting at no cost. The meeting will run in a half day slot (for example, 2 – 5pm)
- Catering costs to cover a mid-meeting refreshment break will be met by UCISA.
- The meetings will be free of charge to attendees.
- Bookings will be taken through the UCISA booking system.
- If required, a member of UCISA staff will attend to register delegates and ensure the smooth running of the event. This will be determined by the number of registered delegates.
- The meeting will be attended by the London liaison officer and one or both of the UCISA Executive Director and UCISA Head of Policy and Projects. This will help identify any London specific and/or FE/SFC specific issues that may require addressing/escalating.
- UCISA will invite Jisc's lead London account manager to attend the meeting to facilitate communications between the London community and Jisc.

2. Annual meeting

There will be one annual meeting per calendar year which will incorporate the Annual General Meeting of London Metropolitan Network Ltd. The format of the meeting will differ slightly from a regular meeting in that the agenda may include more external (non-region) speakers. In addition, a wine reception will be held at the end of the event.

- UCISA, through the London liaison officer working with the UCISA Office and London committee, will produce the agenda for the meeting, sourcing speakers from within the London community and beyond.
- Travel and subsistence cost of external (non-region) speakers will be met by UCISA. External speakers from within the HE/FE/SFC community or from UCISA Corporate members will not be paid; if a commercial speaker is required, that speaker's fee will be invoiced to LMN separately.

- UCISA will book and meet the cost of a meeting room, assuming a maximum attendance of 100 people. The meeting will run in late afternoon with a 90 minute drinks reception.
- Catering costs to cover a mid-meeting refreshment break and the drinks reception will be met by UCISA.
- The meetings will be free of charge to attendees.
- Bookings will be taken through the UCISA booking system.
- A member of UCISA staff will attend to register delegates and ensure the smooth running of the event.
- The meeting will be attended by the London liaison officer and one or both of the UCISA Executive Director and UCISA Head of Policy and Projects. This will help identify any London specific and/or FE/SFC specific issues that may require addressing/escalating.
- UCISA will invite Jisc's lead London account manager to attend the meeting to facilitate communications between the London community and Jisc.

3. Community engagement

- a. UCISA will assign one person to have lead responsibility for liaison with the London regional group for administration and liaison regarding events, meetings and publicity. That person will be responsible for booking the venue for the Annual meeting, catering for all meetings, resourcing meetings and for authorising payment of expenses for any external speakers. The lead will ensure that the meeting is publicised through appropriate channels and will oversee the booking process.
- b. UCISA will appoint, on a recharged contract basis, an individual to be the primary account manager for the London HE/FE/SFC community (the London liaison officer). This will be a part time role of up to two days per week and will report into a senior member of UCISA staff. The liaison officer will contact HE/FE/SFC members specifically to identify issues that may require escalating and will contact all members to identify potential topics and speakers for events. It is anticipated that this would be a home based role with the bulk of the contact via phone/email.
- c. UCISA will invite Jisc's lead London account manager to attend meetings. In addition, UCISA will raise London specific issues, where identified, at appropriate meetings with Jisc. UCISA currently meets quarterly with members of the Jisc senior management team and is represented on the Jisc Technologies Consultative Forum. UCISA will poll the entire UCISA community to identify any issues/concerns / commendations before each meeting with Jisc.
- d. UCISA will maintain a mailing list for the London regional group. The mailing list will be used to circulate news of London group events and to allow members to share best practice and raise issues. UCISA will monitor the list to provide input where issues have been addressed by members of the wider UCISA community, to identify issues that may need escalating elsewhere and to identify opportunities for collaborative working/shared services/procurement.
- e. Representatives from the London FE/SFC members will be added to the UCISA Directors and UCISA Announce lists and will be encouraged to join appropriate correspondent lists.
- f. UCISA will maintain web pages for the London regional group. The resources from meetings will be held within this area of the overall UCISA website.

4. Membership for FE/SFC

As part of the agreement, UCISA will provision for thirty FE/SFC members currently within the LMN membership to become full members of UCISA. This brings the benefit of access to resources,

particularly the Information Security Awareness training suite and membership of the UCISA Directors mailing list.

5. FE/SFC related consultation

Although much legislation is applicable across both the higher and further education sectors, there are occasional consultations that apply solely to the further education sector. Where this is the case, UCISA will draft responses for consideration by the London FE/SFC community as part of forming an overall UCISA response. UCISA will seek to represent the London FE/SFC community on working parties as required.

6. Procurement opportunities

UCISA will seek to identify opportunities for collaborative procurement or for potential frameworks or shared services. UCISA will work with external agencies where appropriate to attempt to realise these potential opportunities.

7. UCISA Conference bursaries

UCISA will provide two bursaries (full conference fee and economy rail travel) for FE/SFC members of the London regional group to attend the main UCISA Conference.

8. Small grants

The Steering Group will administer the allocation of small grants to London Group members. It is expected that the recipients of any such grants will report back on the activity sponsored at a subsequent London Group meeting.

Schedule 2

Service Level Agreement

With regards to the Service Definition outlined above, the following measures will be used to determine the success of the agreement:

Meetings

Five meetings will be held during the course of the calendar year.

Annual meeting

An annual meeting will be held.

Community engagement

An individual will be appointed to act as the London Liaison Officer.

There will be a representative from Jisc at 50% of the meetings held.

There will be a minimum of thirty different FE/SFC institutions (in addition to HEIs) represented on the mailing list set up for the London regional group.

There will be a focal point on the UCISA website for London Group activities.

Membership

There will be a minimum of thirty non-HE LMN members who agree to join UCISA.

FE/SFC related consultation

This is dependent on external factors and so outwith the Service Level Agreement.

Procurement opportunities

This is dependent on external factors and so outwith the Service Level Agreement.

UCISA Conference bursaries

Two non-HE delegates from the London Group will attend UCISA events.

Small grants

It is not proposed to allocate any small grants during 2017.