UNIVERSITY OF GLASGOW

Information Governance Group

The first meeting of the Information Governance Group will be held on:

Monday 20\textsuperscript{th} April 2015 at 10am in the Principal’s Meeting Room

AGENDA

1. Minutes of previous meeting and apologies

2. Matters arising
   - Revised IGG remit
   - Governance and data retention audit
   - Data Protection online training
   - DP and Confidentiality Policies
   - Cloud storage procedures
   - Data Protection Policy

3. Governance Strategy/framework (paper 1)

4. Documentum Retention Policy Services module

5. Email retention and emails requested under FOI

6. A.O.B

7. Date of next meeting

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UNIVERSITY OF GLASGOW

Information Governance Group

Minute of Meeting held on 20 April 2015 at 10:00 hours in the Principal’s Meeting Room

Present: Dorothy Welch (Chair), Simon Macauley (SMacA), Lesley Richmond (LR), Sandy Macdonald (SMacD), Chris Edwards (CE), Anna Phelan (AP)

Attending: Gemma Tougher (GT) (Clerk)

1. Apologies

None

2. Matters arising

Updated Information Governance Group remit

Gemma Tougher confirmed that the updated remit is now available on both the DP&FOI webpage and the IT Services webpage.

Governance and data retention audit

Sandy Macdonald reported that he did not receive the model scoping document which he was expecting from PwC. He will investigate and report back to the Group.

Action: SMacD

Data Protection online training

Gemma Tougher reported that the link to the online Data Protection training course has now been moved to a more prominent position on the DP&FOI office webpages and a link to the University’s Confidentiality Policy has now been added to this training webpage, as suggested by Chris Edwards at the last meeting. The page has now been set up on Google Analytics so that page views can be monitored.

A short news story featured in Campus News in March encouraging staff to take the online training module. Following discussions with Eddie O’Grady (HR) a link to the course has also now been added to the induction checklist for managers and new employees.

Cloud Storage Procedures

Chris Edwards explained that a policy on cloud storage guidelines is currently being developed by IT Services and the draft will soon be ready for circulation. The policy focuses on the requirement for staff to seek formal approval if they wish to share sensitive information on the cloud. Furthermore, all information shared on the cloud should be saved to a GU server as a back-up to ensure that the University holds a copy of the information for business use.

The Group briefly discussed the fact that there is a huge amount of research data on Dropbox and there is a need to draw up a list of approved cloud storage providers and clear guidelines
for staff on how to use them. Chris Edwards mentioned that there are plans to have an internal cloud service for the University but this has not yet been launched.

Dorothy Welch asked Chris Edwards to report back to the next meeting with a draft policy and an update on cloud storage development.

Action: CE

**Data Protection Policy**

The complaints section of the policy has now been updated, although changes have still to be made to references to the Data Protection complaints procedure online. The policy will now be passed to IPSC for approval.

Action: GT

3. **Information Governance Strategy**

Simon Macauley introduced the draft strategy, which had been circulated to the Group, and thanked everyone for their input. He explained that the strategy focuses on four main aims and the steps required for moving forward with these aims in the next few years.

**Scope of the strategy**

The Group discussed the fact that the scope of the strategy should be defined right at the beginning of the document and that it should be made clear that, for now, the focus will be on the University’s business/administrative records, rather than research data and teaching content, which will come later. Simon Macauley will update the strategy to reflect this. Dorothy Welch also pointed out that the first page contains the old University logo. Simon Macauley will update this too.

Action: SMacA

It was agreed that the strategy be reviewed in 2-3 years’ time, and that the scope should be extended at that point to include research and teaching data. It was also agreed that a 5th Aim should be ‘digital preservation and access to information’. Lesley Richmond will send suggested wording to Simon Macauley to be included in the strategy.

Action: LR

Dorothy Welch asked Simon to identify the areas where he needed more advice and guidance and to liaise with members of the Group to update these sections. The revised strategy would come back to the next meeting.

Action: SMacA

**Aim 2: Local Records Officers**

The discussion moved on to the proposal to establish local record officers. Chris Edwards fully supported this aim and suggested that the staff members carrying out these roles should also be responsible for data security in their areas and assist with carrying out data audits in order to
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identify security risks. It was recognised that there was a need to ensure clarity of data ownership which would reside with the central University Service.

The Group agreed that having local representatives to deal with records management and security issues was a good idea but that further details on the full responsibilities of the post holder would have to be developed and approved by the Group. Dorothy Welch asked Chris Edwards and Simon Macauley to work together to draft a role description and identify the main priorities for the local record officers. They will report back to the Group at the next meeting for further discussion.

Action: CE/SMacA

Aim 3: Review the use of various data systems and shared drives

The discussion moved on to Aim 3 relating to the review of data systems and shared drives. Sandy Macdonald and Anna Phelan confirmed that the Technology Review Group was not the most appropriate group for making decisions on whether a privacy impact assessment was required for each new system purchased by the University.

It was agreed that the section needed unpacking so Simon Macauley and Anna Phelan would work together to revise the text. It was agreed that work should focus initially on core systems (i.e. structured data). Sandy Macdonald suggested that reference be made to good practice and guidance for staff who wish to extract data from a core system and save it on a memory stick or personal device to work on at home.

Aim 4: Reviewing information governance policies

The Group agreed that IGG would be responsible, going forward, for identifying and revising information governance related policies and briefly discussed examples of existing policies that should be reviewed.

Simon Macauley suggested that all policies relating to governance, security, acceptable use etc. should be kept in a central place to allow easy access for all staff, and that IGG (rather than IPSC) should review these policies annually. The Group agreed with this recommendation.

Simon Macauley and Chris Edwards will identify:

- existing policies which should be reviewed by IGG
- policies currently under development which should be reviewed by IGG
- policies which should be merged together e.g. DP&FOI Office email guidance with IT Services email guidance
- suggestions for new policies which are not covered elsewhere

Dorothy Welch also asked Simon Macauley to revise the text including deleting reference to ‘branches’.

They will report back to the Group at the next meeting.

Action: CE/SMacA
4. **Retention Policy Services and Records Management Modules for Documentum**

Anna Phelan and Simon Macauley reported that they had met to discuss rolling out the Retention Policy Services module on Documentum and agreed that the first step would be to implement Documentum in the DP&FOI office. The DP&FOI Office are currently working with Sara Sommerville to develop a file-plan for FOI/DP case work. They will report back at the next meeting.

   **Action:** SMacA/AP

5. **Email retention**

Simon Macauley drew attention to a recent meeting between DP Office, HR, SLSD and IT Services to discuss the status of email accounts and their contents after a staff member/student has left the University. This was as a result of some recent complex Subject Access Requests where a number of emails had to be issued even though the student/staff member in question had left the University some time before and, according to the policy, the account deleted. Simon Macauley was keen to establish the rules behind deletion of email accounts.

Sandy Macdonald confirmed that there was no automated system for deleting accounts as it was common for staff members or students to return to the University and require access to earlier emails. Instead, they are deactivated after 90 days. Simon Macauley will clarify the outcome of the meeting mentioned above and bring back to the Group at the next meeting any action.

   **Action:** SMacA

Simon Macauley also mentioned a recent FOI case where a staff member’s personal emails were released as they were conducting University work on their own email account. Simon Macauley confirmed that work related emails are subject to FOI whether you use your work or personal email account. The Group agreed that staff members should be made aware that all University work should be carried out on University email accounts and if they do use personal accounts then this will be subject to FOI and their emails may have to be released.

6. **AOB**

None reported

7. **Date of next meeting**

Will be scheduled for end of May 2015