UNIVERSITY OF GLASGOW

Information Governance Group

A meeting of the Information Governance Group will be held on:

Tuesday 1 December 2015 at 14:00 in Gilbert Scott Building room 358

AGENDA

1. Minutes of meeting held on 24 August 2015 (paper 1)

2. Matters arising
   - Documentum Retention Policy Services module
   - Email retention policy implementation
   - Information Governance Strategy approval

3. Information Governance Policies
   - Summary of current information policies and guidance (paper 2)
   - Summary of proposed information policies and guidance (paper 3)
   - Workplan

4. Cloud Storage Policy (paper 4)

5. Project priorities for EDRMS (paper 5)

6. Committee Papers handling (paper 6)

7. Update on Digital Preservation Working Group

8. A.O.B

9. Date of next meeting

Last modified on: 24 November 2015

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UNIVERSITY OF GLASGOW

Information Governance Group

Minute of Meeting held on 1 December 2015 at 14:00 hours in Gilbert Scott Building room

Present: Dorothy Welch (Chair) (DAW), Johanna King (JK), Chris Edwards (CE), Sandy MacDonald (SMacD), Anna Phelan (AP), Lesley Richmond (LR)

Attending: Stacey Harper (SH) (Clerk)

1. Apologies

None

2. Minute of meeting held on 24 August 2015

The group agreed that the minute of the last IGG meeting provided an accurate record of that meeting.

3. Matters arising

Documentum Retention Policy Services module

SH informed the Group that the Data Protection & FOI Office’s records management records have been uploaded by the Documentum team, and their file plan will go live in Documentum by the end of the week, allowing the team to familiarise themselves with the software. The next group of DP & FOI Office records to upload to Documentum will be the training records. The Group noted that further progress was dependent upon prioritisation within the Documentum team.

Action: DP & FOI team & AP

Email retention policy implementation

SMacD advised that Dave Anderson (IT Services) has disabled a large number of email accounts that no longer require active status. At this time, the University is nearly compliant with the email retention policy; however, ITS’ ability to ensure compliance is based on accurate data entry in Core. Dave Anderson has drafted a paper to present to HR proposing a tightening of the processes.

Action: IT Services

Information Governance Strategy approval

DAW informed the Group that the Information Governance Group Strategy was presented to the IPSC in October and was approved by that group. Approval for information governance policies now lies with IGG.
4. Information Governance policies

As it is now IGG’s responsibility to handle information policies, DAW advised that a work plan was necessary to approach the task of policy management. It was agreed that the ultimate goal of this undertaking should be to narrow all information policies down to a simple list, inter alia to provide to new staff as induction to the University’s information governance practices and procedures.

Current Information Policies and Guidance

JK stated that the DP & FOI Office policies contained in Paper 2 (Current Information Policies and Guidance) require re-drafting to simplify and improve ease of understanding for users. The prioritisation reflected both readiness for sign-off and business need whereas the IT policies were prioritised solely on business need. It was agreed that, as far as possible, all policies would be re-drafted to make them more clear, concise and user-friendly and, where necessary, guidance could be produced to enhance understanding of topics.

DAW requested that all policies with a priority ranking of ‘1’ be prepared for discussion and approval at the next IGG meeting, adopting the approach that they should be easily accessible and clear to users. The aim was for all policies to be approved by the end of the current academic year. Comments on the current policies were as follows:

- **Freedom of Information Policy and Records Management Policy**

  JK has begun revisions on these policies and should have them ready for presentation at the next meeting.

  **Action: JK**

- **Policy on Confidential Information in the University**

  LR suggested that, as the Policy on Confidential Information is mentioned in the Cloud Storage Policy, its priority ranking should be updated to ‘1’. It was agreed that CE will prepare a paper briefing members on the issues as well as redrafting the policy in a user-friendly form for the next meeting.

  **Action: CE**

- **CCTV Policy**

  JK advised that there is a draft version of the CCTV Policy, however the Information Commissioner’s Office recently released a new CCTV code of practice which should be incorporated into the University’s policy. JK would bring a revised policy to the next IGG meeting.

  **Action: JK**

The priority 2 policies would be revised for the IGG meeting following the next. The Group noted the following:

*Policy on Access to Absentee Email Accounts*
Information Governance Group

CE advised that it is common practice for Heads of School or Institute to contact IT Services to request access to absentee email accounts. It was previously suggested that the Secretary of Court should be contacted in all instances to approve access to absentee’s accounts. The Group was of the view that this was excessive, and that Heads of School or Institute would have the awareness and knowledge to make appropriate decisions regarding these access requests, therefore the practice should remain unchanged. CE will ensure this is captured as the policy comes to IGG for approval.

Action: CE

Guidelines on Version Control

The Group wished to differentiate between formal policies which required approval and guidelines which did not require formal approval.

IT Regulations

The Group agreed that the IT Regulations should be revised for the start of every academic year. The wording on the regulations must be somewhat general, so that they remain relevant and applicable to all forms of technology (e.g., tablets, laptops, phones, etc). CE advised the Group that the Secretary of Court has requested the insertion of wording related to prohibition of use of University equipment for activities related to terrorism: CE will update the regulations as appropriate and circulate the revised draft ahead of the next IGG meeting.

Action: CE

Proposed Information Policies and Guidance

Discussion on the Proposed Information Policies and Guidance table (paper 3) focused solely on those items labelled “policy”.

- Mobile and Remote Working Policy

It was agreed that a standalone remote working policy is not necessary at this time. Remote working can be incorporated into the Policy on Confidential Information at the University, and the IT Services’ current guides on remote working will be enhanced and made more accessible for users.

Action: CE

- Email Policy

JK stated that the DP & FOI Office is frequently asked about the appropriateness of using personal email accounts for University business, and while there are a number of email use guides available, responses to these enquiries would benefit from a firm rule to cite and apply. CE and JK will review and collate all existing policies to determine if the need could be addressed within an existing policy or a separate policy needs to be drafted.

Action: CE & JK

- Scanning Policy
Information Governance Group

JK and LR explained to the Group that the recent staff move to Tay House flagged up the need for guidance and/or policies on scanning and retention of documents. There was confusion in what to do with documents after scanning, lack of confidence in the validity of a scanned document as a true record, and digital files that did not match retention schedules. The Group decided that these problems could be remedied with a guidance document, rather than a formal policy.

**Action:** JK

5. **Cloud Storage Policy**

CE presented the draft Cloud Storage Policy, advising that in its current state it is a hybrid of a storage policy and a policy explaining cloud services and their uses. After discussion, the Group agreed that the policy should be redrafted with users in mind and broadened to address cloud usage rather than just storage.

It was agreed that clarification should be provided on what was permitted in the various categories of consumer-oriented packages, any business-oriented package, and UoG-approved business-oriented packages and that promotion of services provided within the University would be useful.

**Action:** CE

6. **Project priorities for EDRMS**

AP led the Group through Documentum Projects Overview (paper 5), seeking views on the priorities for the Documentum team. The principle of supporting those projects which would have the largest impact on the University was agreed.

The Group supported the recommendation that all new projects involving the use of the Webtop user interface should be put on hold until issues surrounding the supplier are resolved. The Group also supported the current project integrating Documentum with the TRM Research System continuing to move forward, as well as an extension of the existing Exam Papers system and recovering data from CDocS.

It was agreed that a roadmap for Sharepoint/Documentum was required in order to understand what each system is to be used for. This will form part of the existing action “Guidance on appropriate information storage to be drafted and made available for staff” under Aim 1 of the Information Strategy.

**Action:** AP

JK enquired after the timescales for implementing the Retention Policy Service within Documentum. AP suggested that a project brief would be drafted and shared with the DP&FOI Office in advance of the next IGG meeting.

**Action:** AP & JK

7. **Committee Papers handling**
The Group noted paper 6. It was agreed that the Group create a framework for committees and policies guidelines to enable access to and centralised storage of committee papers and policies. The Group agreed to take on the responsibility of this framework.

**Action: SMacD & AP**

8. **Update on Digital Preservation Working Group**

LR informed the Group that the Digital Preservation Working Group is currently focused on determining what University information should be preserved and what mechanisms are in place to aid preservation. One consideration relates to the appropriate means of preservation – should all records be stored in a designated “archive” area, or should they be maintained where they currently sit (i.e., in a particular working folder or file plan). Retention schedules will also play an important role in determining what the University wants to preserve. It is likely that any practical solutions related to preservation will be linked to the current work of the Research Data Management team.

The Working Group is aiming to produce a policy and/or action plan by the end of the current academic year. LR will continue to update this Group as appropriate.

**Action: LR**

9. **A.O.B.**

None reported

10. **Date of next meeting**

The next meeting will be scheduled for the end of February/early March 2016. The second meeting of 2016 will be scheduled, for late May/early June.