UNIVERSITY OF GLASGOW

Information & Data Governance Group

A meeting of the Information & Data Governance Group will be held on:
Thursday 6 December 2018 at 09:30 in the Turnbull Room

AGENDA

1. Minute of last meeting (paper 1)
   - Matters arising

2. Items for discussion
   - Demonstration of Data Governance Pilot system (Alteryx) (SMcD)
   - Enterprise Integration Proposal (MJ) (paper 2)
   - Current Information Policies (paper 3)

3. Items for information
   - Data breaches update (JK)
   - Update on survey and event management tools (Bristol Online Survey, Eventbrite) (JK/MJ)
   - Update on Data Protection training progress (JK)
   - Update on Information Security online training progress (MJ)

4. A.O.B

5. Date of next meeting – Feb 2019

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UNIVERSITY OF GLASGOW

Information and Data Governance Group

Minute of Meeting held on 6 December 2018 at 09:30 hours in the Turnbull Room, Gilbert Scott Building

Present: Dorothy Welch (Chair) (DAW), Johanna King (JK), Mark Johnston (MJ), William Nixon (WN), Craig MacDonald (CMacD), Jane Townson (JT), Helen McKellar (HMck) (Clerk)

Apologies: Steve McDonald (SMcD)

1. Minute of last meeting

MJ queried his action against item 4 (update on survey and events management tools). It was noted that a proposal for CRM would be developed for IPSC.

Matters arising

MJ advised the addition of (STUDENT) to the email display name should be completed before the Christmas break. DAW confirmed she had provided an item on this change to MyCampus News and had not received any feedback to date.

DAW updated the Group that she had spoken to Christine Barr about reporting on uptake of training courses and they have agreed an approach to trial.

DAW advised the Data Protection Policy and Records Management Policy had been through the October meeting of IPSC.

MJ has been investigating the best route to access IT input in urgent data breach situations, with a dedicated phone number being the most likely option, and will get back to JK on this soon.

2. Items for discussion

Demonstration of Data Governance Pilot System

Rescheduled for the next meeting.

Enterprise Integration Proposal

MJ introduced the Enterprise Integration Proposal and talked through the many benefits that could arise if the University proceeds in this direction for the future. MJ highlighted the variety of data sets held at the University that could be tapped into to enable better use of the data and a more personalised experience for students. The aim would be to provide a more user-centric, personalised experience for students who would have the data they access tailored to their needs. In addition, there would be the potential to open up some datasets that would aid in responding to FOI requests. There are a couple of exemplars of this approach at other universities, and of particular note are Deakin and Strathclyde. These Universities had invested resources in ensuring
the underlying data was fit for purpose, then built an API strategy which meant the app for authentication and visualisation could be relatively simply built thereafter.

The University would need to source authoritative data in order to develop a similar system. This would require rigour to ensure datasets are accurate and reliable so that the full benefits of such a set up could be realised. This was the intention behind the data governance work.

The Group expressed encouragement for ongoing work in pursuit of this goal and was very supportive of the proposal described in the paper.

Current Information Policies

DAW took the Group through the Current Information Policies list in order to identify if any additional policies require to be added and to review the status of existing policies. The Data Governance Policy and the Patch & Vulnerability Policy should both be added to the listing. It was agreed that the priority level column was no longer required given the progress on developing the policies in the last few years. Additionally, few policies will require a set review date, although WN noted he expects the Digital Preservation Policy to be updated in September 2019 and the IT Regulations will be reviewed annually.

The Policy on Confidential Information was noted as still published on the website. The policy has been discussed by the Group in the past and, whilst MJ noted an over-arching policy can be useful, as this dates from 2010 and much of the content will now be captured in other more recent policies, MJ will review whether there is a continuing need for it, including in light of the existence of the IT Regulations.

Action: MJ

JK provided an update on the CCTV Policy as there is still work being undertaken on this by Security. There is a view that the purposes for processing personal data on CCTV should be expanded from the current prevention and detection of crime purposes to include both safety and disciplinary purposes. JK advised that such significant changes in scope should be passed to David Duncan for authorisation rather than sign off by IDGG. DAW suggested a short life working group be convened to complete the review. MJ highlighted there may be further uses for CCTV as part of the Smart Campus development; however, DAW suggested such expansions could be investigated later but that a focus is required to progress the current policy and asked JK to bring a definite policy statement to the next meeting.

Action: JK

The Current Information Policies document will be updated in line with these comments.

Action: HMcK

The Group then discussed the accessibility of these policies. JK reported having difficulties finding a logical route to the Governance webpage on which several of them are sited. JK and MJ agreed that locating policies on the same webpage is not necessarily the solution, but better signposting was required. This would allow control to be retained by the respective areas, with links to the policies available to help and support the user. Additionally, how policies can be located using a search
functionality must be given consideration. CMacD mentioned there should be the facility in the University’s search engine to promote particular pages. It was suggested that promoting content based on role (e.g. Working Here or Studying Here) might be most useful. As the current Governance webpage is managed by Drew McConnell’s team, DAW will enquire with him (together with the communications team) as to whether they could take this forward. WN remarked that the Library has taken the staff/student model for delineating their website, and by extension this has helped with the clustering of policies.

**Action: DAW**

WN would also seek to develop a webpage with more information about digital preservation to add context to the policy which can currently be found as a standalone PDF on the website.

**Action: WN**

3. **Items for information**

**Data breaches update**

JK advised there had been 12 data breaches in October, 5 in November and none in December to date. Email addressing errors continue to be the main reason for breaches. JT noted that the numbers of breaches is small when compared to the number of emails that must be sent across the University and JK added there is likelihood that many went unreported.

MJ supplemented the data breach update with a report of compromised IT accounts which indicates that 200 people in a month had given away their user name and password in response to phishing emails. CMacD asked if there was scope to improve upon spam filters to protect against such phishing attacks. However, MJ advised the attacks are very well-crafted and targeted and his recommendation would be that the University moves to another factor of authentication, which will involve a big programme of change.

**Update on survey and event management tools**

HMCK provided an update that a teleconference had been held with JISC who were to take Claire Munro’s (Contracts Team) queries back to their legal team and had yet to report back.

JK reported that she met with the Contracts Team to compare the terms and conditions for Eventbrite and Bookitbee. It was discussed at this meeting that another Scottish university has entered into its own contract with Eventbrite, so the Contracts Team are planning to explore a similar arrangement.

**Update on Data Protection Training progress**

JK reported 1254 participants had completed the online GDPR training module so far.

**Update on Information Security online training progress**

MJ reported 617 staff, 24 students had completed the online Information Security training course.
DAW added that communication of both courses and ensuring staff understand that the GDPR course is mandatory should be picked up in the New Year.

5. A.O.B.

MJ reported that the University was awarded the Cyber Essentials Plus certification in November for its Standard Staff Desktop (SSD10). This is an externally validated certification that has not been awarded to any other Russell Group universities for a similar level of coverage. This level of security assurance will be of great benefit to the University, with the potential to open up opportunities with funding bodies and MJ wished to record his thanks and congratulations to Chris Edwards and Pete Mitchell for their hard work in bringing this to fruition. The rest of the Group added their appreciation of this achievement.

6. Date of next meeting

The next meeting of the IDGG is due to be scheduled for Jan/Feb 2019.