

**GOLDSMITHS
University of London**

ACADEMIC BOARD/FINANCE & RESOURCES COMMITTEE

INFORMATION MANAGEMENT AND SYSTEMS COMMITTEE

Minutes of the meeting held on 2 November 2010

Present: Mr Hugh Jones (in the Chair), Dr Basem El-Haddadeh, Dr Sarah Kember, Ms Mary Nixon, Ms Vivienne Rose, Dr Juliet Sprake, Mr Michael Waller, Miss Rosemary Harrison (Secretary).

Apologies: Dr Virginia Brooke (who submitted comments on matters under consideration: paper 10-459).

OPEN BUSINESS

1 NEW MEMBERS

The Chair welcomed Dr Sarah Kember (Media and Communications) and Mr Michael Waller (Design) to their first meeting.

2 MINUTES

Resolved:

that the Minutes of the meeting held on 3 June 2010 be approved.

3 STANDING ORDERS

Noted:

the revised Standing Orders in force for all Goldsmiths Committees from 1 September 2010 (10-338).

4 CONFLICT OF INTERESTS POLICY

Noted:

the College's Conflict of Interests Policy, and its potential implications for the obligations of members of the Committee (10-339).

5 TERMS OF REFERENCE, COMPOSITION AND MEMBERSHIP OF THE COMMITTEE

Noted:

the terms of reference, composition and membership of the Committee for the academic year 2010-11 (10-407).

The Committee noted that the current and immediate past Chairs appointed to the IT User Group had been members of the Committee, and asked the Secretary to ensure that, in the forthcoming update of committee compositions, Academic Board and Council be asked to formalise this position by the creation of an *ex officio* place, given the evident usefulness of cross-membership.

It was noted that a parallel relationship existed between the Library User Group and Learning and Teaching Quality Committee, and that that Committee should be informed about this approach so that it could consider whether any comparable need for structured cross-membership existed.

6 ACTION TAKEN BY THE CHAIR

Noted:

that during the Summer vacation 2010, the Chair had taken action on behalf of the Committee to approve an offsite processing application:

Online staff wellbeing survey: Bristol online surveys (10-408).

7 INFORMATION RISK

Received:

a report from the Head of Corporate Governance and Information Management (10-120R) giving an overview of areas of information risk facing the College, and the exacerbation of current risks which could be anticipated in the future, given the need for increased external collaborations of both technical and academic kinds.

It was noted that a key problem was lack of general awareness across the College of the nature of information risk, which could be categorised in three primary areas:

- (i) Failure to manage information optimally to meet internal institutional needs, which could lead to inefficiency, poor decision-making and/or failure to meet government reporting requirements;
- (ii) Failure to "manage information for disclosure" - whether it be personal data disclosed to Data Subjects, or material accessible under the Freedom of Information Act;
- (iii) Failure to respect Data Subjects' rights, including in particular their right to know for what purpose their personal data was being used, and to know the identity of any Data Controllers (which with increased external collaboration involved the systematic communication to Data Subjects of an increasingly complex picture).

The Committee noted that the College currently experienced efficiency losses through information systems whose reporting tools did not meet its needs. Given the current limited opportunity for investment, priority should for the time being be given to enabling better performance of staff within existing administrative and technical systems. Areas of priority should include protection of the rights of individuals and the rationalisation enabled by improved access to central systems by users across the College. In seeking to enhance the College's performance it was important to recognise the potential for sharing local good practice across all relevant areas of the College.

8 CLOUDMAIL AND ASSOCIATED APPLICATIONS

Received:

a report from the Head of Corporate Governance and Information Management on recent contract negotiations for outsourced email, and future prospects (10-409).

It was noted that detailed possibilities for the future in this area were at present uncertain, as they depended on the availability of opportunities within the external environment which might change in the near future. The Committee agreed that it wished in principle to continue to encourage cloud computing initiatives, noting that this would mean continuing to give active consideration to the balance of risks to the College and individuals against the cost savings and technical benefits offered.

9 RETENTION SCHEDULE AMENDMENT

Received:

a paper concerning issues relating to the implementation of the Interim Retention Schedule, including changes made by the Chair to the Schedule between the Committee's discussion on 18 May 2010 and the version considered and approved by Council in on 29 June 2010 (10-410).

The Committee noted that, since the meeting of Council, a technical problem had emerged with the implementation of the Retention Schedule requirements for the staff database (Pyramid), which impacted negatively on the College's compliance with Data Protection Principle 5: the obligation to hold personal data for no longer than necessary. (Minute 13 (iii) below and paper 10-416 at that item also refer.) This discovery raised an important question as to the long-term viability of Pyramid as one of the College's main systems for holding personal data, but in the meantime it was necessary to continue on the existing basis, and to publish an appropriate annotation of the Interim Retention Schedule for the information of Data Subjects.

Resolved:

that the proposal outlined in paper 10-410, involving the suspension of destructions for data held in the Pyramid system with retention periods below the maximum, be approved.

10 UPDATE ON IT STRATEGY IMPLEMENTATION

Received:

a progress report from the Director of Information Technology (10-411).

The Committee noted that the potential to extend the use of Voice-over IP following introduction in the New Academic Building was under consideration.

It was noted that consideration was also being given to a new division of responsibility between IT Services and Estates and Facilities, whereby more responsibility for cabling was carried by Estates, with requests for new cabling being received by the Estates helpdesk.

11 OFFSITE PROCESSING APPLICATIONS

(See also Minute 6 above)

The Committee noted that, under the procedures approved in the Autumn term 2009, a special approval process now applied to the introduction of any new systems involving the systematic holding of data on servers belonging to other organisations (or the equivalent for hard copy).

The Committee's role related to assessment of the legal and technical risk; funding information might be received as background, but the budgetary element of the approval process was the responsibility of the Senior Management Team. Under the standard procedure the Committee should see applications before the Senior Management Team, but this could be varied in the light of timetabling considerations, and the Committee noted that in this instance budgetary approval had already been given.

(i) Royal Bank of Scotland (purchasing card development) (10-412);

Resolved:

- (a) to approve the proposal as presented in the attached application, subject to provision of missing required information as specified in paper 10-412, and to its meeting the College's requirements, prior to entering into a contract;
- (b) to give the Chair delegated authority to give final approval to the application in the light of the conditions at (a) above, without further reference to the Committee.

(ii) Parabilis (supplier information) (10-413);

Resolved:

- (a) to approve the proposal as presented in the attached application, subject to approval of the Data Security Policy by IT Services;
- (b) to give the Chair delegated authority to give final approval to the application in the light of the condition at (a) above, without further reference to the Committee.

(iii) Intend (contract information) (10-414).

Resolved:

- (a) to approve the proposal as presented in the attached application, subject to:
 - (i) approval of the Data Security Policies relevant to the service by IT Services;
 - (ii) early review of the feasibility of including non-procurement contracts of the College, with a view to the possibility of introducing an entire replacement for the contracts element in the Q: drive project already approved (Minute 19, 25 February 2010, refers);
- (b) to give the Chair delegated authority to give final approval to the application in the light of the conditions at (a) above, without further reference to the Committee.

12 MOBILE APPLICATIONS

Received:

a report from the Director of Information Technology, concerning the increasing demand, particularly from students, for the delivery of information services to mobile devices, and the implications for the future development of IT Services (10-415).

The Committee recognised that mobile computing innovations had the potential to add considerable value to the student experience, in particular if they went hand in hand with developments in the use of the College's existing Virtual Learning Environment. The Committee noted the importance of moving towards a broad institutional strategy for these matters, with all future IT developments being analysed systematically for their mobile computing potential, rather than adopting a piecemeal approach.

Whilst there was general enthusiasm for increased adoption of mobile computing within the College, a few potential problems and pitfalls in developing mobile computing were noted as follows:

- (i) The resource implications would be considerable.
- (ii) Mobile computing facilities would be likely to encourage the downloading and saving of information in higher volumes: this could threaten the College's capacity to achieve reductions in Data Duplication, and where non-public information was involved, and could also make more widespread the same kind of data security risk as already existed for laptops.
- (iii) In making announcements about services to students through this medium, it would be necessary to give consideration to the way in which the right of Data Subjects to object to direct marketing was likely to be interpreted in the context of university services, or had been interpreted in any relevant cases.
- (iv) The introduction of certain mobile facilities might lead to unrealistic expectations of staff availability and skills, the implications of which for working conditions and/or staff development had not been fully considered.

Resolved:

that paper 10-415 be referred to Learning and Teaching Quality Committee for consideration, and that Information Management and Systems Committee should itself return to the issue of mobile computing strategy at a future meeting.

13 REPORTS ON PLANS AND CURRENT PROJECTS IN OTHER SPECIFIC AREAS**(i) Student Records System**

The Registrar and Secretary reported orally on recent problems regarding the introduction of a new student records system, and answered questions from members of the Committee.

The report covered the issues relating to implementation of a new student record system; the project issues which had caused the College's Senior Management Team to pause the implementation; the subsequent discussions relating to this and the work done by the College to explore ways to realise the project's aims within budget and to an appropriate timescale.

(ii) I-Grasp**Received:**

a report from the new Records Management Coordinator of the Human Resources Department relating to the outstanding queries raised at the meeting of the Committee on 14 October 2010 (10-426).

Noted:

that after considerable delay progress was now beginning to be made, and the Committee could expect a more substantial report at its meeting in the Spring term.

(iii) Other areas of development

The Committee received further reports on:

- (a) Pyramid (10-416);
- (b) TRAC (10-417);
- (c) Agresso (10-418);

Resolved:

to give consideration at a later meeting to the longer-term developmental path for Pyramid, in the light in particular of the emergence of a new limitation in relation to performance against Data Protection Principle 5, in addition to the problems already revealed by the Information Audit (see also Minute 9 above).

14 DRAFT ANNUAL REPORT

Received:

a draft report of the Committee to Council and Academic Board on the academic year 2010-11 (10-419).

Resolved:

- (i) that the draft report be approved, subject to be amendments to be considered by circulation and approved by the Chair prior to submission to Council and Academic Board;
- (ii) that the amendments should include, primarily, a redefinition of the scope of the report to make explicit reference to all areas of significant progress in College activities relevant to the purview of the Committee in the year of the report, even if they had not been explicitly discussed by the Committee during the year's meetings.

15 FORTHCOMING MEETINGS

Noted:

that meetings of the Committee for the rest of the academic year would be held on:

1 March 2011 at 2.00pm
Thursday 19 May 2011 at 10.00 am

CONFIDENTIAL BUSINESS
*Exemption in Section 31 of FOIA:
Law Enforcement¹*

16 INTERNAL AUDITORS' REPORT ON IT ASSURANCE

Received:

the IT Assurance report of the Internal Auditor for 2009-10 (10-420).

RESERVED BUSINESS

17 MEMBERSHIP OF THE COMMITTEE

The Committee discussed the need to fill the vacant place consequential upon the departure of Dr Stephen Cottrell from the College in the summer of 2010, and possible proposals to Academic Board.

[Secretary's Note: In response to a proposal from the Committee, Dr Michael Young, Head of the Department of Music, was subsequently appointed by the Warden acting on behalf of Academic Board, to serve until 31 August 2013.]

RMH
November 2010

¹ This relates, in the particular case, to the possibility that disclosure of detailed information about the management of networks might facilitate various forms of computer crime.