

**GOLDSMITHS
University of London**

ACADEMIC BOARD/COUNCIL

**INFORMATION MANAGEMENT AND SYSTEMS COMMITTEE
29 February 2012**

Present: Mr Hugh Jones (in the Chair except for item 14), Mr Richard Bolley, Dr Jacqueline Cooke (representing Ms Mary Nixon), Dr Basem El-Haddadeh, Dr Sarah Kember, Dr Juliet Sprake (in the Chair for item 14), Miss Rosemary Harrison (Secretary).

Apologies: Dr Mark Bishop, Dr Michael Young, Mr Michael Waller.

OPEN BUSINESS

1 MINUTES

Resolved:

that the Minutes of the meeting held on 11 October 2011 be approved.

2 MATTERS ARISING FROM THE MINUTES

(i) Publication Schemes in the higher education sector (Minute 12 refers)

The Committee noted that only minor amendments to the draft response had been made as a result of comments by the Committee, and that therefore the final version (11-351R) was available in the online committee archive but not circulated with the agenda.

(ii) Internal Auditor's report on IT assurance (Minute 14 refers)

The Committee noted that the Head of Internal Audit had confirmed (4 January 2012) that the recommendation contained in the report relating to a new policy on mobile devices had arisen due to an incomplete evidence base for the Audit and had been rescinded. The relevant requirements had already been met prior to the Audit through a combination of measures approved between December 2009 and June 2011, notably including an amendment to the General Regulations approved by Council in June 2011. (Paper 11-352, re-circulated under item 7 below, refers.)

It was further noted that arrangements had now been made to ensure that Internal Audit staff working on IT assurance had access to complete information about relevant decisions made up to the time of their annual audit.

3 ACTION TAKEN BY THE CHAIR

Noted:

that the Chair had taken action on behalf of the Committee:

- (i) to approve a new, simplified version of the Offsite Processing Policy application form, for use by those proposing to use cloud computing applications for teaching purposes.
- (ii) to approve a new item in the Interim Retention Schedule, as follows::

New Item (following item 24):

Staff personal files held by any department relating to Visiting Tutor Contracts Retention: Until further notice pending full integration of Visiting Tutors into the HERA system, following which this Schedule will be further updated.

4 iTUNES U

The Committee noted that permission had been obtained to re-use legal signup documentation for lecturers participating in iTunes originally designed for another institution. This related mainly to intellectual property rights. The Registrar and Secretary reported on his preliminary review of the documentation, and his conclusion that in the Goldsmiths context it would be beneficial to seek a lighter-touch approach.

Resolved:

that a small working group consisting of the Registrar and Secretary, Dr Kember and a representative of GLEU be invited to formulate principles to underpin the College's use of iTunes U.

5 CCTV

Resolved:

that the retention period of 10 days for CCTV camera footage be extended to either 30 days or one calendar month (detailed arrangements to be finalised before publication);

Recommended:

- (i) that new CCTV installations and any significant changes to the positioning and management of CCTV cameras for which the College was Data Controller should be approved by the Registrar and Secretary, who should be responsible for ensuring that the change was reflected in any central College register of all its records, and in the responsibilities of individual managers for retention and deletion;
- (ii) that the Management Framework for compliance with Information Law be amended to reflect this position.

6 REVIEW OF LEGAL COMPLIANCE IN THE VIRTUAL LEARNING ENVIRONMENT (VLE) AND RELATED COLLEGE ACTIVITIES

Received:

the report of an external legal compliance review (covering copyright, data protection and intellectual property) carried out in late summer and early Autumn 2011 (12-68), together with a report collated by the Head of CGIM containing responses from internal stakeholders and actions proposed or undertaken (12-69), and a separate response paper from Marketing Recruitment and Communications concerning the recording of presentation ceremonies (12-70).

In discussion the Committee noted that the report revealed the lack of a comprehensive, holistic infrastructure within the College for intellectual property management, apart from licensing aspects of copyright, for which the Library had established responsibility. As a result, there were a number of action points in the report which no member of staff was clearly responsible for taking forward, and in some of these cases the necessary expertise was not available. In technical governance terms all areas were covered by the responsibility of the Registrar and Secretary for legal compliance, but in practice this led to a merely reactive approach in those areas where no other member of senior staff had designated responsibility.

A further problem was that the fast pace of technological development in many of the legal areas covered by the report created challenges in the interpretation of a legal infrastructure which was itself failing to keep pace with lived experience. In such a situation adopting an approach to compliance which focused on major risks and accepted some minor ones in the interests of operational simplification might be appropriate. This approach meant that a willingness to take down material from the College's website promptly if a plausible objection was raised was particularly important.

The Committee noted that spotchecks of copyright compliance on the VLE were now carried out by the Library and that together with briefings given at departmental meetings recently, this was probably sufficient to bring about an improvement in compliance, especially if material for publication was not scanned by Design and Print. The Committee had reservations about the recommendation in the report that a review should be conducted of how students were informed about copyright by their departments, as this might lead to over-onerous obligations.

The Committee reiterated its previous view that it did not, despite the recommendation at Appendix A of the report, favour making recording compulsory in academic staff contracts, except for a few specific posts where this formed part of the duties as advertised on recruitment. As the College's strategy was not to become a distance teaching university on a significant scale, making compulsory recording general would not be necessary, although it might be popular with some students.

In relation to the proposal in the report that students attending presentation ceremonies be given the option of not being included in the video recording, the Committee noted and commended the pilot proposed by the Head of Marketing, Outreach and Recruitment in paper 12-70.

7 MOBILE COMPUTING

(Minute 15, 11 October 2011, refers)

A discussion on future possibilities for mobile computing at Goldsmiths was introduced by Dr Juliet Sprake. (Papers 10-415 and 11-352 from previous items on this topic were recirculated for ease of reference.)

The Committee noted that since their initial discussions the context had changed in significant ways:

- (i) Available applications for mobile devices had increased in number and had become easier to use, so that expectations from prospective students and the public generally about mobile access had become higher: this was a trend which the College could not afford to ignore in terms of credibility with its most important audiences.
- (ii) There was still a lack of clarity on the key issue of available controls over (or disincentives for) downloading (Minute 12, 2 November 2010 refers), it being noted that it was downloading, rather than access, which generated the greatest potential negative effects of mobile access - namely security breaches and data duplication. This presented a serious issue for the storage of the most confidential information held by the College (which given present uncertainties might need to be held in such a way that it could not be accessed from mobile devices) but in other areas the best approach in a changing environment would often be to troubleshoot problems as they occurred.
- (iii) The need for access to information through mobile devices had impact on the College's requirements for the development of buildings, since mobile access to information was necessary on campus for a wide range of purposes, including increasingly for the teaching and learning function directly, in addition to support activities. Classrooms optimised for online learning using mobile technology would be increasingly important as a future need.
- (iv) The College was positioning itself, in terms of academic mission, as an institution which still valued face-to-face learning, but the increasing prominence of online learning in the world at large meant that the value added by face-to-face methods needed explicit justification, as well as clear articulation of how face-to-face and online modes of delivery could most effectively be combined or interact. It was important that this be appropriately informed by pedagogical research. Short films might be used to publicise good practice.

The Committee agreed to return to this issue at its next meeting.

8 UPDATE ON IT STRATEGY IMPLEMENTATION

Received:

an update on IT Strategy implementation (12-71)

The Committee that in the medium to long term a completely different approach to strategy would be needed. In the very short term however, inclusion in a few extra table rows of

some high priority objectives which had emerged since the Strategy would represent a quick and very significant improvement, examples being the migration to internal servers of Raiser's Edge (currently hosted outside Europe under an arrangement predating the Offsite Processing Policy), and implementation of retention scheduling in the staff database (Pyramid).

The Head of CGIM reported that she had recently visited the Pyramid supplier to discuss commissioning of the necessary programming to achieve automated retention scheduling, and that early indications were that there would be a viable way forward.

The Committee noted that progress was being made in the more effective use of capital expenditure and improved long-term planning in IT expenditure. A major review of infrastructure was beginning.

9 JISC MATURITY MODEL FOR RECORDS MANAGEMENT IN HIGHER EDUCATION

Received:

a suggested analysis of Goldsmiths performance using the JISC Maturity Model for records management in higher education, together with an introductory paper (12-72).

Members of the Committee noted that completing the Maturity model template for Goldsmiths revealed a striking discrepancy between:

- (i) achieved policy development, together with planned implementation as at the 25 February 2010 report following the Information Audit (paper 10-65), which placed many of the College's scores at at least Level 2, with significant elements of Level 3 (providing reassurance that the currently envisaged approach was broadly correct)

and

- (ii) actual performance, taking into account known weaknesses, which was at a much lower Level (with many "Level 0's"), due mainly to the delay in appointing staff in this area of activity.

Members of the Committee expressed varying degrees of concern about the scores, and the discrepancy between (i) and (ii), but it was generally agreed that the evaluation underlined the importance of an improved level of resource in the area.

The Committee noted that the Maturity Model was explicitly designed to meet the expectations of the "Section 46 Code of Practice" on Records Management, issued by the Lord Chancellor under the Freedom of Information Act. Although the Code (last revised in July 2009) was not mandatory, the Committee noted that it was generally used as a benchmark of good practice, including by the Information Commissioner as a guideline for audit and enforcement action. This focus meant that the overall design of the scoring system emphasised the positive role of corporate-level control, as this was a primary determinant of whether an institution's records management infrastructure could reliably deliver effective compliance with Freedom of Information obligations. This was a useful perspective from which to view Goldsmiths given that it was subject to the Act, but it

inevitably meant that some of the scores could seem harsh in that they did not give much weight to any local good practice, useful as it might be in meeting important departmental objectives.

10 OFFSITE PROCESSING PROPOSALS

(i) Cloudmail

Received:

a preliminary report on the changed contract context for discussions with Microsoft (12-73), noting that a typographical error would be corrected in the archive.

(ii) Microsoft IT Academy

Noted:

- (i) that the IT Services Department wished to subscribe to the Microsoft IT Academy, involving voluntary private signup to Microsoft services, but with the College in a facilitating role - in terms of the capacity of progress to be supervised by the member of staff responsible for staff development in IT, and in agreed cases by financial support and/or staff being allowed to undertake training during their working time;
- (ii) that the solicitor working for the College on the Cloudmail contract had given preliminary advice on a proposed legal framework, and would be finalising the detail as part of the package of analysis needed for the Cloudmail contract (see above);
- (iii) that the framework being created for Microsoft IT Academy might be readily transferable to other external online training packages, notably those proposed by Staff Development;
- (iv) that a demonstration of this Microsoft facility had been given to the IT User Group at its meeting on 26 January 2012 and had been received positively.

11 OFFSITE PROCESSING REVIEW: USES OF CLOUD COMPUTING IN LEARNING AND TEACHING

(Minute 11, 11 October 2011, refers)

Received:

an update report on the continuing review of the uses of cloud computing in learning and teaching, following the Autumn term survey of academic departments (12-74).

12 PROPOSED NEW EUROPEAN REGULATIONS FOR DATA PROTECTION

Received:

a paper summarising the main implications of the draft new European Regulations on Data Protection published in January 2012, which were envisaged as a replacement for the current European Directive (12-75).

13 PROGRESS REPORT ON COMPLIANCE WITH THE PRIVACY AND ELECTRONIC COMMUNICATIONS REGULATIONS (PECR) REGULATIONS

Noted:

a progress report on actions for compliance with the PECR ("Cookies") Regulations at Goldsmiths, and the intention to bring any significant issues from a recently launched departmental survey to the Committee's next meeting (12-76).

14 FAIR PROCESSING NOTICES IN THE STUDENT RECORDS SYSTEM

Received:

a paper from the Head of Corporate Governance and Information Management (CGIM), concerning the College's obligations to keep students or potential students informed about the processing of their personal data, and related problems of process design identified in the new student records system at the time of its launch online in late autumn 2011 (12-77).

The Committee noted that in the light of the absence, thus far, of an accompanying report from the Student Record System Project Board (1 February 2012) the Head of CGIM had decided, before circulation of the present agenda, to ask the Committee to note the paper and not at this stage to discuss it.

It was further noted that paper 12-77 related entirely to problems in ensuring that data subject rights were respected. The existence of important areas of achievement within the broader project was undisputed.

Resolved:

that the Student Records System Project Board be requested to report to the next meeting of Information Management and Systems Committee on the delivery of fair processing notices and adherence to their terms throughout the student lifecycle, to be considered alongside paper 12-77.

15 I-GRASP

Noted:

the following further information on issues raised by the Committee's discussions on 14 October 2009 (and deferred in November 2010):

(i) Automated processing

It was reported that automated processing of personal data was not carried out at present, but was possible within the system, so that consideration would need to be given to respecting the right of data subjects to be informed and to raise objections, should such usage be introduced in future.

(ii) Fair processing notices for different activities

It was noted that a method had been identified of displaying different fair processing notices for different kinds of applicant - so that staff applying for promotion were not shown the notice originally written for external applicants.

16 IT USER GROUP

Noted:

the minutes of the meeting on 26 January 2012 (12-78).

17 TERMS OF REFERENCE, COMPOSITION AND MEMBERSHIP OF THE COMMITTEE

Recommended:

- (i) that proposed amendments to the terms of reference, composition and membership of the Committee be approved with effect from 1 September 2012 (12-79);
- (ii) that incorporation of learning and teaching and research interests in the composition also be included in the proposal, in the light of discussion at the meeting.

18 FORTHCOMING MEETINGS

Noted:

that the last meeting of the Committee this academic year would be held on:

23 May 2012 at 10.00am