

**GOLDSMITHS
University of London**

ACADEMIC BOARD/COUNCIL

INFORMATION MANAGEMENT AND SYSTEMS COMMITTEE

Minutes of the meeting held on 23 May 2012

Present: Miss Catherine Swarbrick (in the Chair), Dr Mark Bishop, Mr Richard Bolley, Dr Basem El-Haddadeh, Ms Jacqueline Cooke, Dr Juliet Sprake, Mr Michael Waller, Dr Michael Young, Miss Rosemary Harrison (Secretary).

Apologies: Dr Sarah Kember.

OPEN BUSINESS

1 MINUTES

Resolved:

that the Minutes of the meeting held on 29 February 2012 be approved.

2 MATTERS ARISING FROM THE MINUTES

(i) Fair Processing Notices in the Student Records System (*Minute 14 refers*)

It was noted that a report from the Student Records System Project Board would be available for the Autumn term meeting of the Committee, responsibility for this having been transferred to the new Interim Head of Student Services since the Committee's last meeting.

(ii) Proposed changes to the terms of reference, composition and membership of the Committee (*Minute 17 refers*)

It was noted that the changes recommended at the last meeting with effect from 1 September 2012 had been approved by Council and published on the committee system website.

3 ACTION TAKEN BY THE CHAIR

The Committee noted that the Chair had taken action on behalf of the Committee to approve the following under the provisions of the Offsite Processing Policy:

(i) *Smartsurvey* - a cloud-based survey design and distribution facility - for College

use, initially for a survey by Marketing, Recruitment and Communications of second-year students (12-214).

- (ii) **ILX online training** (for various staff development purposes) (12-215)
- (iii) **Microsoft IT Academy** (online training package on Microsoft products)
(*Minute 10 (ii), 29 February 2012 refers*)
(12-216)

4 I-TUNES U (*Minute 4, 29 February 2012, refers*)

Received:

a copy of the Goldsmiths Podcasting Service (I-Tunes U) Guidelines for staff (12-217).

The Committee was pleased to note the appointment of Mr Ben Pester as Podcasting Coordinator, enabling the launch of the scheme, and expressed its thanks to the Steering Group.

It was noted that there would be monitoring of technical quality of recordings, but for the time being no other monitoring of quality. There was a system in place for prompt takedown in the event of complaints. Learning and teaching material would initially be published only to students and staff of the College, while research-related material would be accessible worldwide from the start. The Committee suggested that the Podcasting Service should liaise with Heads of Department and Departmental Learning and Teaching Committees on this aspect of its development.

Resolved:

to receive a progress report on the Podcasting Service in the Spring term 2013.

5 OFFSITE PROCESSING PROPOSALS

- (i) **Cloudmail**

Received:

a progress report on discussions with Microsoft concerning email and related cloud-based applications (12-218).

The Committee was pleased to note the expected launch of the new email and calendar service for 2012-13, with other applications available later.

It was noted that the College had an obligation to protect its students and staff from unsolicited advertising and scanning of emails for profiling. This had been clearly identified by stakeholder universities as part of the essential framework for legal

discussions with Microsoft (now in the hands of JANET).

Members of the Committee asked whether extra storage capacity within an individual's College Microsoft account (covering both emails and any other content in other applications) would be available - perhaps by payment, and this was noted for investigation by IT Services.

A key issue identified was the need for an effective archive facility for email going back further than the year that would be transferred to Office 365. Effectiveness meant both easy searching and access by users within their own archived material and also the maintenance of the archive on corporate IT facilities - in order to avoid the problems of security and data lifecycle management associated with mobile storage devices such as CDs.

The Committee discussed a range of detailed practical arrangements for the launch of email and Microsoft Office 365 generally, stressing in particular the need for ease of use on MACs as well as PCs (which was confirmed) as well as of access from mobile devices. It was noted that senior staff of IT Services were available to attend meetings in departments to discuss colleagues' concerns and enquiries.

(ii) Collaboration with other institutions for the assessment of available cloud computing facilities

Received:

a progress report (12-219).

(iii) *Wuala* (filesharing facility)

Resolved:

that a *Wuala* account be established for the College (12-220).

6 INTERNAL SHARING OF CONTENT

The Committee noted that problems of sharing information via the College network - in particular in terms of the limited facilities for managing access permissions - were of long standing, and had been a key issue in the Information Audit (Minute 19, 25 February 2010 refers). Plans now developed within IT Services for improvements to the network would soon open up much more user-friendly solutions to the technical aspects of this problem. However, addressing the records management aspects had in the main been deferred, following the Spring 2010 meeting, pending the appointment of a specialist Records Manager. The Head of Corporate Governance and Information Management expressed the view that until such expertise was available (whether internally or through some sort of consultancy arrangement), the College would continue to encounter problems with the coordinated management of shared information, and so would not derive full benefit from the technical improvements now under way.

It was also noted that the existing arrangements for filesharing were particularly problematic for MAC users. IT Services were however working on some short term improvements in guidance for them, and that current plans for the network would in the medium term completely remove this problem.

It was noted that the possibility of a College intranet had been mooted in the past but had not been developed, and that this made the difficulties with shared drives - in particular the K: drive, the function of which paralleled that of the intranet at other universities - a more acute problem.

One interim solution currently available was to use the VLE for administrative purposes. While this might represent an effective use of resources in respect of some functions accessible within the VLE (eg questionnaires), it was much less satisfactory for others (eg for supporting Annual Programme Review or the virtual offices set up within certain academic departments).

Members of the Committee were of the view that in any case it would be beneficial to bring forward the development of an intranet for Goldsmiths, considered in the context of broader issues concerning the sharing of information internally to the College (including, but not limited to, key points raised by the Information Audit).

Resolved:

that the Director of IT be invited to convene a group to discuss the design of a future College intranet and associated issues, comprising:

Dr Basem El-Haddadeh (Chair)
Ms Vicky Annand
Ms Rachael Johnson
Mr Adam Peers
Dr Juliet Sprake
Dr Mira Vogel
and a Departmental Administrator (tba)

7 CCTV, VIDEO RECORDINGS BY STUDENTS, AND DATA SUBJECT RIGHTS

Received:

a report on a complaint referred to the College by the Information Commissioner, and associated issues related to the use of video recordings by students (12-221).

The Committee noted that the complaint under investigation related to a particular incident in which the correct procedures for data subject access had not been following in respect of a student seeking - as part of artistic project work - access to their own personal data which they believed to be held on College CCTV footage. The internal investigation requested by the Commissioner had led to some useful clarification and streamlining of procedures associated with CCTV.

The investigation had also been the catalyst for a discussion of a wider range of legal

issues relating not only to CCTV, but also to the use of video in student work in other contexts. This had involved representatives of some relevant academic departments, the College Superintendent responsible for the security team and the Data Protection Officer, and had taken into account information request examples beyond the one identified by the Commissioner.

The Committee supported the objective of participants in this discussion in limiting the extent to which CCTV was accessed for purposes other than the prevention and detection of crime. It was recognised however that the right of data subject access operated independently of this declared processing purpose, and also that there would continue to be occasional need for such data subject rights to be exercised in the context of specific types of student artistic project.

It was noted that brief guidelines on filming initiatives in the public spaces of the College generally would be produced, in the light both of the discussion and of guidance awaited from the Information Commissioner on the legal framework, and that a paper on this would be brought to the next meeting. Guidance on CCTV would also be reviewed and somewhat augmented in the light of recent discussions.

8 VIDEO RECORDINGS OF PRESENTATION CEREMONIES: ANONYMISATION OF GRADUANDS

(Minute 6, 29 February 2012, refers)

Received:

an update report on plans for a pilot anonymisation option in the video recording to be offered to students at September 2012 ceremonies (12-222).

The Committee felt that a statement in the invitation to ceremonies concerning recording, and the option to request anonymity, should be sufficient. A further invitation by poster to request on the day was superfluous and likely to cause undue disruption.

9 RETENTION SCHEDULING

Resolved:

that amendments to the Interim Retention Schedule be approved with effect for the 2012 destructions round, as proposed in paper 12-223.

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

Noted:

a further progress report concerning compliance with the PECR ("Cookies") Regulations at Goldsmiths (12-224).

11 UPDATE ON IT STRATEGY IMPLEMENTATION

Received:

a summary update on IT Strategy implementation (J; 12-225).

The Committee particularly noted further progress on the server virtualisation project, and the availability of Follow-Me printing for those departments requesting it (but without participation being compulsory for any department).

12 IT USER GROUP

Received:

the minutes of the meeting of the IT User Group on 2 May 2012 (12-256).

13 PROTECTION OF FREEDOMS ACT

Received:

a summary of the main implications of the Protection of Freedoms Act (2012), which had achieved royal assent on 1 May 2012 (12-226).

14 JISC INFORMATION LEGISLATION AND MANAGEMENT SURVEY

Received:

a summary of outcomes of the 2011 survey (12-227).

15 FORTHCOMING MEETINGS

Noted:

that meetings of the Committee in 2012-13 would be held on:

Wednesday 31 October 2012, at 2.00pm

Wednesday 27 February 2013, at 2.00pm

Thursday 23 May 2013, at 10.00am

RMH
May 2012