



Loughborough
University

The Information Governance (Beginners) Guide to the Galaxy!

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Session outcomes...

- Loughborough journey...
 - Where we started?
 - How we're getting on?
 - Where we're headed?
- What is Information Governance?
- Challenges faced
- NOT definitive guide of what to do...

The Loughborough journey...the early years!

Responding to data requests - reactive

- FOI/DP
- Ad-hoc training delivery
- Information Security Advice (scenario driven – given in isolation)

Record Management – local arrangements

- Databases/Spread sheets
- Hardcopy filing systems

The Loughborough journey...where to start?

“I think the problem, to be quite honest with you, is that you've never actually known what the question is.”

Douglas Adams, The Hitchhiker's Guide to the Galaxy

Why address information governance?



Why address information governance?

- Increased levels of compliance
 - Minimise risk of breach/increased information security
 - Improved relationship with third parties (contractual obligations)
- Better quality information
 - Improve accuracy and minimise duplication
 - Open and transparent
 - Improved relationship with third parties (more effective sharing)

The Loughborough journey...the first steps!

Step 1: Appoint Information Governance Officer



Step 2: Form Information Governance Working Group



Step 3: Approve Information Governance Policy

The Loughborough journey...the first steps!

IGWG

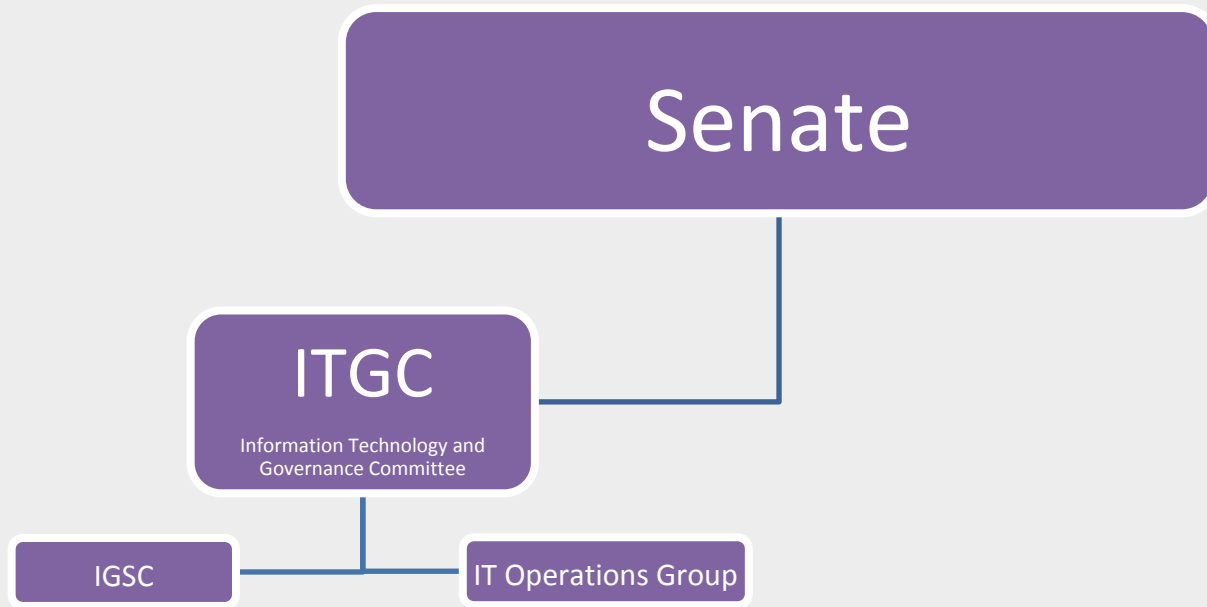
Information Governance Working Group

IGSC

Information Governance Sub Committee

The Loughborough journey...the first steps!

Establish Governance structure



The Loughborough journey...Key stakeholders

- IT Services
- Academic Registry
- Research/Enterprise Office
- Academics
- School Managers

The Loughborough journey...the next steps!

Strand 1

Staff
Training

Strand 2

Information
Security
Policy

Strand 3

Data
Review

Strand 1 - Staff Training

- What format?
- How extensive?
- How to deliver?
- Compulsory?
- How to monitor completion?

Strand 1 – Staff Training: Objectives

- Better informed staff
- Better awareness of individual responsibilities
- Box ticking exercise...

Strand 1 – Staff Training: Implementation

- Online Module (hosted on intranet)
- Mandatory to all staff and research students
- Launched by Chief Operating Officer
- System generated reports to Deans/Ops Managers

Strand 2 - Information Security Policies!

“We demand rigidly defined areas of doubt and uncertainty!”

Douglas Adams, The Hitchhiker's Guide to the Galaxy

Strand 2 – Information Security Policies: Key Objectives

1. Align with ISO 27001:2005 and ISO 27001:2013
2. Workable in practice

Strand 2 – Information Security Policies: Underlying Principles

- a) Policies must have a clear audience and be accessible to that audience.
- b) Roles and responsibilities identified within policies should be explicit (as far as possible by naming job roles, and/or making reference to whether the School/Professional Service or IT Services are responsible)
- c) Policies should be as short as is consistent with being fit for purpose.

Etc.



Strand 2 – Information Security Policies: Where to start?

1. Consult with key stakeholders on underlying principles
 - IT Services
 - Researchers
 - ITGC
2. Redraft underlying principles...

Strand 2 – Information Security Policies: Framework (v2)

Title	Audience
Information Governance Policy	All staff, students and external stakeholders
Introduction to Information Security	All staff, students and external stakeholders
Information Categories and Controls	All staff, students and external stakeholders
Responsibilities of All Staff and Research Students	All staff and research students
Responsibilities of Taught Students (to be incorporated into revised Acceptable Use Policy)	All taught students (but recognise that some of 4. may apply in relation to some types of project work)
Project Partners	Research partners, other academic partners, collaborative projects with services outside university, LSU (not related to IT or physical infrastructure)
Information service and other service contractors.	ITS and physical infrastructure contractors and service providers
Bring Your Own Device. To be combined with Remote Working Policy and renamed Mobile Working Policy	All staff, students and contractors/third party partners
Information Sharing Policy (was Removable/Electronic Media policy)	All staff, students and contractors/third party partners

Remote Working To be combined with BYOD and renamed Mobile Working Policy	All staff, possibly students
Encryption/cryptography No longer required – TO BE INCORPORATED INTO OPERATIONS POLICY.	All staff, students and contractors/third party partners
Management of User Access to information	All staff but some sections more technical?
Operations Policy	Potential for these to be aimed at IT professionals (central or local and for bits relevant to wider audience to go in policies 4. to 7.)
Info security incident handling, general review & monitoring and enhancement?	



Strand 2 – Information Security Policies: Challenges

1. Are policies accessible?

- Who should write them? IT Services or Registry
- Adequately cross referenced?

2. Are they fit for purpose?

- IT Services Vs Academics Vs Registry
- Compliance Vs working practise Vs technical limitations

Strand 2 – Information Security Policies: Key discussion points

1. Information Sharing

- What is sharing?
- How safe is...
 - Cloud?
 - Email?
 - Workspace?
- When is it appropriate to use personal device?

Strand 2 – Information Security Policies: Key discussion points

2. Information classification

- Should there be different levels of confidentiality?
 - Highly Confidential
 - Commercially sensitive
 - Patient Data
 - Know to all handling it
 - Confidential
 - Will staff be able to identify?
 - Blurred lines (storage/sharing etc.)

Strand 2 – Information Security Policies: Key discussion points

3. Remote/Mobile Working

- When is it appropriate?
- To include personally owned devices?
- Encryption?
- How feasible is it for University to oversee/support this?

Strand 2 – Information Security Policies: Outcomes

- Greater consistency across campus
- IT Services able to provide comprehensive oversight
- Staff know where to go for further advice
- Information more secure

Strand 3 - The Data Review!

“Space is big. You just won't believe how vastly, hugely, mind-bogglingly big it is. I mean, you may think it's a long way down the road to the chemist's, but that's just peanuts to space.”

Douglas Adams, The Hitchhiker's Guide to the Galaxy

Strand 3 - The Data Review!





Our outstanding campus

Largest single site green campus in the UK – How much information can it hold?

The Loughborough journey...where we're headed?

- Internal audit
- Targeted (proactive) training
- Communications strategy – enhanced web presence
- Targeted consultation with key stakeholders
- Policy Review
- Proactive/better informed risk management

The Loughborough journey...where we're headed?

“Perhaps I'm old and tired, but I always think that the chances of finding out what really is going on are so absurdly remote that the only thing to do is to say hang the sense of it and just keep yourself occupied.”

Douglas Adams, The Hitchhiker's Guide to the Galaxy