

INFORMATION STRATEGY

GOALS, POLICIES, ACTIONS AND RESPONSIBILITIES

GOAL 1

To provide a high quality information environment that supports the University's objectives

POLICY	ACTION	RESPONSIBILITY
That information generated by the staff of the University serves the University's objectives, is relevant, clear, accurate, up to date and appropriately shared.	Communication of the Information Strategy.	All staff
That all documents (print and electronic) indicate who is responsible for the content and the date. This may be an individual or unit of the University.	Guidance to be developed.	All staff to follow guidance provided
That the responsibility for assuring the quality of key data held within University Systems is clearly defined.	Data Group to publish a table of key data and where responsibility sits.	Data Group
That a single source for each type of key data held within University Systems is identified, and copies or generations of data used in local systems and business units are taken from that source.	Corporate Information Systems (CIS) to advise on any systems developments that are required to support this policy.	Information Management Group and Systems Owners with CIS support
That staff members understand their responsibilities in relation to the information that they access, create or keep and have the skills to discharge these responsibilities.	Further development of guidance and codes of practice by ILS and Records Manager as appropriate.	Managers supported by guidance and access to appropriate staff training
That decision making and strategy formulation will be supported by high quality information from internal systems.	Develop a business intelligence strategy which makes use of data warehousing and associated data mining and reporting tools.	Planning and Statistics (PAS) with Systems Owners
That the University ensures that good quality learning, teaching and research resources and systems are available to students and staff within available resources.	Appropriate allocation of available resources managed by staff with the requisite expertise.	Information and Library Services (ILS)

GOAL 2

To ensure that everyone can get information and communicate with each other quickly and easily through information systems and services which meet their needs

POLICY	ACTIONS	RESPONSIBILITY
That information should be available to any individual unless there is a good reason for it to be restricted.	Communication of the Information Strategy and ensure that staff are aware of Data Protection and Freedom of Information Legislation.	All staff
That people can get the information that they need, in a suitable form, when and where they require it.	Continue to develop the University portal as the primary gateway into the information resources, systems and services of the University.	ILS-Web Services with Schools and Offices
That communication between and amongst staff and students is relevant, timely and clear.	Corporate Communications Strategy and School and Office Communications Plans to be reviewed.	VCG, Heads of Schools and Offices
That communication systems support the relationships, conversations and activities that people need to do their work, and that staff and students are equipped to make effective use of them.	IT strategy to ensure that the development of communications systems support this policy in the light of the speed of technical developments in this area. Training in use of tools provided.	Head of ICT Personnel & EDT
That clear policies and guidelines are in place on the use of email, the portal and other messaging formats to support staff and students to use the University communication systems effectively.	ILS to review in consultation with Development and Communications and in light of best practice for approval by the University Secretary and Registrar.	Director of ILS
That the design and layout of the physical estate supports good communication and interaction.	Estates to incorporate this policy into planning for refurbishments and new builds.	Head of Estates
That there is clarity on the respective roles for distributing information content between the external web site, the University Intranet, and other University repositories of information, and the portal.	Publication of guidance supported by diagrams. Leaflet in Induction Pack for all new staff.	Information Management Group, Development and Communications,

GOAL 3

To encourage a culture of sharing information, knowledge, and ideas and promote expertise in finding and managing information

POLICY	ACTIONS	RESPONSIBILITY
<p>That the University decision making processes are open and clear, and contribute to the development of the University as a community.</p>	<p>To publish the terms of reference and memberships of the University Committees and short life working groups, with information of how they use consultative mechanisms to inform their decision making, how staff can make proposals to them, and details of the availability of agendas, papers and minutes.</p>	<p>University Secretary and Registrar</p>
<p>That sharing knowledge, experience and ideas about curriculum development, teaching and learning across the University is the responsibility of all staff.</p>	<p>To develop seminars and workshops to assist staff to promote the sharing of experience.</p>	<p>Educational Development Team, all staff</p>
<p>That knowledge about the research activity and publications of staff should be readily available internally and externally.</p>	<p>To establish an institutional research repository with links to the University web site and accessible through the portal.</p>	<p>DVC Research and Enterprise and ILS with Schools</p>
<p>That the University has a responsibility to provide systems to assist effective management and sharing of information and staff the responsibility to use them.</p>	<p>To develop an enterprise electronic document management system which incorporates workflow and facilitates collaboration and information sharing.</p>	<p>Information Strategy Group, Information Management Group, ICT and CIS</p>
<p>That students of the University acquire the information skills needed for their academic work and to function as independent learners when they leave.</p>	<p>To take this forward through the Change Academy Group on Academic Skills and the ILS Information Skills Group.</p>	<p>Change Academy on Academic Skills, School DLQs & ILS Information Skills Group</p>

GOAL 4

To have integrated, robust and cost effective information systems in place, which reflect lean processes, and are planned and implemented using best practice to ensure optimal utilisation

POLICY	ACTIONS	RESPONSIBILITY
That the provision of relevant IT systems to create, manage, store, access, manipulate and transmit information is ensured.	Development and adoption of a new IT Strategy 2009/11	Director of ILS with Heads of CIS & ICT
That all new ICT systems and infrastructure projects are assessed against corporate priorities and available resources.	Assessment process based on business case to be developed to identify institutional IT priorities.	Information Strategy Group
That information is kept securely, in terms of its confidentiality, integrity and preservation; as well as in terms of disaster recovery and protection against security breaches.	Continue to develop the security needed to increase access to electronic information whilst ensuring security.	ILS
That staff and students have adequate and appropriate access to information systems and supporting infrastructure resources to do their work.	Policy on 24x7 support to be developed.	ILS / Personnel
That communication between staff and students is integrated and secure, and that good practice is followed.	Develop further policy and guidance on use of electronic communication channels and tools.	Education Development Group
Continue to extend use of formal project management methodology to all significant project implementations with multiple stakeholders.	Ensure training is available for appropriate staff.	ILS