

## INFORMATION MANAGEMENT POLICY

### SUMMARY OF PRINCIPAL CHANGES

#### General changes

Document updated with effect from 1 September 2012 to incorporate the University's revised internal management structure.

(Amendments to version 02.0, UPR IM02 are shown in italics.)

#### 1 SCOPE

- 1.1 The Information Management Policy applies to information in all its forms and provides a corporate framework for all the University's information-related activities. Within this overall framework there may be a number of subsidiary policies and procedures.
- 1.2 The policy applies to all University of Hertfordshire activities; to individual Members of the University as defined in UPR GV06<sup>1</sup>; subject to *necessary* consultation and agreement with the respective Board of Directors *of the University's wholly-owned subsidiary companies and their wholly-owned subsidiaries, to the companies concerned and to companies in which the University has an interest and to collaborative activities undertaken with Partner Organisations.*

#### 2 INTRODUCTION

- 2.1 The distinctive academic, business and cultural identity of the University and its strategic goals are set out in its Vision, Mission and Values Statements and the University Strategic Plan 2010-2015.
- 2.2 The University's mission is to be:  
  
'an innovative and enterprising university, challenging individuals and organisations to excel'.
- 2.3 The Information Management Policy supports the University's Vision, Mission, Values and Strategic Plan through principles for the effective and efficient management, use and dissemination of information as a vital strategic resource.
- 2.4 This policy was originally agreed by the Academic Board with effect from 14 June 2006<sup>2</sup>.

#### 3 KEY PRINCIPLES

##### 3.1 A coherent corporate information framework

The University is a knowledge-based organisation operating in a complex and information-rich environment, in which information is a vital strategic resource underpinning high quality services, effective governance and corporate success. The University is committed to managing the creation, storage, use, application and dissemination of its information within a strategic, coherent and sustainable corporate information framework with rigorous processes for quality assurance and continuing enhancement.

##### 3.2 A distinctive corporate identity

The University recognises the importance of an effective and attractive corporate identity to promote its distinctiveness and reputation. All information, regardless of format, created by Members of the University for corporate purposes, must be consistent with the University's corporate identity as expressed in the University's Vision, Mission and Values<sup>2</sup>.

<sup>1</sup> UPR GV06 'Membership of the University'  
<sup>2</sup> **Academic Board Minute:** 278.1, 16 June 2006, refers.

### **3.3 Excellent digital study and working environments**

The University will exploit the potential of digital study and working environments in providing an outstanding dynamic, integrated and pervasive information environment to enhance the student learning experience, the working experiences of its Members and the University's reputation.

### **3.4 A focus on users**

The University is committed to the design and development of processes and systems that take account of user requirements and relate to people in their study and work environments. There will be a primary focus on ease of use, accessibility, integrated delivery and good information retrieval facilities.

### **3.5 Open access**

All information within the University will be available to all Members of the University, unless explicitly restricted on the grounds of personal privacy, legal requirements, commercial confidentiality or other recognised good reason. Information will be available to users, anytime and anywhere, as far as practicable, subject to appropriate security requirements. The arrangements for access to information will take account of the agreed full life cycle of information through time as technologies change.

### **3.6 Attention to quality**

The University recognises that the quality of its information is fundamental to all its activities. Information must be fit for purpose, relevant, accurate, timely and compliant with legal requirements.

### **3.7 Clear responsibilities**

The University will record the provenance of each piece of corporate information and its custodian. The custodian is responsible for its accuracy, timeliness, relevance, security, maintenance and accessibility. All users must be fully aware of their rights and responsibilities in the handling of information.

### **3.8 Effective security**

The University will endeavour to protect its information assets from security risks that could have an adverse impact on its quality and, hence, upon the University's Members, business operations and reputation.

### **3.9 Cost-effective processes**

The University not only recognises the value of information, and the costs associated with its collection and use, but also the costs associated with a lack of information, duplication of information and inaccuracies. Information will normally be acquired and recorded only once in centrally managed databases and without duplication. Wherever practicable, management information will be derived from information collected to support business operations and services.

### **3.10 Valuing intellectual assets**

The University aims to maximise the benefits, whether to the University and its Members or to others, from the intellectual assets it owns or creates. The University will protect and exploit its intellectual assets and assist its Members in optimising knowledge transfer. It will respect the intellectual assets and copyright of other organisations and individuals.

**3.11 Meeting external requirements**

The University's creation, storage, dissemination and use of information will conform with legal, regulatory and ethical standards, University policies and rights management requirements, including data protection, freedom of information, copyright legislation, contracts and licence agreements.

**3.12 Embedded dissemination and information sharing**

The University will establish and promote University-wide standards for recording and exchanging information, including document formats, user interfaces, classification and metadata.

**3.13 Expert information skills**

The University will promote and support the development and training of its Members and foster an information culture in which good practice and the University's distinctive identity may flourish.

**4 IMPLEMENTATION**

4.1 The Information Management Policy will be realised through an institution-wide Information Management Plan and agreed standards, regulations and procedures.

4.2 The University's Information and Communications Technology Plan will also support the realisation of the Information Management Policy and Plan.

P E Waters  
Secretary and Registrar  
Signed: **1 September 2012**