

Title	Information Management Principles – IM02
Version	04.0
Effective	13 December 2019

INFORMATION MANAGEMENT PRINCIPLES

General changes

UPR restated as a set of principles not policy.

(Amendments to version **03.0**, UPR IM02 are shown in italics.)

Structure

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2.5	<i>Open access</i>
2.6	<i>Attention to quality</i>
2.7	<i>Clear responsibilities</i>
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2.13	<i>Expert information skills</i>

1 SCOPE

1.1 These Information Management *Principles* apply 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 *principles* apply to all University of Hertfordshire activities; to individual Members of the University as defined in UPR GV06¹; 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 KEY PRINCIPLES

2.1 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.

¹ UPR GV06 'Membership of the University'

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2.2 **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 Values².

2.3 **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.

2.4 **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.

2.5 **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.

2.6 **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.

2.7 **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.

2.8 **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.

2.9 **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.

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2.10 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.

2.11 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.

2.12 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.

2.13 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.

Sue Grant
Secretary and Registrar
Signed: **13 December 2019**