

# IT and Computing Responsibilities

## UPR IM20 Appendix I version 02.0

### Policies superseded by this document

This document replaces version 01.0 of UPR IM20 Appendix I, with effect from 3 January 2023.

### Summary of significant changes to the previous version

Minor amendments have been made for clarification purposes or to reflect changes in organisational structures.

### Glossary

A glossary of approved University terminology can be found in [UPR GV08](#).

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# 1 Responsibilities of the Chief Information and Digital Officer

## 1.1 Networks

1.1.1 The Chief Information and Digital Officer has primary responsibility for the development, provision and effective management of the University's computer networks, including: computer network security arrangements (internal and external); computer network back-up arrangements; the issue and recording of Internet Protocol (IP) addresses; the management of domain name services; the monitoring of usage and/or demand; the procurement, installation and repair of central computer network equipment; liaison with external service providers; the provision of local computer network connections to individual desktop services equipment and in communications cabinets; external computer network connections and for the formulation of proposals for the further development of the University's computer networks.

## 1.2 Licence Management

1.2.1 The Chief Information and Digital Officer will:

- i ensure that a current record is maintained of all Product for which the University holds University-wide site Licences;
- ii ensure that University-wide site Licences are negotiated for all Product where this is beneficial for the University and acceptable to the Licensor;
- iii ensure appropriate back-up, copying and distribution of Product and Documentation in accordance with the conditions of the relevant Licence;
- iv ensure that advice and support is provided to the Head of Procurement and other managers on appropriate licensing arrangements for other Product;
- v ensure that, where appropriate, the University benefits from any nationally and/or consortia-negotiated licensing arrangement;
- vi ensure that the University contributes, as appropriate, to national and/or consortia proposals for Product licensing;
- vii ensure that, where it is a condition of supply, a single point of contact ('Contact Point') is designated to deal with queries and to provide support for Product (see section 5.1.2).
- viii determine University arrangements for Product audits;
- ix investigate any reported breaches of Product Licences and take appropriate action in accordance with relevant University policies and procedures and use reasonable efforts to prevent any recurrence.

### **1.3 Internet and intranets**

1.3.1 The Chief Information and Digital Officer is responsible for:

- i the computer networks, hardware and software and any third party services used for the corporate use of the Internet, including, domain registration and URL definition and management, site hosting, content management arrangements, search engine optimisation, application development and maintenance, analytics and usage reporting, integration with other services, back office processes and server infrastructure;
- ii the development, management and delivery of StudyNet and other intranets;
- iii the development, management and provision of on-line communications services.
- iv management, implementation and use of the University main domain name: 'www.herts.ac.uk';
- v definition, approval and management of all URL web addresses for University web-based information;
- vi registration of all University URL web addresses for all domain names and is the University's nominated registrar for all University URL web addresses and all domain names;
- vii application to JANET for '.ac.uk' domain names.

1.3.2 The Chief Information and Digital Officer (or nominee) will consult with the Executive Director - Business, International, Marketing & Recruitment and Director of Marketing and Communications (or nominee) concerning web addresses, including shortcut addresses relating to the University external website and its subsites and to agreed microsites.

### **1.4 Administrative information and computer networks**

The Chief Information and Digital Officer and the appropriate Head of Strategic Business Unit will:

- i develop, implement and maintain appropriate disaster prevention measures and a documented disaster recovery procedure for central management and administrative information and computer networks;
- ii develop, implement and maintain a documented change control procedure for central corporate applications and associated programs.

## **2 Responsibilities of The Director of Estates**

The Director of Estates is responsible for the location and maintenance of cabling ducts on University premises and the implementation of the Standards agreed with the Chief Information and Digital Officer in contracts for new building developments and refurbishments.

## **3 Responsibilities of the Executive Director - Business, International, Marketing & Recruitment and Director of Marketing and Communications**

### **3.1 External website**

3.1.1 The Executive Director - Business, International, Marketing & Recruitment and Director of Marketing and Communications is responsible for:

- i all corporate material published by the University via the Internet and social media, including branding and design, information architecture and site navigation, use of terminology and key messages, writing and style guidance, and for ensuring that content supports search engine optimisation;
- ii establishing the criteria and granting permission for any subsite and microsites and whether these are to form part of the main University website or operate under a separate distinct web address;
- iii establishing appropriate internal communications channels in conjunction with the Chief Information and Digital Officer, including arrangements for the staff intranet;
- iv establishing appropriate mechanisms, in conjunction with the Chief Information and Digital Officer, to ensure compliance with the policies and regulations set out in this document (Appendix I, UPR IM20).

3.1.2 Responsibility for content creation and updating will be delegated to Heads of Strategic Business Units and other authorised staff, as appropriate.

## **4 Responsibilities of Heads of Strategic Business Units**

### **4.1 Networks**

4.1.1 Heads of Strategic Business Units are responsible for:

- i ensuring that all computer network development and provision is undertaken by staff authorised by the Chief Information and Digital Officer to carry out such work;
- ii preventing unauthorised access to equipment connected to the staff network;

- iii maintaining a local equipment inventory for any equipment that is not managed by LCS, together with the location of that equipment.

## **4.2 Computer Security**

- 4.2.1 Heads of Strategic Business Units will ensure that local computer systems security policies incorporate appropriate monitoring procedures to ensure compliance with all of the regulations set out in this document and will designate a member of staff within their area (a 'designated person') who will be responsible to them for ensuring compliance with these regulations.

## **4.3 Licence management**

- 4.3.1 Heads of Strategic Business Units will ensure that:
  - i a record is maintained of all Product for which the Strategic Business Unit holds local Licences and, where appropriate, the names of the individuals to whom the Product has been made available and/or the serial number(s) of the computer(s) onto which each copy of the Product has been loaded;
  - ii the Members<sup>1</sup> of the University for whom they are responsible are informed of the terms and conditions under which any Product made available to them may be used;
  - iii Product procurement and licensing does not duplicate Product already available through University-wide site Licences;
  - iv advice is sought from the Chief Information and Digital Officer and Head of Procurement prior to the acquisition of new or additional Product.

## **4.4 Websites, external and intranets**

- 4.4.1 Heads of Strategic Business Units are responsible for:
  - i the establishment and co-ordination of appropriate arrangements to create content; maintaining the currency, accuracy and relevance of information and materials made available via the Internet, extranets and intranets, including StudyNet and HertsHub, and social media; ensuring that content is appropriate to the audiences using the respective media, and related quality management measures; in accordance with the arrangements agreed with the Executive Director - Business, International, Marketing & Recruitment and Director of Marketing and Communications and the Chief Information and Digital Officer;

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<sup>1</sup> UPR GV06 'Membership of the University'

- ii the appointment of a designated School/Strategic Business Unit 'content key contact' who will report to the Dean of School/Head of Strategic Business Unit; for notifying the Executive Director - Business, International, Marketing & Recruitment and Director of Marketing and Communications (or nominee) of these appointments and for ensuring that these members of staff receive the necessary training to enable them to discharge their responsibilities for content and liaison;
- iii liaison with the Executive Director - Business, International, Marketing & Recruitment and Director of Marketing and Communications (or nominee) concerning the presence, format and content of any Internet or extranet web pages, including University use of social media and virtual worlds in connection with the policy set out in section 4 of this document;
- iv liaison with the Chief Information and Digital Officer (or nominee) concerning Internet, extranet and intranet addresses, access arrangements and technical issues;
- v ensuring that Internet and extranet web pages are held on the University's web servers registered for external use;
- vi initial approval of all local requests for subsites and microsites and the referral of such requests to the Executive Director - Business, International, Marketing & Recruitment and Director of Marketing and Communications for consideration in conjunction with the Chief Information and Digital Officer prior to the commissioning of any subsite or microsite development work;
- vii promotion and use of the agreed University on-line communications arrangements;
- viii promotion of and compliance with the policies, regulations and procedures set out in this document among colleagues.

## **5 Responsibilities of Members<sup>1</sup> of the University**

5.1 Members of the University should understand fully their responsibilities in relation to information security and comply with the relevant University policies and regulations. Managers will be responsible for defined areas of information security.

### **5.2 Members of the University in Membership B are responsible for:**

- i the relevance, accuracy and currency of the information contained in web, extranet and intranet pages and social media which they have created or for which they have been assigned responsibility, including personal academic and professional staff profiles, monitoring any responses, and for ensuring that the content is consistent with the aims and objectives of the University.
- ii knowing the contents of relevant policies and procedures;

- iii ensuring that any use of the Internet, on-line communications and social media is carried out in line with this and other relevant policies;
- iv seeking relevant authorisation for official postings prior to publication;
- v ensuring that all students have read, understood and agreed to the code of conduct /acceptable use policy, before accessing and posting content on University intranet and social media sites, including StudyNet.

Sharon Harrison-Barker  
Secretary and Registrar  
Signed: **3 January 2023**

**Alternative format**

If you need this document in an alternative format, please email us at [governanceservices@herts.ac.uk](mailto:governanceservices@herts.ac.uk) or telephone us on +44 (0)1707 28 6006.