

Information Governance @Imperial

How we promote IG across campus

Tim Rodgers, Compliance and Information Governance Manager

The Governance of Information Governance

The Senior Information Risk Owner – College Secretary
Data Protection Co-ordinators (and their Network)
Specific IG roles in faculties plus Information Asset Owners

Information Governance Steering Group (IGSG)
Information Governance Operational Group (IGOG)

Data Protection Officer & Deputy DPO
ICT Governance & Legal Services
Archives & College Records Unit

Information Governance Policy Framework

Information Governance Policy Framework – overarching document

Information Security Policy – supported by Codes of Practice

- Data Privacy Impact Assessment
- Electronic Messaging
- Inspection of Electronic Communications
- Passwords

Data Protection Policy – supported by Codes of Practice

- covering handling of personal data, patient data, access to personal data, CCTV, internal registration and security of laptops

Records Retention Schedule

How we've embedded IG across the College

- Information Asset Owners identified in Information Asset Register
 - DPIA process with dual-approval from IG and DPO
 - DPIA in the ICT project management process
 - DPIA for new suppliers from purchasing
 - Consideration of IG issues in ICT Change Management and Service Transition
 - DPIA process in FoM to deal with vast number of research projects
-

Campaigns

- BeSecure : <https://www.imperial.ac.uk/admin-services/ict/self-service/be-secure/>
- Data Aware : <https://www.imperial.ac.uk/admin-services/secretariat/information-governance/data-protection/data-aware/>

Including : <https://www.imperial.ac.uk/admin-services/secretariat/information-governance/data-protection/internal-guidance/guide-6---student-use-of-data/>

Training

- Web-based modules in information security and data protection
- Reports on progress sent monthly to faculties and departments
- Considering policy management system to more dynamically deliver training

Face to Face

DP to students in Business School and FoM

IS to students as part of induction

Challenges

- Data Quality focussed on Research rather than administrative approach
 - Application of records retention to structured/unstructured data?
 - Shadow IT and therefore Shadow IG
 - Playing catch up
 - Is the sector STILL waiting for a noteworthy incident?

 - Keeping up to date and peer sharing – IG4HE, HEFEIC. SASIG, IRMS, LoFISHE
-

Imperial College
London

Any questions?



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Protect computers
and devices



Protect college and
personal information



Protect yourself online

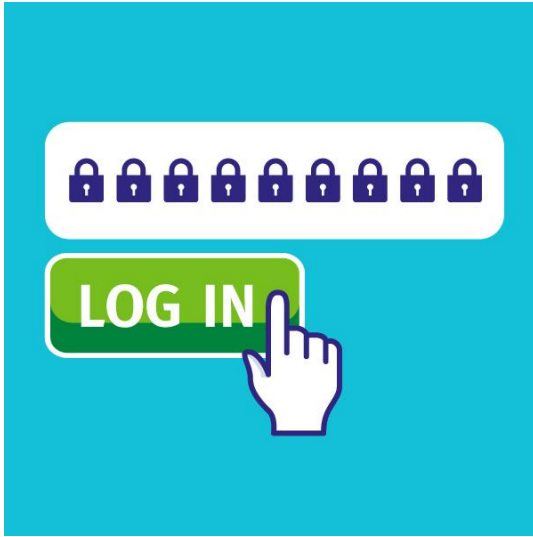


Information
Systems Security Policies



ICT Security

ictsec@imperial.ac.uk

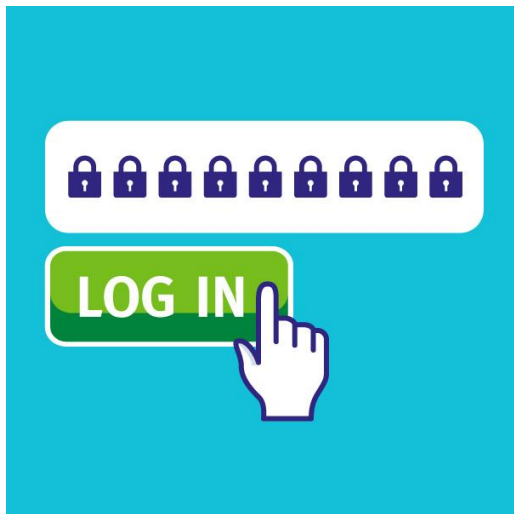


Passwords secure and long

- Never tell anyone (**even ICT**) your password
- Choose a strong password:
 - ~~Imperial123~~
 - Ohno!It'sMonday
- You'll be notified by email (sent by the Service Desk – service.desk@imperial.ac.uk) when your password is due to expire.

Protect
information

Phishing



Protect
information

Unusual, non-IC sender

From: Helpdesk [paulsmith@stp-mineral.com]
To: Undisclosed Recipients
Subject: UPGRADE ACCOUNT

Your email missing

Hello Customer,

Impersonal greeting

Poor spelling and clunky
grammar

*As part of our upgrades to new Office system we require to
verfy your mailbox.*

Hover over the link to
check the URL.
Not an Imperial
address.

Please [click here](#) to submit your updated information.

<http://192.168.235.144/submit/index.jsp>

If action is not taken by you we will terminate your online services.

*Thank you
ITS Help Desk Administrator*

Threats / urgency

Generic signature, no
contact information

NETFLIX

Your cancellation confirmation

Hi firstname.surname@imperial.ac.uk,

We tried to renew your membership as the end of every billing cycle but the payment failed, so we had to cancel your membership.

Obviously we'd love to have you back. If you want renew your membership, simply click here to enjoy all the best TV shows & movies without interruption.

[RESTART MEMBERSHIP](#)

We're here to help if you need it. Visit the [Help Center](#) for more info or contact us.

© The [Netflix](#) Team

Questions? Call 0120-934-474

This account email has been sent to you as part of your Netflix membership. To change your email preferences at any time, please visit the [Communication Settings](#) page for your account.

Please do not reply to this email, as we are unable to respond from this email address. If you need help or would like to contact us, please visit our [Help Center](#) at help.netflix.com.

NETFLIX

Your cancellation confirmation

Hi Thomas,

As you requested, we've cancelled your membership, effective from Tuesday, 8th May 2018.

Obviously we'd love to have you back. If you change your mind, simply [restart your membership](#) to enjoy all the best TV programmes & films without interruption.

[RESTART MEMBERSHIP](#)

We're here to help if you need it. Please visit the [Help Centre](#) for more info or [contact us](#).

– The Netflix Team

Questions? Call 0800 096 8879

This account email has been sent to you as part of your Netflix membership. To change your email preferences at any time, please visit the [Communication Settings](#) page for your account.

Please do not reply to this email, as we are unable to respond from this email address. If you need help or would like to contact us, please visit our [Help Centre](#) at help.netflix.com.

This message was emailed to [\[emailaddress@imperial.ac.uk\]](mailto:[emailaddress@imperial.ac.uk]) by Netflix.

SRC: 12514_9983_2_en-GB_GB



Fees



Tuition Fees

To You

14:26



Dear Student

Based on your academic performance and financial circumstances, I am pleased to inform you that you have been approved for the Educational Grant by the Department of Education.

You are required to submit your details via the link below so that your payment be promptly process

[Click Here](#)

Thanks

Finance

System Administrator Team

From: Tuition Fees <tuition.fee.imperial.ac.uk@outlook.com>

Sent: Wednesday, September 25, 2019 12:37 pm

To: <student>

Subject: Fees

Dear Student

Based on your academic performance and financial circumstances, I am pleased to inform you that you have been approved for the Educational Grant by the Department of Education.

You are required to submit your details via the link below so that your payment be promptly process

[Click Here](#)

Thanks

Finance

System Administrator Team



Reply

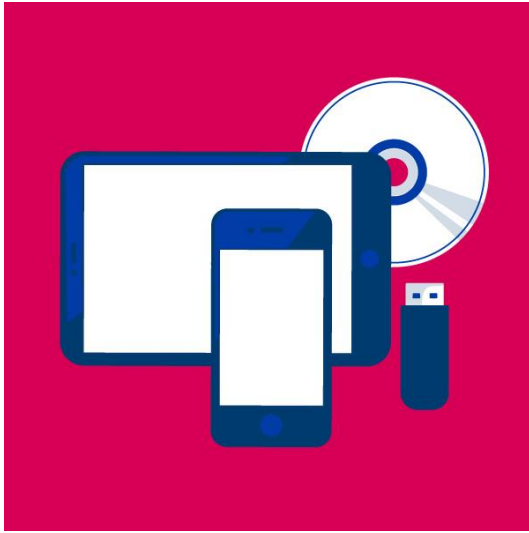


Avoid scams and malware



- If in doubt, do not click
- Check emails carefully
- Report anything suspicious

Protect
information



Lock your computer / phone

- Log out of your computer
- Use a pin/passcode to restrict access
- Do not leave valuables unattended

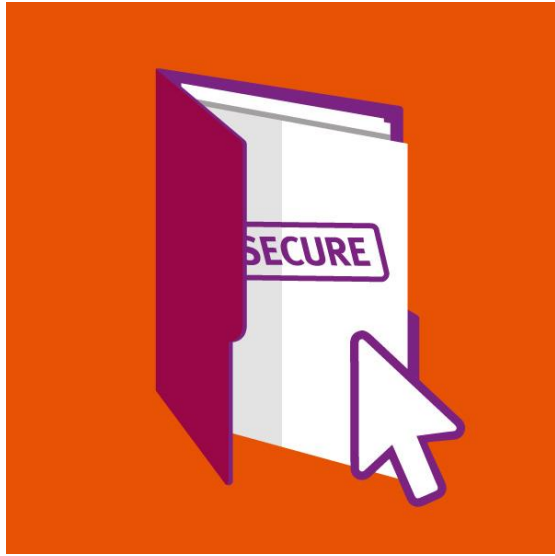
Protect
computers
and devices



Keeping data safe: Storage

- Automatic Backup is best (H Drive, OneDrive, Group Space)
- Cloud Storage – OneDrive, Box
- ~~Removable media~~

Protect
information



Protect
information





College Policies

Conditions of IT Use

- College policy is available online
- Covers acceptable use
- Cyberbullying



Copyright material

- What is copyright material?
- Downloading and redistributing copyright is illegal
- Peer-to-peer software
- It will result in disciplinary action

College
Policies



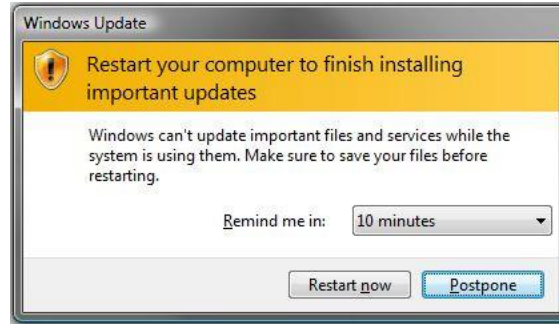
Social networking

- Stay safe online
- Be sensible when creating digital information
- Your future employment is as stake
- Facebook privacy settings

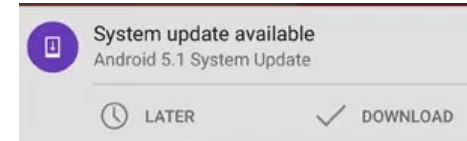
Protect
yourself
online



Computer security basics



Protect
computers
and devices



If you have IT security questions or concerns, contact the ICT Security team via the [ICT Service Desk](#).



It's everyone's responsibility to be secure.
Visit www.imperial.ac.uk/be-secure

Contact:

[ICT Service Desk](#)

Online: [ASK ICT](#)

By phone: +44 (0)207 594
9000 or 49000

Via Twitter: [@theservicedesk](#)

In person: 4th Floor,
Sherfield Building, South
Kensington Campus

