Intranet Policy

May 2014

Approving authority:	Secretary's Board
Consultation via:	Web Strategy Group, Intranet Site Owners, Director of Legal and Governance Services, Head of HIG, Secretary's Board
Approval date:	6 May 2014
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Responsible Executive:	Secretary of the University
Responsible Office:	Office of The Principal

INTRANET POLICY

CONTENT

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1.   INTRODUCTION

This is the policy regulating the use of the University Intranet to communicate information exclusively to staff and closed membership groups for university business. The adoption and implementation of such a policy is required to manage intranet sites effectively and ensure that all information posted on to the University Intranet meets best practice throughout the whole university.

2.   PURPOSE

This policy sets out a framework for content being posted onto the University Intranet.

The purpose of the Intranet is;

- To share news and information about our services with staff to engage and motivate staff and support the delivery of university services.

- To share confidential information on a need to know basis and collaborate on document creation and engagement with internal closed member groups and guest users e.g. committees, project boards, research groups, individual Schools/Services e.g. calendars, task management.

- To capture key documents as records into the University records centre as the "single point of truth" and evaluate its potential to serve as a corporate records repository and electronic records and document management system.

3.   OBJECTIVES ON INTRANET

3.1   The primary purpose is to have a staff intranet which provides high quality, relevant, accurate and up to date information from every School and Service of the University, to support university business in line with the University strategy.

3.2   Key aims of the Intranet

One central point for the dissemination and sharing of key information and key documents throughout the University in a co-ordinated approach. Thus enhancing communication and effectiveness along with co-herence and co-operation throughout the University.

Consistency of quality and content across sites and managed creation and use of sites and subsites through an agreed site approval process and common templates and conventions.

Information easily maintainable through devolution of content management to owners and content authors to ensure that information is kept current and up to date.

Promotion of good practice in managing documents, applying consistent version control and records retention policies so that users can easily find the accurate, current version of each key document.

Staff become better informed of what is happening within the University and what each Service and School is doing.

3.3   Use of the Intranet SharePoint platform to share confidential information and collaborate with defined and controlled groups within the University and guest users who are invited to contribute to university actitivities ensures that this information is

always held securely on university servers and supports remote working without compromising the security of our information assets.

3.4 This policy provides a framework of responsibilities and accountabilities to govern information posted onto the University Intranet. The policy sits within the wider context of the University's web strategy to make the best use of online platforms to communicate to internal and external audiences. The content and provisions of the policy have also been developed to meet the requirements of the Information Governance and Records Management Policy.

4. SCOPE

4.1 This policy applies to any Service or School posting information on to the University Intranet within their area of Service or School.

4.2 This policy is focused on the use of the Intranet to manage communications and information intended for staff and support collaboration with closed member groups. Separate policies, procedures and guidance apply to the use of the University website to communicate information to internal and external users, using univesity SharePoint [platform to collaborate on joint projects with external organisations and the use of the Virtual Learning Environment (VLE).

4.3 In managing Intranet content there is a need to avoid locking information down behind SharePoint that must be publicly available. The University has a legal obligation to share most of this information with the public e.g. our income, expenditure services, strategy, performance, standards, policies, environmental information etc. Also each School and Professional Service have their own external stakeholder audiences. This means that the University external website must be used to publish all information intended for internal and external audiences. To avoid duplication of content, the Intranet pages should contain links to the external facing website. Colleagues also need to be aware that any information published on the University Intranet that is available to all staff cannot be considered as confidential and may need to be disclosed to comply with freedom of information, environmental information regulations or data protection laws. (The only exception is People Finder data on students and non-staff users or where staff have asked for their contact details not to be published)

4.4 The Intranet is not intended as a substitute or replacement for shared drives used for record keeping within local teams.

5. LINES OF RESPONSIBILITY

The Secretary of the University has senior management accountability for information governance and communications strategy, reporting to the University Executive and the Risk and Audit Committee on relevant risks and issues.

The University Secretary's Board has overall responsibility for the stewardship of the University Intranet site and has delegated authority to the Web Strategy Group to have oversight of the management and use of the Intranet as part of the University's digital communications strategy.

The Director of Information Services has senior management responsibility for the University's corporate online services and platforms including the Intranet and website.

The Webmaster has responsibility for developing and managing the Intranet, developing procedures and guidance on site management and assigning and rescinding site ownership and will maintain a comprehensive record of site ownership.

The Director of External Affairs has senior management responsibility for internal and external communications strategy and providing professional support and guidance to members of the University in their internal and external marketing and promotional communications.

The Intranet Development Co-ordinator is responsible for promoting consistent and effective use of the Intranet by Schools and Services, liaising with site owners, developing procedures and guidance in partnership with IS, HIG and other colleagues and for monitoring quality and content.

The Director of Governance and Legal Services has senior management responsibility for information governance.

The Head of Heritage and Information Governance (HIG) is responsible for recommending information governance and records management policies and providing guidance and procedures on
- External publication requirements
- Security standards and controls
- Managing information and records and applying retention and archiving polices

Heads of Schools and Directors of Professional Services are responsible for nominating site owners and content authors for their areas and ensuring that they receive appropriate training.

Site owners and content authors are responsible for
- Following Intranet site creation and content management, procedures and guidelines.
- Controlling access to sites and content intended for closed groups on a business need to know basis to avoid the risk of inadvertently publishing confidential information.
- Liaising with the relevant colleagues responsible for web content management to ensure that information that needs to be publicly available is published on the external website, rather than the Intranet.
- Following information governance procedures and guidance to identify and maintain key records as "single points of truth" in SharePoint and apply the appropriate records retention policies.

6.   MONITORING AND EVALUATION

The University Intranet Development Co-ordinator will monitor all School/Service Intranet sites and raise any issues with the relevant area/s. A quarterly report will be presented to the Secretary's Board advising of any issues that may have arisen during the monitoring period. It is the overall responsibility of each Site owner within the School/Service to ensure that content is current and up to date and is line with university procedures.

The Web Strategy Group will have oversight of the Internet development and receive regular reports from the Intranet Development Co-ordinator and Webmaster.

The Information Governance Coordinator will monitor the accessibility of information that needs to be published externally and liaise with the site owners and Intranet Development Co-ordinator to maintain external web links to relevant information and documents. The Information Governance Coordinator will report any ongoing issues relating to accessibility to the Head of HIG and the Information Governance and Security Group. The Head of HIG will report to the Information Governance and Security Group on any issues relating to the security of information held or published

on the Intranet or external website.

7.   IMPLEMENTATION

The University Intranet Development Co-ordinator will coordinate the development of procedures and guidance for site and content owners and will liaise with Heads of School, Services and site owners to develop and maintain the Intranet to ensure its continued value as an internal communications and information resource.

8.   RELATED POLICIES, PROCEDURES AND FURTHER REFERENCE

Policies
Information Governance and Records Management Policy
http://www.hw.ac.uk/documents/information-governance-records-management-policy.pdf

Freedom of Information
http://www.hw.ac.uk/about/policies/foi.htm

Heriot-Watt University Guide to Information (FOI Publication Scheme)
http://www.hw.ac.uk/documents/heriot-watt-university-publication-scheme.pdf

Procedures

Currently being drafted.

Further reference
Terms of Reference:
- Web Strategy Group
- Project Initiation Document

How to add external users to SharePoint using Active Directory
https://intranet.hw.ac.uk/ps/is/webteam/sharepoint/Document%20Library/Adding%20non%20HWU%20sharepoint%20users%20to%20AD.doc

http://www.website.co.uk

9.   FURTHER HELP AND ADVICE

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11. POLICY VERSION AND HISTORY

Version No	Date of Approval	Approving Authority	Brief Description of Amendment
V. 1	06.05.2014	Secretary's Board	First version