

Matters arising from the minutes of ISSC meeting 14 June 2016

40. REVIEW OF IT SUPPORT CHANGES AND ADOPTION OF ITIL

Considered and commented on
a document describing changes to IT support made in the last year and the adoption of ITIL. (A copy is filed in the Minute Book, ref. ISC15D028)

Action: Director of Information Services is to follow up on the current status of PC order and deliveries, and as year-end is only seven weeks away report back to the Committee Chair by email.

Response: Complete.

Action: Director of Information Services to provide regular reports on IT support activity starting with the Spring 2017 meeting.

Response: The Director of Information Services aims to provide regular reports on IT support activity from the meeting of ISSC on 31 January 2017. Reports will be sourced from the new ITSM system – Cherwell – which went live for logging incidents and service requests on 9 August 2016.

45. GDPR BRIEFING PAPER

Considered and commented on
a brief introduction to the General Data Protection Regulation – new legislation replacing the DPA by May 2018 (A copy is filed in the Minute Book, ref. ISC15D032).

Action: The Director of Information Services should present the GDPR briefing paper to ET-P.

Response: To be completed. The GDPR briefing is still to be offered to ET-P.

Action: The GDPR presentation should be published on the website.

Response: The GDPR presentation is available from the Data Protection Reform page on the ISD website.

<https://portal.ueg.ac.uk/information-services/strategy-planning-and-compliance/regulations-and-policies/information-regulations-and-policies/data-protection/gdpr>

Action: ISD should provide a GDPR presentation to REN.

Response: Our brief (30 min) presentation on GDPR was given to REN managers on 12 July 2016 at one of their regular staff meetings.