

<b>Document Title</b>	Information Management Policy
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	<input checked="" type="checkbox"/> Staff only <input type="checkbox"/> Learners only <input type="checkbox"/> Staff and Learners

<b>Document Owner</b>	Managing Director
<b>Approved by</b>	Board of Directors

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<b>Related legislation, policies, procedures, guidelines and local protocols</b>	<p>This policy has been designed with due regard to the following:</p> <ul style="list-style-type: none"> <li>- Core Statutory Quality Assurance Guidelines (2016), QQI</li> <li>- Sector Specific Independent/Private Statutory Quality Assurance Guidelines (2016), QQI</li> <li>- Qualifications and Quality Assurance (Education and Training) Act 2012</li> <li>- European Association for Quality Assurance in Higher Education (ENQA), et. al (2015), Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)</li> <li>- General Data Protection Regulation (GDPR)</li> </ul>
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## 1. PURPOSE

Information management encompasses all the systems and processes within SQT for the creation and use of relevant information. This policy sets out SQT's commitment to ensuring that secure and robust systems are in place in order to facilitate accurate reporting and to inform timely decision making across all areas of the organisation.

## 2. SCOPE/APPLICATION

This policy applies to all records and documents created, received or maintained by staff in the course of carrying out their roles and responsibilities within SQT.

## 3. RESPONSIBILITY

The following personnel are responsible for data management within SQT:

- The Managing Director has overall responsibility for data management within SQT and for ensuring that all staff are aware of data security measures when using SQT's systems.
- Course Administration Managers, Materials Managers and the Accreditation and Systems Manager is responsible for creating, updating and maintaining the learner and programme records.
- The Accounts Manager is responsible for maintaining all financial records.
- The MIS system is supported and maintained/backed up by the external host provider.
- The MIS system administrator is responsible for the upkeep, security, configuration, and reliable operation of the system.
- The Senior Management Team are responsible for determining the templates required for reporting.
- The Accreditation and Systems Manager is responsible for transferring information to third party awarding bodies and preparing reports for various meetings with oversight from the Director of Quality and Academic Affairs.
- The Director of Quality and Academic Affairs and the Accreditation and Systems Manager are the site administrators for the Moodle System. Course Administration Managers are responsible for the administration of programmes on Moodle. The Accreditation and Systems Manager is responsible for the administration of assessment activity on Moodle.

## 4. POLICY

SQT is committed to the responsible collection of data and appropriate management, analysis and reporting to support informed decision making within the organisation. The following principles underpin this policy:

- SQT's data, information and records management processes reflect best practice standards and comply with relevant legislation and regulatory requirements.

- SQT's approach to data and information access is one of openness and transparency in carrying out its functions.
- SQT is committed to the responsible collection, retention and handling of personal and sensitive data and information.
- SQT demonstrates a commitment to maintaining a robust information security environment.
- Roles and responsibilities in respect of information and data management are clearly defined.

## 5. INFORMATION MANAGEMENT INFRASTRUCTURE

This section outlines the various IT services, systems and platforms in place to ensure a secure and robust infrastructure is in place to support the current and future requirements of the organisation.

### 5.1 IT Service Management

SQT's IT infrastructure and associated services is managed by a well-established, reputable external IT company. This ensures that expertise is available to quickly resolve any technical issues which may arise. It provides the following services:

- **Monitoring & alerting:** Reporting tools monitor virtual and physical hardware, operating systems, applications and specific processes. This provides 24/7 real-time monitoring and visibility of the IT environment.
- **Preventative maintenance:** Scheduled checks of the IT environment are carried out onsite to assess performance and make adjustments, as necessary.
- **Backup monitoring:** Data is protected with both onsite and offsite backups. This allows for a fast and efficient backup and recovery service.
- **Business continuity & disaster recovery:** A proactive disaster recovery (DR) monitoring service is in place to capture potential issues with all systems. Disaster recovery planning is also provided as a service should it ever be required.
- **Firewall monitoring** - managed firewall protection.
- **Antivirus monitoring and management** - A multi-tiered and in-depth approach is implemented to help protect against malicious code and viruses.
- **Help Desk and Onsite Support** – end user support is available via email, telephone, remote access to SQT systems and onsite support.

SQT's website is also supported by an external IT company who provide ongoing support and maintenance.

### 5.2 Information Systems

SQT's Management Information System (MIS) has been highly customised for SQT's needs. The system is capable of:

- maintaining secure learner records for current use and historical review.
- providing reports required for internal quality management and improvement.

- generating data required for, and compatible with, external regulatory, professional or national systems as appropriate.
- generating statistical and other reports to meet internal and external information requirement.

Data is collected through various mediums including course booking forms, assessment cover sheets, Moodle, course evaluation forms, Tutor reports, attendance records etc. The information system is restricted to access by authorised administration users to ensure accuracy and integrity of data.

### **5.3 Information for Decision Making**

Specific reports are generated for each governance unit in order to ensure that timely analysis is undertaken to support informed decision making across all areas of the organisation.

Internal SQT staff maintain a central KPI worksheet which is directly linked to SQT's strategic planning documentation. This KPI reporting includes quality indicators relating to both programme provision and the day-to-day running and strategic objectives of SQT. The report provides vital information for monitoring strategic performance, operational aspects of the organisation, as well as the quality of programme provision and supporting services offered by SQT. In addition, a register of all KPI's and benchmarks linked to each area of the QA Framework is maintained by the Director of Quality and Academic Affairs. Relevant KPI's are included in reports considered by each quality assurance unit.

### **5.4 Virtual Learning Environment – Moodle**

SQT uses the Moodle platform as its virtual learning environment (VLE). This platform provides a secure resource repository and allows for the upload of assignment submission and subsequent capture of tutor feedback on longer programmes. All QQI (HET) learners also have access to a wide variety of up to date resources via the Lean Six Sigma support library. The system is hosted, maintained and supported by an external IT company with specific expertise in the system.

### **5.5 Maintenance and Backups**

Maintenance and backups are managed by the relevant external provider for each system as follows:

- The Management Information System (MIS) provider delivers the required technical expertise for the ongoing support and operation of the system, including back-ups of all data.
- SQT employ the services of an external IT company with responsibility for the ongoing support, maintenance and security of the entire IT framework.
- SQT's Moodle support company are responsible for the ongoing maintenance and customisation of the Moodle platform.

### **5.6 Retention and Destruction**

Record retention is operated in accordance with legal obligations under GDPR. Refer to Data Protection Policy (QAP8-2) and Privacy Statement which is accessible [here](#).

## 6. POLICY MONITORING

Responsibility	Frequency	Methods
Managing Director	Per QA audit schedule	- Review of documentation as set out in QAP2-1: Ongoing Review and Update of QA Documents.
Managing Director	Annual	<ul style="list-style-type: none"> <li>- Review of updates / requirements wrt reporting received from of third parties such as awarding bodies and other external stakeholders</li> <li>- Feedback received from internal and external stakeholders wrt reporting</li> <li>- Reports of data audits</li> </ul>

## 7. DOCUMENT CONTROL

Version No	Approval Date	Description of Revision	Originator	Approved By
2.0	12/3/19	New document format.	Senior Management Team	Board of Directors