Microsoft 365 Management

Policy

Policy Title	Microsoft 365 Management Policy
Document Owner	Academic Registrar / Head of ICT / Head of TEL
Policy Relevant To	All Staff
Procedure Effective From	April 2021
Next Review Date	April 2024

New College Durham is committed to safeguarding and promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

If you require this document in an alternative format and/or language, please contact records@newdur.ac.uk

We review our policies regularly to update them and to ensure that they are accessible and fair to all. All policies are subject to equality impact assessments which are carried out to determine whether the policy has, or is likely to have, a different impact on those with protected characteristics. We are always keen to hear from anyone who wants to contribute to these impact assessments, and we welcome suggestions for improving the accessibility of fairness of this and all College policies.

To make suggestions or to see further information please contact:

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Equality Impact Assessed: April 2021
Accessibility Check: April 2021

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1. Scope

This management policy will ensure that responsibilities and the scope of usage for the College's M365 tenancy is defined clearly. It will also reflect the requirements of other policies listed in section 3.

This policy will cover the rationale for the definitions and will refer to other relevant College policies.

2. Responsibilities

The **Senior Leadership Team** is responsible for requiring a policy to be in place which establishes the responsibilities and scope of M365 implementation.

The **Deputy CEO** is responsible for providing a strategic direction on the co-ordination of the Intranet Strategy.

The **Head of ICT, the Head of Improving Learning and the Academic Registrar** are responsible for ensuring that the policy scope and definitions are clear and provide consistency when considered alongside other relevant College policies within their areas. They will also be responsible for identifying training requirements to the Training and Development Manager.

The **Training and Development Manager** is responsible for ensuring that training needs analysis is used appropriately to identify required staff training, this will include allocating any costs that would be associated with training or the production of any materials/resources in line with the Lifelong Learning Policy.

The **Information Compliance Co-ordinator** is responsible for the register of sites, annual review of sites, conducting Data Protection Impact Assessments on the various M365 apps, managing the use of metadata, and ensuring guidance is published on the use of M365 in relation to Information Compliance and the management of College records.

The **Head of Improving Learning** is responsible for ensuring guidance is published on the use of M365 in relation to teaching and the training of students.

The **Head of ICT** is responsible for ensuring guidance is published on the use of M365 in relation to the administration of the tenancy and the local administration of sites and groups. In addition, the **Head of ICT** will be responsible for managing access for students on the Teams VLE, providing the means to manage Teams, Groups and Sites, and managing the use of metadata.

The **Head of ICT** is responsible for monitoring the Microsoft roadmap and ensuring all potential upgrades to apps are tested and referred for relevant impact assessments prior to rollout.

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Site Owners are responsible for the content of their own Intranet sites.

3. Relationship with existing policies and regulations

This policy will ensure clarity in relation to other College Policies:

- Information Security Policy
- Records Management Policy
- VLE Management Policy
- Web and Intranet Management Policy

4. Definitions and Policy Statements

a. **A Tenancy** is a single Estate, an organisation can have a number of these if it needs to segregate systems from each other.

A tenancy in M365 refers to the full M365 suite attached to a domain which is for New College Durham, newdur.ac.uk. When a tenancy is created, it stores all the data for M365 including SharePoint, OneDrive and other applications licensed by the College. This allows all organisational data to sit in the same environment and be moved around within the tenant with ease.

Teams VLE (see point d below) will be separated by standard Teams by name, structure, policy and permissions, however it will reside under the single New College Durham tenant.

b. **SharePoint** is the file store for all M365 applications. For the College, SharePoint sites will be set up for each function/department that requires a distinct file store with subordinate 'document libraries' used to separate records which have different requirements in terms of permissions or scope. Each function will have the opportunity to have an 'Intranet Site' in addition which will be a place for them to publish documents to the rest of the College (policies, guidance etc). The documents held on the Intranet Sites will need to comply with Accessibility requirements[1].

SharePoint sites are where records that are required to be kept are held and managed with reference to the Records Management Policy and Manual.

A Register of Sites will be kept, detailing Site Owners and Administrators as well as the method of applying records retention rules to the site.

The exception in terms of records is that the Teams VLE will hold submitted student assessments.

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[1] The Public Sector Bodies (Websites and Mobile Applications) (No 2) Accessibility Regulations 2018

The process for creating a SP site is detailed on the [SharePoint Information site](#), departments will express an interest and book an appointment to start the process.

c. **Staff Teams** can be created by all staff to facilitate communication and collaboration. It is advised that staff should usually create these Teams around collaborative groups of staff rather than around activities. Activities should be reflected as Channels within the Team.

A Teams Site will have an unregistered SharePoint Site attached but it is not expected that staff will use that site for record keeping.

Teams Sites will have Site Owners and will be managed by an annual review or by an end date.

To request a staff team the member of staff will complete a form within Teams via the button on the left-hand navigation bar.

Retention of Personal Chat will be 1 month and retention of Teams Chat will be 1 year.

d. **Teams VLE** – Microsoft Teams as a Virtual Learning Environment (VLE) will be for the purpose of structuring, managing and delivering learning activities and content including the tracking and management of online assessments and creating collaborative learning and assessment opportunities for all students in a fully inclusive format. Teams VLE will also serve as a resource centre for staff to engage in professional development.

The Teams VLE is integrated with an anti-plagiarism software:

- To act as a deterrent against plagiarism.
- To provide reports which can help identify occurrences of plagiarism.
- To provide students with a tool to identify and correct possible occurrences of plagiarism in their own work and improve their academic writing.
- To mark the SPAG of each assignment and therefore aid the staff and student in this respect.

e. The **Intranet** will comprise the public facing sites of functions/ departments which will be managed by the relevant department Site Owner.

f. **Microsoft OneDrive** is an Internet-based storage platform, a predefined amount of space is allocated to all users with an Office365 licence. Each member of staff will have space in OneDrive to store work in progress and copy documentation. A user's OneDrive will be deleted with the rest of their account at the appropriate time according to the College fileplan after they leave employment or finish a course.

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g. **Microsoft Exchange** is the software that runs the email and calendar functionality that is presented by MS Outlook or other email application. College Data will be stored on the MS Cloud, enabling functionality within M365.

h. **Compliance Centre** is the functionality that is used by Registry and ICT to run maintenance and searches on files within the tenancy. It will be used to compile Information Compliance Request responses and to enable content search on request for other business purposes. Registry will use this for disposition review and management for content and metadata where retention labels or policies are applied at document and site level. It will also be used to demonstrate regulatory compliance.

i. **Management of Teams, Groups and Sites** – Retention and archiving of these will be managed via the group expiration policy. The owner of a group/team/site will be contacted after the group/team/site is inactive for 1 year and asked whether to keep their group/team/site. They can either click to keep alive or ignore for it to be archived. If any documents need to be retained once a site is no longer in use, the users of the site can copy the files to another SharePoint site. The Information Compliance Co-ordinator will review the list of deleted sites every 2 months and contacting the owner(s), as appropriate, to check that they have retained copies of files they may need that have not passed their retention period.

As part of the existing process to log staff leavers the Information Compliance Co-ordinator will check the log of SharePoint sites and where the staff member is listed as a group owner, will ensure that a new owner is assigned to the group, following discussion with the department concerned.

j. **Management of Metadata** will be co-ordinated by Registry and ICT so that consistency is applied across the tenancy. There is a process for requesting new metadata and content types and ICT will maintain the Master Content Type List.

The key metadata types identified across the tenancy will include Staff ID and Student ID and any identifier that is used to aggregate records (examples might be asset reference, invoice number, course ID). Any identifier that is vital to ensure effective records are maintained should be selected from a lookup or integrated list that pulls the identifier from the system where the primary record is held. Users should not free type. This enables consistent search across the tenancy.

k. **System Owner / Site Owner** - The IS Policy requires there to be a System Owner for each College System. For the M365 tenancy the overall System Owner is the Head of ICT.

For the Teams VLE the Head of Improving Learning will be the owner.

For each SP Site or Staff Team the Owner will be listed in the relevant register. It is likely this will be a senior member of the department. This person will be responsible for ensuring permissions are adequate and maintaining compliance

with the Information Security Policy. This person should be the Data Owner (person who holds managerial responsibility for the data held in the site) and will usually be responsible for ensuring records retention rules can be applied.

l.   **External Access** will be managed by the Site Owners applying the relevant access.

Meeting/External Access can be granted by any member of staff. This will enable external people to attend meetings.

Guest Access can only be granted by Site Owners as they are responsible for permissions across their site. This should be done in the context of the Information Security Policy and with due regard for the protection of confidential and personal records.

The following are examples of where these access types might be used:

- External Examiners (Guest)
- Employers (Guest)
- Consultant (External)
- Inspector or Auditor (Guest)
- Partner Organisations (Guest)
- Potential Student and Employees (External)
- Guest Speakers (External)

5.   Students

Students will have an M365 account for use whilst they study at the College.   They will be given access to the Teams VLE and will have a College email address and a OneDrive to store their work.

Training will be provided by staff who would usually be expected to help students adapt to new technologies.

Students will be expected to use their College email to communicate with the College. The College will send any communications relevant to their study to this email and the students are expected to ensure they check their inboxes regularly.

The students indicate their commitment to ensuring they use College ICT systems and equipment correctly by signing the [Acceptable Use Policy 'Student Guide on Acceptable Use of IT Facilities'](#) via Student Advantage during their formal induction.

6.   Staff

Staff will have an M365 account for use whilst they are employed by the College. They will be given access to the Staff Teams and teaching staff will have access to

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relevant areas of the Teams VLE. They will have a College email address and a OneDrive to store their work. Staff will also have access to relevant SharePoint sites.

All staff as part of their induction will receive training on M365. This will be further supported by training provided by the IT Training Officer and Improving Learning.

Staff indicate their commitment to ensuring they use College ICT systems and equipment correctly by signing the [Acceptable Use Policy 'Student Guide on Acceptable Use of IT Facilities'](#) during their network registration process.

7.   Information Security

The Information Co-ordinator will maintain a Data Protection Impact Assessment to ensure any changes to functionality are assessed for their impact on Personal Data. The Head of ICT will ensure an Information Security Impact Assessment is also maintained as required by the College's Information Security Policy.

8.   Review

This policy will be reviewed every 3 years or as necessary to ensure it is fit for purpose.