



SLMS Information Governance Communications Plan

1. Document Information

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2. Document History

Version	Date	Summary of change
0.1	04/03/2013	First draft for discussion
0.2	18/04/2013	Second draft
0.3	25/04/2013	Third draft
1.0	05/06/2013	Approved by the IDHS Project Board
2.0	02/08/2013	Approved by the Chair of the SLMS IGSG
2.1	10/12/2014	Review circulated for discussion
3.0	11/12/2014	Approved by the Chair of the SLMS IGSG

1.0 Purpose

- 1.1 This Communication Plan sets out how information about information governance will be disseminated to all stakeholders. It defines categories of stakeholders (audiences), how they will be communicated with (channels), what type of communication they will receive, why they are being communicated with (intent), and where appropriate how they will be able to express their views, issues, ideas (feedback).

2.0 Audience groups

- 2.1 **IT for SLMS Customers** – customers who have a potential need for the Data Safe Haven
- 2.2 **Service users** - stakeholders in SLMS, who are dependent upon and utilise the Data Safe Haven
- 2.3 **IT for SLMS Staff** – staff who work in IT for SLMS, whose work supports the Data Safe Haven Service for the user community. ie. local teams and those directly involved in support and development of the Data Safe Haven and related services.
- 2.4 **External parties** – stakeholders external to UCL, such as NHS partners, UCLPartners etc

3.0 Communication intention

For each piece of communication, in addition to identifying the intended audience groups, the communication intention should be identified in advance, such as:

- 3.1 IT for SLMS Customers – communication intention should be:
 - **to consult;** (two-way communication) seeking their input to shape the decisions around the future service
 - **to inform;** (one-way communication - push) telling of changes to the Data Safe Haven Service as a result of development activity, and updating them on progress of projects
 - **to give opportunity to feedback:** (one way communication – pull) providing mechanisms by which they can take the opportunity to ask questions or comment on the service, which can be used to improve future delivery

Materials (what)	Audience Group (to who)	Channel (how)	Intent (why)	By (from who)	Frequency (when)
IG risk report	Senior Executive Group Vice Provost (Health)	Face to face	Inform Consult	SIRO	Annually
IG progress report	IG Steering Group Service Managers	Face to face Email	Inform Consult	IG Lead	Quarterly
Notification of maintenance	Service users	Email	Inform	Service Owner	As and when
Notification of maintenance	IT for SLMS Service Managers	Email	Inform	Service Operation Manager (IDHS)	As and when
Notification of incident	Service users	Email	Inform	Service Owner	As and when
Notification of incident	IT for SLMS staff	Email	Inform	Service Operation Manager (IDHS)	As and when
Service update	Service users	Email Face to face (User Group meeting)	Inform Consult	Service Owner	As and when Termly
Service update	IT for SLMS Service Managers	Email Face to face (Service Managers meeting)	Inform Consult	Service Operation Manager (IDHS)	As and when Monthly
Notification of upcoming IG training event(s)	IT for SLMS customers	Email (via school / department / domain coordinators) Web SLMS newsletter	Inform	Service Operation Manager (training & awareness)	Monthly
Training follow-up survey	SLMS researchers (attendees)	Email (link to survey tool)	Feedback	Service Operation Manager (training & awareness)	Monthly
IG awareness event	SLMS researchers (team event)	Face to face	Inform	IG Lead Service Owner	As and when
IG Training event	SLMS researchers	Face to face Email	Inform	IG Lead Service Owner	Monthly
IG awareness	SLMS researchers	Posters and leaflets	Inform	Service Operation Manager (training & awareness)	As and when
IG awareness (policy & guidance documents)	SLMS researchers	Web Email	Inform	Service Operation Manager (training & awareness)	As and when
SLMS IG update and current status	External parties (UCLP, NHS partners)	Face to face Email	Inform	IG Lead	As and when