



**POLICY AND GUIDANCE**  
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## **1. Purpose**

Internal and external communications are both important and necessary for the operation of the Information Security Management System. Communication also requires control to avoid accidental communication and distribution of information, and to ensure that communicated information is accurate and reaching the required audience. This plan details the different types of communication and the individuals responsible.

## **2. Scope**

This document covers all internal and external communications under the scope of the Trustworthy Research Environment (TRE).

The term “Internal Communication” refers to sharing of information between staff and students working under the scope of the TRE.

The term “External Communication” refers to sharing of information by TRE staff and students to individuals or organisations outside of the scope of the TRE.

Communications that are directly linked to specific processes such as Incident Reporting, Escalating Incidents to IG SIRI are out of the scope of this document.

## **3. Responsibilities**

The Communication owner is responsible for:

- Communicating with internal and external groups as detailed in the plan
- Ensuring that communications are distributed to the relevant audiences
- Ensuring that communications are appropriate, concise and accurate

The Communication audience is responsible for:

- Not distributing communications to additional audiences

## **4. Procedure**

Communications will be influenced by the P.A.S.T method:

- P – Purpose: Define the purpose of the communication. What are you communicating, to whom and how?
- A – Action: What do you need from the recipient? Define what and by when.
- S – Supporting: Provide enough information, concisely and accurately, to support the recipient(s) in responding to the communication.
- T – To: Define and check that the communication is going to the correct and appropriate audience.

The following table defines communication owners, communication types and media.

Topic	Internal/ external	Form and format	Who will communicate	Audience	How	When
Management review output	Internal	Minutes on Q-Pulse	Management sponsor/ISM	ISSG	Minutes of the ISSG meeting attached to properties section of the ISSG record	After ISSG meetings
Awareness of ISMS	Internal	Training in response to incidents /findings	Incident owner /nominated individual	CHI Staff and Students	Individual or group training	Provided as indicated by findings
		Induction training	Line manager	CHI Staff and Students	Individual or group induction	Upon joining CHI

TRE staff use five separate email accounts to manage ad-hoc messaging to TRE users and key stakeholders, and between team members, as shown below:

Purpose	Internal/External	Who will communicate	Monitored by which team	Email address
To receive and send messages related to requests for information or support in relation to the TRE, and TRE Projects	External	TRE Users and Stakeholders	TRE Operations	<a href="mailto:tre-support@manchester.ac.uk">tre-support@manchester.ac.uk</a>
General communication amongst TRE Operations Team, Change Requests sent to TRE System Administrator	Internal	TRE Staff	TRE Operations	<a href="mailto:tre-operations@manchester.ac.uk">tre-operations@manchester.ac.uk</a>

Incoming Change Requests from TRE Operations Team	Internal	TRE Operations	TRE System Administration	<a href="mailto:tre-admin@manchester.ac.uk">tre-admin@manchester.ac.uk</a>
Communication amongst TRE Operations Team to plan data checking	Internal	TRE Staff	TRE Operations	<a href="mailto:tre-data-checking@manchester.ac.uk">tre-data-checking@manchester.ac.uk</a>
Communication amongst TRE Operations Team to approve incoming TRE project requests	Internal	TRE Operations	TRE Project Board	<a href="mailto:tre-project-requests@manchester.ac.uk">tre-project-requests@manchester.ac.uk</a>

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#### 4.1. TRE Staff Shared Calendar

All TRE Staff should update the TRE Staff shared calendar hosted in the TRE Support mailbox ([tre-support@manchester.ac.uk](mailto:tre-support@manchester.ac.uk)) with details of annual leave, attendance at workshops and planned events impacting the TRE.

#### 4.2. Managed Distribution Lists

As a network that includes projects funded by a variety of organisations, the Health eResearch Centre (HeRC) operates a number of mailing lists that are monitored and managed by the comms lead. Colleagues are added and removed from these mailing lists in-line with the Centre's induction and leaving processes.

The most appropriate list for communicating with colleagues about HeRC's TRE is: [HERC-CHI@LISTSERV.MANCHESTER.AC.UK](mailto:HERC-CHI@LISTSERV.MANCHESTER.AC.UK). This list includes all staff based at the Centre's three sites at The University of Manchester and those with direct access to Vaughan House. The mailing list is available for everyone to use.

For more information please contact the comms lead [REDACTED]

#### 5. Cross-referenced ISMS Documents

Number	Type	Title
<NO DATA>	<NO DATA>	<NO DATA>

#### 6. Appendices

None