



Office365 global search procedure

Office365 allows for a global search of unstructured information like emails and documents which previously was not available to the School. It is important that this tool does not interfere with the rights of staff and students to privacy. This procedure sets out the general principles as to when such a search can be conducted, for what purposes and by whom.

It is not intended that staff generally will be informed when a global search is carried out, but confirmation that a search is being or has been carried out will be made if raised by staff. This procedure will be made available to staff through the Policies and Procedures website.

General Principles

Global searches should be conducted only:

- For the purpose of responding to a Freedom of Information, Data Protection, Environmental Information Request or for gathering information for a legal case, a student disciplinary case or misconduct enquiry or a staff disciplinary case.
- By the DTS Platform Services Team on request from the School's Legal Team or the HR partners.
- To cover the shortest time period possible that is necessary for the request

- By using the most unique search term or search string possible. For example a request for emails about the Prevent programme would need to be refined to 'Prevent duty' or 'Prevent AND Terrorism' as 'prevent' would have too many false positives.
- With due respect for the confidentiality of any material gathered during the search

Conducting a search

1. A member of the Legal Team/HR Partner will determine if a global search is required for any of the reasons listed above and fill out the Global Search request form (Annex A).
 - a. This may include negotiating with the requester on the search string so it does not produce too many false positives.
2. The form must be signed off by the School Secretary or Director of HR before a search can be conducted.
3. The Head of Platform Services will be contacted to conduct the search. The Legal Team member/HR Partner will set out:
 - a. The search term;
 - b. The time period to cover.
4. The Head of Platform Services or their delegate will run the search and package the contents for the Legal Team member/HR Partner, making them available via SharePoint securely.
5. The Legal Team member/HR Partner will download the data to a secure area to review the contents prior to release via a response to an information request or to the School's solicitors.
6. The Head of Platform Services will destroy the information six months after it has been downloaded by the Legal Team member or HR Partner, after checking with that the original search is no longer needed.

Annex A: Global Search request form

Request for a global search of Office365

STRICTLY PRIVATE & CONFIDENTIAL

PART A: DETAILS OF PERSON REQUESTING ACCESS

Name:	
Job title:	
Contact details	
E-mail address:	
Telephone extension:	
Mobile/Other contact number:	
Which is the best way to contact you about this request should this be necessary?	

PART B: DETAILS OF REQUEST

Search string to use:			
Time period to cover:			
Category of user accounts being searched:	Undergraduate Student	Postgraduate Student	Member of Staff
(please tick ✓)			

PART C: JUSTIFICATION FOR SEARCH REQUEST

For what purpose is your request required? (Please tick all that apply)	✓
Court case where all material relating to the case has been requested by solicitors	
Data Protection request where uncertain if all material has been provided	
Data Protection request where requested to do such a search by the data subject	
Freedom of Information/Environmental Information Regulations request where uncertain all the material has been provided	
Freedom of Information/Environmental Information Regulations request where requested to do such a search by the requester	

For a potential student disciplinary matter/academic misconduct matter	
For a potential staff disciplinary matter	

PART D: WHY IS A GLOBAL SEARCH NEEDED?

Please explain *briefly* why a global search is required, including why a normal request to staff will not provide the information requested. You should include who the data will be shared with e.g. solicitors or a requester. You should also indicate a period over which you require access. Your justification must be based on legal requirements as set out by the courts and in relevant legislation and should clearly indicate the impact / risk to the School should access *not* be granted.

PART E: DECLARATION

I declare that I am submitting a request a global search to be conducted in Office365 based on the justifications stated in PART C.

I understand that in viewing the search results that anyone who is granted access to another user's data may only view/listen to material that it is considered necessary to see for the operational/business reasons for which access was granted. They are required to treat all material as confidential and must not act upon it or disclose it to any other person except those directly associated with the business/operational; requirement for which access was granted.

I undertake to preserve the confidentiality of any private or personal data that may be viewed/listened to inadvertently whilst undertaking the normal business/operational activities required.

I understand that failure to do so may mean a breach of the Conditions of Use of IT Facilities at the LSE (a copy of which can be obtained from IMT or at <http://www.lse.ac.uk/itservices/Rules/condits.htm>) and/or may constitute an offence under Data Protection legislation, the Human Rights Act 2000, and the Regulation of Investigatory Powers Act

2000.

Signed: _____ Date: _____

Print Name: _____ Signed: _____

Date: _____ Print Name: _____

PART F: AUTHORISATION

To be filled out by the Secretary of the London School of Economics and Political Sciences

	(please tick ✓)
I have read the justification for a global search to be conducted over Office365. I am satisfied that it is in the business/operational interests of the School to conduct the search and I authorise IT Services to conduct the search and provide access to the search results detailed in PART B above to the person(s) detailed in PART A for the duration stated.	
OR:	
The application is declined because:	
Signed	

This form should be passed to the Head of Platform Services.

Review schedule

Review interval	Next review due by	Next review start
3 years	October 2024	September 2024

Version history

Version	Date	Approved by	Notes
1	Jan 2017	Secretary's Division	
2	27/9/2021	IGMB	

Contacts

Position	Name	Email	Notes
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Communications and Training

Will this document be publicised through Internal Communications?	Yes/ No
Will training needs arise from this policy	Yes/ No
If Yes, please give details	