Information Management

Information Management Principles

Principles

1. Information is recognised as a valuable asset

2. Significant information assets are managed by an accountable custodian

3. Information meets business needs

4. Information is easy to discover

5. Information is easy to use

6. Information is shared to the maximum extent possible

DEPARTMENT OF
PREMIER AND CABINET

State Government
Victoria

Purpose of this document

The principles in this document support the long-term vision for information management in the Victorian Government. They describe expected behaviours and best practice and provide high-level guidance on how information should be managed. The principles should not require frequent changes or amendments.

The principles

Principle 1: Information is recognised as a valuable asset

Information assets are critical to decision making and service delivery in government. Like other assets, information needs to be managed, maintained and have its value maximised.

Key implications

- Agencies develop a register of significant information assets.
- Information is included in and linked to organisational strategic planning.
- Staff are educated and encouraged to exploit information to the fullest.

Principle 2: Significant information assets are managed by an accountable custodian

Unmanaged information can lead to agencies breaching of their legal or statutory obligations.

Assigning custodianship responsibilities ensures that significant information assets are managed appropriately.

Key implications

- Significant information assets are managed through their lifecycle.
- Information assets are managed in line with their information security risk profile, privacy, and confidentiality and other statutory requirements.
- Agencies adopt a custodianship model which identifies the roles and responsibilities in the management of significant information assets.
- Agencies educate staff on their roles and responsibilities.

Principle 3: Information meets business needs

Information is used for a variety of purposes. The way that information is developed and managed should be based on its strategic importance.

When reusing an existing information asset, users should assess if it is fit for purpose. A key factor in this decision is often data quality. A data quality statement is an effective mechanism for communicating information about how data can be used.

Key implications

- Custodians work with users to determine information needs.

- Information use is considered as the information is being collected or developed.

- Custodians manage, maintain and communicate information quality.

- Data quality statements are developed for significant information assets.

- Agencies put processes in place to improve data quality where needed.

- Agencies work towards having a single point of truth for key information assets.

Principle 4: Information is easy to discover

Government is largely a knowledge-based industry. For government to function effectively, the public, government employees and partner organisations must be able to find the information they need.

Key implications

- Information is described by appropriate metadata.

- Access to some information is restricted due to security, privacy, confidentiality or commercial risks.

- Agencies work towards a common cross-government information directory and other mechanisms for facilitating information discovery.

Principle 5: Information is easy to use

Applying agreed standards to information makes it easier to use and interpret.

Standards help to determine how information will be collected, described, defined, stored and shared.

Key implications

- Custodians work with users to determine appropriate standards.

- Sufficient metadata is provided to users so they know how to use the information.

- Agencies adopt and work towards using common standards across government.

Principle 6: Information is shared to the maximum extent possible

The more an information asset is used, the more its value increases.

Sharing information assets across government:

- reduces burden on organisations providing information

- reduces the overall cost of information development and management; and

- improves collaboration and creates a more connected government.

Information sharing with the public:

- promotes government transparency;

- stimulates innovation and commercial activity; and

- gives researchers access to more primary data.

Key implications

- Information is collected, developed and stored and maintained with sharing, collaboration and interoperability in mind.

- Information sharing is facilitated and actively promoted.

- Information is shared in accordance with security and statutory requirements.

- Staff seek to reuse and build on existing information rather than re-collecting or recreating information.

- Agencies apply appropriate licences to information to promote reuse.

- Where appropriate, information is released to the public.

Scope

This policy applies to the nine inner budget departments and Victoria Police, VicRoads, State Revenue Office, Environment Protection Agency, Public Transport Victoria, Country Fire Authority, State Emergency Services, Ambulance Victoria, Emergency Services Telecommunications Authority, Metropolitan Fire and Emergency Services Board and ICT shared services providers such as CenITex for VG staff users only.

Adopting the principles

The principles provide high-level guidance and are intended to have long term applicability. More specific guidance is provided in the form of supporting policies, standards and guidelines. However, by adopting the principles agencies will be well placed to comply with future standards. In the absence of more specific instruction, the principles should inform agency policy and practice.

It is expected that agencies will adopt and expand on the key implications in this document to reflect their specific circumstances.

Further information

For further information regarding this standard, please contact the Department of State Development and Business Innovation, at enterprisesolutions@dpc.vic.gov.au

Glossary

Term	Meaning
Custodian	Custodians are nominated individuals with a strong business understanding of the information in their care.
Significant information assets	Information assets are deemed significant if they match one or more of the following criteria: • Legislation mandates that the information be maintained and/or accessible.

- The information is used as input or output of a core business process, i.e. without the information business continuity is severely compromised.

- The information is a fundamental input to a specific decision-making process.

- The information contributes significantly to corporate knowledge.

- The information is received from an external agency or source and exchanged on a regular basis.

- The information is of high public value and its replacement is cost prohibitive or impossible.

Information management	Information management is the way in which an organisation plans, identifies, creates, receives, collects, organises, governs, secures, uses, controls, disseminates, exchanges, maintains, preserves and disposes of its information. It is also the means through which the organisation ensures that the value of that information is identified and exploited.
	(Adapted from Queensland Government Information Management Strategic Framework, September 2009)

Version history

Version	Date	TRIM ref	Details
0.1	11 August 2011	D11/149940	Draft presented to IMG and endorsed subject to minor changes.
0.2	29 August 2011	D11/149940	Draft presented to CIO Council and endorsed subject to the addition of a definition for information management.
1.0	30 September 2011	D11/149940	Final version released
1.1	25 July 2013		Template update
2.0	15 May 2015		Review undertaken; no change pending outcome of governance and priorities review.