

# Information Management Standard

**STATE RECORDS**

of South Australia



Government of South Australia  
State Records

# Information Management Standard

## Introduction

The appropriate management and control of information and data is crucial for the effective delivery of government functions and services. Good information and data management practices are the basis of good government; supporting evidence-based decision making, the development of policy, joined-up service delivery and accountability.

Effective management of information and data supports innovation and the transformation of service delivery, enabling communities and individuals from across South Australia to transact with government and stay informed of government decisions.

## Purpose

The Information Management Standard establishes the principles and behaviours expected of agencies in managing government information and data (referred to as *information*) to achieve their own business objectives and to meet requirements under their legislative and policy obligations.

The Standard is consistent with the concepts of International Standard ISO15489 (2017).

## Authority

This Standard is issued under section 14(1) of the *State Records Act 1997*.

State Government agencies must manage their information assets in accordance with the requirements set out in this standard.

## Definition

For the purposes of this Standard *information assets* refer to information, data and records, in any format, where it is created or received through the conduct of government business.

# Principles

The management of government information is based on five principles:

1. The value of information is known
2. Information is created and managed appropriate to risk
3. Ownership of information is assigned
4. Information can be relied upon
5. Information is available as required

# Behaviours

Each principle is underpinned by a set of behaviours that agencies must demonstrate in order to ensure their information management practices align with government expectations.

A series of tools have also been identified that are, or will be available, to support agencies in achieving these behaviours.

## Principle 1: The value of information is known

Information is treated as an asset of the agency; its value, both current and future, is determined, understood and leveraged to improve business outcomes.

### Behaviours

Agencies must:

- » identify and document what their information assets are, where they are stored and who is responsible for their management;
- » understand and document how their information assets support their business objectives and operations or their compliance obligations;
- » ensure information assets are linked to business functions and activities;
- » induct and train staff in the value of information and in their information management responsibilities; and
- » foster an organisational culture that values and manages information as an asset and supports business objectives and activities.

## **Principle 2: Information is created and managed appropriate to risk**

Agencies understand what information needs to be created and kept to support business objectives, meet compliance obligations and mitigate risk.

### **Behaviours**

Agencies must:

- » analyse and document what information must be created and managed across the organisation applicable to the regulatory environment in which they operate;
- » develop and issue policies and procedures outlining how information will be managed;
- » assess the risks of not creating or managing information where there is a legal, evidential, or business need;
- » manage information digitally unless there are specific reasons for keeping physical records;
- » design and implement systems according to relevant standards so that they support the effective management and disposal of information;
- » manage and store information appropriately, to ensure it remains accessible for as long as required;
- » only destroy information when no longer required, and in accordance with current, approved disposal determinations issued by State Records; and
- » review and audit how well their information management policies and practices support their business.

## **Principle 3: Ownership of information is assigned**

Responsibility for the governance of information is assigned appropriately in order to ensure information is managed for the best outcomes of the agency, its customers and broader community.

### **Behaviours**

Agencies must:

- » ensure ownership of information assets are assigned;
- » ensure that owners are aware of their responsibilities and accountabilities for managing the information assets;
- » ensure responsibilities for information management are delegated appropriately, in writing;

- » ensure that roles and responsibilities relating to the ownership and management of information assets are defined in policy or other internal documents;
- » ensure that ownership and accountability for information is managed consistently through a governance structure; and
- » monitor and report on staff adherence to internal information management policies.

## **Principle 4: Information can be relied upon**

Policies, practices and systems are implemented that ensure information can be relied upon as trusted and authentic evidence of decisions made and actions taken.

### **Behaviours**

Agencies must:

- » make and keep full and accurate records, appropriate to their business processes, regulatory environment and risk and accountability requirements;
- » ensure information is saved into systems that meet relevant standards in a timely manner;
- » record relevant details (metadata) in systems so that the business context of information can be readily understood;
- » use established and existing definitions of information where possible, so that there is consistency in how entities are identified and reported on across Government; and
- » implement practices and systems that ensure the quality and authenticity of information.

## **Principle 5: Information is available as required**

Information is accessible for as long as needed and is shared appropriately (subject to access, security, and privacy rules) within a protected and trusted environment.

### **Behaviours**

Agencies must:

- » implement information security classifications and requirements that are applicable to the sensitivity of the information;
- » review access restrictions on information and amend as sensitivity alters;
- » migrate digital information as systems, software and media are upgraded or become obsolete to ensure it remains accessible for as long as it is required;
- » identify requirements for retaining information not covered by general disposal schedules, and seek a disposal determination for these records;

- » ensure that no information of corporate value is destroyed unless in accordance with current, approved disposal determinations;
- » collect, use, disclose, store, and dispose of personal information in accordance with privacy principles;
- » share information across government as appropriate or where authorised;
- » proactively publish information in line with government policy; and
- » not sell, abandon or donate information to external parties where such action would result in the agency not having access to that information and without authorisation in the form of a disposal determination.

## Resourcing

Sufficient allocation of resources, including budget, infrastructure and staff, is a vital component of an agency's information management program. Staff allocated to perform information management related functions must be appropriately skilled and have the capability to manage their agencies information management assets in accordance with this Standard.

## Planning

Like any organisational asset it is important that the management of an agency's information is considered and planned at an enterprise-wide level. An information management plan is a core elements of an agency's information management program and should be developed to support the agency's broader strategic and corporate goals and objectives.

The information management plan, which should be supported by a broader governance model incorporating policies, procedures, education and technology, provides high-level direction and must be consistent with legislative and business requirements.

Progress against the plan should be regularly assessed and reported on.

# Governance Model

The management of an agency's information assets should occur in a governance model that includes:



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## Need further assistance?

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