South Australian Government Information Management Strategy

2019-2022

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"Data is the world's new natural resource. In today's world, data enriches decisions."

SA Government ICT Strategy 2018-2021.

Information and data held by Government is an important State asset that can be used to help deliver better services and improve transparency and accountability.

This Strategy establishes the Government's agenda to ensure that all information and data (whether emails, documents, data in business systems, records or other types of information) which is created, received or collected by state and local government is managed appropriately.

By managing information and data effectively and efficiently, it can be trusted and relied upon, enabling improved decision-making and better service delivery. Managing information and data also reduces unnecessary costs.

Agencies must work collaboratively to improve the quality and accessibility of government information.

This Strategy introduces a new approach to the management of government information and data; with both being managed as an asset of government, ensuring that they are available when needed and can be shared and re-used.

It supports the *South Australian Government ICT Strategy 2018-2021* in delivering improved services to all South Australians.

It also aims to ensure that information of enduring value is preserved and accessible as part of the State archives under the *State Records Act 1997*.

Simon Froude

Director and State Archivist

State Records of South Australia

Vision

Government information is used to achieve improved economic, social and cultural outcomes for South Australia.

Purpose

The South Australian Government's Information Management Strategy establishes the principles that government agencies must follow to ensure their information and data (referred to as *information*) assets can be relied upon and trusted. The Strategy also establishes the capabilities agencies must consider and the objectives to be achieved by the South Australian Government in managing its information assets.

To assist agencies achieve these objectives State Records will progress a series of goals and actions, which are also outlined in this Strategy.

Principles

State and local government agencies will ensure that their information assets are trusted, authentic and reliable by managing those assets based on the following:

Principle1: 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.

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.

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.

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.

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.

These Principles form the basis of how agencies should manage information assets, as outlined further in the Information Management Standard.

Capabilities

To benefit further from its information assets, the South Australian Government must improve the management and control of those assets. Only through ensuring that information can be trusted and accessible can its potential value be reached.

There are four key capabilities that agencies must balance in order to achieve this:

» Policy - there must be an overarching and consistent policy approach that enables agencies to operate flexibly;

» Platform - technology is a key enabler and must be fit-for-purpose and support business and customer needs, ensuring that it enables the appropriate management of the information asset;

» People - public servants must understand the value of the information they create and receive and have the capability and capacity to manage it appropriately; and

» Practice - processes supporting the management of government information must be efficient and effective.

These capabilities must be considered and implemented through a planned approach and be resourced appropriately.

Objectives

This Information Management Strategy 2019-2022 sets the following objectives for agencies:

1. **Digital first**. Information created digitally is managed digitally, not printed, enabling better access for government employees and customers and cutting costs. Information created on paper is scanned (where efficient) and the source document is destroyed in accordance with General Disposal Schedule 21 or other similar enabling legislation or policy (unless legally required in physical form).
2. **Data is shared and accessible**. Agencies share information across a connected Government, and with the community, ensuring sensitive information is appropriately restricted until sensitivity diminishes.
3. **Governed well**. Information is managed as an asset. Agencies know what information they hold, where it is located, and what its value is to their business, the Government and the community. Roles and responsibilities for managing information are identified, assigned and monitored.
4. **Managed according to risk**. Agencies understand what information is needed to operate effectively and comply with their obligations. Risks to their business of not making or keeping information are assessed. Information is destroyed when no longer needed or preserved as part of the State's archive.
5. **Transparency**. Processes and systems are implemented that ensure records are made and kept that can be relied upon as trusted and authentic evidence of decisions made and actions taken.

Goals and Actions

This Strategy establishes goals and actions that State Records will undertake to support Government agencies achieve the objectives outlined above:

GOAL	Information governance and direction is planned
ACTION	Promote changes to legislation that will ensure information can be managed effectively in digital format.
	Revise whole of government policies so that they enable a flexible and technology neutral approach to the management of information.
	Establish policies that assist agencies to take an enterprise-wide approach to the management of their information, removing unnecessary distinctions between data and records.

GOAL	Information is managed
ACTION	Encourage agencies to stop printing and filing information, and to manage it digitally.
	Assist agencies to identify their information assets, understand their value and manage accordingly.
	Provide tools to enable agencies to assess the business risks involved from not having access to adequate, trusted information.
	Promote methods for agencies to assign internal responsibility for and stewardship of information; and hold people accountable for its management.

GOAL	Information is used and shared
ACTION	Clarify how data sharing and open access to data can be achieved within an environment of information security and privacy concerns.
	Foster sharing of data and information across Government.
	Set standards that ensure government information can be relied upon to provide the evidence for making astute and timely decisions.
	Explore mechanisms by which agencies can manage, find and locate data across multiple systems.

GOAL	Preservation of information is assured
ACTION	Seek to implement technology that supports the long-term preservation and accessibility of government information (including Digital archives).
	Explore distributed custody models for permanent value data to support improved accessibility and preservation of government information.
	Provide guidance on preservation and migration policies needed when designing line-of-business systems.

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1 July 2019	Director, State Records of SA	31 Dec 2021	1.1

Need further assistance?

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