

## Information Management

Written Direction No. **WDICT18202**

Approved by: Chief ICT

Approval Date: 25 June 2018

Effective From: 1 July 2018

### 1. Introduction

TAFE NSW is committed to the principles and practices set out in whole-of-government policies and best practice standards. TAFE NSW will implement fit-for-purpose information management practices and systems to ensure the creation, maintenance and protection of reliable information. All information management practices are to be in-line with this policy and its supporting procedures.

The information management control areas are consistent with the NSW Government Information Management Framework and tailored to the information needs of TAFE NSW. These control areas and associated guidance and awareness program are the primary implementation of this policy.

### 2. Purpose

The purpose of this policy is to assist with achieving efficient and effective information management to support program and service delivery; foster informed decision making; manage information throughout its lifecycle; facilitate accountability, transparency and collaboration; and preserve and ensure access to information for the benefit of present and future users.

### 3. Scope

This policy applies to all employees and contingent workers for TAFE NSW and its [extended supply chain](#). The scope includes structured and unstructured information assets.

### 4. Policy

TAFE NSW will implement a framework and control areas that reflect the NSW Government Information Management Framework.

TAFE NSW values information as a key business asset. The Chief Information Officer is accountable to ensure that information is managed in accordance with this policy.

The objective of this policy is to leverage the value of information by ensuring the organisation is efficiently and effectively using information, and to meet the compliance requirements of TAFE NSW.

#### 4.1 Information Management Control Areas

- A. Information management control areas that fall directly under this policy include:
  - a. Collection and storage of information
  - b. Use and management of information
  - c. Internal access to information
  - d. Preservation of information
  - e. Ownership of information
  - f. Governance of information
  - g. Data modelling
  - h. Knowledge management
  - i. Information architecture (taxonomies, vocabularies, business definitions, metadata)
  - j. Information management integration with processes
  
- B. Information management control areas implemented under other policies and management plans:
  - a. Privacy (Privacy Management Plan)
  - b. Right to information
  - c. Confidentiality and security of information (Information Security Policy)
  - d. Retention of State records
  - e. Information and social media (Social Media Policy)
  - f. Information in cloud computing and outsourcing (Cloud Computing and Outsourcing Policy)
  - g. Counter disaster planning for information (Business Resilience Policy)

#### 4.2 Information management culture (and awareness)

- A. TAFE NSW must promote a healthy information management culture that both protects and generates value by:
  - a. Ensuring the Information Management Policy supports and aligns to the strategic direction of TAFE NSW,
  - b. Ensuring information management requirements are embedded into all necessary and appropriate TAFE NSW processes,
  - c. Ensuring the resources necessary and appropriate for the effective execution of information management are available,
  - d. Directing and supporting staff to contribute to the effectiveness of information management,
  - e. Monitoring the outcomes of the information management controls and promoting continual improvement,
  - f. Supporting senior management to demonstrate leadership in information management as it applies to their areas of responsibility, and
  - g. Conforming to the requirements of the NSW Government Information Management Framework and communicating the importance of effective information management.

## 5. Responsibilities

Position/area	Responsibility
Chief Information Officer (CIO)	The CIO is the approver for this policy and is responsible for: <ul style="list-style-type: none"> <li>- Relevant implementation and management of systems supporting information management</li> <li>- Promoting a culture of compliant information management within the organisation</li> <li>- Contributing to the development of other strategic information management documents</li> </ul>
Data stewards	Data stewards identify, define and standardise data elements and determine data elements lifecycle. Stewards liaise between business and IT for data issue resolution, and define processes and usage permissions to accomplish defined standards.
Information owners	Information owners have the business authority for the data they own and are accountable for data definitions and usage guidelines. Owners are to support data standard teams and develop investment plans for executive team approval.
TAFE NSW Staff	All employees and contingent workers are responsible for the creation and management of information as defined by this policy, as well as related procedures, standards and guidelines.

## 6. Definitions

Term	Meaning
Data	Defined as facts and statistics collected together for reference and analysis.
Employees	Includes all permanent, temporary, casual, contractors or consultants, working on a full-time or part-time basis, at any level or facility within the organisation.
Extended supply chain	This includes: <ul style="list-style-type: none"> <li>- Suppliers, where they manage or use our information, and</li> <li>- Physical locations, including off-site locations where business activities are conducted.</li> </ul>
Information	Information includes data, information assets and knowledge.
Information asset	An information asset is an identifiable collection of data stored in any manner and recognised as having value for enabling an agency to perform its business functions, thereby satisfying a recognised agency requirement.
Information management	Information management is defined as the means by which an organisation plans, identifies, creates, receives, collects, organises, governs, secures, uses, controls, disseminates, exchanges, maintains, preserves and disposes of its information; as well as any means through which the organisation ensures that the value of that information is identified and exploited to its fullest extent.
Knowledge	A body of understanding and skills that is constructed by people and increased through interaction with other people and with information.
Retention	The continued possession, use, or control of information.

Term	Meaning
Structured information assets	Refers to information with a high degree of organisation, such that inclusion in a relational database is seamless and readily searchable by simple, straightforward search engine algorithms or other search operations.
Taxonomy	A scheme of classification.
Unstructured information assets	This is information that either does not have a pre-defined data model or is not organised in a pre-defined manner.

## 7. Related Documents

This policy should be read in conjunction with the following related documents:

- A. TAFE NSW documents:
  - a. [Social media policy](#)
  - b. [Code of Conduct and Ethics](#)
  - c. [Privacy Management Plan](#)
  - d. [Records Management Program](#)
  - e. Records Management Policy
  - f. [Information Security Policy](#)
  - g. Strategic Plan 2016-22
  - h. ICT Strategic Business Plan 2016-2020
  - i. ICT Governance Framework: 2017
  - j. [Enterprise Risk Management Policy](#)
- B. External documents:
  - a. [NSW Government Social Media Policy and Guidelines](#)
  - b. [NSW Government Information Classification, Labelling and Handling Guidelines](#)
  - c. [NSW Digital Government Strategy](#)
  - d. [NSW Government Open Data Policy](#)
  - e. [NSW Government Digital Information Security Policy](#)
  - f. [NSW Government Cloud Policy](#)
  - g. [NSW Location Intelligence Strategy](#)
  - h. [NSW Information Management: A common approach](#)
  - i. [NSW Information Management Responsibilities and Accountability Guidance](#)
  - j. [NSW Government Information Management Framework](#)
  - k. [Vocational Education and Training Quality Framework](#)
- C. Legislation:
  - a. NSW State Records Act 1998
  - b. NSW Government Information (Public Access) Act 2009
  - c. NSW Privacy and Personal Information Protection Act 1998
  - d. NSW Health Records and Information Privacy Act 2002
  - e. NSW Electronic Transactions Act 2000
  - f. National Vocational Education and Training Regulator Act 2011
    - o Standards for Registered Training Organisations 2015

## 8. Contacts

Accountable Officer            Head of Information and Data Management  
 WD Officer                      Manager Information and Knowledge

## 9. Document Information and Review

This policy document will be reviewed at least every two years.

Record No.            DOC18/36547

Review Due:        29 APRIL 2020

### Approval History

No.	Effective	Approved by	Amendment
1.0	1 July 2018	Chief ICT	Policy approved.