

Information Management

Approved by: Chief Information Officer

Approval Date: 10 November 2022

Review Date: 10 November 2025

1. Purpose

This policy outlines the TAFE NSW principles for information management, and references the controls, procedures and processes required to ensure efficient, effective, and compliant information management practices that will support operational business, service delivery and strategic outcomes.

2. Scope

The TAFE NSW Information Management Policy applies to all TAFE NSW staff, contractors and contingency workers that create, store, share, use and dispose of information. It includes the management of all digital and/or physical information, as well as information created or stored outside the organisation that is subject to TAFE NSW legal and regulatory obligations.

This policy applies to all business systems, services or applications used to create, manage, and store information, including TAFE NSW endorsed information and records management systems, cloud services and email systems, internal and external websites, social media applications, collaboration applications and databases.

This policy does not override any legal, regulatory, or statutory requirements that TAFE NSW are bound to comply with.

3. Policy

TAFE NSW recognises the high value of its information assets and is committed to providing appropriate controls, processes, and procedures to ensure our information is governed, managed and compliant in accordance with relevant NSW Government legislation, regulations, and standards and with TAFE NSW information management principles.

Effective implementation of this Policy:

- aligns information management initiatives to the strategic direction of TAFE NSW.
- supports planning to provide appropriate and necessary resources for the effective execution of information management are available.
- supports staff in contributing to the effectiveness and implementation of information management practices.
- enables continuous improvement through monitoring and reporting on information management practices.
- assists senior management in demonstrating best practice while supporting staff in information management initiatives within their areas of responsibility.
- supports the implementation of the governance structures, roles and responsibilities outlined in the TAFE NSW Information Governance Framework.

- aligns with the stages outlined in the TAFE NSW Information Management Lifecycle Procedure, enabling information management processes to be considered, planned and executed in our business systems and processes.

3.1 Information Management Principles

The TAFE NSW information management principles provide a quality benchmark for the management of information within our organisation. The principles outlined below, must be implemented in practice at all levels of the organisation to ensure an appropriate level of information maturity is reached.

TAFE NSW ensures information is:

- a. business-enabling, aligned to business needs and customer outcomes.

TAFE NSW only collects, creates, and manages information that directly supports organisational strategy, business functions and operations, services and delivery, and the needs of our customers.

The use of TAFE NSW approved business systems, services, and repositories to create, store, use and share information, ensures the information we rely on for making insightful business decisions is readily available to those that need it. Information held in appropriate business systems can be effectively managed, protected and made accessible.

For guidance, refer to:

- TAFE NSW Information Management Lifecycle Procedure
- Electronic Document Storage Information Sheet
- Managing Information in Microsoft SharePoint

- b. secure, valued and managed as an asset.

TAFE NSW recognises that its information is a core component of our services and operations, supporting and maintaining information as a secure, long-term business asset where required. This entails identifying corporate information assets, registering, and tracking assets, and assigning appropriate governance and management responsibilities to those assets throughout their lifecycle.

TAFE NSW provides an information governance structure, outlining clear information management roles and responsibilities. The Information Governance & Escalation Model (see TAFE NSW Information Governance Framework) provides a clear pathway to report identified information operational issues or breaches in security.

For guidance, refer to:

- TAFE NSW Information Governance Framework
- TAFE NSW Information Assets Register

- c. trustworthy, used and re-used with confidence.

Well-managed information is critical to the effective and efficient operation of our organisation by ensuring staff have access to the right information at the right time.

TAFE NSW share information appropriately, ensuring the correct controls are in place to manage access, security, and privacy of the information available.

Information of a sensitive nature will be identified and labelled with TAFE NSW endorsed Dissemination Limiting Markers and handled in accordance with the *NSW Government Information Classification Labelling & Handling Guideline 2021* and the *TAFE NSW Sensitive Information Labelling and Handling Procedure*.

For guidance, refer to:

- TAFE NSW Information Governance Framework
- NSW Government Information Classification Labelling & Handling Guideline
- TAFE NSW Sensitive Information Labelling and Handling Procedure
- NSW Government Data Sharing (Government Sector) Act 2015 No 60
- Government Information (Public Access) Act 2009 (GIPA Act)

d. high-quality and spatially enabled.

Where possible, the addition of a location element will be added to information or information assets, captured through day-to-day business and operational transactions, empowering staff to make better informed decisions based on location.

Spatial enablement should be considered when planning or designing information systems or services, and the most appropriate level of granularity required for 'location,' associated with the information. When implementing spatial enablement, TAFE NSW will align to the NSW Government standard to ensure the content or meaning of 'location' is clear and consistent.

For guidance, refer to:

- NSW Standard for Spatially Enabling Information 2018
- NSW Government Information Management Framework

e. managed across the full lifecycle, protected from unauthorised use and inappropriate deletion.

The use of TAFE NSW approved business systems, services, and repositories to create, store, use and share information, ensures the information is appropriately managed, maintained, protected, and secured.

All staff must be aware of their responsibilities regarding making and keeping appropriate business records, and the retention and disposal of those records. The TAFE NSW Records Management Policy outlines those responsibilities and provides general resources and awareness programs for TAFE NSW staff.

Appropriate retention policies are applied to all information stored in enterprise information management systems.

For guidance, refer to:

- TAFE NSW Information Management Lifecycle Procedure
- TAFE NSW Sensitive Information Labelling and Handling Procedure
- TAFE NSW Records Management Policy
- TAFE NSW Student Retention Policy
- TAFE NSW Records Destruction Procedure
- TAFE NSW Normal Administrative Practice (NAP) Guideline

- f. available and open to the community and Government in line with related policies and as applicable to the user's role.

The objective of the Government Information (Public Access) Act 2009 (GIPA Act) is to make government information more accessible to the public by:

- requiring government agencies to make certain sorts of information are freely available
- encouraging government agencies to release as much other information as possible
- giving the public an enforceable right to make access applications for government information, and
- restricting access to information only when there is an overriding public interest against disclosure.

For guidance, refer to:

- NSW Government Data Sharing (Government Sector) Act 2015 No 60
- Government Information (Public Access) Act 2009 (GIPA Act)
- NSW Government Information Classification Labelling & Handling Guideline
- TAFE NSW Sensitive Information Labelling and Handling Procedure

- g. considered, planned, and designed to inform business operations and support systems design, architecture, and maintenance programs.

Information and information needs including security and access, are consciously planned, and designed to meet business and governance requirements. Information management concepts and requirements are integrated into our Ways of Working to ensure sound information management practices are undertaken across the organisation. Information Owners should develop contextual specifications, work instructions and/or user guides for the design, security, and use of information within the individual information assets under their management.

Information management principles are considered, planned, and integrated into business system design specifications and change management processes, and considered and planned at each stage of the development or release cycle to ensure new or existing systems meet the requirements of this Policy, as well as any legislative, regulatory, or statutory obligations.

For guidance, refer to:

- TAFE NSW Information Management Lifecycle Procedure
- TAFE NSW Information Security Policy
- TAFE NSW Information Security Management System (ISMS) Controls Manual
- TAFE NSW Records Management Policy

- TAFE NSW Data & Information Management Plan
- TAFE NSW Service Management Plan

4. Roles and responsibilities

The *TAFE NSW Information Governance Framework* details the roles and responsibilities assigned at various levels across the organisation that outline the ownership, custodianship and stewardship of TAFE NSW information and information assets.

Clarity of roles and responsibilities ensure efficient and effective use of resources in managing our information assets and provides TAFE NSW staff with a clear line of accountability.

For details on the assignment of information management roles and responsibilities, please refer to Section 5. Roles and Responsibilities in the *TAFE NSW Information Governance Framework*.

5. Related documents

This policy is guided and supported by the following legislation and related documents:

Commonwealth and NSW Government

Legislative requirements

- [Privacy and Personal Information Protection Act \(PIIPA\) 1998 No 133](#)
- [Health Records and Information Privacy Act \(HRIP\) 2002 No 71](#)
- [NSW Government Data Sharing \(Government Sector\) Act 2015 No 60](#)
- [Government Information \(Public Access\) Act 2009 \(GIPA Act\)](#)
- [NSW State Records Act 1998](#)
- [Privacy Act 1988](#)

Policy and guidance

- [NSW Data and Information Custodianship Policy](#)
- [NSW Government Information Classification Labelling & Handling Guideline 2021](#)
- [NSW Government Information Management Framework](#)

Relevant standards

- ISO/IEC 27001:2013 – Information Security Management System
- [NSW Standard for Spatially Enabling Information 2018](#)

TAFE NSW

Data & Information Management:

- [TAFE NSW Data Governance Framework](#)
- [TAFE NSW Information Governance Framework](#)
- [TAFE NSW Data & Information Compliance Register](#)
- [TAFE NSW Information Asset Register](#)

- TAFE NSW Data and Information Management Plan
- TAFE NSW Service Management Plan

Policy & Procedure Hub:

- TAFE NSW Privacy Policy
- TAFE NSW Information Security Policy
- TAFE NSW Records Management Policy
- TAFE NSW Cloud Computing & Outsourcing Policy
- TAFE NSW Retention of Student Education Evidence Policy
- TAFE NSW Sensitive Information Labelling and Handling Procedure
- TAFE NSW Information Security Management System (ISMS) Controls Manual
- TAFE NSW Information Lifecycle Management Procedure

Records Management Unit

- TAFE NSW Records Destruction Procedure
- TAFE NSW Normal Administrative Practice (NAP) Guideline

Business Tools Repository:

- Electronic Document Storage Information Sheet
- Managing Information in Microsoft SharePoint
- How Do I Review a SharePoint Site?
- How Do I Use Version Control?
- How Do I Apply Sensitivity Labelling?
- How Do I Know Which Sensitivity Label to Use?
- Sensitive Information Labelling Decision Tool
- Sensitive Information Minimum Handling Requirements

6. Contacts

Accountable Officer	Chief Information Officer
Responsible Officer	Director, Strategy & Enterprise Architecture

7. Document History

No	Effective	Approved by	Amendment
1.0	1 July 2018	Chief Information Officer	Policy approved.
2.0	26 August 2021	Chief Information Officer	Updated to reflect changes in NSW Government Information Management Framework and update roles and responsibilities.
3.0	21 October 2021	Head of Data Services	Updates to Information & Data Governance responsibilities as per the Systems Group, Data Governance Audit.

No	Effective	Approved by	Amendment
4.0	10 November 2022	Chief Information Officer	Updated to new WoW (Ways of Working) Policy template. References to TAFE NSW Information Management Framework removed and replaced where relevant with TAFE NSW Information Governance Framework. Referenced Information Governance Framework for Roles & Responsibilities. Removed reference to Information Management Centre of Excellence. Updated Section 5. Related Documents.