1. Introduction

Information is considered one of TAFE NSW’s most valuable assets. 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.

In line with capabilities and principles outlined in the TAFE NSW Information Management Framework, TAFE NSW will implement fit-for-purpose information management strategies and procedures to ensure information becomes a quality, available, trusted, secure, valued and managed asset throughout its lifecycle. All information management practices are to be in-line with this policy and its supporting procedures.

Information Management encompasses the management of information, data and records with data and records having their own policies articulating the management of each particular type.

2. Purpose

The purpose of this policy is to outline the principles, capabilities and key areas of responsibility that TAFE NSW will adopt to achieve efficient and effective information management. This policy also outlines the principles that TAFE NSW will follow to create an information culture of excellence.

This policy will also enforce TAFE NSW’s commitment to establishing and maintaining information management practices that meet business needs, compliance requirements and stakeholder expectations.

3. Scope

This policy applies to all TAFE NSW staff, contractors and suppliers, to all aspects of the business and all business information created and received including both in-house and off-site. It covers all forms of information including, but not limited to; documents, email, audio recordings, minutes, commercial contracts, student evidence and teaching materials.

This policy also applies to all TAFE NSW business systems and applications used to create, manage and store information, including TAFE NSW approved information management systems, cloud and email systems, websites, social media applications, collaboration applications and databases.

4. Information Management Principles

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

TAFE NSW will ensure information is:

   a. Business-enabling, aligned to business needs and customer outcomes
   b. secure, valued and managed as an asset
   c. trustworthy, used and reused with confidence
   d. High-quality and spatially enabled
   e. managed across the full lifecycle, protected from unauthorised use and inappropriate deletion
f. available and open to the community and Government in line with related policies and as applicable to the user’s role.
g. recognised and integrated into all relevant TAFE NSW processes and procedures.

5. Information Management Capabilities

Information management capabilities describe “what” our organisation will do to ensure information becomes a quality, available, trusted, protected, useful and managed asset. In line with the NSW Government Information Management Framework, TAFE NSW information capabilities will include:

a. Information planning and design – Information will be consciously planned and designed to meet business appropriate requirements and governance needs.
b. Information access, security, privacy and use management - Information access, security, privacy and use management ensures that information is used appropriately and protected where required.
c. Information Continuity Management - Processes associated with ensuring the creation, maintenance and disposal of information.
d. Business Intelligence and Analytics - The application of tools and techniques to TAFE NSW’s information to improve decision-making.
e. Knowledge Management - The management of activities and processes for leveraging knowledge to enhance innovation.

6. Information Management Centre of Excellence

TAFE NSW will promote an information management Centre Of Excellence by implementing and fostering the following principles:

a. Ensuring the Information Management Policy and associated initiatives support and align to the strategic direction of TAFE NSW.
b. Ensuring the resources necessary and appropriate for the effective execution of information management are available.
c. Directing and supporting staff to contribute to the effectiveness of information management.
d. Monitoring and reporting on information management practices and promote continual improvement.
e. Supporting senior management to demonstrate leadership in information management as it applies to their areas of responsibility, and
f. Conforming to the requirements of the TAFE NSW Information Management Framework and communicating the importance of effective information management.
g. Ensure information management is planned for and built into system and process design, as well as governance structures.

7. Role and Responsibilities

As per the NSW Government Data & Information Custodianship Policy responsibilities have been assigned at various levels across the organisation to outline the ownership of information and relevant responsibilities that affect all TAFE NSW staff.

Assigning formal roles and responsibilities will ensure there is a nominated, accountable and authoritative single source of truth for all TAFE NSW information.
<table>
<thead>
<tr>
<th>Role</th>
<th>Representative</th>
<th>Responsibility</th>
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| Accountable Executive         | Chief Information Officer, Systems Group  
GM systems Group Strategy &  
Enterprise Architecture  
Head of Data Services | • Relevant implementation and management of systems supporting information management.  
• Promoting a culture of compliant information management within the organisation.  
• Contributing to the development of other strategic information management initiatives.  
• Ensure investment in information management initiatives are aligned to the strategic goals of TAFE NSW.  
• Oversee and prioritise information management projects, services, issues, and solution implementations.  
• Review and endorse information management policies, standards and procedures. |
| Information and Data Governance Advisory Group | Head of Data Services (Chair)  
Manager, Data & Information Management  
Information and Knowledge Officer (Secretariat)  
Head of Governance and Corporate Compliance  
Chief Information Security Officer  
Head of Systems Group Governance | • monitoring the effectiveness of the information and data governance frameworks and all information and data strategy, policy and architecture documents.  
• reviewing information and data governance reporting and external information and data audits and reviews.  
• ensuring that enterprise-wide information and data are managed throughout their lifecycle. This includes addressing key risks associated with cybersecurity, access, privacy, business continuity and cost.  
• coordinating the implementation of information and data standards. This includes standards for specific business systems, metadata best practice and building interoperability capability.  
• reviewing internal information and data reviews that identify information and data assets of value, manage risk and compliance, and improve business processes.  
• identifying and mapping the business owners responsible for valuable information and data assets.  
• provide advice on the establishment of a Staff Awareness Program for information and data management.  
• acting as interdepartmental liaison for whole-of-government information and data initiatives including informing and supporting implementation where relevant of standards, interoperability and data sharing.  
• reviewing plans, implementation strategies and monitoring info and data infrastructure according to business needs. Where applicable this includes approving business system assessments to ensure appropriate information management functionality or informing procurement processes for business systems.  
• advising on resource requirements for information and data infrastructure.  
• provides advice on enterprise-wide information and data management issues that cannot be resolved by working groups or individual business areas. |
Responsible Executive: Organisational Chiefs: Chief Delivery Officer, Chief Strategy & Commercial Officer, Chief Product & Quality Officer, Chief People & Culture Officer, Chief Corporate Services Officer, Chief Information Officer, Chief Transformation Officer

- Holds overall responsibility for organisational information for their area
- Enable strategic management, governance and operation of information.
- Provide direction and guidance, and authorise appropriate resources for management of information.
- Ensure compliance with all relevant legislation, policies and standards.
- Communicate, monitor and enforce conformance with information management policies, standards, procedures and architecture.
- Escalate issues and risks to the relevant Governing Body.

Information Owner: TAFE NSW Staff

- Responsible for the creation and management of information as defined by this policy, as well as related procedures, standards and guidelines.
- Approval of access to/sharing of information and the overall quality and security of the information.
- Any use of information aligns with the purpose for which it was created.
- Controls access to information in compliance with all relevant legislation, policies and standards and any conditions specified by the Accountable Executive.
- Regularly review users with access to the information and the ongoing need and appropriateness of access.
- Establish and maintain an acceptable level of information protection to ensure privacy, security and confidentiality of information.
- Regularly reviews information to ensure the correct disposal and retention procedures are being followed.
- Escalate issues and risks to Responsible Executive.

Information Users: TAFE NSW Staff, Suppliers, Contingent Workers

- Responsible for the creation and management of information as defined by this policy, as well as related policies, procedures, standards and guidelines.

8. Definitions
Definitions applying to this policy are listed and linked from the TAFE NSW Business Glossary.

9. Related Documents
This policy should be read in conjunction with the following related documents:

A. TAFE NSW documents:
1. TAFE NSW Information Management Framework
2. TAFE NSW Information Management Strategy 2018 - 2020
3. TAFE NSW Information Security Policy
4. TAFE NSW Enterprise Risk Management Policy
5. TAFE NSW Information Security Management System Controls Manual
6. TAFE NSW Cloud Computing and Outsourcing Policy
7. TAFE NSW Code of Conduct and Ethical Practices
8. TAFE NSW Procurement Policy
9. TAFE NSW Privacy Management Plan
10. TAFE NSW Privacy Policy
11. State Records Management Policy
12. TAFE NSW Social media policy

10. Contacts
Accountable Officer  Head of Data Services
WD Officer  Information and Knowledge Officer

11. Document Information and Review
This policy document will be reviewed at least every three years.
Record No.  DOC18/36547
Review Due:  2 SEPTEMBER 2022

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