

Information Management

Queensland Government department maturity

Report No. 2 to the Queensland Legislative Assembly for 2018-19

Slide 1 – Welcome

Welcome to our presentation summarising our audit on information management maturity. You can access the full report from our website: www.oic.qld.gov.au.

Slide 2 – Context

Government needs good information management to deliver on right to information and privacy.

Information management gets the right information to the right people at the right time. It includes knowledge management, governance and strategic planning, information asset management, proactive disclosure of information, and designing information management systems and processes to support government business.

Information management maturity is a model describing levels of information management, from unmanaged through to proactive information management.

Slide 3 – Objective

In our compliance audits, reviews and surveys, we have found that some agencies manage information and communications technology with an almost exclusive focus on technology, and little attention to information management.

We want to understand the breadth and depth of this issue. We surveyed departments about the level of information management maturity they seek to achieve, and where they think they currently are. We present the aggregated survey results in our report, and describe common themes.

Slides 4 and 5 – Key findings

We found a significant gap between departmental targets and their self-assessed maturity.

Departments would like to achieve a '*managed*' level of information management maturity, and on average, assess their maturity at the '*ad hoc*' level.

Departments focus on putting structures in place, for example, writing policies and procedures. They focus less on activating those structures, for example, promoting policies and procedures to staff through leadership and training.

Higher levels of information management maturity require active engagement across a department. Champions at a senior level must lead this change, demonstrating how the

agency values, manages and shares information appropriately, and how respective business units contribute. Cultural change requires clear communication of objectives and benefits for stakeholders, including for key Government priorities and services.

The departments' responses suggest they might have lower engagement because they:

- have not connected information management to business outcomes
- prioritise low-cost, low-return activities, and
- accept discrete systems or information silos to preserve mobility for business units, in anticipation of possible machinery-of-government changes.

Slide 6 – The next steps

We share responsibility for assisting departments with information management. The Queensland Government Chief Information Officer is responsible for information management standards generally, particularly related to information and communications technology. Queensland State Archives is responsible for record keeping standards. The results of this survey will help them to help departments.

We are responsible for supporting departments to meet their right to information and information privacy obligations. The findings confirm our current strategic focus on proactive and administrative release of information, through both our oversight and support functions. We will continue to engage with departments to improve their information management maturity to meet right to information and information privacy obligations and adopt good practices.

Departments should plan to improve information management capability to:

- deliver better services to the community
- improve the use of data in decision-making
- create opportunities for innovation and data-driven strategy, and
- deliver on right to information and information privacy.

Slide 7 – For more information

For more information about this survey, or right to information and information privacy, please visit our website at www.oic.qld.gov.au.