

Cardinia Shire Council

Presentation to MAV LGIG

30 June 2017

Information Governance

- **Information governance**, or IG, is the set of multi-disciplinary structures, policies, procedures, processes and controls implemented to **manage information** at an enterprise level, **supporting an organization's immediate and future regulatory, legal, risk, environmental and operational requirements**. Source: Wikipedia



Information Governance



- **Information Governance** describes the holistic approach to managing **information** by implementing processes, roles and metrics to **transform information** into a **business asset**. The purpose of the **Information Governance framework** is to formally establish an organisation's approach to **Information Governance**. Source: Wikipedia

Information Governance Strategy



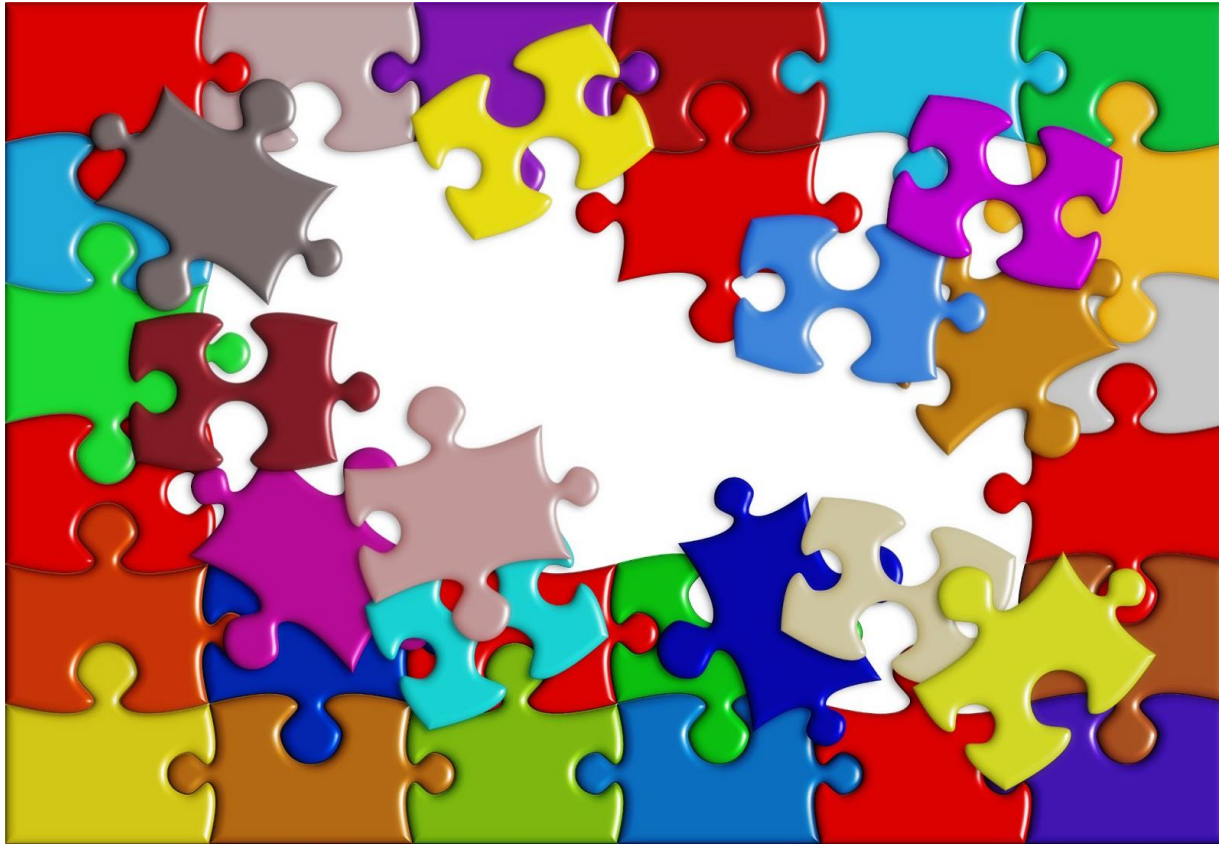
Information Governance Strategy

- Business Process automation



Business Process automation | ConnectVIP

Developing an Information Asset Register



What is an Information Asset?



- A database of contacts is a clear example of a single information asset. Each entry in the database does not need to be treated individually; the collection of pieces of data can therefore be considered one information asset. All the pieces of information within the asset will have similar risks associated with privacy and storage of personal information.

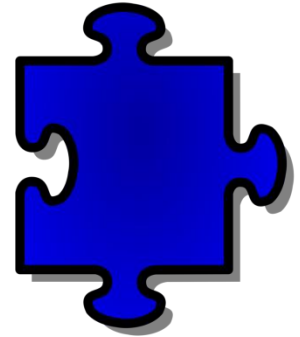
Source: Tasmania Archives

What is an Information Asset?



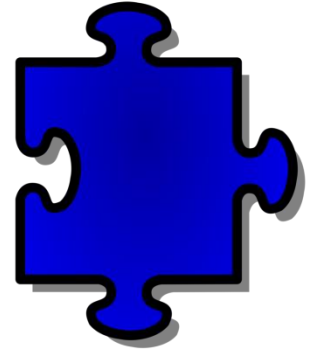
- All files associated with a specific project may be considered a single information asset. This might include spreadsheets, documents, images, emails to and from project staff and any other form of records. All the individual items can be gathered together and treated the same as they have similar definable content, and the same value, business risk and lifecycle.

What is an Information Asset?



- Depending on the size of your organisation, you may be able to treat all the content in your electronic document and records management system as a single asset – but this could be a risk as such a large asset containing varied types of content is likely to be hard to manage.

What is an Information Asset?



- All the financial data for an organisation could be considered a single asset. There are very specific risks to the business if this information is mismanaged and you may also have an obligation to provide transparency of information, which could be problematic.

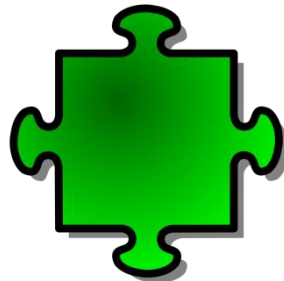
What is an Information Asset?

- To assess whether something is an information asset, ask the following questions:



What is an Information Asset?

1. Does it have a value to the organisation?
2. Will it cost money to reacquire the information?
3. Would there be legal, reputational or financial repercussions if you couldn't produce the information on request?
4. Would it have an effect on operational efficiency if you could not access the information easily?
5. Would there be consequences of not having this information?



What is an Information Asset?

1. Is there a risk associated with retaining the information?
2. Is there a risk of losing the information?
3. A risk that the information is not accurate?
4. A risk that someone may try to tamper with it?
5. A risk arising from inappropriate disclosure?



What is an Information Asset?



1. Does the group of information have a specific context?
2. Do you understand what it is and what it is for?
3. Does it include all the context associated with the information?
4. Does the information have a manageable lifecycle?
5. Were all the components created for a common purpose?
6. Will they be disposed of in the same way and according to the same rules?

Agencies must also take into account that externally sourced information may also be an information asset. External reference material or information provided for context is not considered to be an information asset.

What is an Information Asset?



Examples of significant information assets could include:

- Data centres which host agency systems
- Applications used for the delivery of agency services online or through agency offices, or through downstream customer service organisations, etc.
- Applications containing information classified as PROTECTED; or
- Networks that allow:
 1. agency customers, or
 2. agency offices or downstream customer service organisations to access significant agency applications.

What is an Information Asset?

Examples of other information assets which may be used to compromise the security of significant information assets are:

- Systems/network management tools which can be used by systems administrators to look at server information, network traffic, application databases, etc.



Example Template

	B	C	D	E	F	G	H	I	J	K	L	M
1	Name of asset	What does it do	Location	Owner	Volume	Personal data	Access	Shared	Format	Retention	Risks / impact	Key asset
2	Fostering case files, 2015-16.	These record the work of the Authority in placing children with foster carers, and monitor progress and outcomes	In shared network drive filepath: x:\abc\defglFostering case files	[Name] Head of Fostering Services & Information Asset Owner	160 case files	Yes; includes sensitive personal data	Access is restricted to <u>named individuals</u> in Fostering Services Team, plus X, Y and Z job roles	Information is shared with X, Y and Z bodies under the agreed <u>2012 information sharing agreement</u>	Emails, excel spreadsheets, PDF copies of correspondence	70 years	Loss of Confidentiality: - safety impact; - privacy impact; Loss of Availability: Loss of Integrity:	Yes
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
21												

Example Template

Attachment I: Information Asset Register Template Information Asset Register (IAR)	
Asset Information	
Asset Name	A simple way to identify the asset
Description	Brief description of what the asset is Detail on what the components of the asset are
Asset Status	Is this asset being actively updated? Has the asset been closed, what date was it closed?
Personal Data	Does the asset contain information which fall under The Personal Information Protection Act?
Sensitivity	Is the asset protectively marked?
Creation	Original creation date of asset, or date it was transferred into the organisation. Who created it, or who was it transferred from?
Date IAR reviewed	The date this entry on the IAR was last reviewed or updated
People	
IAO	Who is the Information Asset Owner?
Users	Who are the departments and third parties who use or access the asset?
Management	
Business Risk	Risks to the business FROM the asset? What would be the business impact of losing the asset? What would be the cost of replacing the information?
Business value	What is the value of the asset to the business, both the financial value and the use it delivers to the business?
Risk to the asset	What are the risks to the asset?
Retention period	The period it needs to be kept for and why
Disposal requirements	How must the asset be disposed of?
Usability requirements	
Find	How will you find the information? The granularity and depth of the search required will depend on the type of asset; it may involve finding the asset itself , searching within the asset for files, or searching within those files to find specific pieces of data
Access	Who can access the information and how? These requirements cover not only the security issues around people gaining access to restricted or private information, but also the opportunities for sharing information internally and more widely

Example Template

	A	B	C	D	E	F	G	H	I	J	K	L
1	Information Asset Register of Cardinia Shire Council data holdings											
2												
3		A	B	C	D	E	F	G	H	I	J	K
4	1	Cardina Shire Council										
5	2											
6	3	Information Asset Register										
7	4											
8	5	Asset Identifier	Asset Title	Asset Description	Original acquisition or creation date	Security classification	Keywords	Asset Owner	Asset Custodian	Access Constraints	Use Constraints	Access Rights (Rules)
9	6	Examples	Transactional data set for the 2010 survey on <i>Public Awareness of Right to Information Reforms</i> - Results of the general public awareness	Aggregated data set in XLS format - survey data used in preparation of <i>Public Awareness of Right to Information Reforms</i> - Report No. 4 of 2010/11 tabled	2011	Public Information	2010 survey, Public awareness survey, RTI reforms survey, Published reports	Office of the Information Commissioner (Queensland)	FAIC	Nil	Nil	Nil
10	7		<i>Results of Desktop Audits - Review of Publication Schemes, Disclosure Logs and Information Privacy Awareness in Departments, Local Governments and Universities - Report No.2 for 2010/11.</i>	Published static report - Report No.2 for 2010/11 tabled in the Queensland Legislative Assembly.	Feb-11	Public Information	Desktop Audits, Publication Schemes, Disclosure logs, Privacy awareness, Published reports	Office of the Information Commissioner (Queensland)	FAIC	Nil	Nil	Nil
11	8		OIC Performance Dashboard	Y10 performance progress against key services and service standards	2013	Public Information	Performance, Dashboard	Office of the Information Commissioner (Queensland)	FAIC	Nil	Nil	Nil
12	9		Employee Information	Database of employee information including payroll, leave, professional qualifications, work pattern, employment		STAFF-IN-CONFIDENCE	not applicable	Office of the Information Commissioner (Queensland)	Manager, Corporate & Executive Services	Accessed by single business units & individual employees	Used by single business units & individual employees	No external access
13	10		Human Resource Information	OIC human resources policies developed in accordance with the Public Service Act 2008 and policies, procedures and directives issued by the Minister for Industrial Relations and the		Public Information	Human resources policies	Office of the Information Commissioner (Queensland)	Manager, Corporate & Executive Services	Nil	Nil	Nil
14	11											

Information Asset Register



To be continued...