

Information and Knowledge Management Progress

Details	Information Management Project	Governance Oversight	Acting General Manager - Corporate Services
Project Manager	Corporate Governance Manager	Reporting Period	January to March 2022
Overall Health	Council has been working on improving information and knowledge management practices as a sub-project of a broader program to increase the maturity of corporate governance (Strategic Maturity of Corporate Governance Project).		

Key Action	Progress this Period
Information Management risk and gap analysis	<p>Completed a risk and gap analysis of governance relating to Information Management to inform the development of the Information Management Strategic Plan and participated in the development of the Data Management Strategy and Roadmap initiative which is currently underway.</p> <p>Q2 21/22 – This has been completed and added to the information Management Strategic Plan, which was endorsed by the ICT Steering Committee on 16 June 2021. No further action is required.</p> <p>KEY ACTION COMPLETED</p>
<p>Develop an Information Management Strategic Plan including:</p> <ul style="list-style-type: none"> • Alignment to strategy • Current versus future state • 5-year implementation roadmap • An Implementation Plan • An Engagement and Communication Plan 	<p>The Information Management Strategic Plan and proposed 5-year implementation road map were endorsed by Council's ICT Steering Committee on 16 June 2021.</p> <p>The plan identified 23 deliverables from the risk and gap analysis of Council's information management governance coverage across the Framework's seven (7) Information Management Domains. Fourteen (14) are being delivered by the Information and Management Unit (IMU) and nine (9) by the Information, Communication and Technology (ICT) Branch. The Plan lays out a roadmap for a five-year development and implementation of the governance documents.</p> <p>Q2 21/22 – The Information Management Unit started drafting the fourteen (14) deliverables assigned to IMU. The tasks are currently in progress and will be discussed with appropriate ICT counterparts and senior management when ready. Ongoing</p> <p>Q3 21/22 – The Information Management Unit has developed the draft Knowledge Management Strategy, Administrative Directive, and Procedure, which has been socialised with ICT counterparts and People and Culture. These documents are in the process of being finalised for submission to the next ICT Steering Committee for ELT review and approval. Other deliverables assigned to IMU are in the final stage of drafting. Ongoing</p>
Information Management Managers Toolkit	<p>An Information Management Managers Toolkit has been developed to provide topics for discussion at Branch and Section Meetings, with a 12-month communication plan and awareness program which is currently in progress. The next phase will see further engagement with Branch Managers across Council to assess levels of implementation. This measure will be included in progress reporting to the Executive Leadership Team.</p>

	<p>Q2 21/22 – The Information Management Managers Toolkit was approved by the Corporate Services General Manager on 6 September 2021. No further action is required.</p> <p>KEY ACTION COMPLETED</p>
Annual Information Management Training Calendar	<p>Annual information management training calendar has been established and embedded into business as usual.</p> <p>Q2 21/22 - This has been completed and added to the Information Management Strategic Plan, which has been endorsed by the ICT Steering Committee on 16 June 2021. No further action is required.</p> <p>KEY ACTION COMPLETED</p>
Annual Information Management Awareness Campaign	<p>Continued internal communications delivered to promote information management practices.</p> <p>Q2 21/22 - Information Management Unit regularly publishes articles on The Wire (Council's intranet page). Ongoing</p> <p>Q3 21/22 - Information Management Unit annual communications are incorporated in the Corporate Governance Communications Calendar which is reviewed yearly. The calendar schedules articles published on the Wire and the Information Management Unit also undertakes Bite-Sized Sessions with staff to further communicate new process, legislative requirements and best practice in information management. Wire articles cover the below topics:</p> <ul style="list-style-type: none"> • eDRMS upgrades • Records Lifecycle Management • Retention and Disposal of Records • Misuse of confidential information • Staff's responsibilities regarding private information <p>KEY ACTION COMPLETED</p>
Develop internal control process for council's information management system (Objective)	<p>Process completed and meets the requirements of Office of the Information Commissioner (OIC) audit recommendations, effectively completing the management requirements of the 2017 OIC Audit.</p> <p>Q2 21/22 - No further action is required.</p> <p>KEY ACTION COMPLETED</p>
Information Management Unit Manual and processes	<p>Reviewed and amended the Information Management Manual and processes for all activities for the Information Management Unit.</p> <p>Q2 21/22 – The Policies, Procedures, and Quick Reference Guides have been further reviewed in December 2021. These documents are now reviewed regularly with automated review reminders tracked via Pulse software with review completions reported to the Executive Leadership Team. No further action is required.</p> <p>KEY ACTION COMPLETED</p>