

Public Record Office Victoria Report

Information Management Maturity Assessment Program 2023-24

Report Part One C: Context

IMMAP Report 2023-24 Part 1C Context Version 2: Deidentified

Document information

Version	V1.0 FINAL
Approved by	Justine Heazlewood, Director, and Keeper of Public Records
Date	06 June 2025
Business owner	Alison McNulty, Acting Assistant Director, Government Services
Authors	Xander Hunter, Manager, Standards and Policy
Classification	OFFICIAL

Copyright Statement

© State of Victoria through Public Record Office Victoria 2025



Except for any logos, emblems, and trademarks, this work is licensed under a Creative Commons Attribution 4.0 International license, to the extent that it is protected by copyright. Authorship of this work must be attributed to the Public Record Office Victoria. To view a copy of this license, visit <https://creativecommons.org/licenses/by/4.0/legalcode>

Disclaimer The State of Victoria gives no warranty that the information in this version is correct or complete, error free or contains no omissions. The State of Victoria shall not be liable for any loss howsoever caused whether due to negligence or otherwise arising from the use of this Standard.

Table of Contents

1	Introduction	4
2	Participants	5
2.1	Participating organisation change	5
2.2	Participant Overview	5
3	IMMAP Submission Scope	7
3.1	Q0.1 Coverage	7
3.2	Q0.2 Organisation size: Number of staff	8
3.3	Q0.3 Position of Information and Data within the organisation	9
3.4	Q0.4 Methods and techniques used to complete assessment	10

1 Introduction

This is the fifth round of the IMMAP since commencement in 2015: The previous four were undertaken during the 2015-16, 2017-18, 2019-20 and 2021-22 financial years.

The program is based on the *Information Management Framework*¹ (IMF) developed by the Victorian government Information Management Group (IMG).² Information and data management maturity assessments are completed by participating organisations using PROV's Information Management Maturity Measurement (IM3) tool³.

This report looks at the findings of the IMMAP conducted during 2023-24. In this version of the report, the IMMAP participants are **deidentified**. The 2023-24 IMMAP Report is divided into the following parts:

- Part One: Consolidated Results: includes recommendations
 - Part One A: Executive Summary
 - Part One B: IMMAP Methodology
 - **Part One C: Context (this part)**
- Part Two: Information Management: by Question
 - Part Two A: Supporting Comments
 - Part Two B: Information Management Questionnaire
- Part Three: Data Management: by Question
 - Part Three A: Supporting Comments
 - Part Three B: Data Management Questionnaire

PROV administers the IMMAP every two years to analyse and report on information and data management maturity in Victorian government. We would like to acknowledge the continuing support and engagement of the participating organisations in IMMAP. Without their willingness to bring honest evaluations of their information and data management maturity to the table, the IMMAP reports would not be the valuable resource and planning tools they are.

¹ Department of Premier and Cabinet, 2016 (revised 2021), *Information Management Framework for the Victorian Public Service*

² The IMG is the governance body for information management coordination and leadership for the Victorian government. It is a sub-committee of the CIO Leadership Group.

³ The IM3 tool can be downloaded from <https://prov.vic.gov.au/recordkeeping-government/learning-resources-tools/information-management-maturity-measurement-tool-im3>

2 Participants

2.1 Participating organisation change

Changes to the previous round of IMMAP included a change of participants with one organisation who has participated over previous rounds of IMMAP leaving and one organisation joining.

2.2 Participant overview

To provide an overview of who completed and submitted the IMMAP assessments, keywords from the position titles and associated business units are shown below (Figure 1) along with how many participating organisations used them. Each participant has used multiple keywords.

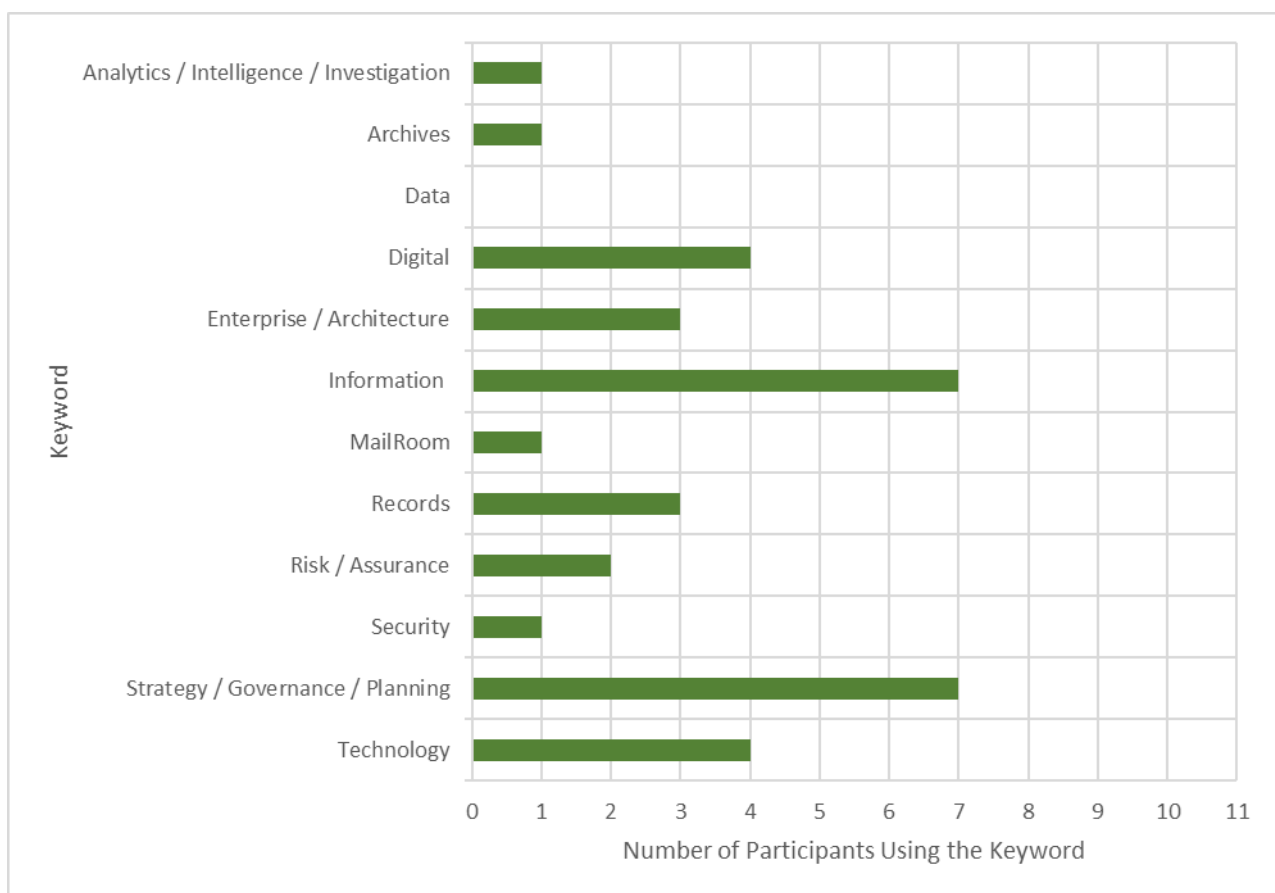


Figure 1: Keywords used by Participants to describe their position title and business unit

As half the questions in IM3 are now data specific, it was interesting to find that none of the people submitting the completed questionnaire had the keyword 'data' in their position title or business unit name. This does not mean data management specialists were not involved in responses provided. It is common for multiple people across an organisation to be involved in the development of a submission that one person in the organisation has the responsibility to submit.

PROV recognises that the participants of the IMMAP operate in varied and complex environments, which include:

- the nature, risk profile and complexity of functions and services (e.g. policy development, citizen service delivery)
- the number of Ministers
- the number of business units and/or statutory authorities
- the number of sites and their distribution (e.g. metropolitan, regional)
- the number of staff.

3 IMMAP Submission Scope

This round of IMMAP introduced a new dimension (dimension 0, Scope) to collate information about the scope of the submission provided by each participant. The findings from this dimension are provided below as percentage scores.

3.1 Q0.1 Coverage

What parts of the organisation are included in this IM3 assessment?

The majority of submissions covered all of the organisation, although some participants divided their response across multiple options. Individual question responses illustrated that different parts of an organisation were often at different levels of maturity.

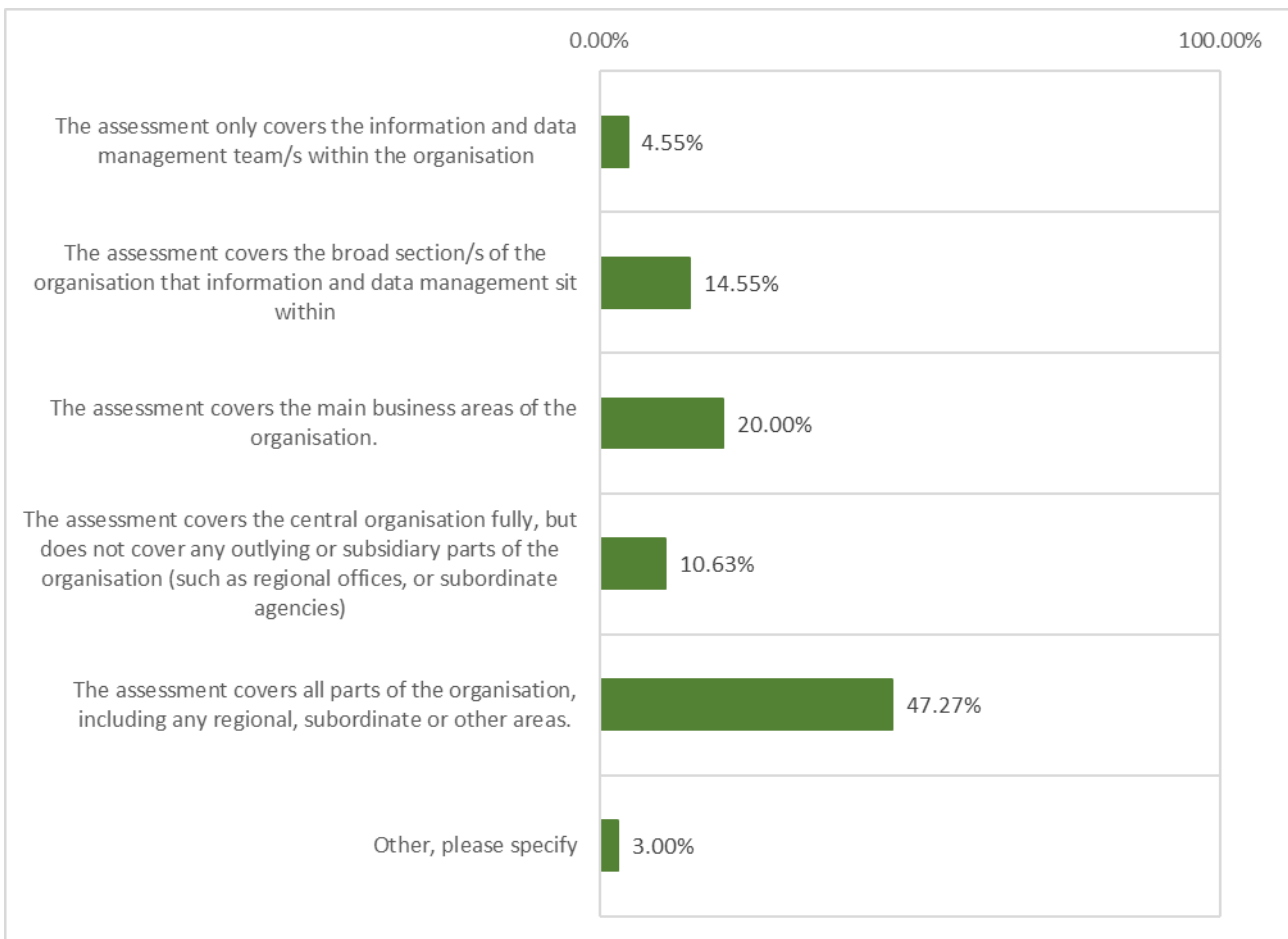


Figure 2: Q0.1 Coverage

The Other response was in relation to part of the submission coming from an associated agency external to the participant.

3.2 Q0.2 Organisation size: number of staff

How many staff members are employed within your organisation?

All participants provided a single response. The majority of participating organisations have staff levels between two and four thousand full time employees.

The Other response could have been included in one of the specified options in that it would have met the criteria, and was used to specify staff numbers.



Figure 3: Q0.2 Organisation Size: Number of Staff

3.3 Q0.3 Position of information and data within the organisation

Where do information and data management sit in relation to each other within the organisation? How well is the Information Management / Data Management Team represented [effectiveness and reach] across the organisation?

Some participants divided their response across multiple options.

The majority of participating organisations either have information and data management in the same part of the organisation or have them strategically aligned. A large number of participating organisations have information and data management in different parts of the organisation.

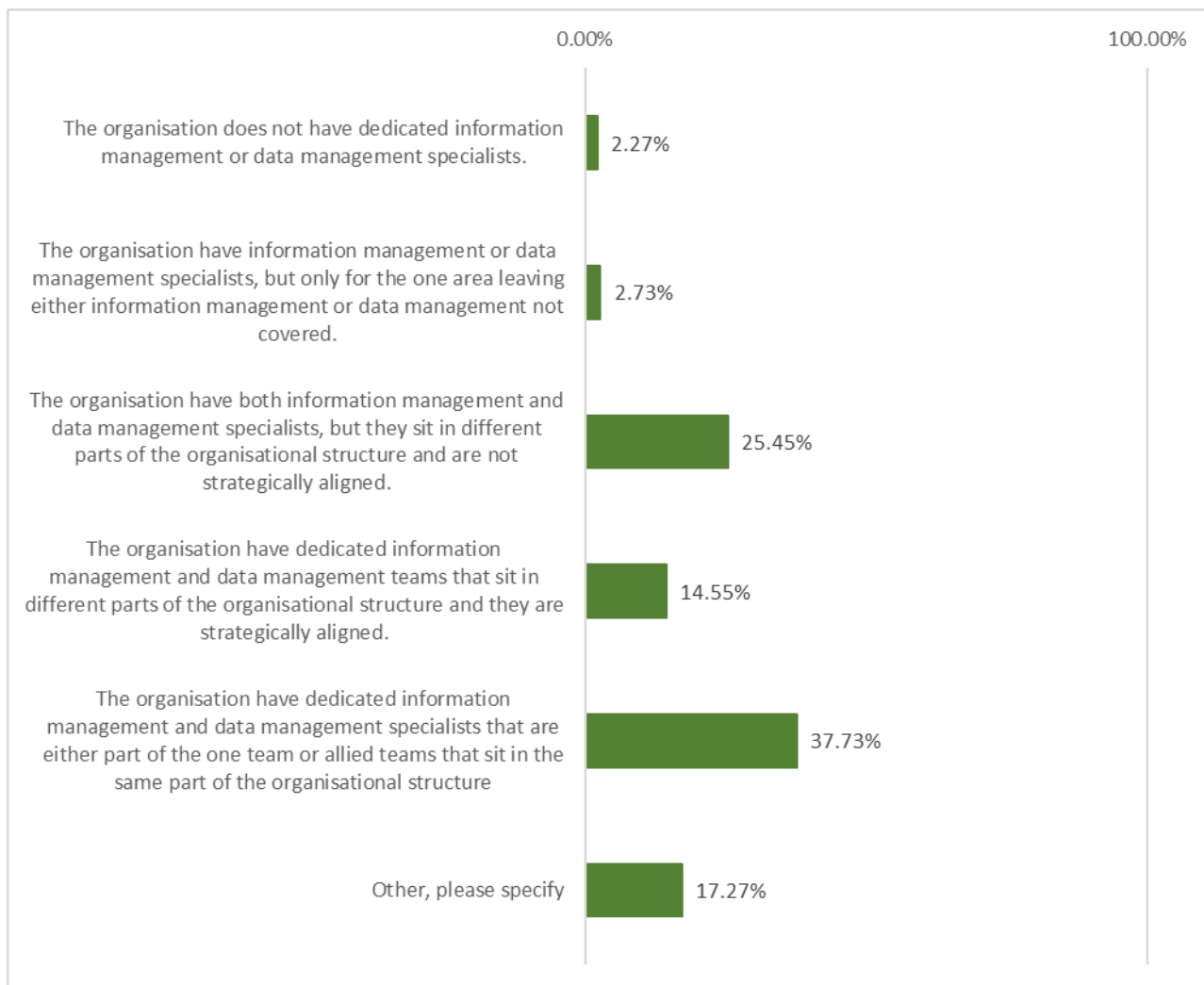


Figure 4: Q0.3 Position of Information and Data within the organisation

The Other response flagged a gap in options provided in that shared services should have been included as an option.

3.4 Q0.4 Methods and techniques used to complete assessment

What methods and techniques were used to complete this assessment?

Participants were encouraged to choose as many options as was applicable, and most participants chose multiple options. Submissions were collated largely from information gathered through a survey, meetings, or workshops and written up by a nominated member of the organisation.

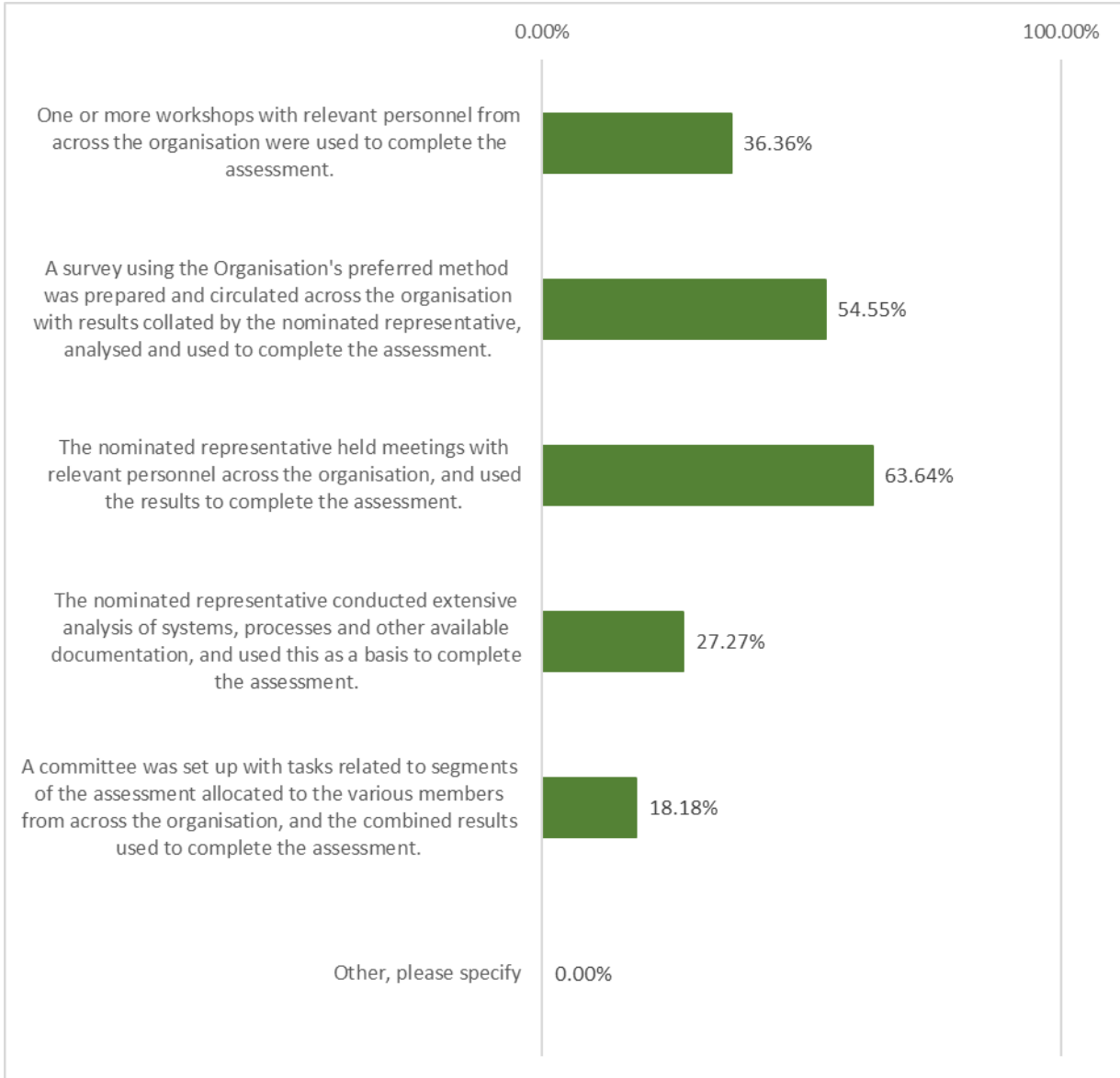


Figure 5: Q0.4 Methods and techniques used to complete assessment