

Information Management Maturity Assessment Program 2017–18 Summary

Public Record Office Victoria

Public Record Office Victoria (PROV) undertakes the Information Management Maturity Assessment Program (IMMAP) every two years to assess the state of Information Management practice across the Victorian Government. The IMMAP involves government departments and agencies using PROV's Information Management Maturity Measurement (IM3) tool to self-report their current performance - the results for 2017–18 are outlined in this report.

Key findings

1. All previously participating departments and agencies maintained their 2015–16 ratings, achieving a level 2 (AWARE) average across the board (see table below).
2. A third of participants indicated their training and support as unmanaged while those departments with relevant training have seen improved awareness, understanding and capabilities.
3. Participants indicated rudimentary control of information integrity and access which is likely to reduce capacity to deliver services to the community effectively.
4. All respondents are well advanced in leadership, governance, vision & strategy providing a solid foundation for further development and maturity.
5. Organisational commitment to IM improvement is more likely if initiatives are linked to business objectives and processes.

Dimension	2015–16		2017–18
1. PEOPLE	AWARE	=	AWARE
2. ORGANISATION	AWARE	=	AWARE
3. INFORMATION LIFECYCLE AND QUALITY	AWARE	=	AWARE
4. BUSINESS SYSTEMS AND PROCESSES	AWARE	=	AWARE

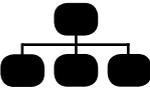
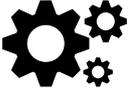
Recommendations

1. Agencies and departments should continue to develop Information Management governance, vision and strategy, strategic alignment and management support and leadership. Once these are in place, organisations will be able to effectively improve performance ratings over time.
2. Agencies and departments should align Information Management initiatives with organisational objectives.

3. Agencies and departments should ensure that information is managed so that it meets business needs, thereby enhancing its value to the organisation.
4. System and process improvement should be prioritised to ensure that information is captured and usable, trustworthy, reliable and accessible for as long as required.
5. Agencies and departments should invest in building knowledge, skills and capability within their organisations by appointing qualified staff and delivering targeted training.
6. Agencies and departments should continue to work towards meeting existing and future requirements of the Department of Premier and Cabinet, Victorian Information Commissioner and Public Record Office Victoria to ensure information is created, captured, maintained and protected.
7. Investment in the IMMAP should continue in order to measure, understand and improve practices over time.
8. PROV will continue to promote best practice, improve data collection and measure maturity.

The IM3 tool

The IM3 tool is composed of a self-assessment questionnaire focused around four key dimensions:

1. PEOPLE		<i>How the knowledge, skills, experience and attitudes of staff contribute to good Information Management (IM).</i>
2. ORGANISATION		<i>How IM operates within the organisation and whether it receives support from senior management.</i>
3. INFORMATION LIFECYCLE AND QUALITY		<i>How information assets are managed in the organisation and whether there is a common view to long term access to quality information.</i>
4. BUSINESS SYSTEMS AND PROCESSES		<i>How business systems and processes (both electronic and manual) support IM practices.</i>

Maturity levels for each dimension are self-assessed from level 1 (unmanaged) to level 5 (proactive):

Level 5: PROACTIVE	Purpose The IMMAP is designed to: <ul style="list-style-type: none"> • provide a high-level overview of Information Management maturity of participating departments and agencies • identify and initiate areas for Information Management improvement • form evidence to inform the strategic direction and priorities for Information Management decision makers.
Level 4: OPERATIONAL	
Level 3: FORMATIVE	
Level 2: AWARE	
Level 1: UNMANAGED	

Download the full report from <https://www.prov.vic.gov.au/recordkeeping-government>