

Information Management Standard

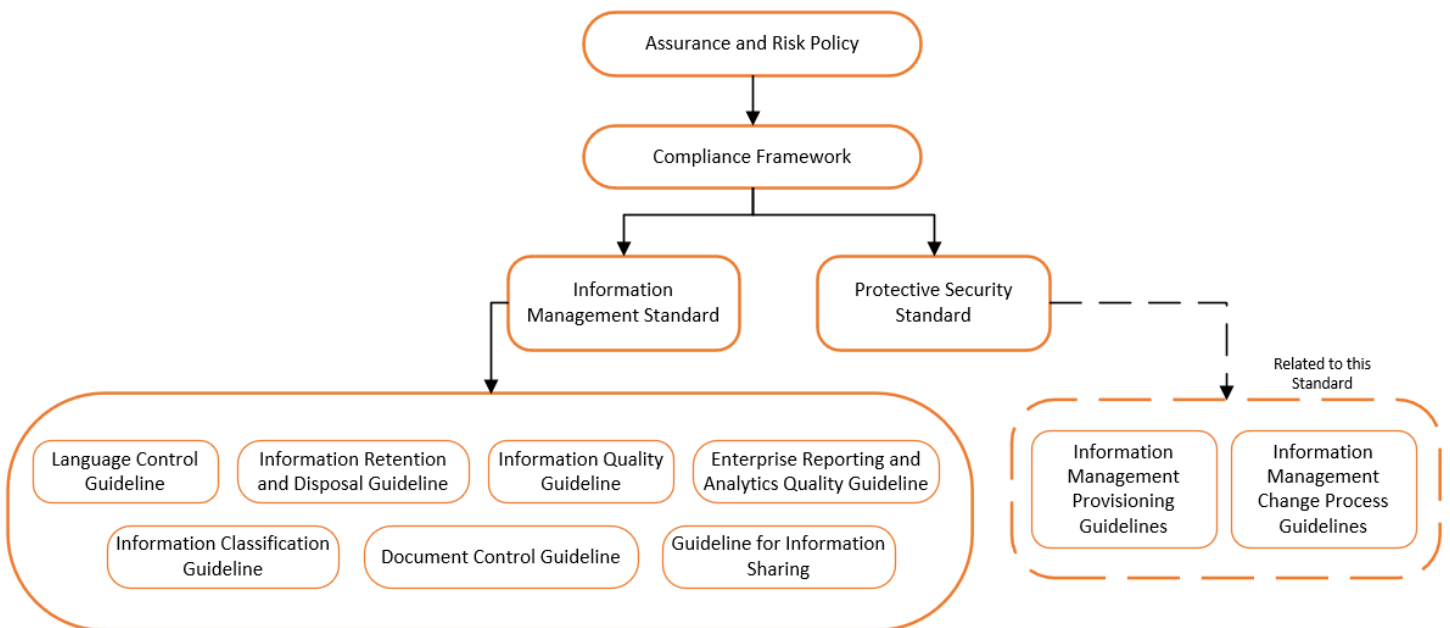
1. Brief description

Western Power collects, creates, uses, stores and manages large amounts of Information in many formats, across many systems. Information is a valuable Western Power business asset and must be collected, preserved and protected appropriately to retain its value and ensure long term useability.

This Information Management Standard sets out key principles and responsibilities to be applied to ensure effective Information Management. Its purpose is to ensure Information is created, managed, retained and disposed of appropriately.

1.1 Related policies

This Information Management Standard is developed around three key elements of Information Management – Classification, Quality and Security - and is made under and supports the Assurance and Risk Policy, through the Compliance Framework as illustrated in the figure below.



1.2 Introduction

Managing Information across the organisation aids in supporting Western Power’s business outcomes. The organisation is required to implement appropriate processes surrounding the management, security and preservation of Information in accordance with the applicable obligations under the *State Records Act 2000 (Act)* and the State Records Commission Standards. Where possible, Western Power adopts best practice in line with AS ISO 15489 Records Management.

The creation, storage, maintenance and management of full and accurate Information supports decision making in the business, and ensures sufficient evidence is maintained of our operations. Any Information created in relation to business activities or supporting business decision making must be stored in a Corporate Approved System in order to ensure Information is appropriately collected, preserved and protected to retain its value and ensure long term useability and to comply with Western Power's compliance obligations.

1.3 Scope

This Standard applies to all Western Power Personnel.

In this Standard, Personnel means:

- (i) every employee, officer and director of Western Power, and
- (ii) every embedded contractor working as part of Western Power's substantive workforce.

2. Principles and Outcomes

The principles and intended objectives of this Information Management Standard address the three key elements of Information Management namely classification, quality and security and are as follows:

- (i) Information is recorded, managed and retained in accordance with legislation and applicable Australian Standards
- (ii) Information is created and stored within Corporate Approved Systems; Information borne outside of Corporate Approved Systems must be registered and managed within a Corporate Approved System
- (iii) Information stored on physical mediums that cannot practicably be created within a Corporate Approved System, are registered within Corporate Approved Systems
- (iv) Information is assigned an Information Owner and Data Steward who perform the day to day management of Information
- (v) Personnel are aware of their accountabilities to ensure effective Information Management
- (vi) Where applicable, arrangements relating to the ownership, intellectual property, transfer, custody and access of State records must be addressed and clarified in contracts engaging outsourced consultants and employees.

Classification

- (vii) Using a risk-based approach, Information is classified, labelled and handled based on the potential consequence of unintentional or inappropriate disclosure and/or misuse of the Information, in accordance with the Information Classification Guideline (EDM 34242917)

Quality

- (viii) Information is identified and mapped out within a single repository (Information Architecture) across the organisation enabling trusted, secured and supported enterprise data sources
- (ix) Information is accurate, of an appropriate quality, searchable, and retrievable

- (x) Information is retained and disposed of in accordance with Western Power’s Retention and Disposal Schedule (EDM 34147800) as approved by the State Records Commission

Security

- (xi) Corporate Approved Systems have appropriate security and access controls to ensure that Information and systems are protected from unauthorised access and sharing attempts
- (xii) Information is securely shared internally and externally to meet business needs and with the permission of the relevant Information Owner when required.

3. Roles and responsibilities

All Personnel are responsible for the creation and management of Western Power Information. Specific responsibilities are listed below.

3.1 Information Compliance

The Corporate Compliance Manager and Information Compliance team are responsible for administering this Information Management Standard as part of the day-to-day operation of the Compliance Management System.

Information Compliance responsibilities	
Task	Description
Identifying Obligations	Identify Information Management obligations with the support of legal and other relevant resources.
Compliance training	Provide Information Management specific compliance training and support to the business ensuring all Personnel are trained on a regular basis.
Expert advice	Provide Information Management guidance and advice to the business on the application of Information Management obligations.
Network of Information Management Champions	Support a network of Information Management Champions across the business to carry out the activities for which they are responsible for under this Standard.
Recordkeeping Plan development and implementation	Prepare, review, update and implement the Recordkeeping Plan as per prescribed timeframes in accordance with the Act.
Retention and disposal	Prepare and submit the Western Power Retention and Disposal Schedule as per prescribed timeframes in accordance with the Act. Consult and advise in relation to the application of approved Retention and Disposal Schedules against all Western Power Information regardless of format or Corporate Approved System. Implement and maintain an annual disposal program.
Continuous improvement	Identify opportunities for improvement and the advancement of Western Power’s Information Management culture and best practice.

3.2 Executive Managers

Executive Manager responsibilities	
Task	Description
Champion Information Management culture	Ensure this Information Management Standard is disseminated, implemented and maintained throughout Western Power and is adequately communicated to all Personnel. Appoint, support and promote the role of Information Management Champions.
Quarterly assurance	Complete Quarterly Compliance Assurance Reports confirming that, unless stated otherwise, the business unit is complying with all Information Management Policies and controls are in place to ensure compliance and mitigate risk.

3.3 Head of Governance, Risk and Compliance

Head of Governance, Risk and Compliance responsibilities	
Task	Description
Information Management Standard	Accountable for the design, implementation, development, maintenance, performance outcomes and continuous improvement of this Information Management Standard.

3.4 Information Management Champions

In order to manage the day-to-day application and implementation of Western Power's Information Management Policies, Western Power has established a network of Information Management Champions (IMCs) to be supported by Information Compliance to perform specific Information Management activities within their business unit and function. IMCs have the following responsibilities:

All Information Management Champion responsibilities	
Task	Description
Leadership	Advance Western Power's Information Management culture by leading by example, both by adhering to and actively supporting compliance with all Information Management Policies.
Compliance	Perform Information Management specific activities determined by Information Compliance from time to time to ensure compliance for their respective business unit/function.
Provide advice	Provide Information Management advice, in the first instance, within their business unit or function
Training	Regularly attend meetings and training sessions as directed by Information Compliance.
Continuous improvement	Identify opportunities for improvement and the advancement of Western Power's Information Management culture.

3.5 Information and Communication Technology (ICT) Function

Information and Communication Technology Function responsibilities	
Task	Description

System security	Ensure all Corporate Approved Systems have appropriate security and access controls in place to: <ul style="list-style-type: none"> protect Western Power Information and systems from unauthorised access and sharing attempts. grant and/or rescind access to information within any system in line with Information Owners' classification and authorisation in accordance with Information Management Policies. enable secure sharing of Information (internally or externally)
Backup and recovery	Develop, maintain and support effective backup, security and recovery processes for Western Power Information and Corporate Approved Systems in line with the Act, State Records Commission Standards, and other relevant legislation.
Information Architecture	Maintain, update and publish Western Power's Information Architecture and supporting detailed Information Architecture spreadsheet
Notify and Consult	Notify and consult Information Compliance when considering decommissioning, replacement or upgrade of an existing Corporate Approved System or the introduction of a new Corporate Approved System.
Migration Strategy	Implement a Migration Strategy for all acquisitions, decommissioning, replacement and upgrades for Corporate Approved Systems which retain Information in any format, to ensure Information and its metadata retain its integrity, and is accessible and useable for the length of its mandated minimum retention period.

3.6 Information Owner

Information Owner responsibilities	
Task	Description
Identify	Accountable for identifying the Information they own.
Classify	Accountable for setting the information classification for the Information they own in accordance with the Information Classification Guideline.
Access	Accountable for authorisation of access to Information they own. This includes granting, monitoring and revoking access they deem appropriate.
Quality	Accountable for the ongoing quality of the Information they own.
Identify and Support Data Stewards	Identify suitable delegate to act as Data Steward for the Information they own to perform day-to-day Information Management on Information Owner's behalf.

3.7 Data Steward

Data Steward responsibilities	
Task	Description
Day-to-day Information Management	As delegate of the Information Owner, the Data Steward is responsible for provisioning of access and consulting on the classification and quality of information.

3.8 Heads of Function

Heads of Function responsibilities	
Task	Description
Leadership	Lead by example, both by adhering to and actively supporting compliance with all Information Management Policies generally. Support and promote the role of Information Management Champions.
Function compliance	Ensure all Personnel in the function are aware of and comply with, all Information Management Policies. This may include performing periodic reviews of activity reports as instructed by Information Compliance (e.g the weekly EDM Creation & Activity report).
Quarterly attestation	Complete Quarterly Compliance Assurance Reports confirming that, unless stated otherwise, the function is complying with all applicable Information Management Policies and controls are in place to ensure compliance and mitigate risk.

3.9 All Personnel

All Personnel responsibilities	
Task	Description
Take responsibility	Take steps to become aware of, understand and adhere to all Information Management Policies.
Business use	Ensure information is only used for appropriate business purposes and is shared with appropriate approvals by Information Owners.
Consult	Seek guidance and advice on the application of Information Management Policies from their function/business unit Information Management Champions, Information Compliance, Information Owners or Data Stewards.
Disposal	Consult Information Compliance in relation to legislated retention periods if considering deletion or disposal of any Information existing in any Corporate Approved System or format, or retirement, replacement or upgrade of a Corporate Approved System.
Complete training	Complete training in accordance with directions provided by Corporate Compliance.

4. Dictionary

Words in the first column of the following table are defined terms and have the corresponding meaning shown in the second column of the table. Defined terms appear in this document as capitalised.

Defined term	Meaning
Compliance Management System	Western Power's Compliance Management System comprises of the Assurance and Risk Policy, Compliance Framework, this Information Management Standard and other related Standards and underlying Compliance Policies
Compliance Policies	The Compliance Framework and any relevant supporting Standards, Procedures or Guidelines which fall under the Compliance Framework
Controlled Documents	Any document for which distribution and status are required to be kept current by the owner to ensure that authorised holders or users have the most up to date version available.

Defined term	Meaning
Corporate Approved System	<p>A system approved for and capable of the storage and management of Western Power's Information to meet legislative requirements. Information must not be deleted or removed from these systems unless authorised by the Information Compliance Team.</p> <p>Corporate Approved Systems used to manage Information include but is not limited to: EDM, Ariba, Ellipse, Outlook, MBS, SPIDA, DQM, and the CMS.</p> <p>The following are not Corporate Approved Systems: Microsoft Teams, OneDrive, OneNote, SharePoint, H: drives, Network/shared drives (e.g. S, P, Q, etc.).</p>
Disposal	The action applied to Information once it has reached its legislated designated retention period. Disposal can take the form of destruction (the physical destruction of information, ensuring no information is retrievable), or archiving (permanent retention of information with enduring value) as a Western Power or WA State Archive.
Embedded Contractor	An individual who is engaged by Western Power through an arrangement with a labour agency or directly with the individual. Western Power directs the day to day activities of the contractor and these individuals are identified separately as contractors but still included in full time equivalent headcount.
Information	Any information created, collected and analysed or otherwise used by Western Power in connection with business activities or in support of business decision making, regardless of format. Includes but not limited to documents and papers, electronic files or records, electronic data contained within a Corporate Approved System, database, information store, or Information Product. For the avoidance of doubt, Information does not include the software or computer programs used to organise or store data, nor the physical assets such as computing equipment or storage media. For the purposes of this Standard, all Information Products are considered Information and fall within this definition.
Information Management	The management – including capture, collection, preservation, storage, control, retention, processing and delivery – of information throughout its lifecycle, regardless of structure or format in line with organisational goals and legislative requirements. This includes management of both active and legacy information, in all physical and digital formats, housed in all Corporate Approved Systems throughout the business.
Information Management Champion(s)	Personnel nominated by an Executive Manager to undertake specific Information Management activities for their business unit or function as directed by Corporate Information Compliance from time to time.
Information Management Policies	This Information Management Standard and any related Standard, Procedure or Guideline which falls under the Information Management Standard.
Information Owner	The Head of Function (or above) that owns, maintains, requires or acquires Information is deemed the Information Owner for the purposes of this Standard.
Information Product	The output created from the merging or analysis of multiple Information sources.
Quarterly Compliance Assurance Report	A quarterly report provided in accordance with the Compliance Framework, where the Heads of Function and Executives provide quarterly certification for obligations supported by appropriate evidence.
Recordkeeping Plan	Western Power's Recordkeeping Plan is created in accordance with section 28 of the <i>State Records Act 2000</i> and sets out how Western Power creates, manages, retains, and disposes of its Records. The Recordkeeping Plan is the primary means of providing evidence of Western Power's compliance with the Act. <i>State Records Act 2000</i> .

5. Further information

If you have any questions in relation to this Information Management Standard please contact either the Corporate Compliance Manager or the Head of Governance, Risk & Compliance.

6. Content owner

Executive Manager Governance & Assurance

7. Review

This Standard will be reviewed and evaluated by the content owner at least once in every three-year period taking into account the purpose of the Standard and the outcome of the compliance review.

8. Related documents

Title	EDM reference
Assurance and Risk Policy	EDM 32565084
Compliance Framework	EDM 34019834
Document Control Guideline	EDM 34045990
Enterprise Reporting and Analytics Quality Guideline	EDM 49957731
Information Architecture	EDM 46096371
<i>detailed</i> Information Architecture	EDM 45615119
Information Classification Guideline	EDM 34242917
Information Quality Guideline	EDM 49014968
Information Retention and Disposal Guideline	EDM 55052855
Information Sharing Guideline	EDM 49894727
Language Control Guideline	EDM 55053291
Western Power's Record Keeping Plan (March 2016)	EDM 34301138

9. Approval history

Version	Approved by	Date of approval	Resolution no.	Notes
1.	Executive Manager Governance & Assurance	11/01/2021	#004/2015/BD	Merging the RM Standard (EDM 30894047), Information Classification Standard (EDM 34242917) and ICT Information Management Standard (EDM 32538828), combining the principles of records management together with elements of classification, quality and security.



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May Lin Chew

Executive Manager Governance & Assurance