



Department of
**Local Government, Sport
and Cultural Industries**



**Proposed new:
Records Management Plan
Standard for Records Management
Information Management Maturity Model**

November 2020



What we heard

A total of 57 comments and/or queries received
32 responses from State Government agencies
12 responses from Local Government agencies
8 responses from industry bodies and consultants

34 respondents tried the demonstrator for the online Information Management Maturity Model (IM3) reporting tool

Responses overwhelmingly supported the proposed approach (98% of responses supportive)

General suggestions for improvement focused largely on ensuing guidance published to support the approach:

- More context to assist with communication and demonstrating relevance to business
- Will need guidance to help address compliance requirements
- Appreciate the proposed IM3 and its integration with the new Plan
- Will need a well-designed system to support the IM3
- Will need a strong communications and awareness campaign to support the roll-out of the new approach



SRC Standard

Suggestions for improving the Standard:

- Add context/rationale to Standard
- Improve compliance examples
- Clarify instructions
- Clarify language
- Add an updated glossary
- Add references to other Standards where relevant e.g. ISO 15489 Records Management
- Clarify Annual Report requirements
- Update and clarify requirements regarding outsourcing
- Clarify requirements for agency storage of, and access to, State archives



Other suggestions

Other suggestions included clarifying and providing update guidance on requirements for:

- Records management requirements in contracts
- Managing backups
- Managing legacy systems
- Managing obsolete and/or unreadable media
- Requirements for environmental controls
- Requirements for long term digital storage formats
- Requirements for security and authentication controls
- Information about digital disposal practices and programs
- Guidance on managing (born) digital State archives with no "end" date
- Guidance on managing discoverability for sensitive information