Te Rua Mahara o te Kāwanatanga
aRCHIVes
N E W   Z E A L A N D

Survey of public sector information management 2021

Public sector organisations are stewards of information about New Zealanders. Effective management of this information is critical for them to maintain their social licence.

Information management practices include acquisition, custodianship, distribution, and disposal through archiving or deletion.

The maturity of an organisation's information management strategy provides an indication of their ability to protect their information in times of business change (information is often exposed to greater risks when an organisation is undergoing change). In the last few years, many public sector organisations have had to make business changes in response to COVID-19.

The annual *Survey of public sector information management* is a key regulatory tool for assuring public sector information is well-managed. The following key indicators provide a high-level perspective on whether information management is improving, declining, or remaining stable.

The full survey results provide more comprehensive data on the performance of public sector organisations. These results are reported on **data.govt.nz**.

Information Management Governance Groups

IMPROVING

Governance groups are foundations for elevating the importance of information management and integrating it into business operations. A lack of governance often indicates poor organisational performance in this area.

60% of responding organisations had formal governance groups for information management.


Formal governance group (60%)

52%
48%

No formal governance group (40%)

2019/20   2020/21
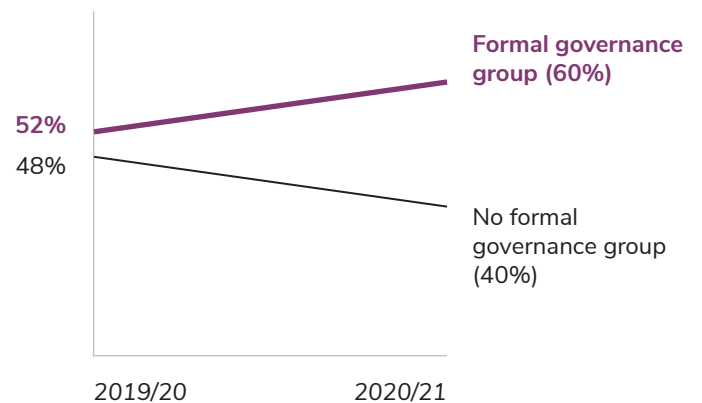
Information Management Staff

STABLE

Information management specialists are essential for the proper functioning of digital government. It is however, common for organisations with fewer than 100 total FTEs to have no information management staff.

Seven large responding organisations had few information management specialists and were at greater risk of mismanaging their information.


4+ specialists

1 to 3 specialists   6

No specialists   1

Organisation size (FTE):   >100   100-2,999   3,000+
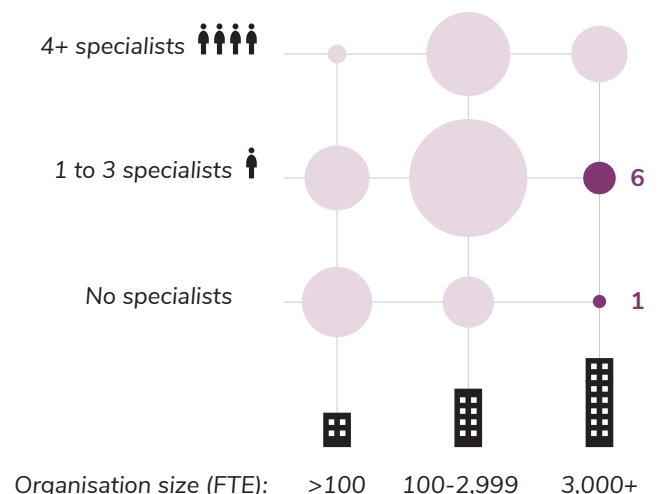
Identification of high-value and/or high-risk information

DECLINING

Identifying high-value/high-risk information is a foundation for other information management activities. It is a critical first step towards mitigating associated risks and extracting maximum value from information assets.

Little progress has been made in the last year to identify high-value and/or high-risk information.

18%	13%	Not identified
43%	49%	In progress
36%	35%	Identified
2019/20	2020/21	▇ Don't know

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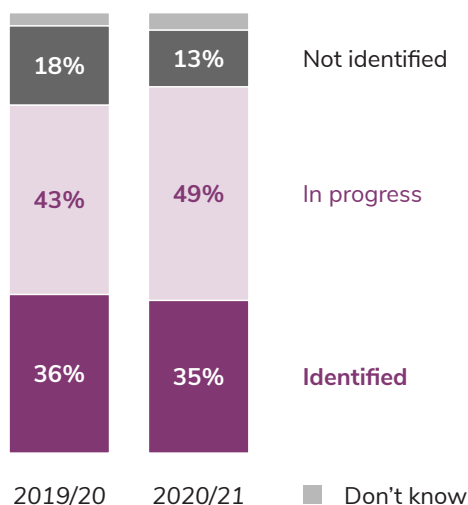
Te Tiriti o Waitangi and its principles of partnership, participation and protection underpin the relationship between the Government and Māori.

Many public sector organisations create and hold information important to whānau, hapū and iwi.

Little progress has been made in the last year to identify records with te ao Māori value.

39%

Identified te ao Māori value (35%)

2019/20   2020/21
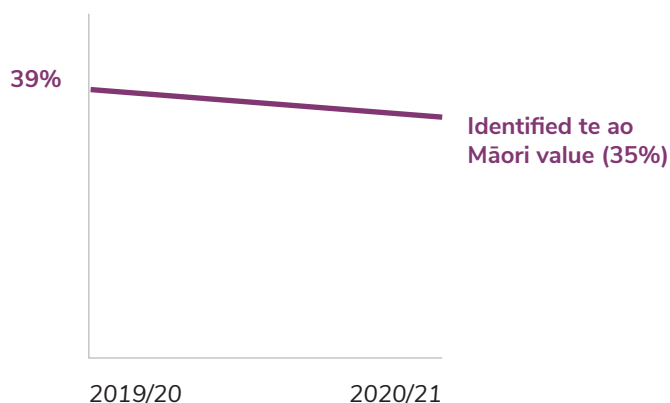
Improving access to information with te ao Māori value is the most common activity to improve usage.

Building information management requirements into new business systems

STABLE

Building information management requirements into a business system from the beginning enables proper management of the information created and stored in that system.

Half of responding organisations had built information management requirements into their business systems.

Built into systems   Not built into systems

52%	34%	

Don't know
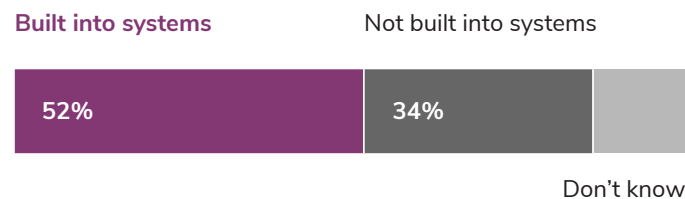
Active, authorised destruction of information

DECLINING

A large proportion of the information an organisation creates does not have long-term value for the organisation or New Zealanders. Active, authorised destruction of information helps mitigate the risk associated with retaining it for longer than required.

Little progress has been made in the last year to actively carry out the authorised destruction of physical and/or digital information.

58% → **Physical and/or digital destruction (56%)**
52% → Physical destruction (52%)
26% → Digital destruction (29%)

2019/20   2020/21