

# Survey of public sector information management 2022

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.

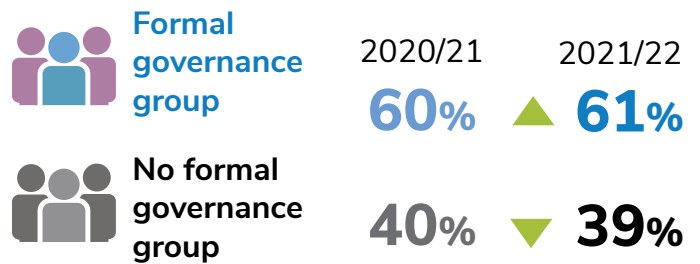
The full survey results provide more comprehensive data on the performance of public sector organisations. These results are reported on [data.govt.nz](https://data.govt.nz).

## Information Management Governance Groups

STATIC

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.

**61% of responding organisations had formal governance groups for information management.**

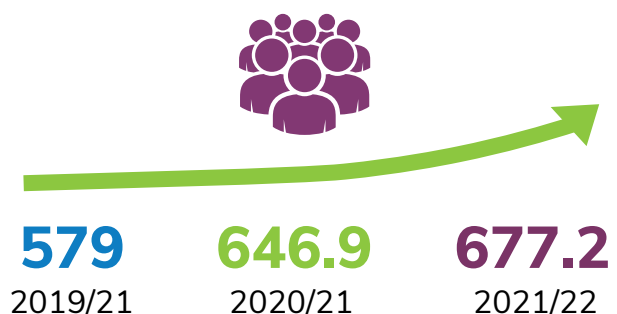


## Information Management Staff

IMPROVING

The most common response among responding organisations was having either one or less than one staff member dedicated to information management. Particularly, organisations with fewer than 100 full-time employees commonly have no information management staff. Although not as pronounced as smaller organisations, larger organisation still have limited IM staff in respect to their size.

**Survey data shows an increase in the number of IM staff in responding public sector organisations.**

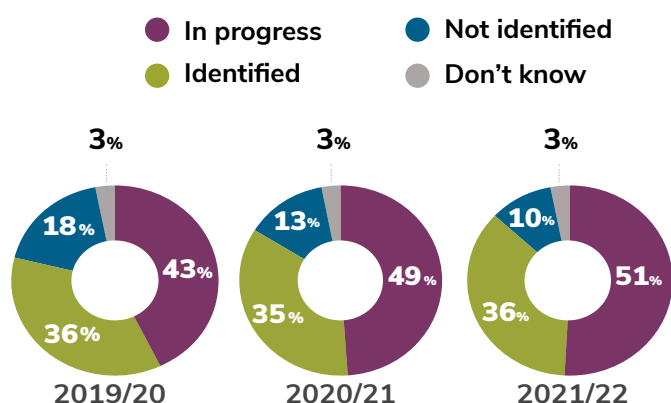


## Identification of high-value and/or high-risk information

### STATIC

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.

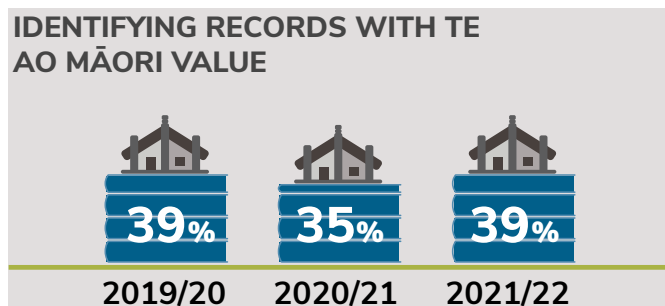
High-value and/or high-risk information identified has remained almost static in the last three years, but since 2019/20 there has been an 8 percentage-point decrease in unidentified information.



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.

In the last year there has been an improvement in organisations' progress to identify records with te ao Māori value.



Despite the increase, those who have identified information only encompass less than half of respondents.

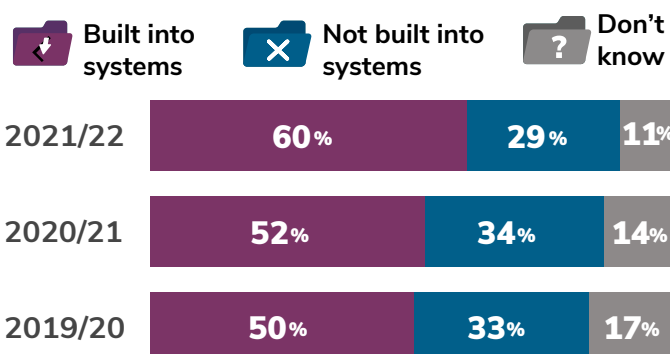
In addition 'Improving discoverability' to information with te ao Māori value is the most common activity to improve usage.

## Building information management requirements into new business systems

### IMPROVING

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

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



Above represents a steady incline over the last three years.

## Active, authorised destruction of information

### STATIC

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.

There has been a minor increase in responding organisations' authorised destruction of physical and/or digital information.

