



Information Management Maturity Framework

Information management fact sheet

Definition of information management

Information management (IM) is an umbrella term for the means by which a Division collects, organises, and uses information, in whatever format, from internal or external sources, leading to continuous improvement to business programs and member services.

Principles of information management

Accessibility: Information is easily accessible across each Division's programs and services, to those who need it, and are authorised to access it.

Usability: Information meets the needs of the board and all staff, member GPs, partners and other stakeholders. Information is timely, relevant, accurate and convenient to use.

Accountability: IM is not a simple extension of individual accountabilities for information technology functions. Rather, it is an organisation-wide accountability clearly defined at Division level and at the level of each of the Division's programs and services.

Integrated approach: Information is managed as an asset throughout a defined lifecycle regardless of the medium in which it is held.

Coordination and planning: Information management planning is coordinated with strategic/annual business and budget planning for each Division's programs and services.

Optimise value: The cost/benefit of information assets is known and managed for both current and future business needs.

Continuous improvement: IM capacity should be audited or benchmarked annually, and an IM plan created to ensure continuous improvement in capacity each year. IM capacity can be measured in terms of six separate elements:

1. **Context:** The internal and external environments for IM and the Division's capacity to change in response to these environments.
2. **Capability:** Access to individual skills and tools, and the way they are integrated across projects and each Division's programs and services.
3. **Management of IM:** Each Division's organisation, processes and procedures for managing information as an asset, including measurable standards for IM outcomes.
4. **Records management and information lifecycle:** The extent to which each Division proactively manages records and applies processes and technology tools to implement an information lifecycle throughout all programs and services.
5. **User perceptions:** The extent to which each Division understands the perceptions and impact of its IM processes and systems, measured in terms of awareness, training, support and satisfaction for both internal users and general practice.
6. **Compliance and quality:** The processes and systems to ensure the quality, privacy, security and continuity of access to information; and compliance with legislation and community standards.