

Organisational Guideline

Information Asset and Custodianship Guideline

Approved by CEO:



13 June 2024

GE advice date:

13 June 2024

Guideline purpose

The purpose of this guideline is to support and operationalise the Information Asset Custodianship Policy and should be read in conjunction with that policy. It outlines Sunshine Coast Council's (Council) approach to identify its Information Assets and assign appropriate custodianship roles and responsibilities to ensure these assets are managed throughout their lifecycle.

Guideline scope

This guideline describes the typical content that is required by the Information Asset Custodianship Policy to be captured in Council's Information Asset Register irrespective of the different types of Information Assets, for example, structured and unstructured information assets, spatial Information Assets, strategic Information Assets and published Information Assets. It also provides guidance on the roles and responsibilities that are required to facilitate the effective management of Council's information Assets, and it applies to:

- All Council employees (including contingent workers, contractors, agency casuals and volunteers)

This guideline applies to all forms of Council information including, but not limited to:

Information in Council business systems and repositories, including what is presented in digital, print, audio, video, image, graphical, cartographic, physical, textual, or numerical forms.

Guideline

What is an Information Asset?

An identifiable collection of information and/or data stored in any manner and recognised as having value for the purpose of enabling Council to perform its business functions, thereby satisfying a recognised Council requirement. e.g., files, datasets, paper-based and electronic documents or records, registers and in some cases databases and software.

Information assets are defined and managed as a single unit - so they can be understood, shared, protected, and used efficiently. Information assets have recognisable and manageable security classification, value, risk, content, and lifecycles (i.e., a 'package of information' that is managed in the same way).

Examples of Information Assets:

Asset Name	Custodian	Steward	Classification
Accounts Payable Dataset	Coordinator Financial Accounting	Team Leader Accounts Payable	Sensitive
SCC Ordinary Meeting Minutes	Manager Corporate Governance	Team Leader Meeting Management	Official
Local Law 5 - Parking	Manager Corporate Governance	Coordinator Response Services	Public

SCC Ordinary Meeting Minutes in more details:

Ordinary Meeting Minutes are an example of an Information Asset. Not the separate meeting minutes (Jan 2022, Feb 2022, etc) but the collective from the first to the most recent. The monthly meeting information is saved in the same place, has the same purpose, owned, and managed by the same people/business areas etc.

Closed Meeting Minutes are a separate Information Asset because although similar in almost every way have a different security classification due to the content being sensitive.

What is an Information Asset Register (IAR)?

An IAR lists the identified Information Assets across all the business areas within Council. It enables users of information to identify the available information resources from a single source and provides Information Custodians with an overview of the Information Assets under their care.

An IAR ensures that Council's information is identified, defined, classified, and organised in a way that will facilitate access to and reuse of the information and avoid any unnecessary duplication.

Under the [Information Asset Custodianship Policy](#) it is a requirement for Council to maintain and manage its Information Asset Register (IAR), including regular monitoring and reviews.

The type of information that is captured in Council's IAR is described in **Appendix A**.

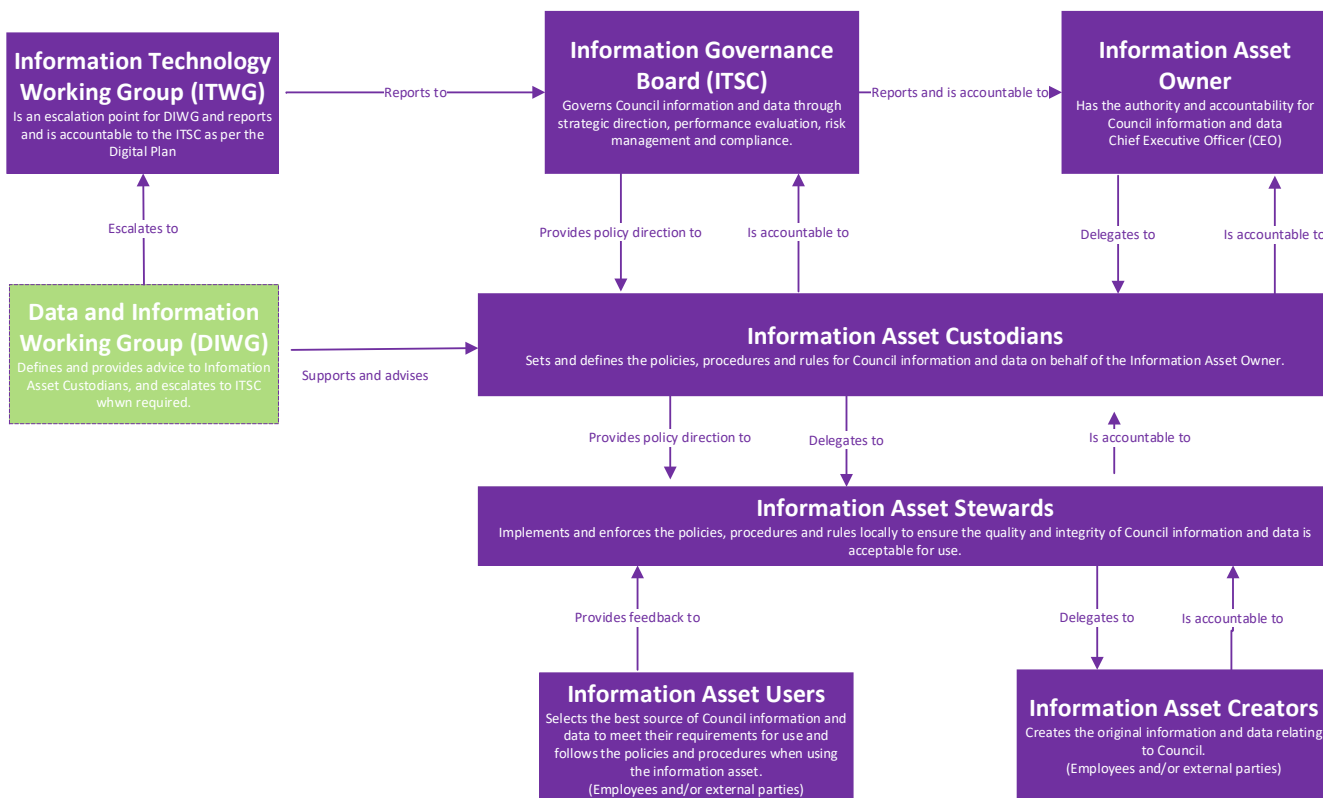
What is the Information Asset Lifecycle?

All Information Assets have a lifecycle and must be managed and regularly reviewed to remain current and relevant to suit Council's use and operations. The following outlines how Information Assets are managed at each stage of their lifecycle.

Stage	Explanation
Received Information Asset	<p>Council receives many Information Assets from external parties. These may include Information Assets from government agencies, community groups and engaged consultants and should be received with:</p> <ul style="list-style-type: none"> • a meaningful title and description • appropriate information security classification. • secured in an appropriate repository. • assigned custodians and stewards. • listed in the Information Asset Register. • assigned appropriate access permissions. • a data sharing agreement if applicable.
Creating and/or Collecting Information Asset detail	<p>The majority of Information Assets are created through internal Council business processes. These Information Assets must be captured in the Information Asset register and be:</p> <ul style="list-style-type: none"> • given a meaningful title and description. • assigned an appropriate information security classification. • secured in an appropriate repository. • assigned custodian and stewards. • assigned appropriate access permissions. • a data sharing agreement if applicable.
Storing the Information Asset	<p>All Information Assets must be stored in the appropriate repository according to the format and sharing requirements, the Council's Records Management and Information Security Policies.</p>
Sharing the Information Asset	<p>Details about all Information Assets must be discoverable across Council and the majority of Council's Information Assets should be classified as "Official" and should have limited or no access restrictions within Council. How the Information Asset is secured is based on the information security classification described in the Information Access and Use Policy and will be defined by the Information Asset Custodian.</p>
Update the Information Asset	<p>The Information Asset Steward can edit and update the Information Asset as delegated by the Information Asset Custodian.</p>
Review and decommissioning of the Information Asset	<p>All Information Assets must be fit for purpose and relevant for council processes and systems. The Information Asset Custodian and Stewards must periodically review their Information Assets and decommission any that are no longer useful or support council processes.</p>

What roles and responsibilities are associated with Information Management?

There are several roles and responsibilities within Council which are crucial to the effective management and use of Information Assets throughout their lifecycle. These roles have been depicted at a high level in the diagram below, the responsibilities of each role can be found in the Roles and Responsibilities section on page 5 of this guideline.



Roles and Responsibilities

Role	Responsibility
Information Asset Owner	<p>Is responsible under the Local Government Act 2009 (Qld) for the safe custody of:</p> <ul style="list-style-type: none"> All records about the proceedings, accounts or transactions of Council or its committees. All information owned or held by Council. <p>The Chief Executive Officer (CEO) fulfils this role at Council and approves Council’s information management policies, standards, and guidelines. The operational responsibility for Information Assets can be delegated (i.e., to the CIO and/or Information Asset Custodians).</p>

Information Technology Steering Committee (ITSC)	<p>Provides strategic advice to the Information Asset Owner on the management of Information Assets.</p> <p>Is an escalation point for advice on issues or risks related to Information Assets raised by Information Asset Custodians.</p> <p>Council has assigned responsibility for information governance to the Information Technology Steering Committee (ITSC).</p>
Executive Sponsor for Information Management	<p>The Group Executive of Business Performance is the Executive sponsor for Information Management at Council and represents Information Management at the executive level.</p>
Chief Information Officer (CIO)	<p>Responsible for overseeing regular reviews of this policy and advise results of the review and make recommendations for change (if required or desirable) to the ITSC.</p>
Data and Information Working Group (DIWG)	<p>Council has established the Data and Information Working Group (DIWG) which is the body responsible for identifying and providing advice and guidance to Information Asset Custodians on information governance.</p>
Information Asset Custodian	<p>Responsible for implementing and maintaining Information Assets according to the relevant policies approved by the CEO. Information asset custodianship responsibilities are assigned to a role, not a physical person, so that they can be maintained over time.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Accountable for proper quality, security, integrity, correctness, consistency, privacy, confidentiality, and accessibility of Council information assets throughout their lifecycle • Recommending the appropriate security classification for information, in accordance with the QGISCF, identifying the legislative and risk factors that justify the classification. • Ensuring Information Assets are captured within Council's IAR. • Advising on and approving the appropriate access and use of Council's Information Assets based on the security classification. • Advising on and approving access controls for Council's sensitive and protected information. • Approving the legal disposition of Information Assets that they are the Custodian for in accordance with the Public Records Act (2002) Qld • Identifying when the business impact for information has changed (e.g., local government meetings' information considered sensitive or protected), leading to an updated classification level, resulting in information being made available more widely within Council or to the public. • Ensuring Council information is made available to the public to the maximum extent possible in accordance with legislative and policy requirements. • Ensuring exchange of information with other government agencies and groups identified by Council is conducted in a secure way and in accordance with security classification levels, processes, guidelines, policy, and legislative requirements.

Information Asset Steward	<p>Information Asset Stewards are staff who support the Information Asset Custodian with managing Information Assets</p> <p>Information Asset Stewards are responsible for:</p> <ul style="list-style-type: none"> • Assisting the Information Asset Custodian with their responsibilities in maintain the Information Asset • Be a key contact to advise the suitability of the Information Asset and appropriate use cases. • Define and identify information assets in their domain. • Maintain the quality and integrity of the information asset. • Create processes and procedures and manage access controls across their own information asset domain.
Information Asset Creators	<p>Create the information and data assets in performing their Council day-to-day duties and follow the prescribed policies, guidelines and procedures when doing so. Information Asset Creators encompass all Council staff and/or any external parties that are providing services or undertaking work on behalf of Council.</p>
Information Asset Users	<p>Utilise the information and data assets in performing their Council day-to-day duties and follow the prescribed policies, guidelines and procedures when doing so. Information Asset Users encompass all Council staff and/or any external parties that are providing services or undertaking work on behalf of Council.</p>
Information Management Team	<ul style="list-style-type: none"> • Conducting monitoring activities across the IAR to ensure the management and maintenance of Information Assets within the register is compliant with relevant policies, procedures, regulations, and legislation. • Monitoring the regulatory environment to ensure any changes are accounted for and applied across Council's policies, procedures, and guidelines. • Ensuring appropriate information management-related training is kept current and available for Council staff, including for Information Asset Custodians. • Providing high-level guidance to Council staff, including to Information Asset Custodians, about information management-related processes and procedures.

Identification of Information Asset Custodians

There is always only one Information Asset Custodian defined for each information asset. Accordingly, there are multiple Information Asset Custodians at Council who are responsible for specific classifications or categorisations of information and accountable for the delegated assets in their care. For example, the Head of People & Culture may be responsible for all employee-related information, while the Chief Financial Officer is responsible for all finance-related information. This is not to be confused with system owners who are responsible for the overall system but not **all the Information Assets** within the system. For example, the Chief Financial Officer is the owner of the T1 Property system, but this system has multiple modules, like rates, compliance etc, each of these modules contain multiple information assets with different custodians e.g., rate notices, development applications, infringement notices.

If a Custodian is not clearly identified then the Branch Manager is the default, if it is still unclear then DIWG will nominate the Custodian.

Measurements of success

Measure	Outcome sought
Right to Information requests	A decrease in formal access applications under the Right to Information Act 2009 (Qld) and/or the Information Privacy Act 2009 (Qld) relative to other release mechanisms
Open Data	Increase in the number of datasets available for public consumption on the Open Data Platform
Public Information Asset Register	Increase in the percentage of Information Assets listed on the Information Asset Register for public release
Information Security Classification	Improvement in the amount of council information classified against the QGISCF enabling appropriate security and access controls to be applied.

Definitions

Refer to any related Council policies for relevant definitions of common terms. The following contains definitions for terms specific to this guideline. For otherwise undefined terms, the plain English meaning informs interpretation.

Term	Definition
Information	Information is any collection of data that is processed, analysed, interpreted, organised, classified, or communicated to serve a useful purpose, present facts, or represent knowledge in any medium or form. This includes a presentation in electronic (digital), print, audio, video, image, graphical, cartographic, physical sample, textual or numerical forms.
Information Asset	An identifiable collection of data stored in any manner and recognised as having value to enable the Council to perform its business functions, thereby satisfying a recognised Council requirement e.g., files, databases, paper-based and electronic documents, records, hardware items, software, or other infrastructure items.
Information Asset (IAR) Register	A register listing the existing Information Assets across Council. It enables users of information to identify the available information resources from a single source and provides Information Asset Custodians and Stewards with an overview of the Information Assets under their care. Council also has a version of the IAR published on the Council website for transparency of the information it holds.
Open Data	Initiatives by governments to make publicly funded, non-sensitive data available without restriction via the internet.

For other definitions please see [Glossary | For government | Queensland Government](#)

Appendix A – SCC Mandatory Information Asset Register Content

A full list of information that can be captured in the IAR can be found here [Information asset register guideline | For government | Queensland Government](#)

IAR Column	Explanation and Examples
Information Asset Title	The name the Information Asset is known as (e.g., SCC Council Meeting Minutes)
Description of Information Asset	Provide a description and basic lineage of the Information Asset (e.g., Minutes and actions from SCC Council meetings)
Information Asset Status	Shows that the Information Asset is Current or Retired (e.g., Current)
Information Asset Custodian	The Council officer responsible for the Information Asset (e.g., Manager Corporate Governance)
Information Asset Stewards	Council officers that assist the Information Asset Custodian with managing the Information Asset (e.g., Team Leader Meeting Management)
Functional Area	Subject area or business area that the Information asset is related to. (e.g., SCC Councillor Governance)
Information Security Classification	The Information Security Classification defines the level of confidentiality of the Information Asset (e.g., Official)

GUIDELINE INFORMATION

Title	Information Asset Register Guideline	
Purpose	The purpose of this guideline is to support and operationalise the Information Custodianship Policy which outlines Sunshine Coast Council's (Council) approach to identify its Information Assets and assign appropriate custodianship roles and responsibilities to ensure these assets are managed throughout their lifecycle.	
Document number	D2024/502421	
Corporate Plan reference	Goal	Our Outstanding Organisation
	Pathway	Maintain a sustainable organisation that is well placed to respond to the needs of our growing region.
	Service Output	Digital Information Services
GE advice date	12 June 2024	
CEO approval date	13 June 2024	
Effective date	13 June 2024	
Review schedule	A full review must be undertaken within every four years, and reviewed guideline document must be provided to highest level approval authority for endorsement. Reviews may occur more regularly as required, having regard to a policy risk assessment.	
Last review	Established 20234	
Next review	2026	
Guideline holder	The Manager responsible for this guideline is: Chief Information Officer.	
Approval authority	CEO has authority to approve material changes on advice of the Group Executive (GE). Relevant GE has authority to approve non-material changes.	

RELATED DOCUMENTS

Legislation	Local Government Act 2009 (QLD) Public Records Act (2002) QLD Right to Information Act 2009 (QLD) Information Privacy Act (2009) QLD
Policy setting documents	Queensland Government Enterprise Architecture Information Asset Custodianship Policy (IS44) Queensland Government Information Security Classification Framework (QGISCF) ISO 16175 (Information and documentation — Processes and functional requirements for software for managing records).
Operational documents	Information Access and Use Policy Open Data Guidelines Records Management Policy Information Security Policy Information Asset Custodianship Policy Administrative Access and Right to Information Policy Information Asset Custodian toolkit

VERSION CONTROL

Version	Reason/Trigger	Change	Endorsed/Reviewed by	Date
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1.0	New guideline created	Guideline created	Team Leader Information Management	07/02/2024
1.1	Peer review	Feedback incorporated	Team Leader Data Analytics	30/04/2024
2.0	Review by Data and Information Working Group (DIWG)	Feedback incorporated	DIWG	01/05/2024
2.1	Final review by Inform Project Team and Cybersecurity	Feedback incorporated	Inform Project Team	22/05/2024
3	CIO review	Draft stamp removed	Chief Information Officer	07/06/2024