



**INDUSTRY  
TOURISM  
RESOURCES**

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Dear Dr Carter

## **INQUIRY INTO THE MANAGEMENT AND INTEGRITY OF ELECTRONIC INFORMATION IN THE COMMONWEALTH**

Please find the following information in response to your letter of 28 October to the Secretary, Mr Mark Paterson of the Department of Industry, Tourism and Resources (ITR).

### **Data holdings at ITR**

The Department manages electronic information relating to our portfolio responsibilities as well as routine staff related information.

The ITR portfolio covers a wide range of agencies including IP Australia and Geoscience Australia. Divisions within the Department look after programs such as the Business Entry Point Initiative, Invest Australia, Biotechnology Australia and the various online services and programs delivered by AusIndustry.

### **Guidelines**

The Department has internally developed guidelines, measures and processes which protect the security, accuracy and integrity of electronic information and records. These guidelines, measures and processes are updated when required to reflect business developments and technological requirements. These guidelines are complemented by training for ITR staff. For example, in December 2002, appropriate staff undertook Privacy Legislation training provided to ITR by the Australian Government Solicitors. In addition, the Department uses a number of best practice guidelines either developed or endorsed by other Commonwealth agencies or international organisations. A list of both the internal and external guidelines that relate to the management, security and integrity of electronic information within ITR is attached (Attachment A).

### **IT Infrastructure**

The delivery of the majority of ITR's information technology services and infrastructure is outsourced (under the Group 5 outsourcing arrangements) to Telstra Enterprise Service (TES) Pty. Ltd. (formerly Advantra). ITR also has a secure Internet environment provided by SecureNET Limited. The SecureNet services are scalable and meet DSD standards. The

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Department also ensures its electronic information management activities comply with the Commonwealth Protective Security Manual (PSM).

### **Business Entry Point - IT Infrastructure**

In November 2001 the Business Entry Point (BEP) Initiative moved to ITR from the former Department of Employment, Workplace Relations and Small Business.

BEP's infrastructure including the Australian Business Register Public (ABRPublic), continues to be hosted and managed by the Department of Employment and Workplace Relations (DEWR) and is located in a high secure area of the DSD approved DEWR Internet Gateway Environment (IGE), protected by a combination of secured routers and a bastion host

### **DITR lead player in authentication through participation in BAF project**

Development of online authentication has been a key activity of the BEP and to this end it has been a major player in the development of the Business Authentication Framework in conjunction with DEWR and the Australian Taxation Office. This has involved the development of technical, privacy, legal and business standards for the delivery on online authentication for the purpose of undertaking secure online government to business (G2B) interactions.

If you require any further information, please contact me on 02 6276 1382 or e-mail [marie.johnson@industry.gov.au](mailto:marie.johnson@industry.gov.au).

Yours sincerely

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## Industry, Tourism and Resources (ITR) Plans, Policies and Guidelines relating to the management and integrity of electronic information

### **Internal Documents**

1. Knowledge Management Plans
2. Draft ITR Business Continuity Plan (before Executive for Approval, cleared by ANAO)
3. Guideline on Administering Information Privacy Principles
4. Records Management Manual
5. Records Management Guidelines
6. Guidance on the use or disclosure of confidential information acquired by the Department
7. Deed of Confidentiality
8. Guidelines for the use of the ITR ICT Facilities
9. ITR IT Disaster Recovery Policy
10. ITR IT Data Backup Policy
11. ITR IT applications deployment policies
12. ITR IT applications workflow policies
13. ITR 2002-2004 E-Strategy
14. ITR Knowledge Management
15. ITR IT Information Management policies
16. ITR WEB Content Authoring (CAAT) manual
17. ITR Voice mail guidelines
18. ITR Copyright policy
19. ITR Departmental Business Continuity Management Plans
20. ITR Online action plans
21. ITR Australian Government Locator System Metadata compliance
22. ITR user guidelines/personal responsibilities including e-mail guidelines
23. Privacy statements on ITR internet sites
  - a. Department
  - b. Business Entry Point
  - c. ABRPublic
  - d. Invest Australia
  - e. AusIndustry
  - f. Ionospheric Prediction Service
  - g. BTR
  - h. IP Australia
  - i. Geoscience Australia
  - j. Australian Tourist Commission
  - k. National Standards Commission
24. ITR Chief Executive Instruction and Procedural rules on Managing Risk

### **External Documents**

1. ANAO Better Practice Guide, Internet Delivery Decisions
2. NOIE On-Line Information Services Obligations
3. Commonwealth Protective Security Manual "Part C Information Security"
4. Australian Government Locator System (AGLS) Metadata Guidelines
5. AusInfo Guidelines for Commonwealth Information Published in Electronic Formats
6. Australian Government Online Strategy

7. World Wide Web Consortium (W3C) Accessibility Guidelines
8. NAA Website Archive Guidelines
9. Gatekeeper: A Strategy for Public Key Technology use in the Government
10. Australian Business Number – Digital Signature Certificate (ABN-DSC) Broad Specifications.
11. Australian Government Use of Information and Communication Technology, a new governance and investment framework. The Head of the eBusiness Division at ITR (Marie Johnson) is also a member of the CIO council which has been established under the framework.