DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS

13 December 2002
ADD2002/44708

The Secretary
Joint Committee of Public Accounts and Audit
Parliament House
CANBERRA ACT 2600

Attention: Dr John Carter

Dear John

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

Thank your for your letter of 28 October 2002 to Mr Bill Farmer inviting the Department of Immigration and Multicultural and Indigenous Affairs to make a submission to the inquiry.

I have enclosed our submission. If you require further information please contact me on (02) 6264 1111.

Yours sincerely

Cheryl Hannah
Chief Information Officer
Business Solutions Group

DIMIA

Parliament of Australia
Joint Committee of Public Accounts and Audit
Management and Integrity of Electronic Information in the Commonwealth

Submission by Department of Immigration and Multicultural and Indigenous Affairs (DIMIA)

Introduction

DIMIA has developed a Departmental Information Management Framework to support the Department's IT strategies and provide guidance with the specific legislation and policies.

The Information Management Framework's goals are to:
- manage information as a valuable corporate asset;
- increase the quality and speed of decisions;
- increase the quality and speed of policy making; and
- protect, secure and manage information consistent with legislative requirements.

DIMIA's Information Management Framework is made up of legislation, policies, and governance:
- **Legislation** sets out the legal requirements for managing documents, records, and information. There are general laws that apply across federal government, and specific acts that apply to how the Department operates;
- **Policies** are how the Department applies and adheres to legislation; and
- **Governance** is the set of methods used to encourage or enforce compliance with the legislation and policies, and to manage change.

These three elements of the Framework provide the context within which information management takes place in the Department. The Framework covers all of the Department's records, data, and information, whether paper or electronic, structured or unstructured.

The Department's Information Management Framework covers the areas of:
- Legislation and Regulations;
- Business Intelligence;
- Management Reporting;
- Security;
- Information Publishing;
- Records Management;
- Data Management; and
- Privacy

Governance

In 2002, DIMIA established an Information Management Forum, Chaired by the Deputy Chief Information Officer, Business Development and Support, to better coordinate the responsibilities and activities under an Information Management Framework.

DIMIA has a comprehensive set of Security policies and procedures that support legislation and the commonwealth guidelines in the Protective Security Manual 2000. All systems undergo a security risk assessment and are required to complete a Security Implementation Model (SIM) that outlines how the data will be secured, who will have access and how access will be granted. The SIM is assessed by our Security area to ensure that systems comply with legislation and the Protective Security Manual 2000.

The Department also has a set of Data and Records Management policies and supporting procedures. All new systems are required to complete a Data Management Plan which documents how a new system intends to collect, store, backup and manage its data. The Data Management Plan is assessed to ensure the system complies with the Data and Records Management policies and that security and privacy measures have been considered and assessed by the respective sections responsible.

DIMIA has a specialist Ombudsman, Privacy and FOI section (OPFOI) which undertakes a strategic role on portfolio administrative law issues principally to do with FOI, the Human Rights and Equal Opportunity Commission (HREOC), the Commonwealth Ombudsman and privacy.

OPFOI has responsibility for all related training, policy advice and formulation, monitoring and executive reporting in relation to its functions. Training and policy advice, particularly in relation to privacy, is a major work output. With assistance from Central Office, and State and Territory Offices, OPFOI also manages the Department's caseload in relation to HREOC, Ombudsman and Privacy complaints, manages the Department's reporting obligations under the *Privacy Act 1988 (Cth)* and *Freedom of Information Act 1982 (Cth).*

In compliance with the Information Privacy Principle 5.3 in s.14 of the *Privacy Act 1988*, OPFOI prepares the Personal Information Digest for DIMIA and provides this report to the Privacy Commissioner each year. The Personal Information Digest reports on what personal information we hold and how we manage the privacy, confidentiality and integrity of the data.

Legislation, Policies and Guidelines

DIMIA manages its information in line with a collection of legislative requirements and is guided by the Departmental Information Management Framework. These provide adequate guidance in the management of information.

The relevant legislation includes:
- Archives Act 1983;
- Copyright Act 1968;
- Crimes Act 1914;
- Electronic Transactions Act 1999;
- Evidence Act 1995;
- Freedom of Information Act 1982;
- Migration Act 1958;

- Privacy Act 1988; and
- Public Service Act 1999.

Policies and Guidelines include:
- Commonwealth Protective Security Manual
- Government On-line Strategy (April 2000)
- Better Services, Better Government (November 2002)
- Defence Signals Directorate (DSD) Australian Communications-Security Instruction 33
- Data and Records Management Policies
- Administrative Circular 198 – Privacy Act 1988
- Administrative Circular 1060 - Freedom of Information Handbook
- Procedure Advice Manual
- System Security Plans
- Threat and Risk Assessments
- Security Implementation Models
- IT Security Instructions

Further information regarding the details of the material presented in this submission can be obtained by contacting Dr Phil Morgan, Director Data Management Services on (02) 6264 4510 or via email phil.morgan@immi.gov.au