

Information security:

How records management can help you meet information security objectives

This short guide, based on the practical guidelines in the Australian Standard AS/NZS ISO/IEC 27002:2006 *Information technology – Security techniques – Code of practice for information security management*, explains how records management techniques and skills can be used to support your information security objectives.

Recordkeeping professionals are important stakeholders

Recordkeeping professionals in your organisation have a comprehensive knowledge of your information assets and their work already involves safeguarding their integrity and authenticity. These key staff have many valuable skills to contribute to your information security management framework, and may already have developed tools that will assist in the secure management of information.

The following table examines ways records management techniques and skills may assist you in addressing your information security needs:

Defining requirements

Policy and procedures: An information security policy provides management direction and support for the security objectives of your business. Recordkeeping professionals can provide input into the policy's development and review and may be assigned specific responsibilities.

Recordkeeping professionals are already required to develop policy and procedures on the management of records in all formats. They may produce additional policies e.g. on email management, access to records or the use of media formats. These often incorporate responsibilities relating to information security.

Defining requirements: Organisational requirements should be defined so that appropriate controls can be applied and risks can be reduced to an acceptable level. Recordkeeping professionals undertake an analysis to define the business, legal and community requirements that apply to business activities and the records required. The analysis includes the identification and definition of requirements for access and security.

Incorporating requirements into systems: Business information needs to be captured into systems that can support context, security, access and long term management. Systems need to incorporate appropriate metadata to support integrity and authenticity. Recordkeeping professionals can assist you to identify requirements for the design and implementation of new business information systems and can assess whether existing systems enable requirements to be met.

Promoting confidentiality

Classifying information: Recordkeeping professionals in your organisation may have developed business classification schemes or business process maps, both of which can provide a framework for analysing the security requirements of information assets. Their definition of business requirements can also assist you to identify information that requires particular labelling, system controls, supporting business rules or special handling and can assist in the declassification of information, including when it is made publicly available.

Third party agreements and cloud computing: When a business function is outsourced, it is vital that requirements for information are conveyed to the service provider. Recordkeeping professionals can advise on what business information to create, records that require additional security controls and formats for the return of business information as well as recordkeeping considerations in cloud computing arrangements.

Customer access: The analysis of requirements undertaken by recordkeeping professionals can be used to determine what information can be released to the public under access legislation, including the GIPA Act, and what should not be released. EDRMS or other recordkeeping systems can indicate which records have been made publicly available.

Promoting integrity

Applying metadata: Organisations need to ensure business information is described with adequate metadata to be effectively and accountably managed, secured and retrieved by authorised users. Recordkeeping professionals can contribute to the development of metadata schemas that meet statutory requirements and promote the management and security of business information.

Promoting availability

Asset identification and management: Recordkeeping professionals carry out inventories of systems and repositories containing business information. This information can inform the development of an information security inventory.

Long term accessibility: Business information needs to be protected from loss and be available for use for as long as required. Recordkeeping professionals can determine how long records need to be kept, advise on suitable formats and contribute to system design and migration strategies to ensure records remain accessible and useable.

Physical security and handling: Recordkeeping professionals have experience in how to physically secure critical or sensitive business information. They may have existing rules and guidance for staff regarding physical security measures, including the management of particular media such as removable media.

Business continuity management: As part of their responsibilities, recordkeeping professionals need to identify business information that is vital to the organisation and identify and manage risks in the context of broader business continuity planning.

Information disposal: Security measures for business information need to include provisions for secure disposal. Recordkeeping professionals can establish and manage disposal programs that accountably manage the destruction of records in compliance with legal and best practice requirements.

Implementing information security

Training: Recordkeeping professionals are regularly involved in cross-organisational induction and training. They can promote security awareness and procedures in relation to the use, classification, handling and destruction of business information.

Compliance monitoring: Recordkeeping professionals already monitor compliance with security and access requirements such as the security of recordkeeping systems and physical controls in records management programs.

Further information

For more information talk to the recordkeeping professional in your organisation or contact your State's records and archival authority. In NSW you can contact State Records on:

Telephone: 8247 8627

Email: govrec@records.nsw.gov.au

<http://futureproof.records.nsw.gov.au>

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