



Australian Government

Office of the Australian
Information Commissioner

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Information Commissioner

Data strategy 2023–25

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About the OAIC data strategy

The OAIC is committed to increase public trust and confidence in the protection of personal information and access to government-held information. Our data strategy supports this commitment. It is the foundation from which we can continue to develop and improve our capabilities for data-centric insight and decision-making. It will also ensure we cooperate closely with our portfolio agencies, other Australian Government agencies and departments, as well as our international partners.

Our data strategy aims to make sure we:

- have the systems and practices to manage data securely and efficiently, giving our stakeholders and authorised staff better ways to use the data effectively
- give the public timely access to high-quality data to increase their confidence in the protection of personal information and access to government-held information
- continue to develop our capabilities to enable data-centric insight and decision-making in a rapidly evolving digital environment

Related whole-of-government strategies

The OAIC is committed to aligning with whole-of-government data initiatives. Our data strategy is in line with the Australian Data Strategy's objective to uplift data capability across government. It also aligns with the Australian Government's Digital Economy Strategy to be a leading digital economy by 2030.

Related internal strategy

Our data strategy forms part of our corporate plan. It uses the OAIC's resources to provide the greatest benefit to the public while we continually improve our processes to best fulfil our functions and exercise our powers.

Strategic objectives

**1**

To make high-quality data analyses integral to the OAIC's decision-making when fulfilling our functions and exercising our powers.

**2**

To ensure all data collections, transformations and analytics are transparent, defensible and replicable, and readily support informed decision-making.

**3**

To invest in the technology, processes and staff needed to develop the data maturity of the OAIC.

How we'll achieve our strategic objectives

Strategic objective 1

To make high-quality data analyses integral to the OAIC's decision-making when fulfilling our functions and exercising our powers.

1

To achieve this objective we'll:

- 1.1 Increase staff awareness and understanding of data through a data literacy program
- 1.2 Be able to identify, understand and address any OAIC team's data issues and analytical needs
- 1.3 Continue to transform the OAIC's unstructured data sources to structured and accessible data sources with categories that align across the OAIC
- 1.4 Continue to develop and consolidate data governance guidelines to make sure we use data appropriately and in line with privacy and security principles
- 1.5 Engage with other government agencies on whole-of-government data initiatives in line with the Australian Data Strategy
- 1.6 Increase the depth and scope of the data we hold to continue to inform and support our decision-making

Strategic objective 2

To ensure all data collections, transformations and analytics are transparent, defensible and replicable, and readily support informed decision-making.

2

To achieve this objective we'll:

- 2.1 Optimise the quality and consistency of the data we hold by documenting processes, including quality assurance, and the deft use of technology
- 2.2 Continue to improve our online data tools for self-service reporting and visualising data to ensure transparent, defensible and replicable results
- 2.3 Make sure our online data tools are always consistent, up to date and available to authorised staff
- 2.4 Make sure our data analyses are easy for staff to understand for informed decision-making

Strategic objective 3

To invest in the technology, processes and staff needed to develop the data maturity of the OAIC.

3

To achieve this objective we'll:

- 3.1 Invest in software to optimise and improve how we collect and structure data, collate and analyse it, and generate reports
- 3.2 Invest in software that allows us to store and use data to support proactive intelligence-led initiatives across the OAIC
- 3.3 Look for ways to improve the functionality, flexibility and usability of our case, document and knowledge management systems, and implement them
- 3.4 Make sure staff in the Business Analytics, Data and Reporting team continue to develop their analytical skills to keep abreast of the rapidly evolving digital environment
- 3.5 Make sure authorised staff are correctly trained in and know how to use our online data tools
- 3.6 Make sure all staff can use data strategically and objectively to support their work

How we'll measure the success of our strategic objectives

Strategic objective 1

To make high-quality data analyses integral to the OAIC's decision-making when fulfilling our functions and exercising our powers.

1

- Relevant staff have completed the Australian Public Service Academy's 'Data literacy – Module 1: Using data in the APS' (measures 1.1)
- Our data is accessible to authorised staff and meets their needs (measures 1.2 and 1.3)
- A data governance framework sets out the procedures, roles and directions to follow for strong data management (measures 1.4)
- The OAIC has engaged with other government agencies on data initiatives under the Australian Data Strategy and our data strategy aligns with whole-of-government best practice (measures 1.5)
- Our data register is consolidated and maintained (measures 1.6)

Strategic objective 2

To ensure all data collections, transformations and analytics are transparent, defensible and replicable, and readily support informed decision-making.

2

- We have developed, documented and implemented data quality initiatives (measures 2.1)
- Authorised staff use our self-service online data tools for analytics and visualising data to inform their decision-making (measures 2.2)
- Authorised staff can always access our online data tools (measures 2.3)
- Our data analyses meet the operational needs of the OAIC (measures 2.4)

Strategic objective 3

To invest in the technology, processes and staff needed to develop the data maturity of the OAIC.




3

- We have identified, scoped and implemented technology to optimise and improve data collection and analysis (measures 3.1)
- We have identified, scoped and implemented technology to store and use data to support proactive intelligence-led initiatives across the OAIC (measures 3.2)
- We are following our roadmap to upgrade and integrate our case, document and knowledge management systems (measures 3.3)
- The Business Analytics, Data and Reporting team continuously undertake training and networking opportunities to develop their analytical skills and knowledge (measures 3.4)
- We have implemented training for staff in our online data tools and staff know how to use them (measures 3.5)
- Staff use, and critically apply, data analytics to drive efficiencies in how they work and to improve the quality of their work (measures 3.6)

Our roadmap

2023–2024

2024–2025

2023–2024				2024–2025			
Jul – Sep	Oct– Dec	Jan – Mar	Apr – Jun	Jul – Sep	Oct– Dec	Jan – Mar	Apr – Jun
1  To make high-quality data analyses integral to the OAIC’s decision-making when fulfilling our functions and exercising our powers.							
	1.1 Increase staff awareness and understanding of data through a data literacy program						
	1.2 Be able to identify, understand and address any OAIC team’s data issues and analytical needs						
	1.3 Continue to transform the OAIC’s unstructured data sources to structured and accessible data sources with categories that align across the OAIC						
1.4 Continue to develop and consolidate data governance guidelines to make sure we use data appropriately and in line with privacy and security principles							
1.5 Engage with other government agencies on whole-of-government data initiatives in line with the Australian Data Strategy							
1.6 Increase the depth and scope of the data we hold to continue to inform and support our decision-making							
2  To ensure all data collections, transformations and analytics are transparent, defensible and replicable, and readily support informed decision-making.							
		2.1 Optimise the quality and consistency of the data we hold by documenting processes, including quality assurance, and the deft use of technology					
2.2 Continue to improve our online data tools for self-service reporting and visualising data to ensure transparent, defensible and replicable results							
2.3 Make sure our online data tools are always consistent, up to date and available to authorised staff							
2.4 Make sure our data analyses are easy for staff to understand for informed decision-making							
3  OAIC develop a well-designed, flexible and robust data platform, system and practices through investment in people, processes and technology							
		Technology capabilities are optimised to improve data collection, collation, analysis and reporting					
Tools are developed to create opportunities to store and use data to support intelligence led initiatives across the agency							
Opportunities for enhanced case management functionality (Resolve) are identified and prioritised to improve flexibility, intuitiveness and better support all OAIC functions							
Technology is developed to enable the OAIC to respond quickly and comprehensively to a rapidly changing and sophisticated digital economy							

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