# ARMA Maturity Model Principles

1. Accountability:

A senior executive oversees the information governance program and delegates responsibility for records and information management to appropriate individuals. MnDOT adopts policies and procedures to guide employees and ensure that the program can be audited.

1. Transparency:

Business processes and activities, including information governance are documented in an open and verifiable manner, and the documentation is available to all employees.

1. Integrity:

Information generated by or managed for MnDOT is authentic and reliable.

1. Protection:

A reasonable level of protection is applied to records and information that are private, confidential, privileged, secret, classified, essential to business continuity, or that otherwise require protection.

1. Compliance:

MnDOT complies with applicable laws and existing policies.

1. Availability:

MnDOT maintains records and information in a manner that ensures timely, efficient, and accurate retrieval.

1. Retention:

MnDOT keeps its records and information for an appropriate time, taking into account its legal, regulatory, fiscal, operational, and historical requirements.

1. Disposition:

MnDOT provides secure and appropriate disposition for records and information that are no longer required by applicable laws and MnDOT’s policies.

# Maturity Assessment Questions for **Infrastructure** Information

ACCOUNTABILITY

* Who is the senior leader responsible for governance of Infrastructure information?
* Who decides where Infrastructure information should be stored?
* Who reviews governance practices and policies for Infrastructure information?

TRANSPARENCY

* Where does Infrastructure information live and who is in charge of managing it?
* Are processes for storing and retrieving Infrastructure information written down somewhere?
* Can information requests be quickly accommodated?

INTEGRITY

* How is Infrastructure information audited (checked for accuracy & content)?
* Who is responsible for data throughout its lifecycle? Is data managed centrally?
* In practice, is Infrastructure information generally reliable?

PROTECTION

* How is Infrastructure information protected from unintended disclosure?
* How are employees trained on the protection of Infrastructure information?
* Do you know of any instances of accidental or intentional disclosure involving Infrastructure information?
* Who assigns, implements, and rescinds access to Infrastructure systems and information?
* Are the criteria for access documented, accessible, and applied consistently?

COMPLIANCE

* Does Infrastructure information follow any standards, laws and or regulations?
* Is there a formally defined and generally understood process for legal holds?
* How might MnDOT be at risk of adverse consequences from poor information management and governance practices?

AVAILABILITY

* Are Infrastructure records and other information easy to obtain when needed?
* Who do employees ask when they need Infrastructure information?
* How do employees know which systems have Infrastructure information?

RETENTION

* Do you use the records retention schedule?
* Do employees understand their personal responsibilities for Infrastructure records and information retention?
* Where can employees find out the proper place to store records?

DISPOSITION

* Is there a documented process or policy for how to transfer or dispose of records?
* How do you dispose of Infrastructure records?

How could MnDOT improve management of Infrastructure-related records and information?

What resources or training would help you do your job better or share information more efficiently?

~Thank you for your participation~