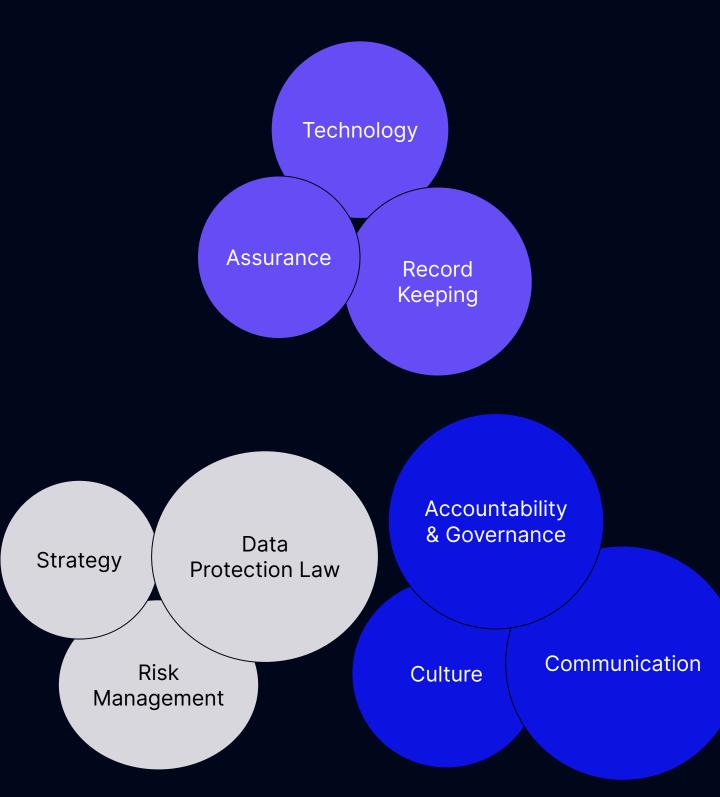


Tech & Tools

Business & Law People & Values











Unconscious competence

Conscious competence

Conscious incompetence

Unconscious incompetence

It's 2nd nature

I'm getting the hang of this

I know what I need to learn

I don't know what I don't know



Information Handlers

Most staff will be information handers, whether they handle data of customers, service users, the public, professionals or colleagues.



Business Process Owners

Staff who decide how things should be done, and why. They need to be asked to authorise any changes to the way something is done.



ICT Providers

Many of the key risks, controls and decisions affecting personal data will involve technology. Staff who provide IT services, procure them, or maintain them are therefore critical.



Executives

The top tier of management who make the big decisions about what the organisation exists to do, how it is structured, and its strategy and key decisions on personal data.