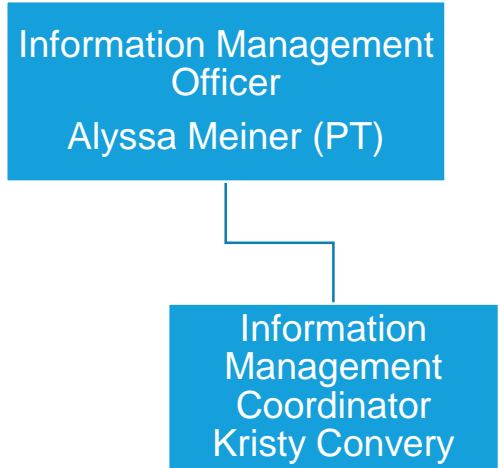


INFORMATION MANAGEMENT DEPARTMENT 2023 BUSINESS PLAN

Committee of the Whole

ORGANIZATIONAL STRUCTURE



STAFFING LEVELS



- 1 Full Time, Permanent
- 1 Part Time, Permanent
- (Exempt 2)

DEPARTMENT FOCUS

To lead the organization's Records Management and Freedom of Information and Protection of Privacy practices, providing public services, policy, consulting and education to help ensure the organization meets its statutory commitments.



CORE BUSINESS

The Department is organized into three areas:



**INFORMATION
MANAGEMENT**



**FREEDOM OF
INFORMATION
AND
PROTECTION
OF PRIVACY**



**LEGAL AND
LAND**

INFORMATION MANAGEMENT

1.8 FTE (Information Management Officer (0.8 FTE); Information Management Coordinator)

Responsible for records management, privacy and freedom of information, as well as District leases and agreements.

KEY SERVICES:

- Records Management Processes and Training
- Privacy and FOI Responses
- Managing agreements: includes reviewing, drafting, and coordinating legal review
- Assisting with key land transactions
- Sustaining and Supporting Electronic Document and Records Management System
- Modernizing Records Management



CLIMATE EMERGENCY PRIORITIES

CLIMATE EMERGENCY PRIORITIES

Information Management



Ongoing digitization of
high-value records and
reduce paper-based
workflows

2023 BUSINESS PLAN

MODERNIZATION ACTIVITIES

- Implementation of Laserfiche – Electronic Document and Records Management System
- Modernized agreement management through establishing a procedure
- Digitization Standardization Committee (2020) – collaborated in creating new modernized processes to replace many of the very outdated paper-based processes in order to allow for continued business during Covid and beyond (Building, planning and Engineering (including subdivision) - permit applications and issuance, file opening, managing, and closing processes updated to digitized standards)
- Formal FOI process
- Implementation of Webex trainings
- HR Downloads video creation – Privacy Management Training (2021); Basic Records Management Training (2022)

NEXT STEPS/ADDITIONAL IMPROVEMENTS

- Fire Department Records Procedure (2021/2022 – procedure ready, but only partially implemented so far (FD time constraints). Created with input from FD Admin staff in order to bring all fire halls onto the same page and practicing the same privacy compliant record keeping processes, digitizing where possible.
- Digital process for the public to submit information requests.

SERVICE REDUCTIONS/PROJECTS ON HOLD

Project	Rationale for Deferral	Implications of Deferment
Agreement Management	Project managed off the side of desk, no dedicated resources.	Some agreements may expire without being renewed properly.

PROJECTED BUSINESS PLAN DELIVERABLES

Actions / Projects	Start Date	Strategic Alignment
<p>Physical Records Digitization Project Three year project to transition essential physical records into electronic document and records management system, allowing reallocation of space, and improving availability and efficiency in accessing records.</p>	2022	Operational Strategic Plan
<p>Key Records Business Improvement Project Work with departments to transition key records-generating business processes across the organization to capture final records in the official electronic document and records management system. Multi-year initiative.</p>	2023	Operational Strategic Plan

OPERATING BUDGET

	2022 Budget	2023 Budget	\$ Change	% Change	2022 YTD
EXPENSES					
Information Management	\$ 300,477	\$ 303,486	\$ 3,009	1%	\$ 252,555
TOTAL EXPENSES	\$ 300,477	\$ 303,486	\$ 3,009	1%	\$ 252,555

KEY PERFORMANCE INDICATORS

	2018	2019	2020	2021*	2022
% of FOI requests within 30 days or as permitted by FIPPA	98%	92%	100%	100%	*100%

* Anticipated, based on current closure rates