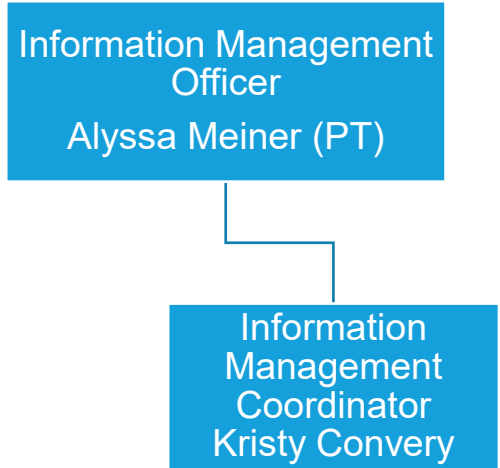


INFORMATION MANAGEMENT DEPARTMENT 2024 BUSINESS PLAN

Committee of the Whole

ORGANIZATIONAL STRUCTURE



STAFFING LEVELS

2

Total positions
as of
October 17, 2023

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

DEPARTMENT FOCUS

To lead the organization's Records Management, 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 compliance and freedom of information, as well as North Cowichan leases and agreements.

IM KEY SERVICES:

- Records Management Processes and Training
- Sustaining and Supporting North Cowichan's Electronic Document and Records Management System
- Modernizing Records Management (Digitization Projects)

INFORMATION MANAGEMENT

PRIVACY MANAGEMENT & ACCESS TO INFORMATION

KEY SERVICES:

- Privacy compliance & training
- Privacy Impact Assessments
- Privacy Breach Responses
- FOI Responses
- Routinely available records guidance

INFORMATION MANAGEMENT

LEASES, LICENCES & OTHER LAND RELATED AGREEMENTS

KEY SERVICES:

- Managing agreements: includes reviewing, drafting, and coordinating legal review
- Assisting with key land transactions (property acquisitions)
- Lease renewals, licences of occupation (*approx. 35 active property licences/leases*)
- Assisting with SRWs, Encroachment Agreements, Removing notices on Title



CLIMATE EMERGENCY PRIORITIES

CLIMATE EMERGENCY PRIORITIES

Information Management



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

2024 BUSINESS PLAN

PROJECTED BUSINESS PLAN DELIVERABLES

Actions / Projects	Start Date
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.	2022
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.	2023

OPERATING BUDGET

	2023 Budget	2024 Budget	\$ Change	% Change	2023 YTD
EXPENSES					
Information Management	\$ 338,486	\$ 254,187	\$ (84,299)	-25%	\$ 227,443
TOTAL EXPENSES	\$ 338,486	\$ 254,187	\$ (84,299)	-25%	\$ 227,443

FOI STATS

	2019	2020	2021	2022	2023
% of FOI requests processed within 30 days, or as otherwise permitted by FIPPA	92%	100%	100%	100%	*97%
Number of formal FOI requests received	41	67	63	85	79 (as of Nov. 1)
Number of responsive records per request: 1 to 1400+					
Number of OIPC reviews, appeals, inquiries annually: 1 to 2					

* Anticipated based on current closure rates (2 received by IM after 30 days had passed)

AGREEMENT STATS

Number of <i>active</i> property lease or licence of occupation agreements	Approx. 35
--	------------