

# INFORMATION MANAGEMENT DEPARTMENT 2025 BUSINESS PLAN

Committee of the Whole

# DEPARTMENT RESPONSIBILITIES

- 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 Information Management Department is organized into three key areas:



Information  
management



Freedom of  
information and  
protection of privacy



Legal and  
land

# STAFFING LEVELS

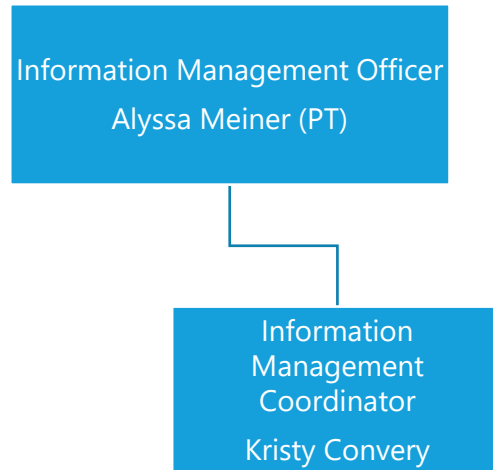
2

Total positions  
as of  
July 1, 2024

- 1 Full-Time, Permanent
- 1 Part-Time, Permanent

(Exempt 2)

# ORGANIZATIONAL STRUCTURE



# 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 (approximately 35 active property licences/leases)
- Assisting with SRWs, encroachment agreements, removing notices on title

# 2024 ACCOMPLISHMENTS

Accomplishments	Strategic Alignment
<p><b>Completed 3-year Physical Records Digitization Project</b>            (building property records, engineering &amp; subdivision records, bound minute books, HR files)</p>	<p>Operational Strategic Plan</p>
<p><b>Conducted Information Management (IM) training for staff</b>            (IM best practices, privacy best practices, M365 tools)</p>	<p>Operational Strategic Plan</p>
<p><b>Created AI Guidance &amp; Corporate Policy for responsible use of AI</b>            (working closely with IT to enable staff to leverage efficiencies while managing corporate risk)</p>	<p>Accountability,            Risk management</p>
<p><b>Processed 100% of formal FOI requests</b> within 30 days, or as otherwise permitted by FIPPA</p>	<p>Accountability,            Legal Compliance</p>



# CLIMATE EMERGENCY AND ENVIRONMENTAL SUSTAINABILITY PRIORITIES

# CLIMATE EMERGENCY AND ENVIRONMENTAL SUSTAINABILITY PRIORITIES

## Information Management



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

# 2025 BUSINESS PLAN

# 2025 KEY DELIVERABLES

Actions/Projects	Strategic Alignment
<p><b>Key Records Business Improvement Project</b></p> <ul style="list-style-type: none"><li>• Work with departments to prioritize and update key records-generating business processes across the organization to efficiently capture final records in the official electronic document and records management system. Multi-year initiative.</li></ul>	Operational Strategic Plan
<p><b>Update Records &amp; Information Management Bylaws &amp; Policies</b></p> <ul style="list-style-type: none"><li>• Review and revise the current Records Management Bylaw and update policies and procedures related to Information Management.</li></ul>	Operational Strategic Plan

# OPERATING BUDGET

	2024 Budget	2025 Budget	\$ Change	% Change	2024 YTD
<b>EXPENSES</b>					
Information Management	\$ 254,187	\$ 277,547	\$ 23,360	9%	\$ 206,544
<b>TOTAL EXPENSES</b>	<b>\$ 254,187</b>	<b>\$ 277,547</b>	<b>\$ 23,360</b>	<b>9%</b>	<b>\$ 206,544</b>

## FOI STATS

	2020	2021	2012	2023	2024
% of FOI requests processed within 30 days, or as otherwise permitted by FIPPA	10%	100%	100%	*98%	100%
Number of formal FOI requests received	67	63	85	85	56 <i>(as of Aug 13)</i>
Number of responsive records per request: 1 to 1400+					
Number of OIPC reviews, appeals, inquiries annually: 1 to 2					

\* 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
--	-----------