

**IM@WORK**  
**FOR MY TOWN: BEST**  
**PRACTICES THROUGH THE**  
**INFORMATION LIFECYCLE**



***Module 1: IM Basics***

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# Welcome to Module 1: IM Basics

- **In Module 1, you will be able to:**
  - Describe why IM is important
  - Define Information Management (IM)
  - Identify what types of information must be managed
  - List who the stakeholders are in managing to information



# Why is IM Important?

- Imagine, a taxpayer emailed their councilor photos of damage to a bridge on a town road. You know that this bridge was recently rebuilt by a third party under contract with the town. Right now, you need to know:
  - What is the issue and how to fix it?
  - Who is responsible for fixing the bridge?
  - Does the vendor who was responsible for the work have responsibility?
  - How to let people in the town know about what is happening?



# To Repair the bridge, you need access information quickly to:

- Assess risk to public safety & implement measures
- Ensure communications to the public, council, the contractors, etc., are accurate and consistent with previous messages, reports, emails and posts, etc.
- Protect the town from liability and reduce any expenses that may be recovered via the existing contract, insurance, funding partners, etc.
- Provide information needed so that engineers, planners, construction can complete effective repairs quickly



System Data



Contracts



Invoices



Drawings



Electronic and Paper



Communications



Project Files



Final Signoff

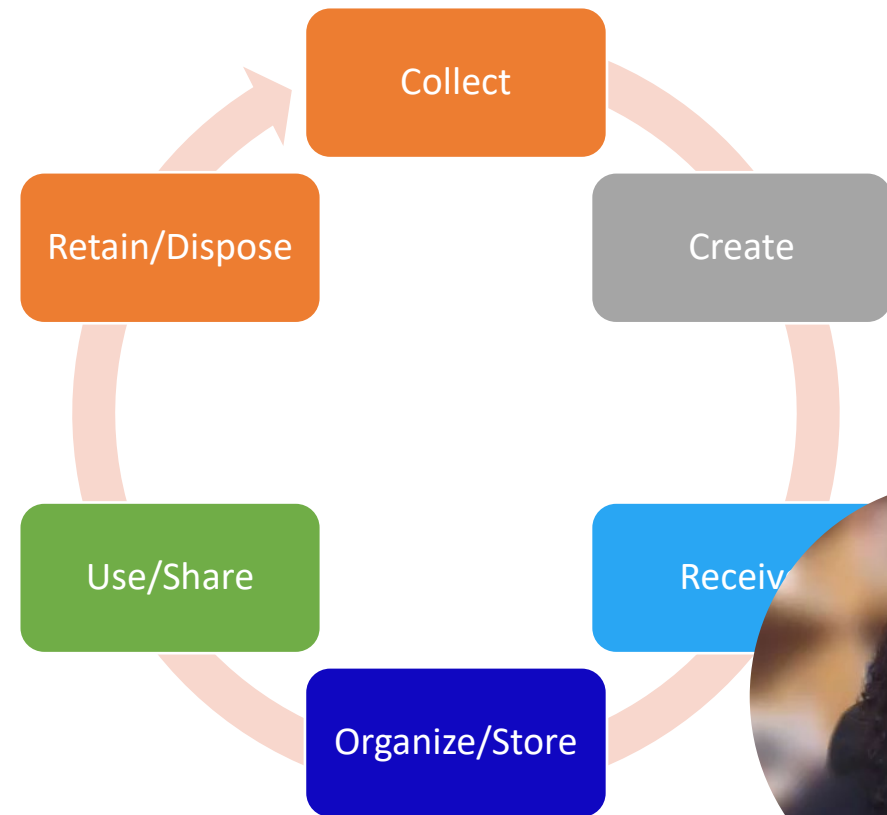


# What is Information Management (IM)?

*IM is not adding a new task!*

- Every time you handle town information, you already make decisions on how it is managed and protected
  - For example, you complete forms and templates, choose file names and locations and decide who to share it with
- Each point of use - from collection to disposal - is referred to as the Information Life Cycle
- There are best practices you can apply along this path that will make your job easier and help the Town comply with operational and legal requirements

## The Information Life Cycle



# Benefits of IM

## Get More Done for Less

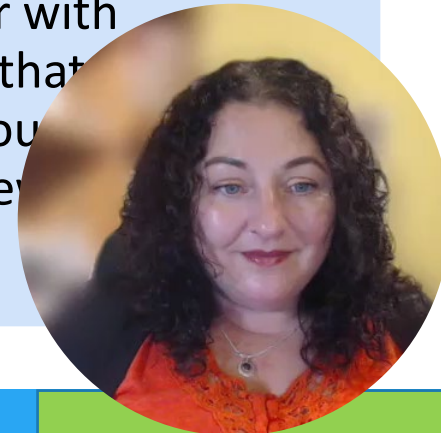
- Faster turnaround when information is accessible
- Reduce stress and complaints from delays
- Reuse existing documents for new work
- Reduce time wasted looking for information
- Reduce storage of unnecessary information

## Faster, Evidence- Based Decisions

- Have information you need to make decisions quickly
- Decisions are defensible when complete and accurate information is referenced
- Improve public confidence in the information and services you provide

## Communicate Effectively

- Have confidence that you are accessing the most updated version
- Be consistent in content that has been used in the past (e.g. do not provide one taxpayer with information that is different than what you provide to your neighbor a few



# Benefits of IM

## Demonstrate Compliance

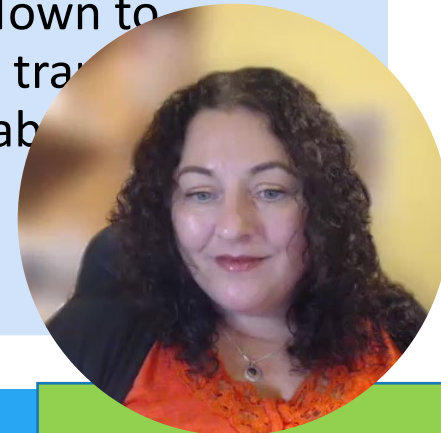
- Good IM supports compliance with legislative and regulatory requirements
- Ability to respond to legal, audit or Access to Information requests within required turnaround

## Reduce Risk

- Reduce risk of privacy breach by following best practices
- Reduce risk in the event of a breach when limited, necessary information is retained as a regular course of business
- Demonstrate due diligence in the event of an investigation

## Evidence

- Complete, accurate and unaltered records are created that demonstrate how decisions, programs and services were rendered
- Enables the Town to demonstrate transparency and accountability



# Legal and Operational Requirements

- Operational Efficiency requires good IM
  - All lines of business have IM requirements
- Legislation including but not limited to *The Municipalities Act, The Municipal Conduct Act, The Emergency Services Act and Municipal Elections Act* have IM requirements.
- Legal commitments including things like contracts or funding agreements (e.g., capital works funding from federal government) may specify return and access to information





# ATIPPA 2015

- Town compliance with *The Access to Information and Protection of Privacy Act 2015* (ATIPPA 2015) requires IM best practices
  - Minimize privacy breach:
    - Secure information handling
    - Limited collection, retention and disposal
  - Complete, reliable and unaltered records are being created as a regular course of business
  - Demonstrate reasonable search requirements are met
  - Response to information requests within turnaround period.
  - Eliminates unnecessary records from processing (e.g., reduce transitory records, disposal of records that have met legal retention requirement)



# What Kinds of Information Need to be *Managed*?



Email



Documents



Reports



Drawings



Minutes



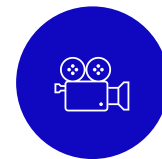
Phone



System Data



Text



Video/CCTV



# What Kinds of Information Need to be *Managed*?

- All information is the property of the town and must be:
  - Managed as determined by the town
  - Returned to the town at the end of employment or term
- Some of the information the town uses needs to be restricted because it is either personal or confidential



# What Kinds of Information Need to be *Retained*?



There is a large amount of Town information that needs to be retained to provide evidence of how it met its mandate



In today's workplace, there is also a great deal of information that is received/generated that has information versus legal value so it can be securely destroyed when it is no longer needed



Focusing Town resources on information that needs to be kept to meet operational and legal requirements is a best practice that often relies on your own judgment



# Town Work is Information Work



Council records including agendas, minutes and reports



Election management including voter lists and polling information



Managing properties and collecting taxes



Providing permits and licenses



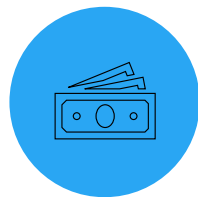
Managing services like organizing garbage collection and snow clearing



Completing projects on town roads, buildings and infrastructure



Hiring new employees, managing payroll, training, etc.



Managing budgets and funding



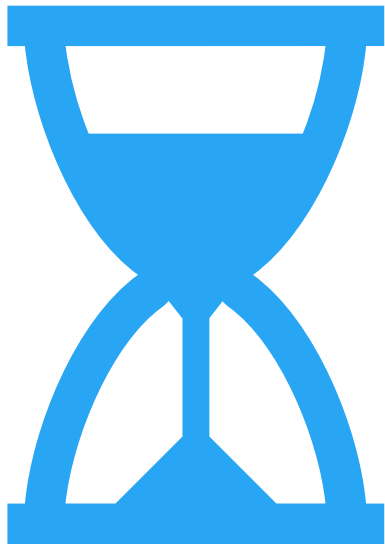
Responding to Communications



# Records with Operational/Legal Value

- A Town record is any recorded information, regardless of medium or characteristics, made or received and retained in pursuance of legal obligations or in the transaction of business
- Record disposal or destruction must be authorized by a disposal authority such as a Records Retention and Disposal Schedule (RRDS) that has been approved by the Town council. This will be discussed in more detail in Module 2
- Prior to records disposal it is important to verify with the Town Clerk and/or ATIPP coordinator that the records are not part of an expected or anticipated legal action, audit or request for information made under ATIPPA 2015
- Disposal of records must be documented





# Transitory Records

A record of temporary usefulness in any format or medium having no ongoing value beyond an immediate and minor transaction or the preparation of a subsequent record



# Examples of Transitory Records

Phone  
messages

Appointment  
Calendars

Convenience  
Copies

Publications  
For Mass  
Distribution

Drafts

Working  
Copies

Supporting  
Information

Routing Slips



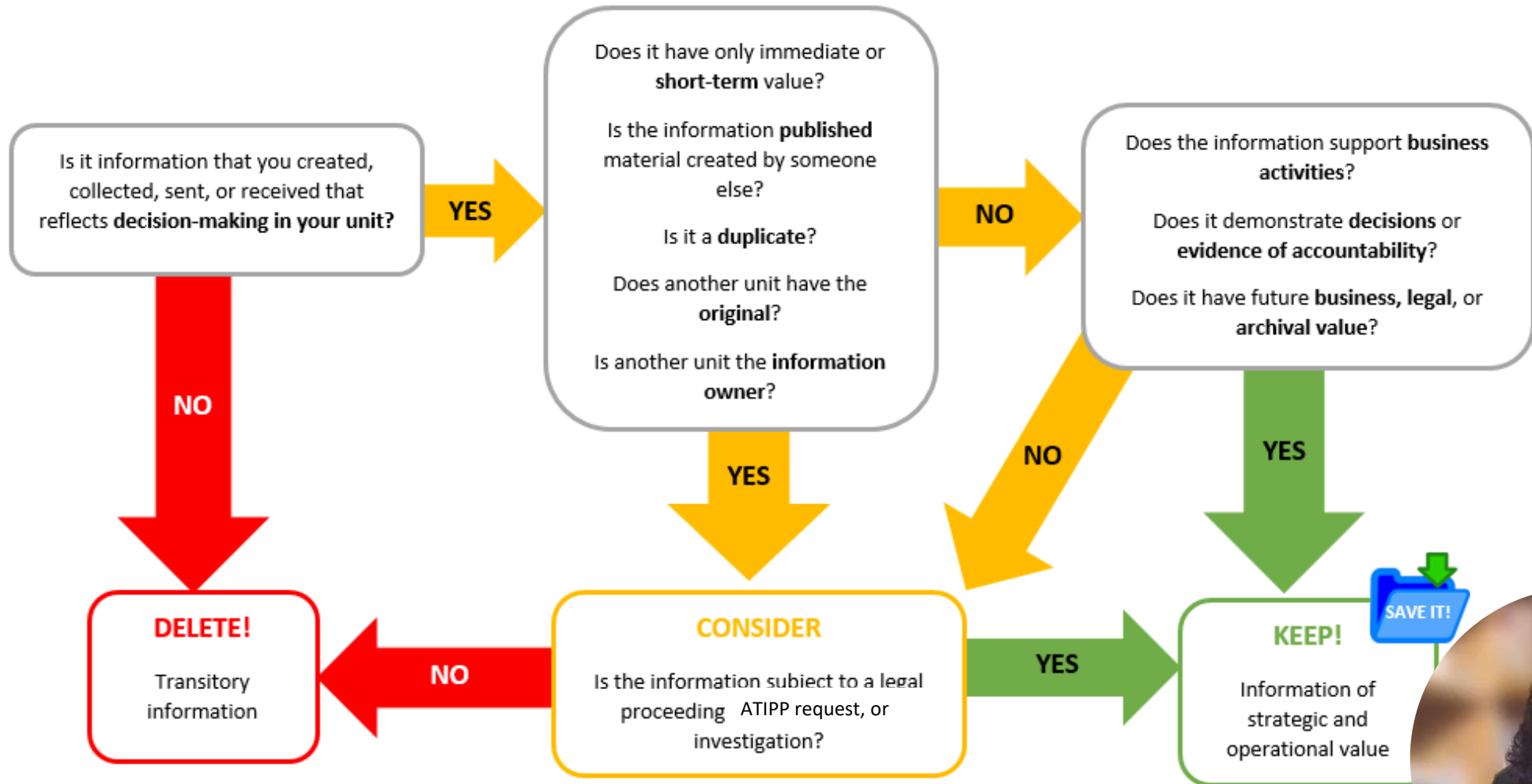


# Transitory Records

- *Eliminating transitory records is important because:*
  - Risk: Transitory records may still include personal or confidential information
  - Processing transitory records increases time and resources to respond to an information request
  - Unnecessary use of space and other resources (e.g., offsite storage, backup and recovery)



# Transitory Records



# Who Needs to Manage Information?

- Town users include anyone who handles information on behalf of the town:
  - Employees
  - Council
  - Volunteers
  - Contractors
- Other individuals/groups have additional responsibilities
  - How IM tasks are assigned vary depending on the size of the town
- Module 3 will provide more detail on roles and responsibilities

Town Users

Town Council

ATIPP  
Coordinator

Town  
Manager/Clerk



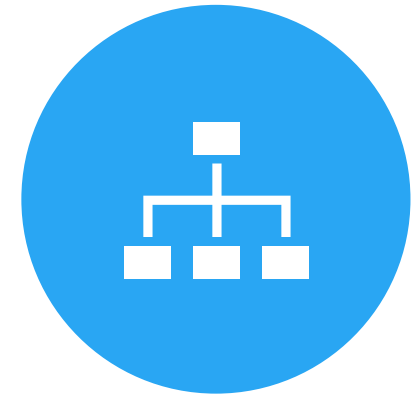
# About IM@Work For My Town



**MODULE 1: IM BASICS**



**MODULE 2: BEST PRACTICES**



**MODULE 3: ROLES  
RESPONSIBILITIES**



# References

- *IM@Work: Making Information Management Work for You*, Office of the Chief Information Officer, Government of Newfoundland and Labrador: <https://www.gov.nl.ca/exec/ocio/im/course/>
- *Access to Information and Protection of Privacy Act 2015*, Government of Newfoundland and Labrador: <https://assembly.nl.ca/legislation/sr/statutes/a01-2.htm>
- Duty to Assist ATIPP Applicants, ATIPP Office, Government of Newfoundland and Labrador: <https://www.gov.nl.ca/atipp/files/info-pdf-handout2-dutytoassistatippapplicants.pdf>



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