

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



***Module 3: IM Best  
Practices: Collection***

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# Welcome to Module 3: Roles and Responsibilities

- **In Module 3, you will learn to:**
- **In Module 3, you will be able to:**
  - Understand roles and responsibilities related to Town IM
  - Describe best practices for managing Town information through the employment cycle

# Roles and Responsibilities

While everyone is a Town User, there are additional responsibilities associated with different roles.

These may vary depending on your Town's policies or staffing arrangements

Town Users

Town  
Clerk/Manager

ATIPP  
Coordinator

Council

Head of the  
Public Body

# Roles and Responsibilities

- Town Users include all employees, elected officials, contractors, consultants, partners, students, temporary workers, volunteers, vendors, agents, third parties and other persons working on behalf of the town
- Town users are responsible to the creation, use and management of records as defined by the Town's internal policy and directives. Following the best practices outlined in this training supports compliance!

# Roles and Responsibilities

- The role of the Town Clerk and the Town Manager (or CAO) are defined in *The Municipalities Act*. In small municipalities these roles are typically combined.

✓ Overall management of the Town's records.	✓ Control access to Town records and storage locations.
✓ Organize orientation and training for Town Users on their records management responsibilities.	✓ Retrieve and catalogue all records returned to the Town by the Town Users at the end of their term or employment.
✓ Provide tools and resources to Town Users to support compliance with this policy.	✓ Support ongoing disposal of records as per the RRDS.
✓ Authorize/issue equipment and tools to Town Users for the production/storage of town records (e.g., Town network and/or email account, computing devices, cellular phone, etc.).	✓ Identify/approve record storage locations either onsite (e.g., town hall) or offsite (e.g., approve secure storage at a Town User's home office).
✓ Identify alternative storage locations for Town records including third party storage or archives.	✓ Advise Town Council of any risks associated with non-compliance.

# Roles and Responsibilities

- The ATIPP Coordinator is mandated by ATIPPA 2015:

✓ Receiving and processing requests made under the ATIPP Act, 2015.	✓ Educating town users of the public body about the applicable provisions of ATIPP Act, 2015.
✓ Coordinating responses to requests for approval by the head of the public body (as designated under s. 109 of the ATIPP Act, 2015).	✓ Tracking requests made under ATIPP Act, 2015 and the outcome of the request.
✓ Communicating, on behalf of the town, with applicants and third parties to requests throughout the process including the final response.	✓ Preparing statistical reports on requests for the head of the public body.

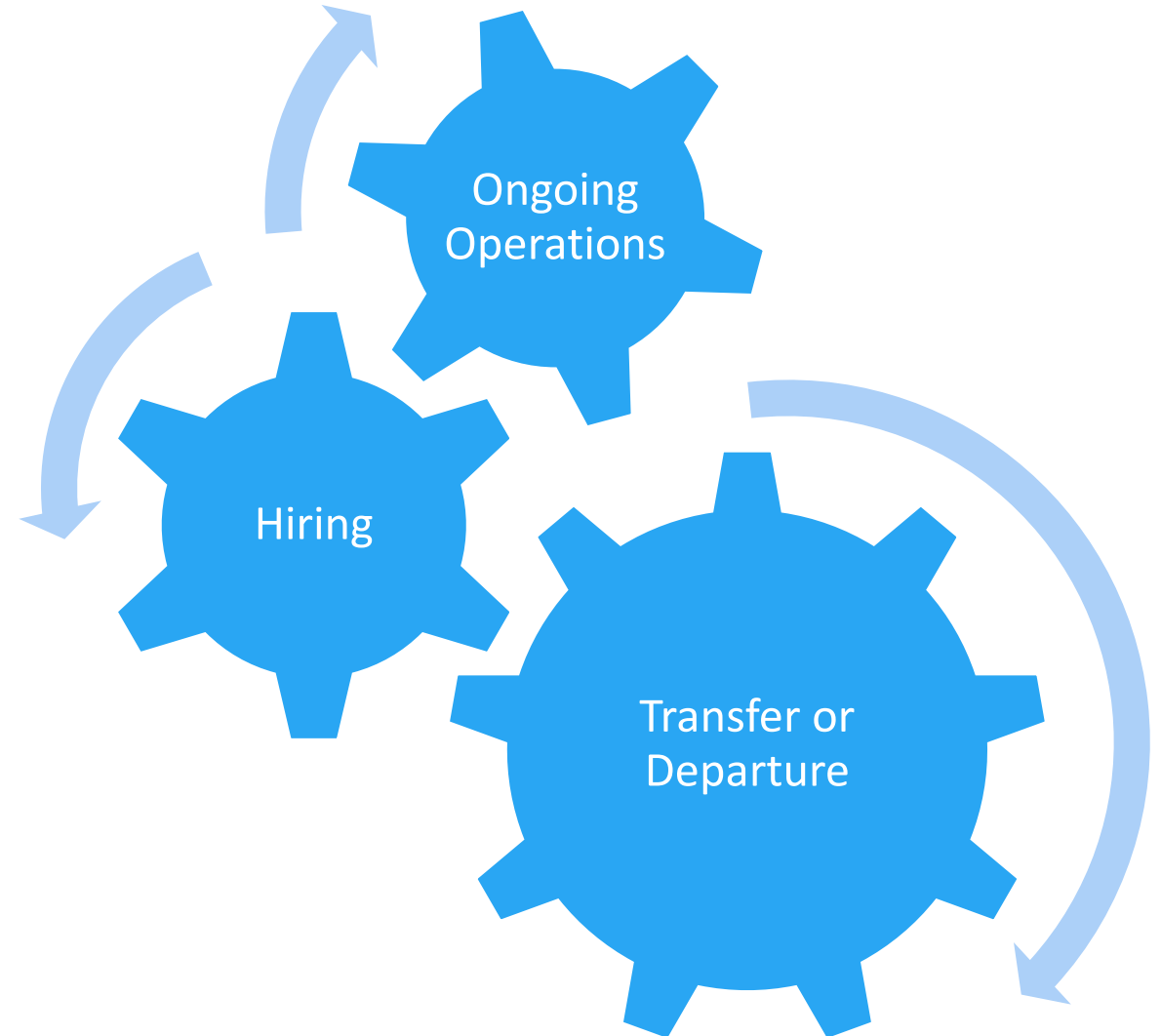
# Roles and Responsibilities

- Town Council is responsible for:

- |   |
|---|
| ✓ Control access to Town records and storage locations.   |
| ✓ Retrieve and catalogue all records returned to the Town by the Town Users at the end of their term or employment.                                 |
| ✓ Support ongoing disposal of records as per the RRDS.  |
| ✓ Identify/approve record storage locations either onsite (e.g., town hall) or offsite (e.g., approve secure storage at a Town User's home office). |
| ✓ Advise Town Council of any risks associated with non-compliance.  |

# Managing Town Information Through the Employment Cycle

If you are responsible for managing town users, using best practices through the employment cycle ensures compliance, efficiency and that Town information is retained and disposed of properly





# Hiring

- Having employees apply IM best practices may start even before they start work:
  - Create position descriptions that include IM
  - Restrict user access to information and systems they need to do their job
- Provide Orientation for new employees
  - Know whether information is personal or sensitive
  - Understand rules for managing and protecting information
  - Tools and resources your work group uses
- Retain all onboarding and training records

# Ongoing Operations

- Have rules on where to store physical and electronic information:
  - Establish one way to classify both electronic and physical records storage
  - Retention and Disposal Schedule
  - Store information in a safe location where risk of damage is low
- Give users tools
  - Boxes and pre-labeled folders with guidance on the inside lid
  - Pre-made electronic folder structures
  - Have rules that direct how to organize information in physical and electronic format and make sure everyone follows them
- Protect information
  - Ensure information is stored in accessible locations
  - Restrict access to storage to those who need it – physical and electronic

# Ongoing Operations

- Continue to communicate IM best practices
- Monitor compliance with the rules
- Do periodic random check to ensure quality information and compliance
- Allow employees time to perform IM tasks like closing files, cleaning up email, deleting or shredding transitory records
- Update tools and resources when there are new technologies or requirements

# Transfer or Departure

- All information generated or used to complete assigned work on behalf of the town is the property of the town
- When an employee transfers to another role within the town it may not be appropriate for them to have continued to access to information and systems in their new role
  - e.g., an administrative employee move from the engineering to the finance department
- Town information must be retained internally prior to the employee's departure as a result of change in

# Transfer or Departure

- As soon as a departure date is known, meet with the employee to review the information they may have stored in their email or workstation
- Develop a plan to ensure all information is retained internally
  - Information stored on the computer hard drive, shared drives or personal network drive
  - Information stored in e-mail mailbox (both inbox and sent mail)
  - Physical records retained at a workstation or in an office
  - Business applications to which the employee has access
  - Storage media including CD's, DVD's, etc.

# Transfer or Departure

- In the event there is no notice of an employee departure:
  - It may be necessary to notify the IT service desk to modify access to the departed employee's email, network drives or business applications.
  - Complete an inventory of what the employee has in their office and work with your team to identify how/what to transfer to another employee(s).
  - Request access to the employee's e-mail account and personal drive by submitting the appropriate form through the IT service desk.

# About IM@Work For My Town

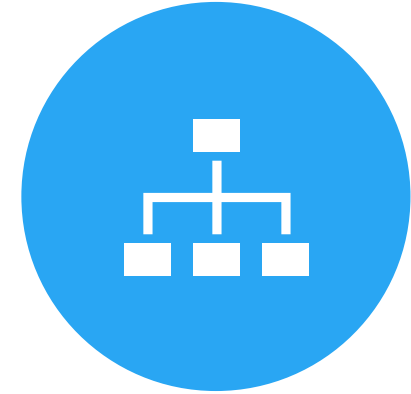


## MODULE 1: IM BASICS



## MODULE 2: BEST PRACTICES

- 2.1: COLLECTION
- 2.2: CREATION
- 2.3 RECEIVING
- 2.4: ORGANIZE/STORE
- 2.5: USE/SHARE
- 2.6: RETAIN/DISPOSE



## MODULE 3: ROLES AND RESPONSIBILITIES



# CONTACT US

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