

Recorded Information Management Policy 01-05

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## **INFORMATION MANAGEMENT TRAINING**

### **1. OVERVIEW**

This policy defines roles, responsibilities and standards for information management training provided by ministries to their employees and for information management orientation and advice provided by the Corporate Information Management Branch (CIMB) to Records Officers.

#### **1.1 Authority**

- [\*Document Disposal Act\*](#) (RSBC 1996, c. 96)
- Treasury Board, [\*Core Policy and Procedures Manual \(CPPM\)\*](#), c. 12

#### **1.2 Applicability**

- Ministries, agencies, boards, commissions, Crown corporations and other public bodies (“other bodies”) covered by the *Document Disposal Act*.

### **2. POLICY**

All ministries and other public bodies covered by the *Document Disposal Act* are required to provide standardized and comprehensive information management training to employees.

All ministry and other body employees should receive information management training commensurate with their responsibilities for information management processes.

### **3. ROLES AND RESPONSIBILITIES**

#### **3.1 Ministries and Other Bodies**

Ministries and other bodies are responsible for providing information management training to employees in accordance with government-wide standards.

Ministries and other bodies are responsible for ensuring employees are trained to manage the information in their custody in accordance with:

- legislated requirements such as the *Document Disposal Act*, the *Financial Administration Act* (RSBC 1996, c. 138), the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165) and the legislation supporting the ministry or other body programs;
- the *Administrative Records Classification System (ARCS)* and other schedules such as program-specific *Operational Records Classification*

*Systems (ORCS)*, ongoing records schedules that apply to their information, and government-wide special schedules covering special classes of records;

- central agency policies and standards for information management; and
- ministry or other body information management policies and procedures.

Information management training should be coordinated within the ministry or other body by the Records Officer.

### **3.2 Corporate Information Management Branch (CIMB)**

CIMB establishes government-wide standards and guidelines for information management training.

CIMB provides orientation training to new Records Officers in order to familiarize them with central agency processes, requirements and services.

CIMB provides ongoing advice to Records Officers regarding central agency processes, requirements and services.

CIMB does not provide training to ministry or other body staff or to Records Officers relating to basic information management concepts.

### **3.3 Ministry Records Officers Council (MROC)**

In accordance with its constitution (approved 1992), MROC is responsible for fostering the professional development of Records Officers.

## **4. STANDARDS**

The Records Officer will determine the level of training appropriate for employees within the ministry or other body. Training should be designed to meet the requirements of each of the following levels of employee involvement with information management:

- ministry or other body staff who do not have direct responsibilities for information management;
- managers, directors and executives as the accountability centres; or
- employees who have direct responsibilities for information management, such as records custodians, office managers, and regional or divisional records officers.

### **4.1 Ministry or Other Body Staff (Basic Information Management Training)**

All staff within a ministry or other body should receive training in basic public sector information management concepts and processes. All staff should know and understand the following principles and terms:

- the reasons why government information is created and the rationale for maintaining it in accordance with established standards (e.g., documentation of decision or action, record of the rights and obligations of citizens, maintenance of public accountability, preservation of documentary heritage);

- *Document Disposal Act* requirements for legislative approval for disposition of government information and requirements for applying approved scheduled retention periods and final dispositions to recorded information;
- government information is public property in the custody and control of the ministry or other body; and it is created and maintained to ensure government public accountability;
- requirement that all government information be classified in accordance with standard systems (*ARCS/ORCS*), including electronic records and special media records;
- understanding that all information is covered by retention and disposition schedules, and moves through a life-cycle from active, through semi-active to final disposition of destruction or retention by the government archives; and
- role and responsibilities of the Records Officer.

#### **4.2 Ministry or Other Body Managers, Directors and Executives**

##### **(Executive Information Management Training)**

Senior ministry or other public body staff should receive orientation and education on the following information management concepts and issues:

- the role of information management in supporting economical, efficient and effective program delivery;
- special information management requirements of the mandating and/or enabling legislation of the public body;
- budgeting needs for information management programs;
- awareness of *CPPM, c. 12* and the *Document Disposal Act*;
- link between information management and freedom of information and protection of privacy; and the link between information management and public accountability;
- the role of CIMB in appraising and selecting valuable records of government for ongoing preservation in the government archives;
- information security; and
- the information management infrastructure in the provincial government.

#### **4.3 Ministry or Other Body Staff with Responsibilities for Maintaining Information Management Systems (Records Custodian Training)**

Ministry or other body staff with responsibilities for information management within their branch, office, division or region should receive training that provides an enhanced understanding of information management terminology, skills and processes. Records custodians, office managers, and division or region records officers/custodians/contacts should receive a level of training that allows them to assume line responsibility for information management functions. This training should incorporate the basic and executive levels of training, and in addition should include:

- implementing and using *ARCS* and *ORCS* to classify and schedule information;

- implementing and maintaining branch or office-level mail management systems, filing operations (including lists, indexes and/or finding aids as required), file security procedures and forms management processes;
- preparing eligible semi-active records for transfer to off-site storage including processing central agency forms, boxing records appropriately, documenting records in accordance with central agency standards, understanding services available from CIMB, understanding the purpose of forms sent to and received from CIMB, retrieving records from storage, and documenting the status of accessions stored in off-site facilities;
- preparing eligible records for on-site destruction including processing internal forms, maintaining accurate documentation of destruction action, and ensuring destruction complies with central agency and internal procedures and guidelines;
- understanding information management terms and concepts including
  - accession
  - records lifecycle (active, semi-active, final disposition)
  - operational records/administrative records
  - office of primary responsibility (OPR)
  - difference between semi-active storage and a final disposition of full or selective retention by the government archives
  - non-paper records and special media
    - vital records
    - ongoing accession;
- understanding and using automated recorded information management systems;
- managing recorded information maintained in non-paper media; and
- understanding program-specific information management requirements.

#### **4.4 Records Officers**

Records Officers must have an expert knowledge of the following processes and concepts:

- the *Document Disposal Act*, CPPM, OCIO's IM/IT Management Manual and CIMB's *Recorded Information Management (RIM) Manual*;
- ministry or other body policies and procedures relating to administrative and operational functions;
- vital records programs and disaster recovery;
- CIMB procedures and services;
- *ORCS* development and maintenance;
- *ARCS/ORCS* implementation and maintenance;
- recorded information media costs, access issues, effectiveness, conversion costs and technology;
- information management directions and trends and issues, including impacts on ministry/agency functions; and
- information management technology, including automated records management systems, electronic document management systems, online access to recorded information, and electronic records management.