

EDMONTON

ADMINISTRATIVE PROCEDURE



TITLE

**CORPORATE RECORDS AND INFORMATION
MANAGEMENT PROGRAM**

NUMBER

A1410C

DEPARTMENT

OFFICE OF THE CITY MANAGER

DELEGATED AUTHORITY

**BYLAW 12101 CORPORATE RECORDS
AND INFORMATION MANAGEMENT
BYLAW
MUNICIPAL GOVERNMENT ACT SECTION
208(1) AND 214
FREEDOM OF INFORMATION AND
PROTECTION OF PRIVACY SECTION 38**

CONTACT

**CORPORATE RECORDS ADMINISTRATOR
496-2789**

DEFINITIONS

DATE

MARCH 13, 2008

Archival Record - Records identified by the City Archivist as having historical or research value warranting continued preservation beyond the time they are needed for administrative, legal, or fiscal purposes.

Cit-e File - The name given collectively to the corporate records classification system and the corporate records retention and disposition schedule.

Classification System - Systematic identification and arrangement of business functions and activities and/or record series into categories according to logically structured conventions, methods, and procedural rules represented in a classification system (see Cit-e File).

Corporate Record - Information recorded in any form, physical or electronic, which is in the custody or control of the City, and created or received by City employees in connection with the transaction of public business and preserved as evidence of the organizations policies, decisions, functions, procedures, operations, or other activities of the City. The specific forms of records include handwritten or printed notes, electronic correspondence or messages, images, audiovisual and sound recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded or stored in any manner, but does not include software or any mechanism that produces records.

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Corporate Records and Information Management Program - A program that must be followed by City employees involved in the planning, creation, capture, and collection, organization, use, accessibility, dissemination, storage, protection and disposition of corporate records.

Corporate Records Retention and Disposition Schedule - Is a schedule which authorizes the length of time corporate records are maintained and their final disposition.

Destruction - Process of eliminating or destroying corporate records.

Disaster Recovery Program - The identification, classification, and protection of corporate records, as well as the disaster recovery plan, emergency contact list, and emergency retrieval procedures.

Disposition - The actions taken after corporate records reach the end of their retention periods; includes the destruction or transfer of corporate records to the City of Edmonton Archives.

Employee - Any individual employed by the City, including full-time, part-time, temporary, provisional, or volunteers and those employed on a personal services agreement.

Information Asset - Information of value owned and/or used by the City.

Information Management - Is the collection and management of corporate information that involves those who are stakeholders in the management and control over the structure, processing, capturing, maintaining and delivery of information.

Information Management Council - The management group that directs, promotes and facilitates strategic planning of corporate initiatives among the information management disciplines, which are Corporate Records and Information Management, Information Technology, City of Edmonton Archives, Law, and Freedom of Information and Protection of Privacy.

Lifecycle - The life span of a corporate record from its creation and active use to final disposition.

Medium - Something on which information can be stored; the physical form of recorded information. Includes paper, film, disk, magnetic tape, databases, images, voice mail, computers, e-mail, flash drives, hard drives, servers, back-up tapes, audio tapes, website content, and other materials.

Metadata - Data describing context, content and structure of corporate records.

Preservation Strategy - Processes and operations involved in ensuring the technical and intellectual survival of corporate records through time.

Records and Information Management - Field of management responsible for the systematic control of the creation, receipt, maintenance, use and disposition of corporate records, including processes for capturing and maintaining evidence of, and information about business activities and transactions in the form of records.

Records System - Information system that captures, manages, and provides access, retention and disposition for corporate records.

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Transitory Record - Corporate records that may be required for a limited period of time for the completion of a routine action or preparation of a corporate record, but not required to meet statutory obligations or to sustain administrative or operational functions.

Vital Record - Recorded information required by business operations to recover from a disaster, emergency or loss of information.

PROCEDURES AND GUIDELINES

Guidelines

Corporate records are valuable assets that must be managed throughout their lifecycle and preserved for the use of future generations.

Management of corporate records must comply with all business requirements, applicable legislation and corporate records and information management best practices.

Information systems, business applications, and communication systems, and the business processes which they support must be designed, modified or redesigned to meet the Corporate Records and Information Management Program requirements.

Vital records must be protected to ensure the continuity of key services and business operations in the event of a disaster, emergency or loss of information.

All records created and received by the City must be easily accessible, reliable and useable by those who are authorized to access them. These records must be classified relevant to the business function and activity identified in Cit-e File.

Procedures

Employees are required to manage records in any medium in accordance with the direction of the Corporate Records and Information Management Program. This includes the timely and proper identification and classification of corporate records, the storage of those records in appropriate systems, including electronic systems, and regular identification and destruction of transitory records.

Employees must not remove records in their custody or control from the City's premises unless such removal is required to conduct City business.

The City Clerk provides overall direction and leadership in the Corporate Records and Information Management Program. This includes the development, implementation and monitoring of all program components which defines records and information management requirements for the City.

The City Clerk administers the Corporate Records Centre that provides an appropriate off-site storage environment for all records media and provides access, retrieval, protection and disposition of those records.

The City Manager, General Managers, the Branch Manager of Information Technology, the City Clerk, and Department Record Managers, must manage and track records throughout their entire lifecycle regardless of the medium in which they are held and ensure that the content of the records can be trusted as accurate representation of the business transaction.

General Managers must appoint a qualified Records Manager for their department.

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Department Records Managers will provide leadership and guidance on records and information management to their department and conduct regular reviews to ensure compliance with the Corporate Records and Information Management Program.

The City Manager and General Managers must plan, and allocate appropriate funds to support records and information management projects.

The City Manager, General Managers, the Branch Manager of Information Technology, the City Clerk, and Department Records Managers must include the identification of vital records in their Disaster Recovery plans and follow the disaster recovery procedure and practices to protect those records.

The Branch Manager of Information Technology will provide the infrastructure necessary to ensure departments can classify, maintain, access, and dispose of electronic records according to the Corporate Records and Information Management Program.

The Branch Manager of Information Technology is responsible for providing electronic information that is authentic, reliable and useable, and is maintained securely with appropriate monitoring and backups.

The Branch Manager of Information Technology, the City Clerk, and the City Archivist must have a preservation strategy for long-term and archival records.

The Information Management Council, through a collaborative process, will provide advice and direction on corporate records and information management strategy and issues affecting the management of corporate records.

Compliance

Employees must report suspected violations of fraudulent activities pertaining to corporate records to their immediate supervisor and/or the Department Records Manager. Suspected violations that involve criminal conduct may also be reported to the City Auditor or to the City's Fraud and Misconduct Hotline.

Employees who violate this directive shall be subject to disciplinary action, up to and including termination in accordance with the City's Administrative Directive A1102, Discipline of City Employees. This is in addition to and apart from any penalty provided by law.

The City Clerk may conduct evaluations at any time without notice to assess compliance with this Directive and Procedure.

The City Clerk may request internal or external resources as required to review compliance to this Directive and Procedure.