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Canada

Building IM Capacity - An IM Maturity Model

IM Day
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ROLE OF NA IN INFORMATION MANAGEMENT

- Identifying, selecting, acquiring and preserving government records, in all media, considered to be of enduring value to Canada;

- Issuing Records Disposition Authorities;

- Providing direction and assistance in records and information life cycle management;

- Developing tools, standards, guidelines, and practices to support records and information life cycle management initiatives;

- Serving as a leader in building records management capacity in the GoC and as a credible resource on records management; and

- Managing and protecting the less frequently referenced and the essential records of federal government institutions in a network of federal records centres across Canada.

Source: Management of Government Information Policy – June 5, 2002

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NA IM GOALS FOR 2002-03

- Participate in building a realistic, workable IM infrastructure for the GoC

- Improve State of IM in the Government

- Increase knowledge and understanding of the importance of IM for good governance and accountability

- Contribute to a Shared IM Strategy & Plan of Action

- Get Commitment and Resources to Proceed

NA Government Records Branch IM Working Relationships
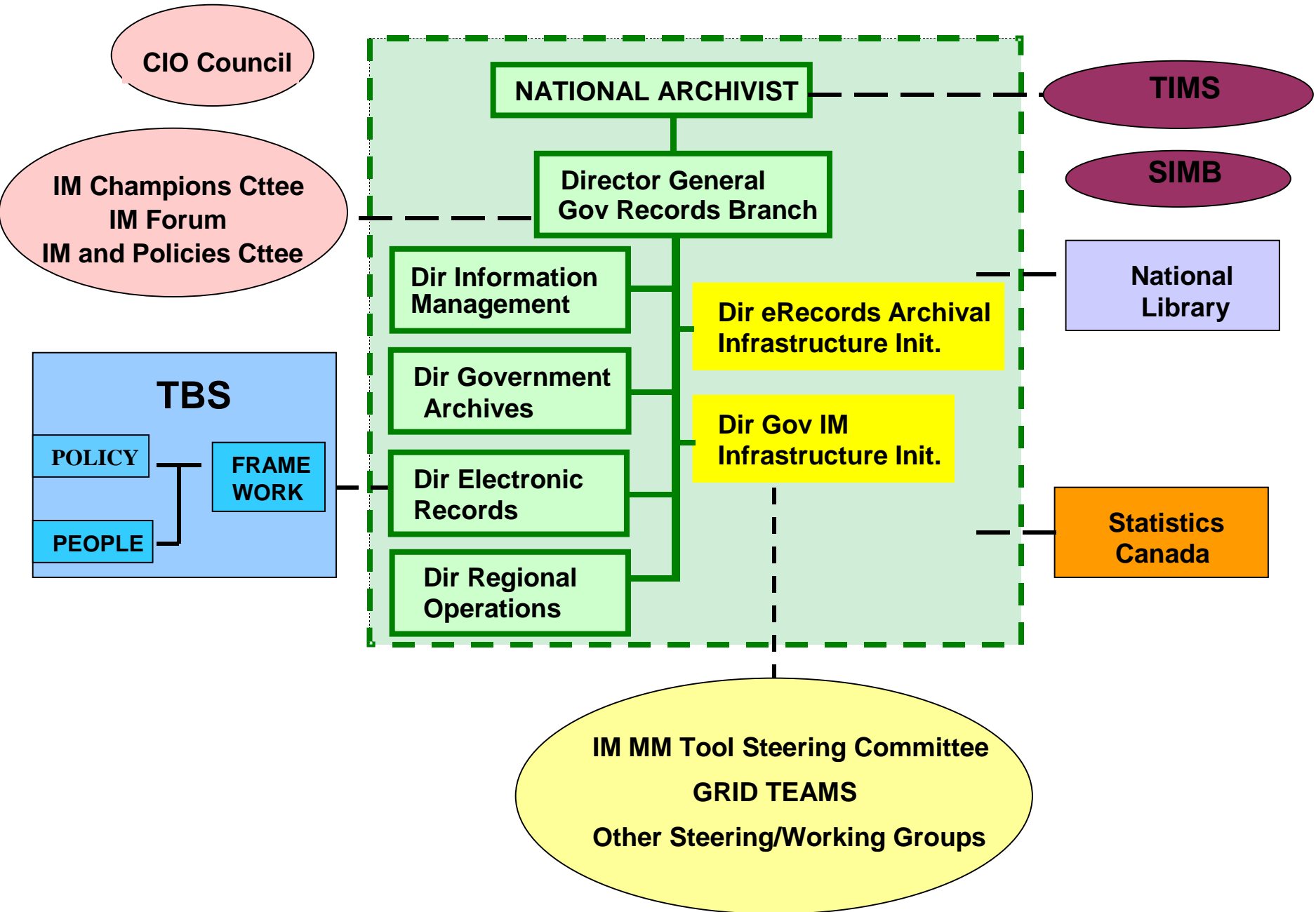
NA GOV IM / ER INFRASTRUCTURE INITIATIVES

- Making and Communicating a Case for Action to contribute to a common GoC IM Vision and Strategy
- Developing products and services that facilitate the management of records and information through their life cycle:
  - **IM Maturity Model Tool and Pilot Assessments**
  - **Records and Information Life Cycle Management Guide**
  - **Classification System Design and Implementation Guide**
  - **Guide on the Management of E-Mail Messages**
  - **Federal Records Centres Strategy**
  - **Clear Paper Mountain Pilots**
  - **Records Retention Periods for Common Administrative Functions**
  - **Review and Validation of Records Disposition Authorities**
  - **Electronic Records Archival Infrastructure Strategy**

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IM MATURITY MODEL TOOL AND PILOT ASSESSMENTS

Objective:

- **To develop a maturity model to assess an organization's IM maturity and position it to improve IM capacity**
- **Based on international standards and best practices**
- **Consistent with and supports implementation of MGI policy**

Key Partners:

- **Developed in consultation with OAG, TBS, CAC, NL, Council of Federal Libraries, Public Policy Forum, pilot departments, industry experts**

Pilots:

- **Pilots with NRCan (completed), Citizenship and Immigration Canada (Sept – Nov 02) and the Jobs, Workers, Training and Careers GOL Cluster (Sept – Dec 02)**

Deliverables:

- **Positions departments to improve their IM capacity**
- **Increased awareness and understanding of IM issues**
- **Highlights risk areas and provides basis for improvement plans**
- **Guidelines for using the tool, training material and workshops**
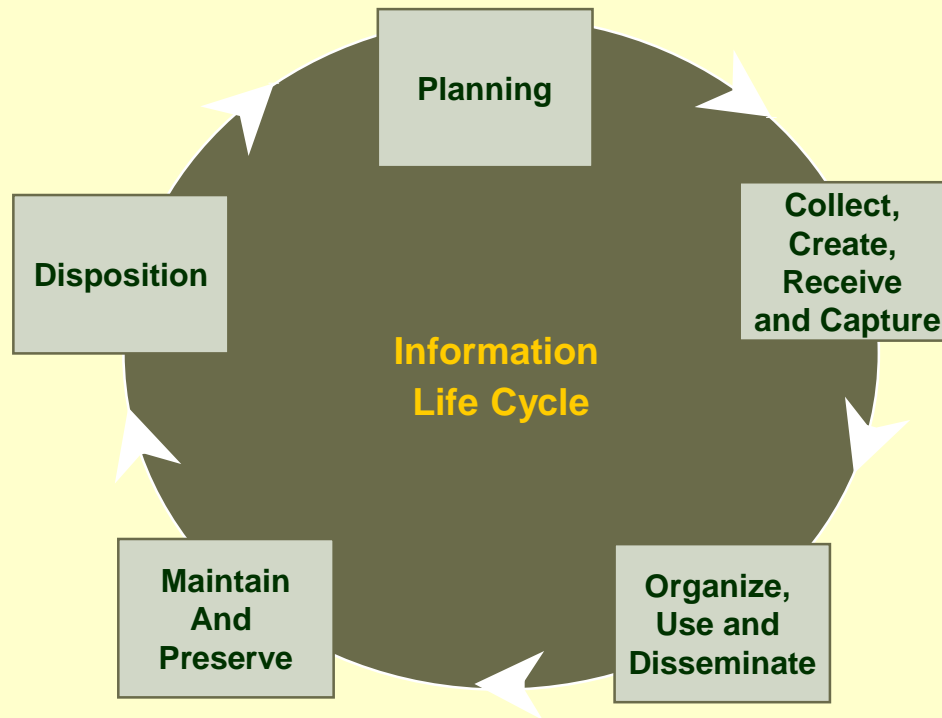- **Builds industry IM capacity**

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IM Maturity Model

Organizational Context

Organizational Capabilities

Management of IM

Compliance & Quality

- Planning
- Collect, Create, Receive and Capture
- Organize, Use and Disseminate
- Maintain And Preserve
- Disposition

Information Life Cycle

User Perspective

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IM Maturity Model Pilot Study at NRCan

- **Objectives**
  - Assess the state and capabilities of current IM Practices at NRCan
  - Identify priority areas for improvement
  - Opportunity to test the IM Maturity Model tool and contribute to its development

- **Benefits**
  - Lead towards developing IM Strategic Plans
  - Use key results for supporting an IM Business Case
  - Raise awareness of IM
  - Prioritization of current and planned activities
  - Bring people together as a community

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IM Maturity Model Pilot Study at NRCan

- ## Approach
  - **Using the IM Maturity Model tool, a joint NRCan-consultant "Grid Team" carried out ten interviews with senior managers, two workshops with managers and functional experts, and conducted a document review, in order to collect information on the current IM capabilities of NRCan**
  - **Findings were compiled through two consolidation session by the Grid Team**
  - **Consolidation findings and opportunities were then validated in a workshop of members of the Department's IM Community**
  - **The Grid Team then prioritized the opportunities**
  - **Lessons learned through the implementation of the pilot assessment tool were gathered throughout the study.**

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IM Maturity Model Pilot Study at NRCan

- ## Lessons Learned
    - **Need a common understanding of IM**
    - **Need a dedicated project manager**
    - **Need a full mix of participants**
    - **The timeframe must be tight but reasonable**
    - **Truly need to review what you have in place and build from this common point**
    - **Criteria for each element have to be realistic within a doable timeframe**

IM Maturity Model Pilot Study at NRCan

- Next Steps
  - **IM/IT Strategic Plan 2002-05**
  - **I Governance Project**
  - **Clear the Mountain – NA Pilot Project**
  - **IM Awareness**
  - **Continue with Departmental Subject Classification Structure**
  - **Initiate integrated IM/IT/Internet/NOL Strategy**

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