MANAGEMENT OF GOVERNMENT INFORMATION POLICY
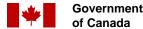
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Background

♦ TB Management of Government Information Holdings (MGIH) policy approved in 1987, amended in 1994

♦ Review determined that while principles were sound, a revised policy was needed to reflect information management (IM) requirements of:

  • electronic services, documents, and records

  • multi-channel service delivery

  • information sharing across organizations

  • all government employees, not simply IM professionals

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Policy drafting and consultation process

♦ Policy drafted with input from interdepartmental working group (20 departments and agencies) and circulated for wider review in summer 2001

♦ Information Commissioner: "The new Management of Government Information policy…deserves kudos." (*2001-2002 Annual Report*)

♦ Policy endorsed by ESD, IMB and TIMS – although concerns flagged over implementation issues

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MGI policy objective

◆ To ensure that information assets under the control of the Government of Canada are effectively and efficiently managed throughout their life-cycles, so as to support:

- accountability for government

- informed policy and decision-making

- the delivery of high quality programs, services, and information through a variety of channels

- preservation of the historical record

Policy enhancements

Existing Policy

♦ Requires management of physical information holdings throughout their life cycle

Enhancements

♦ Requires management of all information, regardless of medium or format

♦ Further positions effective information management as key to better service delivery and the promotion of public trust

♦ Requires that information be managed to ensure its consistency, availability, security, integrity, and usability across all information and service delivery channels

♦ Identifies information as a corporate resource that supports decision-making and the fulfilment of operational and legal requirements

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Policy enhancements … 2

Existing Policy

♦ Mostly silent on IM governance and accountability requirements

Enhancements

♦ Requires establishment of a sustainable program for managing information and an accountability framework to monitor results

♦ Accountability section outlines roles and responsibilities for all managers and employees, including senior executives

♦ Requires documentation of activities and decisions to account for government operations

♦ Requires that accountability frameworks be in place when information is shared with other institutions, governments, or organizations

Government   Gouvernement
of Canada   du Canada

Policy enhancements … 3

Existing Policy

♦ Silent on new technologies

Enhancements

♦ Promotes electronic channels as the preferred means of creating, using, and managing information

♦ Encourages the use of common infrastructures for IM across government

♦ Requires management of information to ensure its authenticity and integrity through time and technological change

♦ Requires comprehensive classification structures, including metadata

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Implementation challenges

♦ The desired end-state is not well defined – what would a well performing organization look like? How can IM activities be better aligned with program outcomes and strategies?

♦ Costs to departments of MGI implementation and sound IM practices are not well known at this time but are likely to be significant

♦ TIMS deputies flagged concerns over:

  • changing processes and culture

  • skills recruitment and development

  • new governance and accountability structures

  • development of tools, standards, and guidance

  • technology implementation

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Resourcing

♦ Time and effort will be needed for departments to become compliant with new policy

♦ Issues of resources will need to be addressed

♦ Special effort needed to develop IM leadership cadre

♦ A serious research effort is required in order to:

- Define desired IM end state and assess gap between this and where departments are today

- Establish benchmarks and interim targets to inform phased approach to MGI implementation

- Analyze cost and what might be most cost-effectively funded corporately and departmentally

Next steps

- ◆ Obtain TBSAC endorsement of MGI policy and of a multi-year, staged approach to its implementation

- ◆ TBS to:

  - Identify immediate initiatives (e.g. leadership development), and

  - Develop strategy for phased implementation of MGI, and cost estimates

  - Secretary to return to TIMS / TBSAC with proposal for stages and funding

- ◆ Obtain TB approval of policy and notion of staged implementation

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