

# Managing Information

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Why Should We Care...?

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**To Senior Officials, MGI**



Health  
Canada

Santé  
Canada

# Overview of Presentation

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- Business Case for IM
- Case Studies
- Roles and Responsibilities/Tools and Tips

# Business Case for Information Management

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We must manage our information if we are to...

- Be accountable
- Be transparent
- Support our decisions and policy development
- Provide information to the public

It also provides great value to us as public servants

# Automating Business

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HRDC's Grants & Contributions programs were in the news for

- inappropriate administrative practices
- funding unqualified projects
- inability to account for government dollars

The media was demanding answers to 'if', 'how' and 'why' and demanding accountability

They couldn't respond as demanded

There were 12 separate systems used to track information and manage G & C business; there was no single way to track an individual or organization across programs

Slow reaction time to media pressure hurt HRDC's credibility

# IM Process Review

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The Drug Analysis Service (DAS) provides essential analysis services for all illicit drugs seized by Canadian law enforcement agencies.

- DAS finds that one analyst is not following procedures including the standard record retention policy
- Analyst shredded all her records older than 4.5 years
- DAS informs Dept of Justice who initiates a judicial inquiry
- > 200 DAS cases found to be unsupportable because there is no confidence in analytical work
- Among the records shredded are the analytical data for a 10 year old case which after appeal is sent back to Federal Court for retrial

# IM Framework

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- Many requests to First Nations and Inuit communities for similar information
- The information the communities provided was not shared/accessible among the Branch programs
- What may happen in such situations?
  - Providers of the information get frustrated
  - Often the information varies from one source/program to another
  - Result? Difficult to know which is correct
- What is FNIHB doing?
  - Figuring out who has what information
  - Figuring out who needs what information and when
  - Teaching all staff how this information should be managed

# Do you know what you are responsible for?

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Each and every one of us is an information manager.

The information you create or receive is not yours;  
it belongs to the government and the public.

*From the Treasury Board Secretariat IM website, you are responsible to:*

- **Manage** information as a key resource
- **Plan** for management of information
- **Provide** quality information
- **Decide** to save, secure, preserve, dispose of information appropriately
- **Comply** with legal, policy, requirements, standards in everyday duties
- **Document** for operational, legal, historical purposes
- **Protect** the information rights of Canadians: privacy, security
- **Share/Re-use** information, processes and systems subject to legislation, policy
- **Know** your management of information responsibilities
- **Take** responsibility for your performance in the management of information



# If not, help is available...

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Ask your Departmental/Agency CIO and/or MGI Lead about:

- Training
- Frameworks
- Guidelines
- ...



# Other Sources of Information

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- Treasury Board of Canada Secretariat
  - IM Resource Centre [http://www.cio-dpi.gc.ca/im-gi/index\\_e.asp](http://www.cio-dpi.gc.ca/im-gi/index_e.asp)
  - IM Policies and Standards [www.tbs-sct.gc.ca/pubs\\_pol/ciopubs/im-gi/siglist\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/ciopubs/im-gi/siglist_e.asp)
- Library and Archives of Canada
  - Information Management [www.archives.ca/06/0612\\_e.html](http://www.archives.ca/06/0612_e.html)
  - Government Records Disposition Program - [www.archives.ca/06/0611\\_e.html](http://www.archives.ca/06/0611_e.html)
- Canadian Centre for Management Development
  - [www.ccmd-ccg.gc.ca/main\\_e.html](http://www.ccmd-ccg.gc.ca/main_e.html)
- Policy on the Management of Government Information
  - [www.tbs-sct.gc.ca/pubs\\_pol/ciopubs/TB\\_GIH/mgih-grdg\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/ciopubs/TB_GIH/mgih-grdg_e.asp)

# IM Community Agenda

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- IM not well communicated to the non IM Practitioner
  - IM is in its infancy
  - Requires cultural change
- Value proposition
  - How do we deal with legacy equipment/systems/storage?
  - Going forward
- Coming up with a plan
  - Conduct Information Management Capacity Check to find gaps and solutions
  - Educate and train all employees
  - Pay attention to the IM community



# To make this real for everyone...

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Each individual needs to understand

- 1. How is IM relevant to what I do?**
- 2. What specifically am I expected to do?**
- 3. What's in it for me?**

Adapted from N. Sinclair presentation, PWGSC

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# QUESTIONS? COMMENTS?