i Information Management

Information Management in the Government of Alberta – From Conception to Reality

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Session Overview

- Alberta Government Context
- Key Issues/IM Drivers
- Corporate Accountability
- IM Staff/Communities of Practice
- What We Did Right
- Moving Forward
- Challenges Ahead

Alberta Government Context

- Premier's Commitment to Open and Accountable Government
- Economic/Political Agenda
- Cross-Ministry Initiatives
  - Information & Communications Technology
  - Service Alberta
  - Business Continuity Planning
- Administrative Policy Challenge
- IM Resourcing

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Key Issues/Drivers for IM

- Information Growth/Explosion

- Complexity of Management

- E-Mail

- FOIP/Litigation

- Decentralized management/confusion

- E-Service delivery

- Business Continuity Planning

- Loss of Archival Legacy

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Corporate Accountability for IM

- Government Services

- Office of the Corporate CIO

- CIO Council

- Alberta Corporate Service Centre

- Provincial Archives of Alberta

- Information and Privacy Commissioner

IM Staff/Communities of Practice

- IM (emerging) community
- Records Management
- Librarians
- Web
- IT
- Security
- Knowledge Management
- Freedom of Information and Privacy

What We Did Right

- Set up an Information Management Task Force(now called IM Advisory Committee)
- Retained a consultant
- Built a simple/high level Framework
- Strategic IM plan
- Marketing/awareness strategy
- "Quick Wins"
- Simple start for ministries

Marketing and Awareness

- Multi-Faceted approach – Bottom up & Sideways
- Councils (Administration, HR, Finance, CIOs)
- Communities of Practice – Cross-Ministry Teams
- Ministry Representatives Briefing Their Executives
- Benchmarking Activity in Ministries
- Web Site
- Deputy Ministers' Committee
- Quarterly Reports/Presentations Ongoing
- External Communication

Quick Wins

- Guidance
  - Official & Transitory Records
  - E-Mail
  - Vital Records
  - Web Content
  - IM Planning
- Managing Information @ Work
- Basic RM Training
- Electronic Records Pilot in Government Services
- IM Conference (Fall 2004)

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Ministry Action Required

- A champion

- An Information Management Advisory Committee Representative

- An IM Plan
- Simple to Start

Moving Forward

- Electronic Information Management (EIM)
  - Technology Selection
  - Standards and Practices
  - Digital Preservation Strategy
- Corporate Guidance
  - Classification/Scheduling
  - Metadata
  - Instant Messaging
  - Imaging
- Model Ministry
- Training and Development
  - Professional level
- Policy Gap Analysis

Results

- Continued progress on corporate priorities
- IM Leadership in Ministries
- Information and Records Management Plans
- Upward Classification of Senior Records Officer positions
- Ministries moving to plan and deploy EIM
- Cooperative Environment

Challenges Ahead

- Small Ministries
- Funding EIM Technology acquisition & implementation
- Educating the IT world – "Herding Cats"
- Keeping up with emerging issues
- Building IM into our Enterprise Architecture
- Developing the IM community/succession planning

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Further Information

- Web Site

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