

Annual Report of the Chief Records Officer | 2021-22



Ministry of
Citizens' Services





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Minister's Message

October 27, 2022

The Honourable Raj Chouhan

Speaker of the Legislative Assembly
Suite 207, Parliament Buildings
Victoria, B.C. V8V 1X4

Dear Mr. Speaker,

I am pleased to present to the Legislative Assembly of British Columbia a report of the Chief Records Officer for the 2021-22 fiscal year.

In doing so, I want to acknowledge the hardworking people across the public service whose dedication and commitment to information management is key to ensuring this government is accountable to British Columbians.

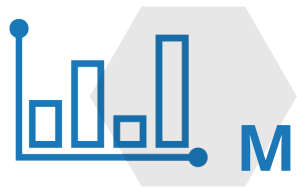
Sincerely,

A handwritten signature in black ink that reads "Lisa Beare".

Honourable Lisa Beare

Minister of Citizens' Services

pc: Ms. Kate Ryan-Lloyd
Clerk and Clerk of Committees
Legislative Assembly of British Columbia



Mandate of the Chief Records Officer

The Chief Records Officer (CRO) is designated by the Minister of Citizens' Services under the *Information Management Act (IMA)*. Current CRO, Charmaine Lowe, was designated by the Minister on April 4, 2022.

Section 3 of the IMA defines the mandate of the CRO:

- » To promote effective information management by government bodies.
- » To promote the preservation of valuable government information for current and future use.
- » To approve information schedules governing the holding, transferring, archiving and disposal of government information.
- » To manage the digital archives and promote its availability to the public.
- » To examine, evaluate and report on the management of government information by government bodies and to make recommendations considered advisable.

On March 31, 2019, the IMA was amended to include a requirement for the CRO to provide the minister with an annual report on the carrying out of the CRO's mandate. The [first CRO report](#) was issued on July 7, 2020. This 2021-22 report represents the third annual report since the requirement was brought into force.

Promoting Effective Information Management

The CRO plays a major role in educating the public service on their Information Management (IM) responsibilities.

Government information is a strategic enterprise asset that must be managed in accordance with its value. Efficient and effective IM:

- » supports the design, development, implementation and evaluation of government programs, services, policies, standards, processes, and procedures;
- » fosters informed decision making and effective risk management;
- » facilitates accountability, confidentiality, transparency, and collaboration, and allows government to be more responsive to British Columbians;
- » maintains evidence of and information about business activities, transactions, and decisions;
- » ensures government information is preserved for as long as it is required, and is appropriately transferred to the government archives if it is determined to have permanent value; and
- » ensures accessibility, discoverability, and usability of information over time.

Note: The list above is taken from the new Managing Government Information Policy (MGIP). For more information, see the MGIP section later in this document.

Training the Public Service in Information Management

It is of vital importance that public servants understand their obligation to manage government information appropriately. As knowledge workers, they must have the skills and practices in place for the effective and efficient management of information to support service delivery. Under the CRO's direction, the Corporate Information and Records Management Office (CIRMO) provides training and education on a variety of information management topics, including records management, privacy, and access.

Information Management Training - IM117

All ministry employees are required to take government's mandatory information management training, Information Management 117 (IM117), and to retake it every two years. This course provides employees with training on the legislative requirements and best practices related to access to information, records management, information security, and privacy. IM117 is one of four mandatory courses for all public servants (along with Annual Review of Standards of Conduct and Oath of Employment, Diversity and Inclusion Essentials, and Fraud Awareness and Prevention).

IM117 was first developed in February 2017, and through a successful implementation program, has achieved very high completion rates.

92% of ministry employees completed the course during the 2021 refresh cycle

The course was refreshed in 2019 and 2021, building on the successes of the initial version of IM117. The 2019 course introduced new content on the requirement to document government decisions, and an expanded information security section. Updates in 2021 included a fresh new look and a host of interactive elements to ensure the course is informative, modern, relevant, and engaging.

Ministers, Deputy Ministers, Parliamentary Secretaries, political staff, and many senior executives in ministries are offered IM117 training in person. This in-person training began when the course was introduced and is repeated each time the course is refreshed and whenever there is a change in cabinet.

Records Management Training Refresh

Since 2020, all records management training has been available as modules delivered online (eLearning) through the Government Records Service's Learning Site. This milestone followed a two-

year transformation to online learning and away from a conventional classroom-based training approach, which had limited capacity and geographical reach.

The transformation focused on three themes: innovation, growth, and quality.

Innovation

New eLearning modules are developed and updated using industry standard software and adult learning techniques and principles. The modular approach means that employees can choose entire courses or specific modules on specific topics, all available to learners 24/7 with no waitlists.

The Learning site contains a comprehensive selection of eight courses, ranging from IM112 Foundations that builds on the content of IM117, to courses such as Email Organization, Digital Recordkeeping Practices, and Enterprise Document and Records Management System Content Manager. In the last year, the focus has shifted to balance a need for new content with necessary review and updates to existing content to align with policy and process developments; also, to ensure all training is relevant, current, and accurate.

The Learning site also houses the Records Management Community of Practice where members can find information about upcoming webinars as well as recordings and materials from many previous sessions. Webinars are now delivered via Microsoft (MS) Teams and as part of a community channel, which also includes blog posts and notices.

Growth

More than 6,000 learners enrolled in records-management specific learning in 2021/22, which is a 62% growth in participants over the previous year. In addition to IM117, several program areas across government have made other records management courses mandatory for their staff.

Online offerings have reduced barriers for staff wishing to take records management training in addition to reducing province-wide travel costs to attend learning sessions.

Quality

CIRMO's records management courses are consistently rated highly on course evaluations. Participants value the flexibility of the online platform and the interactivity of the modules.

The changes in training delivery, including the adoption of MS Teams, meant that CIRMO has been well-positioned to continue effective delivery of the learning program and webinars throughout the COVID-19 pandemic.

- » attending hundreds of one-on-one meetings with program areas to provide consulting and advice on specific topics such as: appropriate record keeping systems, Local Area Network (LAN) reorganization, website and system decommissioning, digitization initiatives, implementation of information schedules, interpretation of legislation and policy, and records management strategic planning, and
- » hosting an online Records Management Community of Practice that is open to all government employees.

The Government Records Service (GRS) introduced a case management (ticketing) system in mid-2020 to track the volumes and types of requests for records management advice. In 2021/22, GRS managed more than 5,200 requests for records management assistance, ranging from advice on general records management and transfer of records requests to complex information management projects and initiatives.

Records Management Advice and Consulting

A significant portion of the CIRMO operations is devoted to consulting and advice related to government information management legislation, policy, and best practices. In 2021/22, this client engagement function took many forms, including:

Records Management and New Collaboration Tools

In 2020/21, the CRO published a guide on managing records in Microsoft Teams, a new collaboration tool that was launched in April 2020 to support the increase in remote working due to COVID-19. This new guide supports a [suite of other guides](#) with advice for public servants on the use of email, sending messages, protecting sensitive information, searching email in response to Freedom of Information requests and managing email records appropriately.



Records Management in the Cloud

The *Information Management Act* (IMA) requires that Government bodies maintain an appropriate system for creating and maintaining government information, particularly for [documentation of decisions](#). When using cloud services, government bodies must ensure that records are captured, maintained, retained, and disposed of or transferred to the government archives.

GRS offers a guide for [Managing Government Information in the Cloud](#). This guide outlines the information and records management concerns that you need to consider when preparing to use cloud-based computing services. Checklists attached to the guide help BC public servants to assess typical issues in cloud computing legal agreements. The checklists also provide an overview of recordkeeping issues that are relevant to cloud computing services and should be addressed in the terms of each agreement.

BC Government already uses some of the world's most common cloud products and services, including storage, communication tools and software. The Office of the Chief Information Officer (OCIO) is [leading the way](#) to help us move into the cloud, and we can expect adoption to accelerate in the coming years as cloud-based services and solutions become the new norm.

Providing Clarity on IM Governance and Accountabilities

In June 2020, OCIO introduced the [Managing Government Information Policy \(MGIP\)](#) that was developed in partnership between the Strategic Policy and Legislation and Government Records Service branches (both reporting to the Chief Records Officer). A minor update to the policy was published in February 2022 to make it clearer that MGIP governs both data and records. The substance of the policy requirements for ministries remains unchanged.

The management of government information is a shared responsibility. The MGIP sets out ministry obligations for managing government information, specifically as they relate to [Information Management Act](#) requirements. Policy requirements are established for the full lifecycle of information, from creation and use to classification, scheduling, and appraisal through to preservation and storage or transfer and disposal. This policy is a must read for all BC government employees who have a significant information management role.

Ministries should apply the principles, standards, and practices of the records management discipline to managing government information in their custody or control. This includes information

ministries create and receive. Taking a lifecycle approach to understanding and managing government information will help ministries meet their IM obligations.

Government information must be managed in accordance with applicable information schedules. This ensures that government records:

- » are linked to their business context through classifications;
- » are retained as required according to authorized timetables; and
- » are transferred to the government archives, destroyed according to authorized timetables, or approved for removal to a non-government organization.

Ministries are encouraged to support a culture of responsible Information Management. As outlined in the [Appropriate Use Policy \(AUP\)](#), supervisors are responsible for ensuring that employees receive the level of training on managing government information that is necessary to perform their duties. CIRMO is available to support these efforts with a wealth of learning resources available to ministries (see the Training the Public Service in Information Management section above).

Promoting the Preservation of Valuable Government Information

The CRO promotes the preservation of historically significant and valuable government information for current and future use by supporting clients to properly manage, protect, and make the information accessible throughout its lifecycle.

CIRMO reports to the CRO. As trusted advisors, CIRMO enables its partners to benefit from effective and modern information management. CIRMO includes program areas and staff with expertise on records management, privacy, and access. CIRMO operations support the CRO in delivering on their mandate.

Maintaining a Solid Records Management Infrastructure

A key to promoting the preservation of valuable government information is ensuring public servants have the tools they need to manage records appropriately. The CRO's staff in CIRMO provide key systems and technologies that ministries rely on for recordkeeping.

A team in CIRMO provides support for the Enterprise Document and Records Management System (EDRMS) Content Manager – a system used throughout government to manage both electronic and physical records. CIRMO's support includes help desk support, system configuration, administration, and onboarding new clients to the system.

In 2021-22, CIRMO completed a project to retire the Corporate Records Management System (CRMS) used for tracking physical government records. Through the two-year project, CIRMO migrated over four million records from CRMS to newer EDRMS Content Manager recordkeeping system, completing 30 individual projects across 17 ministries and training hundreds of staff. The project delivered the following business benefits:

- » elimination of duplicate systems for tracking physical records;
- » reduction in business and technical support costs;
- » reduction in infrastructure costs;
- » improvement in records management application functionality (for users migrating to EDRMS Content Manager); and
- » assurance of business continuity and on-going access to records.

CIRMO has developed a records management technology roadmap that identifies necessary projects to support existing infrastructure and services, while guiding long-term planning. Anticipated projects for 2022/23 include upgrades to EDRMS Content Manager to ensure the

system remains supported and users benefit from recent enhancements. Other initiatives will focus on liaising with stakeholders to ensure technology decisions meet user needs and align with government Information Management/Information Technology strategies.

CIRMO provides physical records storage on behalf of all ministries using contracted offsite storage facilities. CIRMO sets and procures contracts in accordance with [defined facility standards](#) that help ensure government physical records are safe and secure. Government currently stores more than one million boxes of physical records, including records that must be maintained for decades for operational, legal, financial, or other purposes, as well as records permanently retained by the government archives. Work is expected to commence in 2022/23 to upgrade the Archives and Records Information System (ARIS), the key system used to manage offsite records and archival holdings, including the scheduling process.

Defining and Identifying Historically Valuable Government Information

Under the IMA, the CRO has the mandate to approve information schedules that govern the “archiving and disposal of government information.” In this context, archive means “to transfer information from a government body or court to the digital archives or museum archives of government.” For the purpose of the IMA, archival appraisal is the process of deciding which records to transfer to the government archives at the end of their

retention period. For more information on the information schedule approval process, see the following section of this report.

Appraisal is part of a well-managed and effective records management program, and supports the CRO’s mandate to preserve valuable government records for current and future use. The benefits of appraising government records include:

- » records of enduring value as evidence of government actions and decisions are identified and managed appropriately;
- » British Columbia’s collective recorded memory and heritage is preserved;
- » records are not maintained (i.e., stored and managed) for longer than necessary, thereby implementing prudent financial management; and
- » decisions concerning government records disposal are transparent, decision makers can be held accountable for them, and stakeholders are consulted.

Government records must be appraised by taking a government-wide perspective to promote the preservation of valuable records. A government-wide perspective is particularly important because it avoids duplication and allows for a consideration of the whole context in which records were created and used, thereby ensuring that complementary information is preserved. At the same time, privacy, confidentiality, and security are protected from infringement due to the aggregation of information held by different government bodies for different reasons. CIRMO archivists provide an overarching perspective, following archival principles and methods and adhering to national and international standards and best practices.

To support the CRO, CIRMO establishes principles and criteria for archival appraisal of government information in the Appraisal of Government Information Policy.

Approved by the CRO in November 2020, the [Appraisal of Government Information Policy](#) defines the principles to inform archival appraisal. It states that appraisal of government records must:

Identify legislative and legal requirements: Appraisal must identify and comply with statutory and other legal obligations for the disposition of government records or their transfer to the government archives.

Support accountability and transparency: The appraisal process must support openness and transparency and help ensure government is accountable for its actions.

Be informed by the knowledge and perspective of

stakeholders: The rights and interests of stakeholders must inform the appraisal process. Stakeholders will be identified and consulted prior to the approval of the information schedule. Stakeholders include the people of British Columbia, whose records we schedule, and who may rely on them to hold government accountable, to protect their rights, or to tell their story.

Recognize the rights and diversity of Indigenous peoples in British Columbia and support the process of reconciliation and the government's relationship with Indigenous Peoples:

Appraisal decisions should contribute to the inclusive and meaningful representation of Indigenous Peoples and the process of developing and affirming a supportive relationship. Appraisal will be culturally appropriate and support collaborative custodianship of archival materials with a documented Indigenous community where appropriate. Reciprocal feedback on appraisal decisions and processes will be encouraged to ensure practices remain current and relevant.

Be planned and consistent: Appraisal decisions must be based on:

- » consistent and transparent criteria that communicate the basis for choosing records for transfer to government archives;
- » the context in which the records were created and used;
- » the methods, standards, and best practices of the archival profession, both nationally and internationally;

- » an understanding of the functions and activities documented in the records; and
- » government's existing archival holdings, as well as related records being created and maintained throughout government.

Be justified and documented: Appraisal decisions must be adequately documented to allow for review. Justification for them should be well informed, take into consideration concerns of relevant staff, stakeholders, and subject matter experts, and be based on an understanding of the functions and activities documented in the records.

Be mindful of resources: It is not desirable, affordable, or sustainable to keep all government records. Appraisal decisions must reflect government's capacity to preserve the records in question, in terms of financial and other resources.

Articulating these principles in policy supports consistent and transparent decisions by CIRMO, and serves to communicate the basis for choosing recorded information for preservation in the government archives.

The Archival Appraisal policy further establishes four criteria for identifying records with permanent value:

- » Records that document how government authority has been established, altered, and interpreted over time.
- » Records of government decisions and actions that have a profound, long-term, or widespread impact on the people and/or environment of BC.

- » Records that document ongoing rights and entitlements of the people of BC.
- » Records and information that tell the story of British Columbia and its cultural, social, and natural history.

Conducting Archival Appraisal

Staff in Government Records Service (GRS) use the Appraisal of Government Information Policy in their work when they are developing information schedules, and when they review materials that have been identified to be “selectively retained” in the archives.

In 2021/22, GRS made further considerable progress in addressing materials awaiting archival appraisal; specifically, 20,022 containers of records were processed.

Setting Standards for Digitization of Records

As government moves toward increasingly digital processes, ministries are looking to the CRO for guidance on how best to convert physical records into electronic format (i.e., digitization). In April 2020, the CRO and Government Chief Information Officer (GCIO) jointly approved government's [Digitizing Government Information Standard](#) that provides a common standard for digitizing government information. The development process included consultation with other jurisdictions, review of international standards, and extensive internal consultations within government.

The standard:

- » provides practice and technical requirements for converting non-digital form government information (also known as source records) into digital form to create authentic, defensible digital records;
- » sets practice requirements for a defensible digitization process;
- » allows for the disposal of non-digital government information following digitization, where appropriate;
- » sets minimum technical digitization requirements for long-term preservation of government information, including records scheduled for archiving in the digital archives; and
- » supports related records and information policy and practice.

The standard is supported by the [Digitizing Government Information Guide](#) which provides practical, detailed advice on how to establish a defensible digitization process.

Building and Maintaining Relationships with Key Stakeholders

The digital age continues to change how government manages its information. CIRMO maintains an ongoing focus on supporting our clients to address citizen expectations for information management, ever-increasing volumes of information, and

evolving technologies. As a corporate service, we can accomplish this only in collaboration with our public sector partners.

Establishing Ministry Leads in Information Management

In February 2021, the CRO launched a new governance group – the Information Management Ministry Leads (IMML).

IMML provides strategic input into corporate information management (IM) initiatives. The IMML also share ministry specific approaches to issues, which can inspire, inform, or identify areas of cross-ministry collaboration. As effective stewards of the public's information, we must work together to balance related IM goals, including the continuous transformation of our IM practices to meet rapidly changing service demands, and supporting best practices to maintain our services.

IMML's accountabilities include:

- » Promoting the importance of IM as we build IM capacity across the BC public service;
- » Providing transparency into risks, issues and decisions and advise on appropriate course(s) of action;
- » Looking for opportunities to align IM projects and initiatives; and
- » Looking for opportunities to align change management efforts and communications.

The committee's scope includes decisions, risks, issues, and prioritization of IM initiatives that are: government IM strategic priorities; co-developed by multiple ministries; or, led by one ministry that may impact other ministries.

Stakeholder Engagement Plan

CIRMO continues to implement the following goals from the Stakeholder Engagement Plan established in 2019:

- » Maximize collaboration across the Broader Public Service and within CIRMO;
- » Establish clear roles and responsibilities across partner organizations;
- » Leverage government communications platforms to build CIRMO brand identity, advertise services, celebrate achievements, and disseminate key messaging across the public service;
- » Survey client and partner spaces to ensure we maintain a user-centric approach to service delivery;
- » Create a cohesive web presence to spread awareness of CIRMO's services, training, and resources; and
- » Raise the profile of CIRMO's corporate accountabilities and illustrate the value of good information management practices across the broader public service.

Royal BC Museum and Archives Relationship

The Royal BC Museum (RBCM) processes historically important physical government records for preservation in the BC Archives. The processing involves arrangement, description, and preservation activities. Preserving this information in government archives makes it accessible for current and future British Columbians.

In early 2022, CIRMO and RBCM renewed our Memorandum of Understanding (MOU) to March 31, 2027. Originally signed in 2015, the MOU recognizes the importance of ensuring physical records of historical value are preserved and made accessible to the citizens of British Columbia. Renewing this agreement emphasizes our ongoing partnership and mutual commitment to this shared goal.

Priority continues to be placed on the arrangement and description of court records, records of the Premier's Office, indigenous records, land records, and pre-1950 records and special media.

Approving Information Schedules

The IMA grants the CRO the authority to approve information schedules. In doing so, the CRO sets the policy on how records are managed, and how long they are retained.

About Information Schedules

Information schedules govern how records are organized and managed.

Government and broader public sector organizations use information schedules to ensure records are kept for as long as required, identify records of enduring value for preservation and ensure that others are routinely destroyed when they are no longer needed.

Information schedules are based on the types of records they apply to:

- » [Administrative Records Classification System \(ARCS\)](#)
- » [Operational Records Classification Systems \(ORCS\)](#)
- » [Special Schedules](#)

Ensuring Quality in Information Schedules

The CRO may approve an information schedule if they are satisfied that the “information schedule provides, with as much specificity as practicable, for the disposal of all information required to be disposed of by law and for the holding of all information required to be held by law.”

The CRO has established a rigorous and thorough process for the approval of information schedules. The standard review process provides CRO assurance that retention meets legal requirements and includes five key steps:

Figure 1: Information Schedule Approval Process



Ministry Program Area Review

In creating a new information schedule or amending an existing one, an approved developer or archivist works closely with the program area to understand the nature of the business and the records that are generated. The first step in the approval process is to ensure the eventual users of the information schedule understand and can apply it. This step also involves a review by Legal Services Branch to ensure records retentions are in accordance with any legislation that may apply to the program area's records.

Central Agency Review

Under the CRO, CIRMO is the Central Agency responsible for information schedules, information schedule standards, and maintenance of those standards. For more information, see the section on Defining and Identifying Historically Valuable Government Information of this report.

Public Consultation

Transparency and accountability are important to this government, and we know these values are also important to British Columbians. Whether it is health records, school records, budget documents, advice papers, adoption records, emails, or any other information that government creates and maintains, the people of BC have a right to have a say in how this information is managed over time.

All information schedules are posted for at least two weeks on the [CRO webpage of the BC government website](#). The public can be part of an ongoing decision-making process to help guide the management of government records. Any feedback is considered as part of an ongoing review process for information schedules.

Comments are assessed in the context of all other information received.

Information Management Advisory Committee

The penultimate stage in the information schedule approval process is review by the Information Management Advisory Committee (IMAC).

IMAC's primary responsibility is to review draft information schedules and provide a consistent, government-wide perspective on the appropriate identification, retention and final disposition of the information described in each schedule.

The Committee is composed of senior public officials with years of public service experience and expertise concerning one or more of the following areas:

- » The value of government information, e.g., fiscal, historical.
- » Government's legal obligations and risks with respect to that information.
- » Government's risk management and security requirements for information.
- » Government's information management and information technology strategies and goals.

The committee is chaired by the Executive Director, Government Records Service and includes members from Comptroller General, Legal Services Branch, Royal British Columbia Museum, and Risk Management Branch.

CRO Approval

Once all reviews and amendments are complete and the CRO is satisfied that the schedule can be approved under their mandate, the CRO approves the schedule, the program area is notified, and the schedule is published on the [Information Schedule website](#).

Increasing Number of Records Covered by an Information Schedule

Demand for new information schedules has increased significantly since the IMA came into force in 2016. The IMA provides clear direction on the crucial role information schedules play in the management of government information. The Act states:

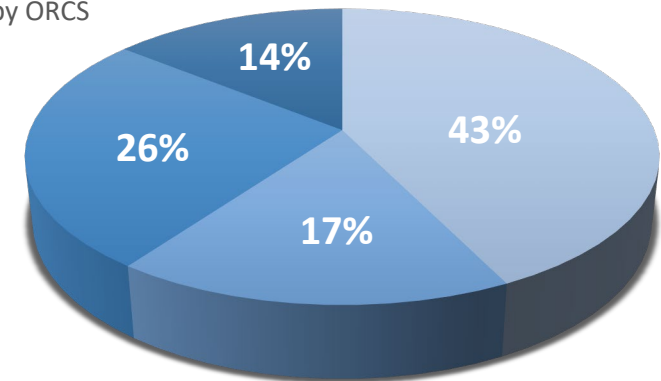
Government information to which an information schedule applies must be held, transferred, archived, or disposed of in accordance with the information schedule.

If no information schedule applies to government information, the government information must be held until the Chief Records Officer approves an information schedule applying to the government information or the Chief Records Officer approves the transfer, archiving, or disposal of the government information.

In 2021, CIRMO updated its assessment of the current state of information schedule coverage across government. They found that coverage varies widely by ministry (from 25% to 86% of branches within a ministry covered). Approximately 57% of government records overall are covered by an approved information schedule. In 2021, GRS continued to address records awaiting archival appraisal with 20,022 containers of records processed over the course of the year.

Government-wide Schedule Coverage by branch

- % requiring schedule development
- % covered by ARCS
- % covered by Executive Records Schedule
- % covered by ORCS



The CRO is committed to continuing to provide the operational and administrative support to increase the number of records covered by an approved information schedule, with the goal of coverage across all ministries in the next ten years.

Information Schedule Transformation Strategy

In 2020, Government Records Service (GRS) produced a future state roadmap for information schedules. The roadmap was developed through a series of workshops and research with stakeholders across the public service, including Government Records Officers, stakeholders within ministries, and GRS staff. It contains opportunities and suggested solutions for a different way of managing the information schedule review and development services, based on the needs expressed by stakeholders and the ideas they offered to help improve the services.

An ideal state for Information Schedule Development means:

All government functions and activities are covered by standard compliant, up-to-date information schedules;

Government makes the most efficient use of its schedule development resources;

All records of archival value are appraised and preserved;

CIRMO develops high quality services and products to support staff in the management of government records; and

CIRMO anticipates trends and new developments in information management and their impacts across government.

The future state roadmap identifies activities that will have the greatest impact on increasing schedule coverage across government.

Implementation of the roadmap began in fiscal year 2021/2022 with specific opportunities identified and to be incorporated by the end of fiscal year 2022/23. These activities include:

Government-wide schedules

- » Expand the Administrative Records Classification System (to begin in 2022/2023).
- » Create Common Operational Records Classification System (to begin in 2022/2023).
- » Move away from ministry-wide schedule development and significantly reduce the scope of individual development projects (completed in 2021/2022).

Client Collaboration, Partnerships and Education

- » Enable clients to begin conducting functional analysis and development of small scope information schedules themselves (completed in 2021/2022).
- » Authorize clients to complete administrative amendments completed in 2021/2022).
- » Support clients by creating training, toolkits, templates, procedures, and tips (completed in 2021/2022).
- » Enhance support by GRS to client developers (completed in 2021/2022).

- » Continue to track development progress on the shared project dashboard (completed in 2021/2022).
- » Rethink schedule development project management. Take a modified agile approach to project management for all schedule development projects (completed in 2021/2022).

Service Delivery Model

- » Provide ministries the ability to hire developers who are seated in GRS (completed in 2021/2022).
- » Complete the Corporate Supply Arrangement of pre-qualified developers (currently underway).
- » Continue to review tasks and roles to determine best areas for function (completed in 2021/2022).

Strategy for Schedule Coverage

- » Reach out proactively to targeted ministries to initiate appropriate development projects, using schedule analysis and providing costs of not having an approved schedule (currently underway).
- » Continue to approach ministries and collaborate with them to conduct risk assessment, identify gaps, and create strategy for full coverage for their ministry (currently underway).

- » Link branches with related functions and amend/develop together or consequentially (where one ORCS impacts another) (currently underway).
- » Report annually on percentage of branches covered by schedules (currently underway).
- » Ensure development projects do not exceed a defined size and scope (completed in 2021/2022).

Internal Procedures

- » Update policies and procedures (completed in 2021/2022).
- » Ensure developers have training in project management/agile methodologies (completed in 2021/2022).
- » Create an orientation and training manual and templates for developers (completed in 2021/2022).
- » Allocate administrative support to developers (completed in 2021/2022).
- » Work with IMAC on potential streamlining opportunities (completed in 2021/2022).



Schedules Approved in 2021/22

As per the MGIP, information schedules for ministries are developed by delegates of the Chief Records Officer. This responsibility is delegated to archivists on the Government Records Service team. [IMA bodies](#) typically develop their own schedules with archival appraisal conducted by GRS archivists.

The CRO approved and published the following information schedules in 2021/22:

- » Financial Services Regulations ORCS (New)
- » Data Integration and Analytic Services ORCS (New)
- » Transitory Information Special Schedule Amendment
- » Redundant Source Information Special Schedule Amendment
- » Income Taxation ORCS Amendment
- » Office of the Comptroller General ORCS Amendment
- » Phase I of the Security Programs Division ORCS Amendment



Managing the Digital Archives

The IMA requires the establishment of a digital archives to preserve and make available government's digital records of permanent value and assigns responsibility for managing, securing, and preserving the digital archives to the CRO.

About Digital Archives

A digital archive is a key component of the transition to digital provision of services to citizens, thereby increasing the accessibility and efficiency of government programs. A digital archive, otherwise known as a “trusted digital repository”, will address challenges relating to electronic degradation, obsolescence of hardware and software, and the risk of natural and human-caused disaster. It will ensure that our key documentary heritage is both preserved and made available to the public, in an accessible format, far into the future.

The digital archives will complement and coordinate with the Royal BC Museum's archives, which will continue to hold and make available the permanent physical archival records of the Government of British Columbia. Digital archives holdings will be available to citizens and researchers across BC, and around the world over the Internet.

Digital Archives Progress to Date

CIRMO is committed to establishing a digital archive. Work is underway to meet this commitment, and to implement a solution that meets client needs. Since the IMA came into force, and under the CRO's direction, CIRMO has been developing expertise and gathering information on the requirements for a successful digital archive. CIRMO has consulted with experts in leading jurisdictions and with internal stakeholders, including the Royal BC Museum.

The CRO and CIRMO continue to raise the need for a digital archive corporately. Planning for this project has included functional and technical requirements, an operating model, and cost estimates. In March 2022, the OCIO Digital Investment Office committed capital funding for the Digital Archives.

A robust, staged procurement process is underway, including a Request for Information issued in January 2022 and drafting a Request for Proposals that is expected to be issued in the coming months. This year, CIRMO will also focus on the policy and procedure framework to support the successful implementation of the digital archive.

Directive on Archiving Government Information

Section 13 (1) of the IMA states that “Government information in non-digital form must be digitized before it is archived.”

Presently, information that is scheduled for full or selective retention that is in physical form is transferred to the Royal BC Museum and Archives. Digital records remain in the custody of ministries until the new digital archive is established.

The [CRO Directive on Archiving Government Information \(CRO 01-2021\)](#) remains in effect until September 30, 2023. This directive provides clarity for ministries and bodies subject to the IMA on how to manage their records of permanent historical value, helping to ensure that these important records are preserved and safeguarded.



Examining, Evaluating and Reporting on the Management of Government Information

Facilitating Ministry Self-Assessments

As per Section 3 of the IMA, part of the mandate of the CRO is to examine, evaluate and report on the management of government information by government bodies and to make recommendations considered advisable.

Management of government information happens over four domains, including: Privacy; Records Management; Access to Information; and Information Protection. As there are numerous requirements across these domains, CIRMO maintains a framework of approximately 60 criteria in the four domains of information management (IM) against which, ministries' IM practices can be assessed.

The framework has been supplemented with supporting tools including a formal methodology, resources for developing and logging interviews, and templates to record and evaluate assessment results.

Additionally, CIRMO further supports facilitation of ministry assessments by delivering education to public servants through consultations, presentations, and workshops on how ministries can approach an assessment.





Looking Forward

A Message from the Chief Records Officer

This report has highlighted some of the key information management activities accomplished in the 2021/22 fiscal year. The initiatives completed this year built on prior years' work on the modernization of information management that commenced in 2016.

2022/23 will see the continuation of efforts already underway and the launching of new initiatives in support of my mandate as CRO.

I would like to extend my thanks to former CRO Kerry Pridmore, my colleagues, the CIRMO team, and our stakeholders for working together to write the story of information management in BC.

Yours truly,

A handwritten signature in black ink, appearing to read 'CLowe', with a long horizontal stroke extending to the right.

Charmaine Lowe

Chief Records Officer and ADM

Corporate Information and Records Management Office

Office of the Chief Information Officer

Ministry of Citizens' Services



Ministry of
Citizens' Services

