

Annual Report of the **Chief Records Officer** | **2020-21**



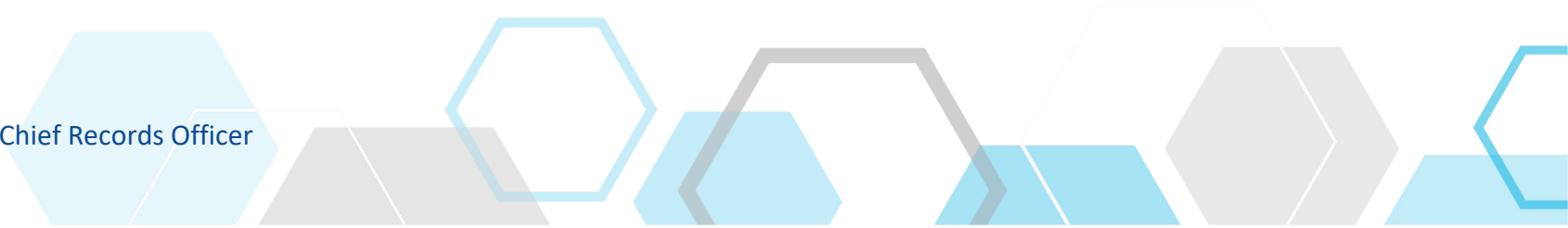
Ministry of
Citizens' Services



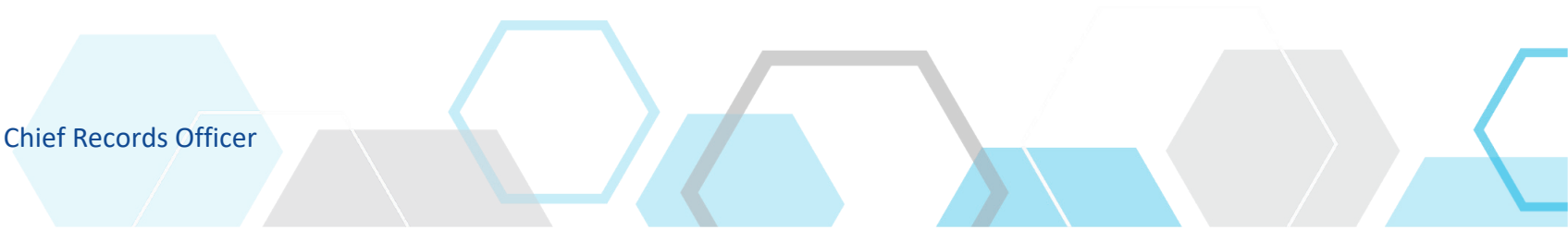


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Minister's Message

June 3, 2021

The Honourable Raj Chouhan

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



Dear Mr. Speaker,

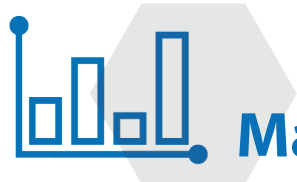
I am pleased to present to the Legislative Assembly of British Columbia a report of the Chief Records Officer for the 2020-21 fiscal year.

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,

Honourable Lisa Beare

Minister for Citizens' Services



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, Kerry Pridmore, was designated by the Minister on April 8, 2019.

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 2020-21 report represents the second 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. 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, IM117, and to retake it every 2 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 three mandatory courses for all public servants (along with Annual Review of Standards of Conduct and Oath of Employment and Diversity & Inclusion Essentials).

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

90% of government employees completed IM117 during the last refresh cycle

A refreshed course was delivered in 2019, building on the successes of the initial version of IM117, and retained familiar concepts, while introducing new material — including new content on the requirement to document government decisions, and an expanded information security section.

The course is being updated once again in 2021 and will be accompanied by extensive communications to ensure all employees take the course (or take the course again if they have been with the public service for more than two years). Key updates to the 2021 version will include a modern format, new interactive components and updated content.

Ministers, Deputy Ministers, Parliamentary Secretaries, political staff and many ministry senior executives 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

In 2020, Government Records Service (GRS) completed its two-year transformation to the content and delivery of records management training to the BC public service. The conventional approach to training delivery consisted of high-touch, in-person course offerings. While this approach is effective for participants, it had limited capacity and geographical reach.

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

Innovation

All records management training that was formerly offered through an in-person classroom format have been shifted to online eLearning modules hosted on a dedicated learning site. In addition, this modular approach means that employees can choose entire courses or specific modules on specific topics, and all available to learners 24/7 with no waitlists.

New content has been added and new topics covered. Organizational approaches to records management (RM) and resource toolkits were developed to augment use of EDRMS Content Manager and digital repositories.

Building on work started in 2019, there were 3 new courses released in 2020/21, comprised of 45 learning modules (topics). The courses released this year were Digital Recordkeeping (LAN, MS Teams, SharePoint), EDRMS Content Manager Implementation, and EDRMS Content Manager Disposition.

Growth

More than 4,000 learners enrolled in records-management specific learning, which represents 4 times the number of participants in the previous year. Several program areas across government decided to make records management-specific courses mandatory for their staff (in addition to IM117).

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

Quality

CIRMO's records management courses are consistently rated higher than 4.0/5.0, based on more than 500 course evaluations. We have heard that learners value the flexibility of the platform and the interactivity of the modules most.

The changes in training delivery meant that CIRMO was well positioned to continue effective delivery of the learning program throughout the COVID-19 pandemic.

Presence at Learning Events

CIRMO regularly takes advantage of opportunities to engage with public servants. In years where large gatherings are possible, CIRMO actively maintains a presence at ministry and government-wide events such as Managing in the BC Public Service and the Privacy & Security Conference. In 2020-21, CIRMO participated virtually in these and similar events.

Records Management Advice and Consulting

A significant portion of the CIRMO operations is devoted to consulting and advice related to government records management legislation, policy and best practices. In 2020, this client engagement function took many forms, including:

- » attending hundreds of one-on-one meetings with program areas to address their specific records management challenges such as: Local Area Network (LAN) reorganization, website and system decommissioning, digitization initiatives, the implementation of information schedules once approved, interpretation of policy, and records management strategic planning;
- » hosting a monthly online Records Management Community of Practice that is open to all government employees.

Government Records Service introduced a case management (ticketing) system in mid 2020 to track the volumes and types of requests for records management advice. In 2020/21, GRS responded to more than 6,500 separate requests for records management assistance.

This year GRS piloted an ORCS implementation toolkit with ministries. This toolkit is designed to assist ministries in implementing records management practices to support newly approved ORCS (Operational Records Classification System - a type of information schedule). See the section "Approving Information Schedules" later in this document for more information.

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.

In June 2020, GRS published a new 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 are tools to assist BC public servants in assessing 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.

Any ministry or organization within the BC public sector is able to explore and purchase a cloud solution, if that solution meets all business, privacy, security and system requirements. This includes information management requirements.

BC Government already uses some of the world's most common cloud products and services, including storage, communication tools and software. [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.

Records Management and COVID-19

In addition to providing records management advice on new tools that support remote working, Government Records Service provided advice on how to appropriately store and maintain pandemic-related records.

At the early stages of the COVID-19 pandemic in 2020, GRS received multiple inquiries from ministry clients seeking guidance on how best to classify and manage records arising from, and documenting, government actions and programs in response to the developing public health crisis. Concerns were also expressed about whether key records would be adequately identified and preserved.

GRS disseminated support and guidance through Employee News articles on the @Work site and a [Community of Practice web meeting](#) (broadcast date 2020-05-07). Immediate advice focused on making use of existing classifications in ARCS and ORCS to classify and schedule these records in accordance with ongoing RM practices.

Most high-level administrative records related to COVID-19 were likely to be found in selective retention (SR) categories, and thus eligible for eventual transfer to the government archives. Among such records are Executive, Committees, Occupational Health and Safety, and Emergency Incident Case files. Records Officers further expressed concern that creation of a special schedule could lead to confusion by offering multiple classification options that may be applicable to a single record.

GRS recommended that a new, special schedule for pandemic records was not required as the information is being appropriately retained under existing schedules. Administrative responses to the pandemic are well represented by ARCS classifications, including routine matters such as work-from-home arrangements, office cleaning and maintenance, and purchase or provision of safety equipment and personal protective equipment (PPE). Employee-specific records concerning schedule changes, medical accommodations, work-from-home check-ins, and the like are captured in branches' ongoing individual employee files. Should an unexpected gap arise, GRS will prioritize the development of the necessary information schedules.

Providing Clarity on IM Governance and Accountabilities

In June 2020, OCIO introduced a new [Managing Government Information Policy \(MGIP\)](#), which was developed in partnership between the Strategic Policy and Legislation and Government Records Service branches (both reporting to the Chief Records Officer).

The management of government information is a shared responsibility. The Managing Government Information Policy 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 valuable government information for current and future use by providing foundational support to ensure government information is properly managed, protected and made accessible throughout its lifecycle.

The Corporate Information and Records Management Office (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 widely used throughout government to manage both electronic and physical records. CIRMO's support includes: help desk support, system configuration, administration and on-boarding new clients to the system.

In 2020-21, CIRMO made considerable progress on its project to retire the Corporate Records Management System (CRMS) used for tracking physical records. Benefits of this project include:

- » 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. The CRMS Upgrade and Retirement Project is expected to be complete January 2022.

CIRMO is in the process of developing a records management technology roadmap. The roadmap will address legacy challenges with existing applications and identify options for the future. In 2020/21, options to update the Archives and Records Information System (ARIS) system were investigated. Work is expected to commence in 2021/22 to upgrade this key system used to manage off-site records and archival holdings, including the information scheduling process.

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 1M boxes of physical records, including records that must be maintained for decades for operational, legal, financial, or other purposes; and also records permanently retained by the government archives. In 2020-21, CIRMO updated several existing records storage contracts to ensure compliance with the latest privacy and security requirements.

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 which communicate the basis for choosing records for transfer to government archives (see 3 below);
- » 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 archivists, 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 2020/21, GRS made considerable progress in addressing a backlog of materials awaiting archival appraisal. 25,615 containers of records were processed, representing a 150% increase over the previous year.

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 (aka digitization). In April 2020, the CRO and Government Chief Information Officer (GCIO) jointly approved government’s [Digitizing Government Information Standard](#) which 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;
- » 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 is fundamentally changing how government manages its information. CIRMO’s corporate role in information management must support partners’ efforts to deal with increasing citizen expectations, exploding volume of information and new digital preservation requirements. We cannot do this work in isolation.

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 will share ministry specific approaches and how issues are being addressed. 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 the stabilization of our business areas’ IM 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 priority of IM initiatives that are: government IM strategic priorities; co-developed by multiple ministries; or led by one ministry that impact other ministries.

Stakeholder Engagement Plan

CIRMO continues to implement the stakeholder engagement plan created in 2019 with the following goals in mind:

- » Maximize collaboration across the Broader Public Service and within CIRMO.
- » Establishing clear roles and responsibilities across partner organizations.
- » Leverage government communications platforms to build CIRMO brand identity, advertise services and disseminate key messaging across the public service.
- » Survey client and partner spaces to ensure we maintain a user-centric approach to service delivery.

Royal BC Museum and Archives Relationship

In late 2020 the Ministry of Citizens' Services and the Royal BC Museum and Archives extended our Memorandum of Understanding (MOU) to March 31, 2022. 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. Extending this agreement emphasizes our on-going mutual commitment to this shared goal.

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

This year, priority was 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.

In 2020/21, government transferred 780 containers of records to BC Archives. RBCM arranged and described 2,141 containers of government records (including materials transferred in prior years) and answered more than 5,000 reference inquiries (in person and written) related to government records.

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, archivists in CIRMO work 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 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 developing information schedules, for creating information schedule standards and for ensuring schedules comply with those standards. For more information, see the section on defining and identifying historically valuable government information earlier in 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 have the opportunity to 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 chief 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 comprised of senior public officials with years of public service experience and expertise concerning one or more of the following areas:

- » The fiscal, historical and other values of government information.
- » 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 gives final approval to 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.

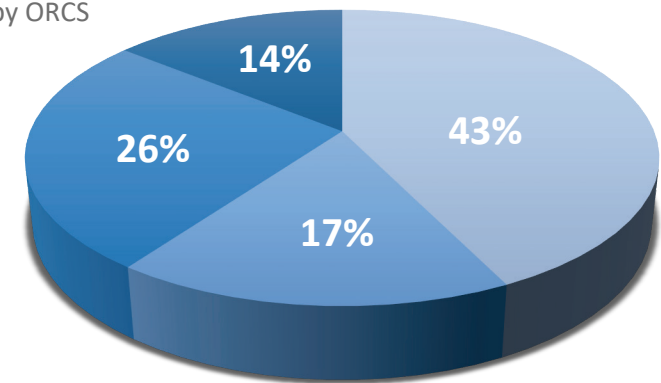
If no information schedule applies to government information, the government information must be held until the Chief Records Officer approves an information schedule applying to the government information, or the Chief Records Officer approves the transfer, archiving or disposal of the government information.

In 2020, 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.

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 eventual goal of 100% coverage across all ministries and program areas.

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 (GROs), 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 have 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.

Specific opportunities identified and planned for 2021/22 include:

Government-wide schedules

- » Expand the Administrative Records Classification System
- » Create Common Operational Records Classification System
- » Move away from ministry-wide schedule development and significantly reduce the scope of individual development projects

Client Collaboration, Partnerships and Education

- » Enable clients to begin conducting functional analysis and development of small scope information schedules themselves.
- » Authorize clients to complete administrative amendments.
- » Support clients by creating training, toolkits, templates, procedures, and tips.
- » Enhance support by GRS to client developers.
- » Establish a shared project dashboard to track development progress.
- » Rethink schedule development project management. Take a modified agile approach to project management for all schedule development projects.
- » Invest in project management (scrum) training and resources to ensure teams follow agile values, principles, processes, and practices.

Service Delivery Model

- » Review existing organizational structure of GRS to determine how to best position the role of information schedule development to provide developers with ability to focus on development and client engagement; while also allowing for career development, succession, and staff engagement.
- » Create schedule developer ministry portfolios.
- » Offer ministries the ability to hire short term auxiliaries - funding auxiliary who would be housed within GRS.
- » Provide ministries ability to hire developers who are seated in GRS.
- » Investigate possibility of a Corporate Supply Arrangement of pre-qualified developers.
- » Review tasks and roles to determine best areas for function.

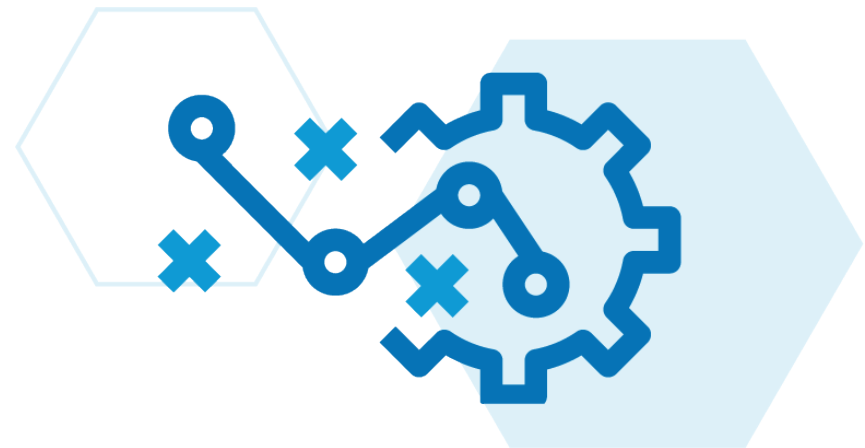
Strategy for Schedule Coverage

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

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

Internal Procedures

- » Update policies and procedures.
- » Ensure developers have training in project management/agile.
- » Create an orientation and training manual for developers, and templates.
- » Allocate administrative support to developers.
- » Check in with IMAC and CRO if any possible streamlining needed.
- » IMAC collaboration space for discussion and determine if there are opportunities for approval of some schedules outside of formal meetings.



Schedules Approved in 2020/21

The CRO approved and published the following information schedule in December 2020:

- » Information Technology Services ORCS

Schedules under Development in 2020/21

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 following ORCS were under development in 2020/21:

- » Office of the Comptroller General ORCS
- » Mines and Mineral Resources ORCS, Phase 1
- » Treasury Board Staff ORCS
- » Transportation Projects and Infrastructure Development ORCS
- » Transportation ORCS Phase II
- » Information Taxation ORCS amendment 2
- » Indigenous Relations and Reconciliation ORCS
- » Ministry of Forests ORCS
- » Security Programs ORCS
- » Provincial Treasury ORCS

In addition, GRS developed updates to the Transitory Information Schedule and the Redundant Source Records Schedule (now to be named the Redundant Source Information Schedule). These important, government-wide special schedules will be posted for public consultation and approved in 2021/22. Both schedules will be accompanied by user guides and updated training.



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 responsibly for managing, securing and preserving the digital archives to the CRO. Progress has been achieved in planning the implementation of the digital archives, which — once created — will make British Columbia a leading jurisdiction in preserving and providing access to its digital heritage.

About Digital Archives

The digital archives 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 archives, 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 archives. CIRMO has consulted with digital archives experts in other leading jurisdictions, including the United Kingdom, the Netherlands, Australia, and the United States. Additional consultations have occurred with internal stakeholders and archival repositories in Canada and British Columbia, including the Royal BC Museum.

The CRO and CIRMO continue to raise the need for a digital archives corporately. Key planning documents have been created in support of this project, including functional and technical requirements, an operating model and a preliminary cost estimate. In March 2019 the OCIO Digital Investment Office committed Capital Funding for Digital Archives. Approval of operating costs is in progress.



This year CIRMO focused on building a policy and procedure framework to support digital archives as it is implemented. Key work this fiscal year included:

- » Creating a Digital Archives Preservation Strategy
- » Creating a Digital Archives Acquisition and Ingest Strategy
- » Creating an inventory of digital records ready for transfer to the digital archives
- » Drafting a Digital Preservation Action Plan
- » Completing a Digital Preservation gap analysis
- » Acquiring and testing digital archiving technologies
- » Drafting a release-ready Digital Archives RFP

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. Until a digital archives is established, there is no corresponding custodian for archival records in digital form.

The CRO [Directive on Archiving Government Information \(CRO 02-2019\)](#) remained in effect through 2020/21.

For Government Information in Digital Form:

- (1) **Government information in digital form that is scheduled to be archived under an information schedule must be held by government bodies until further direction is issued by the Chief Records Officer on the timing of its transfer to the digital archives.**

For Government Information in Non-Digital Form:

- (2) **Government information in non-digital form that is scheduled and will be eligible for archiving on or before September 30, 2021, is exempted from the requirement in s.13 (1) of the Act for the information to be digitized before it is archived.**
- (3) **Government information that is exempted in (2), above, is approved for transfer to the museum archives of government, upon notification by the Corporate Information and Record Management Office that the information is eligible for archiving.**

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 safe-guarded.

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 activities I -- along with my team -- have accomplished as government's Chief Records Officer in the 2020/21 fiscal year. The initiatives we completed this year built on prior years' work on the modernization of information management that commenced in 2016.

2021/22 will see the continuation of efforts already underway and the launching of new initiatives in support of my mandate as CRO. I anticipate I will have more progress to report on governance, information schedule transformation and awareness of the work we do at the Corporate Records and Information Management Office.

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

Yours truly,

Kerry Pridmore

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

