

Records Management, Access & Privacy

Led by: City Clerk/Director of City Clerk's Office

Service Description

Records Management, Access & Privacy provides the framework and tools for the effective management, protection, preservation and release of records by the Corporation.

Service Updates

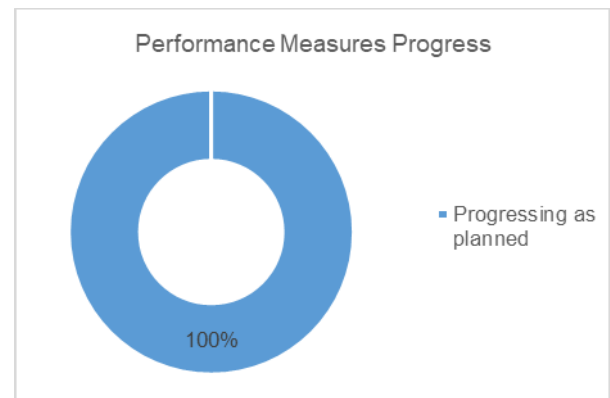
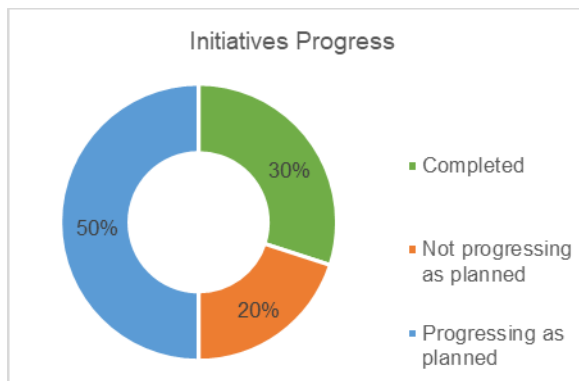
Key service results

The successful launch of the Corporate Records Management Administrative Policy clarified and simplified The City's expectations and requirements regarding the maintenance of records throughout their lifecycle to support good customer service and program delivery, financial accountability, and open and transparent government. The Administrative Policy has ensured that The City manages its information assets effectively and efficiently.

The implementation of the Protection of Privacy Administrative Policy including the Privacy Breach Response Protocol and the Privacy Impact Assessment (PIA) Standard has promoted trust and confidence in The City through openness and transparency. The establishment of an overarching policy demonstrates The City's commitment to earning and maintaining public trust by exceeding privacy requirements prescribed by the Freedom of Information and Protection of Privacy ("FOIP") Act and be transparent about The City's internal governance structures and privacy practices.

The PIA Standard is reinforcing The City's commitment to protect personal information by making security arrangements against risk of unauthorized access, collection, use, or destruction.

Progress summary



Risk(s) impacting the progress

Delays in Responding to Access to Information Requests



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

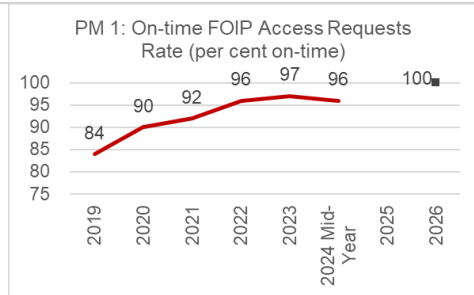
➔ Progressing as planned

⊖ Not progressing as planned

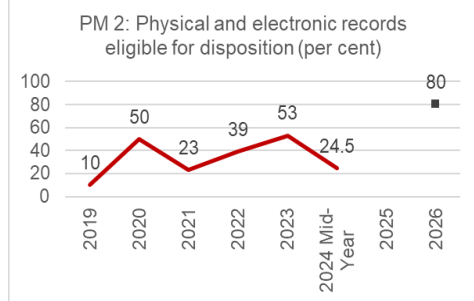
Performance Measures

Story behind the numbers

Status



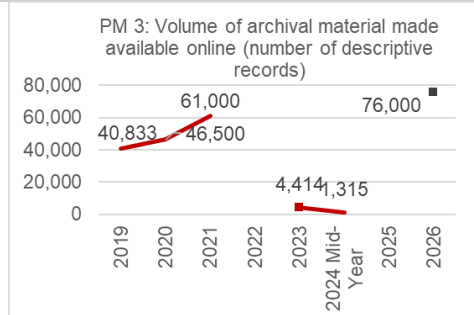
The increase in volume (14%), the complexity of access requests, and staff movements have impacted the capacity to process access requests; however, on-time rates have remained steady.



Records disposition continues to be on track to meet the expected future performance targets. Improved processes allow for greater rates of disposition of both electronic and physical records.



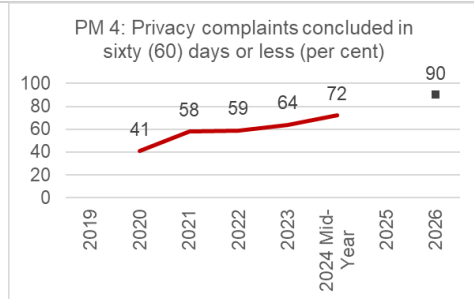
The year-end target in 2024 is 65%. Although the current percentage is behind the target, it is anticipated that targets will be met by year-end.



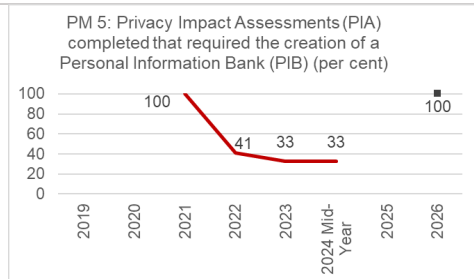
Efforts continue to increase the number of archival records available online.



There have been staffing gaps that will be addressed by August 2024 which will allow for anticipated targets to be reached. Currently 15% behind target.



The increase in volume (14%), the complexity of access requests, and staff movements have impacted the capacity to conclude privacy complaints; however, conclusion rates have remained steady.



Although there is not an increase in the creation of Personal Information Banks (PIBs), preparatory work is being undertaken to automate the PIA process to be more efficient and effective.



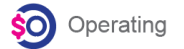


Progress on Service Delivery











PROGRESS STATUS



FUNDING TYPE



Initiative 1	Impact Area: City-wide	Funding Type:
Will foster openness, transparency and public trust through the effective and consistent management of City records through their lifecycle and an overarching Protection of Privacy Administration Policy.		
UPDATE 	Successfully implemented two corporate Administrative Policies: Corporate Records Management Policy and Protection of Privacy Policy. Streamlined the process for retention and destruction of records with the adoption of the Records Retention and Disposition Bylaw.	
Initiative 2	Impact Area: City-wide	Funding Type:
Demonstrate The City's commitment to earning and maintaining public trust by exceeding privacy requirements prescribed by Freedom of Information and Protection of Privacy legislation, and being transparent about The City's internal governance structures and privacy practices by developing and implementing the recommendations of the Privacy Program Strategic Plan.		
UPDATE 	Progress has been made on several Privacy Program Strategic Plan initiatives including the implementation of a revised Freedom of Information and Protection of Privacy (FOIP) delegation of authority, the launch of a new Privacy Impact Assessment (PIA) standard, and auto-generated PIA summaries.	
Initiative 3	Impact Area: City-wide	Funding Type:
Improve the public user experience by increasing access to archival records and maintaining that access to information for future generations through the launch a new archival collection management software system, ArchivEra.		
UPDATE 	ArchivEra was successfully launched in April 2023. Following the launch of the Archives online research portal, there is now an average of 2000 views/month and an increase in requests for copies of photographs.	
Initiative 4	Impact Area: City-wide	Funding Type:
Increase records and information disposition compliance by promoting an increased rate of submission and faster, simpler processing through changes designed to modernize and simplify the disposition process.		
UPDATE 	The implementation of new records management governance documents including a new bylaw, administrative policy, and two standards will allow for additional improvements to the disposition processes.	
Initiative 5	Impact Area: City-wide	Funding Type:
A centralized file management system will automate workflow and streamline processes to ensure effective and efficient resolution of access and privacy files.		

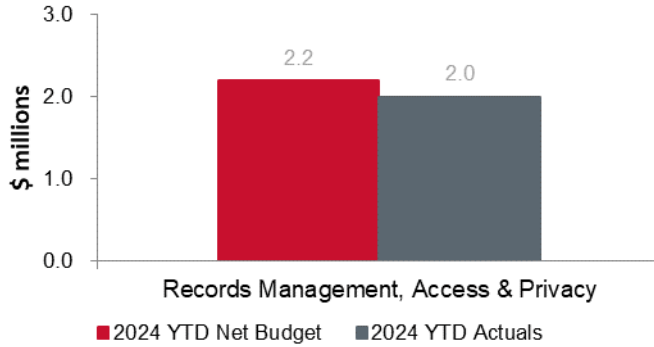
UPDATE 	Development of the centralized access and privacy file management system has commenced.	
Initiative 6	Impact Area: City-wide	Funding Type: 
The privacy management program will enable The City to identify weaknesses, strengthen good practices, demonstrate due diligence, and raise the protection of personal information above the minimum legislated requirements.		
UPDATE 	The implementation of the new Protection of Privacy Administrative Policy and the Privacy Breach Response Protocol will continue The City's commitment to the responsible handling of personal information and help to strengthen a culture of transparency and accountability.	
Initiative 7	Impact Area: City-wide	Funding Type: 
Assist with high-volume electronic records accessioning into The City of Calgary Archives by investigating technology solutions.		
UPDATE 	The City continues to explore options and best practices such as the ability to extract descriptive metadata and import the data into the archives management system to minimize data entry. The use of metadata and reporting has increased efficiency. Due to delays in Content Server implementation and a need to address privacy and access controls to archival records, this initiative has been delayed to 2026.	
Initiative 8	Impact Area: City-wide	Funding Type: 
Generation of a road map to prioritize digitization efforts and activities to ensure that preservation is approached in a methodical and prioritized manner by developing a long-term preservation strategy for corporate records, including the approval of a digital preservation framework will identify tools or software / storage costs.		
UPDATE 	The City continues to research other jurisdictions and best practices and expand its knowledge of long-term digital preservation to ensure the longevity of City information.	
Initiative 9	Impact Area: City-wide	Funding Type: 
Modernize the Content Server electronic records management software will allow for additional functionality of this enterprise solution to a vendor supported version, including a richer feature set and user interface which will improved the practice of information management at The City.		
UPDATE 	Upgrades to Content Server were completed in June 2024.	
Initiative 10	Impact Area: City-wide	Funding Type: 
Expand routine disclosure and proactive dissemination of City records.		
UPDATE	Limited progress has been made due to staffing capacity and increased volumes of access to information requests and Privacy Impact Assessments (PIAs). The newly created Corporate Privacy role will allow for the prioritization of PIAs and the expansion of The City's routine disclosure and proactive dissemination processes.	





Service Updates on Financial Performance

Net Operating Budget and Actuals as of June 30, 2024

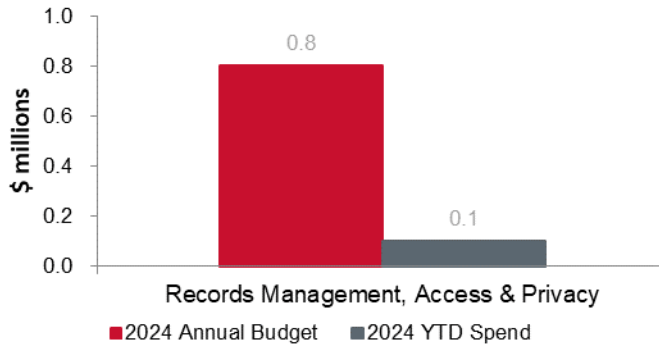


Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Records Management, Access & Privacy has a favourable operating variance of \$ 0.3 million. The main reasons that have contributed to the variance are a temporary reduction in contracted services spending and lower spending on communication services.

As of June 2024, Records Management, Access & Privacy has successfully implemented the Corporate Records Management Administrative Policy and the Protection of Privacy Administrative Policy including the Privacy Breach Response Protocol and the Privacy Impact Assessment (PIA) Standard.

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Records Management, Access & Privacy has spent 15.9 per cent of the 2024 approved capital budget.

In 2024, the capital expenditures have been primarily used to complete the modernization of the Content Server electronic records management software and progress the development of the centralized access and privacy file management system.