

## IM – Putting the Pieces Together (Conference Handout)

IM Discipline	Focus?	Why?	Value Added?	When/How?
Business Unit	Getting the job done	GOA and dept. business plans	Need accurate, timely, relevant, cost effective, accessible and secure information to meet program needs.	IM coordination and planning role; identified IM issues
Access	Records in custody or control	FOIP Act Part 1 compliance	Create records with FOIP in mind; consider who might request access; routine disclosure; readiness to respond	Advice tied to privacy work and request response
Privacy	Personal information	FOIP Act Part 2 compliance	Is a PIA needed? Does FHU adequately collect, use, disclose, manage and protect personal information?	JIT advice during program/form design and beyond
Security	Information assets	GOA and Dept policy compliance	What threats/risks re FHU information and the manner/media re storage/use? Ensure integrity of the info and protect it from loss	JIT advice during program/form design and beyond
Records Mgmt	Recorded information	Gov Org Act/ Records Mgmt Regulation compliance	Database development; organization and mgmt of info in all media over life cycle to retention/disposition; shared drive mgmt; etc.	JIT advice during program/form design and beyond; RIM Strategy
Library (Ext Info)	Catalogued information	Research tools and skills	Externally available info re LIRA mgmt or FHU-type programs; stakeholder documents and websites; dissemination of FHU info via GOA or other libraries	Respond to Q's; anticipate needs and skills (RIM Strategy)
Archives	Information of archival value	Historical Resources Act compliance	What is the archival value of FHU info, or creation of FHU program, to citizens of AB in the future? How to preserve info.	During records scheduling process
Business Continuity	Essential/vital information	GOA BCP compliance	Identification of essential/vital info; how soon needed; impact of not being available; how best to protect	As part of BCP processes and RIM Strategy
Forms Mgmt	Application information	Design tools and skills	Review of all data elements for necessity; language for clarity; work flow; notices of collection; consent; visual identity; etc.	JIT advice during program/form design (and beyond)

Communications/Web Design	Public information	GOA Web Standards compliance	Who needs to access FHU info; how can info best be presented/managed in the web environment; potential for electronic service delivery; etc.	JIT advice during program/form design (and beyond)
Knowledge Mgmt	Information leading to knowledge	Best practices	Areas of vulnerability; best knowledge transfer methods for FHU area; leverage info by sharing with staff/clients and stakeholders; continued learning and continuous improvement	Incorporating feedback based on staff or client experience
IT	Data and tools	GOA ICT Strategic Plan compliance	Opportunities for storage, accessibility or processing efficiency or effectiveness gains using existing or new hardware, software or applications?	JIT advice during program/form design (and beyond)
HR	Employee information	HR Strategic Plan compliance	Do FHU staff have the skills/training necessary to maximize their use of IT tools and to fulfill their IM roles?	Recruitment, performance mgmt and as part of RIM Strategy