

IM – Putting the Pieces Together

Handouts

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Outline/agenda

1. Why FHU?
2. FHU Program background
3. IM elements/analysis
4. GOA IM Framework
5. Lessons learned
6. Questions/advice?

1. Why FHU as a case study?

- FHU = Financial Hardship Unlocking
- A good IM case study because:
 - New program
 - Relatively small and simple
 - Impacts individual Albertans
 - Involves external stakeholders
 - Of interest to GOA departments
 - Premier's Award of Excellence

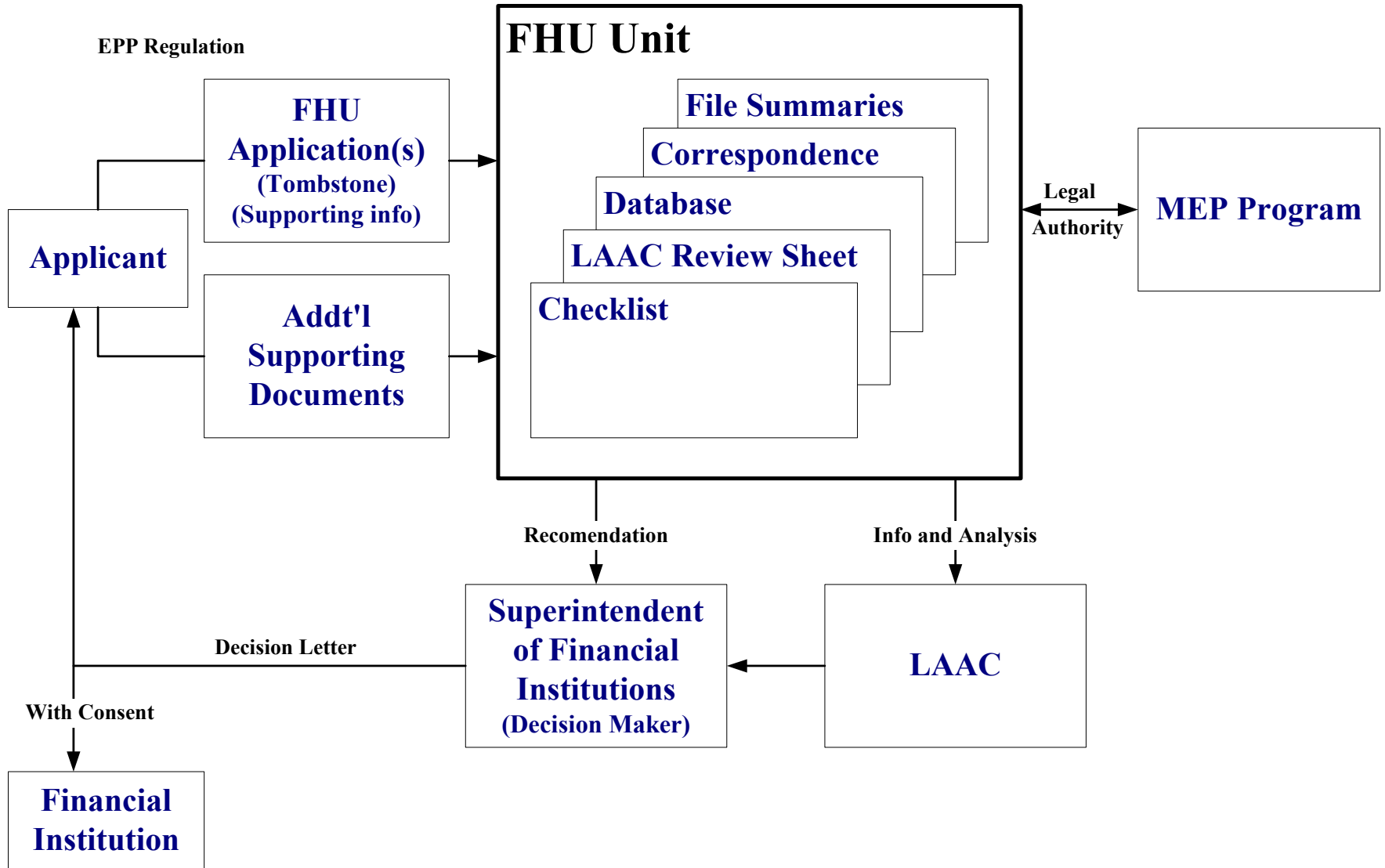
2. FHU Program background

- Traditional business
- Individuals wanted to access their money in LIRA accounts – answer always “No”
- New FHU Program developed and implemented in less than 2 months

FHU Program background

- How the program works
 - LIRA accounts
 - Seven specific reasons for unlocking – decision made by Supt.
 - Reason 8 is “other” – evaluated by LAAC, which recommends to Supt.

FHU Information Flows



FHU Program background

- Premier's Award of Excellence
2004 Bronze recipient
 - Speed, quality, existing resources, responsiveness, accessible and easy
 - Developed with IM input so achievements reflect that contribution

IM contributors to FHU success

- Accessibility of program info
- Usability, or quality, of info
- Coordinated info flows
- Security, integrity and continuity
- Legislation, policies and other IM rules considered from the start

3. IM elements

- Business Unit Mgmt
- Access
- Privacy
- Security
- Records Management
- Library (External Info)
- Archives
- Business Continuity Planning
- Forms Management
- Communications
- Web Design
- Knowledge Management
- IT
- HR

Why contact IM?

- New to “personal information”
- Compliance with whatever legislation and rules were out there – didn’t know what they were
- Profile of FOIP/Records offices
- Communications and IT

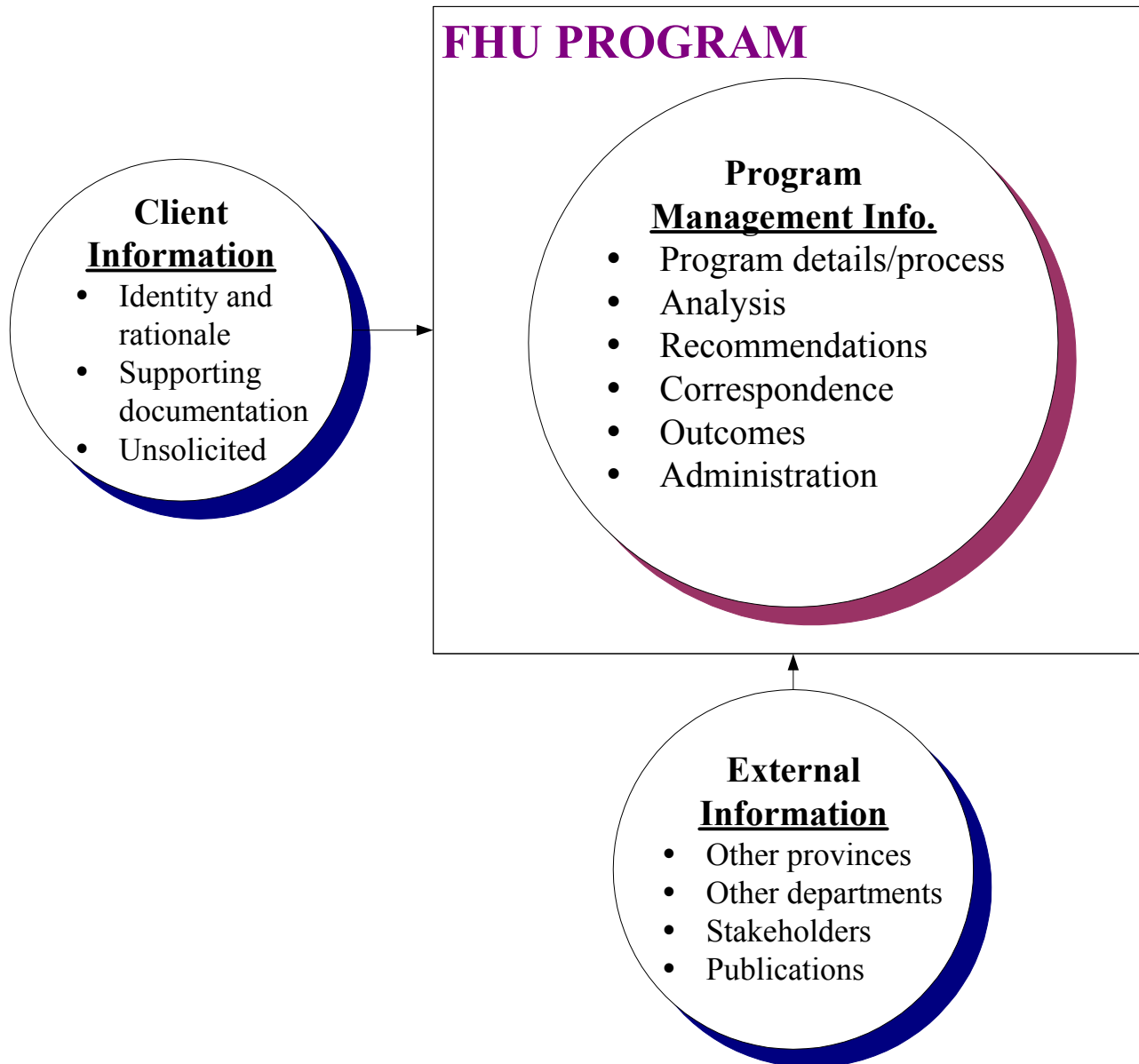
Why contact IM?

- Compliance with:
 - FOIP Act Part 1
 - FOIP Act Part 2
 - GOA and Dept security policy
 - GOA/Record Mgmt Reg
 - Historical Resources Act
 - GOA BCP policy
 - GOA Web standards
- And... to add value to program and benefit the client!

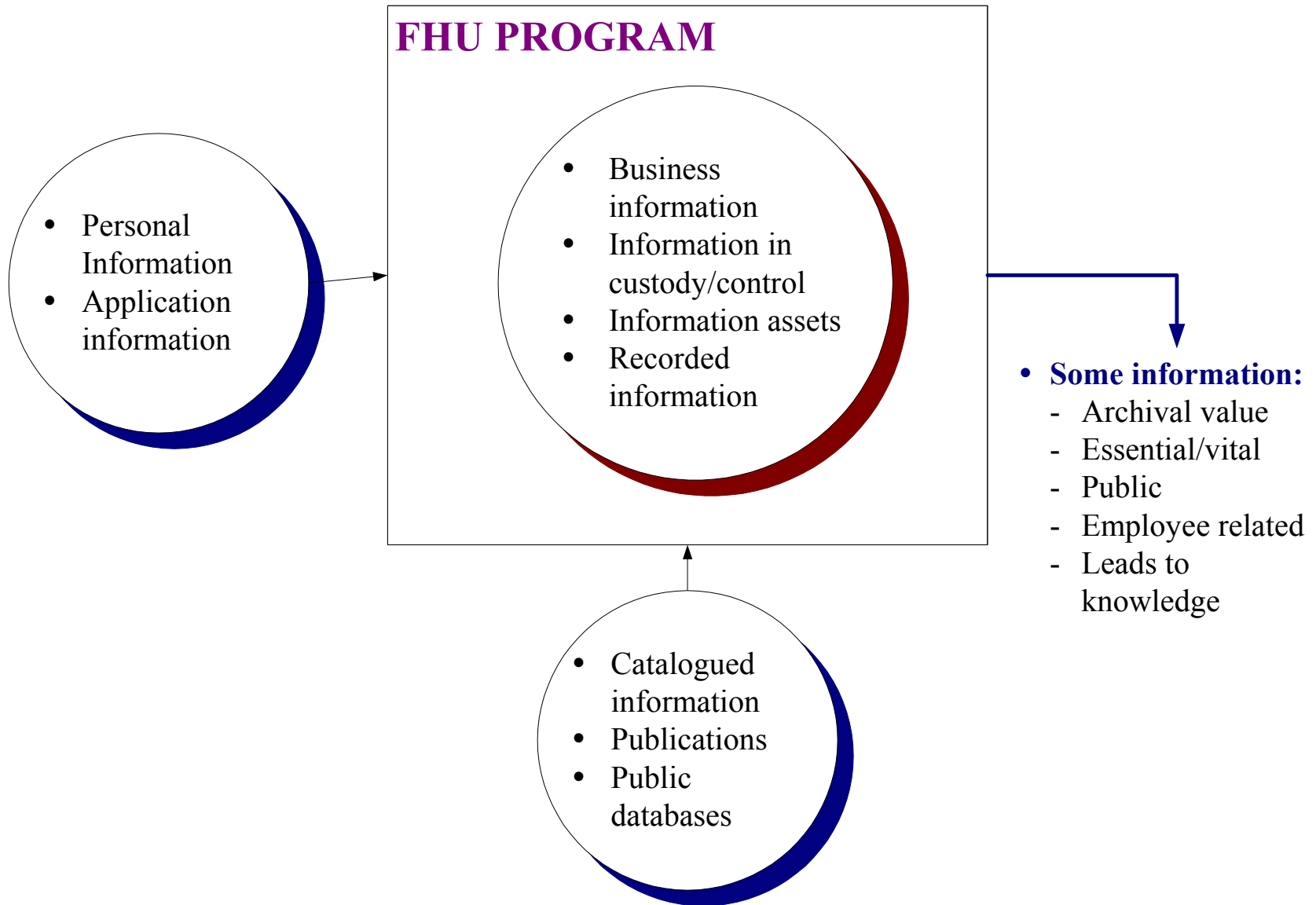
Who to contact?

- FOIP Office
 - Privacy
 - Access
 - Security
 - Forms design
- Records Management
 - Records and library services
 - Archives
 - Business continuity
- Communications
 - IT
 - Web design
- Corporate Technology Services (IT)
- Human Resources

Information of Interest to B.U.



Information of Interest to IM



Different language

- Records
- Information
- Data
- Official
- Transitory
- FOIP
- PIAs
- PIBs
- FIPs
- PCR_s
- PRC_s
- PIPA
- IPC
- ACSC
- HTML
- BCP

When to contact?

- Project inception
- Design and development
- Implementation and operations
- Program analysis and review

IM elements

- Who was the contact?
- What perspective or value added service did they provide?
- When and how did they contribute?
- What was their focus?

In progress

- Protection of vital/essential records
- Records schedule development
- HR re skills and training
- Information sharing within GOA
- Continuous improvement cycles

Missing (from IM & BU)

- Shared drive/email mgmt
- Forms design
- External info/research skills
- Additional web issues
- KM considerations
- IM analysis and planning role

4. GOA IM Framework

- 6 principles/18 directives re
 - Accessibility
 - Usability
 - Accountability
 - Integrated approach
 - Planned and coordinated approach
 - Optimize the value of information assets

Contribution of IM elements

- Some directives (e.g. access stds/practices) have multiple IM elements contributing
- Some (e.g. identify and recover vital records as part of BCPs) have a few
- Others (e.g. leverage info across GOA) don't have any

Contribution of the BU

- Key to achieving almost all directives
- BU staff, BU dollars, BU information
- Supported at times by IM
- Required to comply with IM policies and practices

Information planning/analysis

- Detailed analysis by each IM element
- Broad planning/analysis missing re:
 - Usability
 - Planned and coordinated approach
 - Optimize the value

5. IM lessons learned

- Better sharing of info across IM areas
- Better coordination of IM activities
- Better IM skills/role re info analysis and planning
- Better education of BU re IM role/value
- Better timing of IM activities in process
- Better recognition of BU role in achieving IM Framework directives

Sharing of information

- BU provided the same basic information about the FHU program, process, timing multiple times to the different IM areas
- SFI – capture information of interest to all areas and then share across IM disciplines

Coordination of IM activities

- BU had 1:many interactions w/ IM areas
- IM areas focus on their own perspective
- IM advice is potentially contradictory
- SFI – IM Issue Mgr

Information analysis/planning

- BU doing in context of ongoing operations; broad IM views not considered
- Collection for now and the future; use (program, dept and GOA); fit with IM strategies or directions; etc.
- SFI – IM needs to develop new skill sets

BU education

- BU needs to know who to call, when to call and why
- SFI – promote “IM Issue Manager” rather than the details

Timing of IM involvement

- Earlier the better!
- Adds most value to the BU
- Enables IM disciplines to coordinate and exchange information and get their job done
- Examples re FHU experience?

Role of BU in IM

- BU has a key IM role
- IM Framework cannot be achieved without BU buy-in
- IM objectives, plans and strategies have to be meaningful and have a return at the BU level