

Records Management, Access & Privacy

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

Description

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

Value and benefits

Records Management, Access & Privacy ensures that The City of Calgary is able to manage, protect, preserve and access its records to meet operational, legal and financial requirements, and support an open and transparent government. It builds trust with Calgarians by ensuring a balance between the public's right to know and an individual's right to privacy. Managing records improves the accessibility of information to support the effective running of The City. Preserving records ensures availability for future generations of Calgarians.

Customers

- Business Unit Records Coordinators
- City Administration
- Analysts and leaders looking to innovate or change processes
- Applicants and affected individuals under Freedom of Information and Protection of Privacy (FOIP) Act
- Archival researchers
- Media

What we deliver

This service develops and maintains the framework and governance for the records management program and provides advice and training about records management. We acquire, preserve and provide access to The City's archival records and maintain corporate memory by providing historic context. We disclose records to requestors, investigate privacy breaches, and evaluate privacy impact assessments.

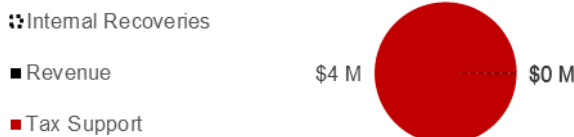
Partners

Information Technology; Corporate Security; Business unit records and information specialists; Freedom of Information and Protection of Privacy (FOIP) Program Administrators in all business units; Law; Customer Service & Communications; Facilities Management; Corporate Analytics & Innovation; Glenbow Museum; Calgary Public Library.

406	Information access requests - 2021
910	Archival research requests - 2021
137	Privacy Impact Assessments - 2021
21	Per cent eligible records disposed - 2021

Records Management, Access and Privacy

2022 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)*



* Gross operating budget may include internal recoveries that are also included in other services' gross operating cost.

Note: Internal recoveries is how The City accounts for the costs of goods or services between services

Key assets

N/A

What we have heard & what we are watching

What we have heard

Calgarians have reported their opinion that The City does not publish enough information routinely or proactively. Citizens have suggested that being able to rely on the expertise of City staff in matters of privacy, records, and information access is particularly important.

For the majority of employees polled, privacy is a consideration in their role at least 'often' and nearly all are confident they are reasonably protecting personal information. Half have taken the available Freedom of Information and Protection of Privacy (FOIP) Act online training. Employees also reported that further increasing all employees' awareness of privacy and information responsibilities is needed.

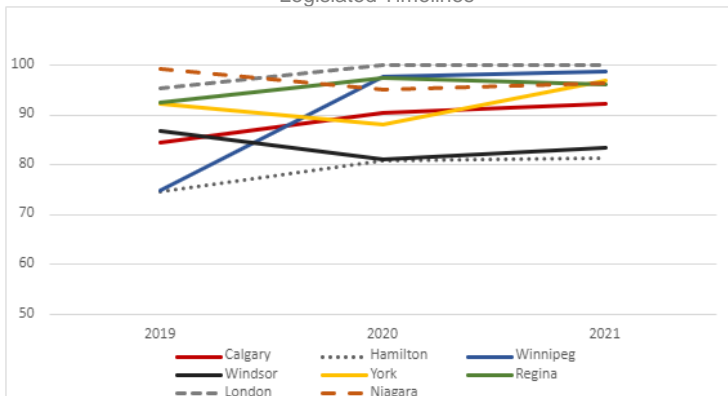
What Council has directed

Modernizing Government: Through routine disclosure and access to information, The City will listen, share timely information and promote meaningful opportunities for Calgarians to participate in their government. In so doing, we can start to change the way city government functions and enhance transparency. Our Information Management Services team will achieve faster and better services for Calgarians by reviewing policies and processes and identifying innovative improvements. **Deliver the right services:** The Archives will provide quality services and programs that Calgarians care about, continuing to build a customer service culture that puts people first.

What we are watching

Leading privacy practices are evolving and The City needs to mature its privacy management program in order to not be left behind in the face of increasing public expectations of the protection of personal information. Increasing use of technology around the organization to provide programs and services will require that privacy is a consideration in service delivery. Public expectations of open and transparent government will increase the number access to information requests and will put a focus on the privacy management program. We anticipate a further increase in the electronic records generated by the organization. Increasing public interest in archival records and its potential impacts on ease of access to the information emphasizes The City's responsibility to preserve and maintain access to information for future generations. Insufficient response to these expectations poses reputational and legal risks.

Percent of Formal Freedom of Information Requests Completed Within Legislated Timelines



MBNCanada

Comparing our service

Calgary's service delivery has experienced an improvement from 2019 to 2021 in comparison to other municipalities. The number of formal Freedom of Information (FOI) requests, extensions and 3rd party notices, that have gone through the FOI process, and handled within the legislated timelines applicable to the municipality. The variety and complexity of these requests will impact the timelines associated with administering this program.

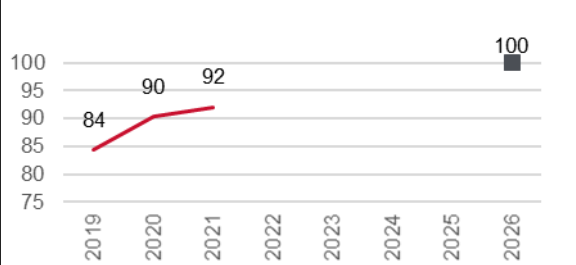
Measuring performance & where we want to go

For Council Approval

— Actuals ■ Expected Future Performance

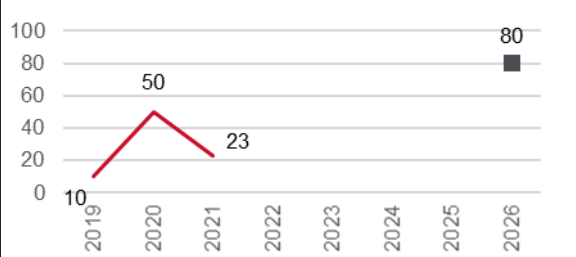
Story behind the curve

PM1: On-time FOIP Access Requests Rate (per cent on-time)



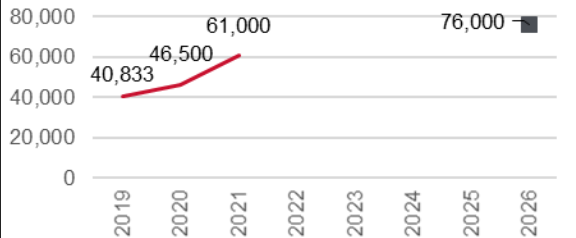
Information Access Request on-time rate (Percentage of FOIP access requests received in the calendar year that were completed within the legislated timelines). Progress has been made compared to 2019 levels and improvement remains steady.

PM2: Physical and electronic records eligible for disposition (per cent)



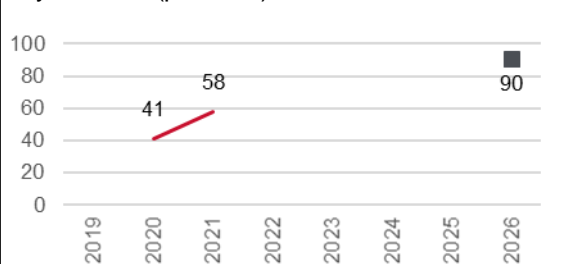
This performance measure tracks eligible records for disposition in our records management system where the disposition process was completed each year (per cent). It compares a snapshot of records eligible for disposition to the number of records processed for disposition 365 days later. New processes that were adopted in 2021 are expected to allow for greater rates of disposition of both electronic and physical records in the coming years.

PM3: Volume of archival material made available online (number of descriptive records)



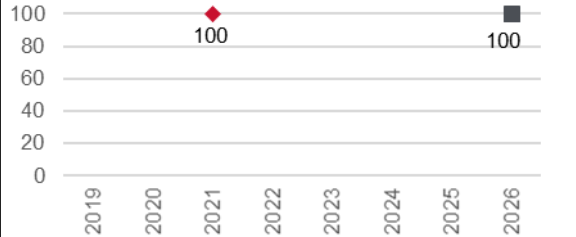
Over the 2023-2026 period, the Calgary Archives plans to increase the number of archival materials available online. Descriptions of physical records and digital objects will be made searchable.

PM4: Privacy complaints concluded in sixty (60) days or less (per cent)



This measure includes privacy complaints received and concluded within the calendar year that were closed in sixty (60) days or less. Changes in emphasis and process make completing of 90% of privacy complaints being concluded within 60 days a realistic target. A portion of the complaints are expected to be complex and involve several business units, these will likely extend past the 60-day timeframe.

PM5: Privacy Impact Assessments (PIA) completed that required the creation of a Personal Information Bank (PIB) (per cent)



Registration and publication of The City's Personal Information Banks was identified as a priority as part of the Privacy Management Program Framework. This measure will reflect only PIBs that were identified through the PIA process since the start of 2021 and were added to the Personal Information Registry.

What we plan to do

Result for 2023-2026

We will continue to provide the framework and tools for the effective management, protection, preservation and release of records by the Corporation.

How we are going to get there

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.

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.

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.

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.

A centralized file management system will automate workflow and streamline processes to ensure effective and efficient resolution of access and privacy files.

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.

Assist with high-volume electronic records accessioning into The City of Calgary Archives by investigating technology solutions.

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.

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 improve the practice of information management at The City.

Expand routine disclosure and proactive dissemination of City records.

Operating budget needed to achieve results

For Council Approval

Breakdown of net operating budget (\$000s)

	2023		2024		2025		2026	
	Base	One-time	Base	One-time	Base	One-time	Base	One-time
Previous Year's Net Budget	4,335	-	4,358	-	4,395	-	4,425	-
Previously approved One-time budget		-		-		-		-
2022 One-time carry forward		-		-		-		-
Revenue Changes	-	-	-	-	-	-	-	-
Internal Recoveries Changes	-	-	-	-	-	-	-	-
Inflation	23	-	22	-	30	-	25	-
Operating Impact of Previously Approved Capital	-	-	-	-	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	15	-	-	-	-	-
Service Reductions	-	-	-	-	-	-	-	-
Service Increases	-	-	-	-	-	-	-	-
Total net budget*	4,358	-	4,395	-	4,425	-	4,450	-

* The previous year's One-Time Budget is not carried forward to the following year.

Total Operating Budget (\$000s) for Approval

	2022 Budget	2023			2024			2025			2026		
	At April 30	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditures	4,475	4,366	-	4,366	4,403	-	4,403	4,433	-	4,433	4,458	-	4,458
Recoveries	(5)	(5)	-	(5)	(5)	-	(5)	(5)	-	(5)	(5)	-	(5)
Revenue	(3)	(3)	-	(3)	(3)	-	(3)	(3)	-	(3)	(3)	-	(3)
Net	4,467	4,358	-	4,358	4,395	-	4,395	4,425	-	4,425	4,450	-	4,450
Base	4,335												
One-time	132												

Note: Figures may not add up due to rounding

Capital budget needed to deliver service

For Council Approval

Activity	Investment Name	2023 Request (\$000s)	2024 Request (\$000s)	2025 Request (\$000s)	2026 Request (\$000s)	2027+ Request (\$000s)	Total Request (\$000s)
Annual Investment Program(s)							
		-	-	-	-	-	-
Program(s)							
		-	-	-	-	-	-
Projects(s)							
481003	FOIP File Management	600	-	-	-	-	600
Sub-Total (New Budget Requests)		600	-	-	-	-	600
Previously Approved Budget Remaining		-	-	-	-	-	-
Total Capital Investment		600	-	-	-	-	600

Explanation of capital budget requests

Projects(s)

Activity 481003: FOIP File Management

File management system for Access requests. Replace obsolete provincial software. Expected to be cheaper than the proposed provincial replacement. Reliable tracking of and reporting about access requests is an important part of the effective release of records by the Corporation.

Funding From: Pay-As-You-Go (\$600 thousand)

Contributing Services: None

Operating Impact: This request requires \$15 thousand base funding of operating costs starting in 2024.