

Information Management in the Ontario Public Service

Managing Government Information

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Ministry of Government Services

Government of Ontario



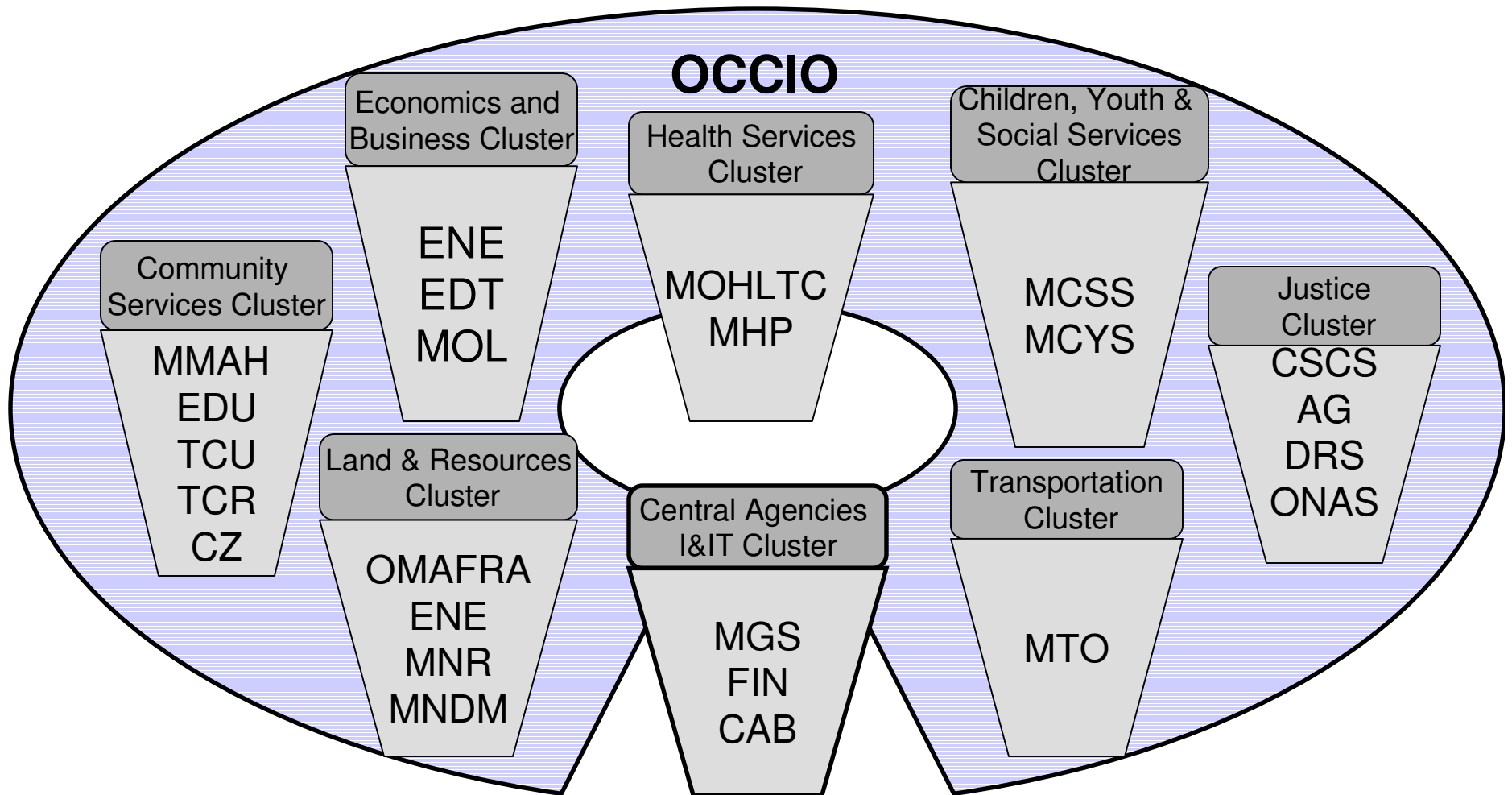
Outline

- Why The Focus on IM?
- Current State
- Intended State
- What Are We Doing To Get There?

Why the Focus on IM

- Openness, Transparency, Accountability
- Privacy
- Better Service Integration
- Better Policy Analysis and Decision Making
- Lack of Coordinated Expertise
- Past focus on IT
 - ✂ Recognition of a need to focus on IM to realize the investment in IT
 - e.g. Document Management, Service Integration
- Increase in IT tools ⑤ better information management
- I&IT Horizontal Review

How I&IT is Organized



Current State

- What are the IM Challenges?
- Where is IM at in a number of areas across OPS?

Current State (2)

- RIM
- Electronic Records
- Information Architecture
- Access to Information Holdings
- Privacy
- IM Disciplines
- Security
- Governance

RIM

- Reduction in IM capacity over last 10-15 years
- Capacity and practices de-emphasized
- Gaps in the public record
- R/DMS VoR
 - ✂ Need to do preparatory work
 - ✂ Uneven understanding of requirements across Ministries regarding implementation issues
- Documentation metadata
- Scheduling
- Corporate File Classification and File Plans

Electronic Records

- Need to manage the electronic records that we already have
- Respond to best evidence needs
- Retention and Archiving issues
- Inter-jurisdictional information sharing issues
- Prepare for move to electronic records as the official record

Information Architecture

- Information not being managed as a ***corporate*** asset
 - ✂ Standards (Centre & Clusters)
 - Need further work on alignment
 - Metadata
 - ✂ Information Architecture Governance
 - Currently at Centre and in *some* Clusters but not all
 - Implementation of standards
 - Data model documentation

Access to Information Holdings

- Access Strategy
- Information Registries and Repositories
- Directory of Records

Privacy

- Challenges
 - ✂ Staff capacity / FOI
- Privacy Management / Training
- Support and advice to large projects
- Privacy Impact Assessments
- Structural change in government
- Policy / legislative issues

IM Disciplines

- Need
 - ✂ Better collaboration
 - ✂ Integrated advice & support
- Need better integration of disciplines/activities:
 - ✂ Information and Enterprise Architecture, Access and Privacy, Intellectual Property, Security, Information Science (Libraries, RIM), Archival Science, Information Technology, Metadata, Privacy, etc.

IM Governance

- Needs to
 - ✂ Be formally established
 - ✂ Respond to various IM disciplines
 - ✂ Respond to Enterprise / Ministry / Cluster requirements
 - ✂ Guide Enterprise IM priorities and implementation

Intended State

- Multiple end states: defined by Ministry business priorities
- Enterprise capacity
 - ✂ Demonstrate responsibility for stewardship of public resources and information
 - ✂ Enable one-enterprise approach to IM
 - ✂ Information search and retrieval
 - ✂ Service delivery and integration
 - ✂ Consistency in practice across Ministries, Clusters & IM Disciplines
 - ✂ Support decision making
 - ✂ Enable horizontal policy-making
 - ✂ Ability to engage inter-jurisdictional operations
 - ✂ Preserve the public record
 - ✂ Engage citizens through routine access to relevant information
- Improved statutory compliance
- Better ability to respond to legal obligations
- Electronic record

What are we doing to get there?

- Develop Enterprise Leadership
 - ✂ IM Leads, IM Executive Champions, IM Governance, CIPO
 - ✂ OPS Engagement / Communications
- Build Capacity
 - ✂ Integration of IM Disciplines
 - Better advice to staff; lateral connections; cross-discipline communications
 - ✂ Integration of Training
 - ✂ Recruitment; Academic Partnerships

What are we doing to get there? (2)

- Modernizing Tools & Supports
 - ✂ Enhanced Directory of Records
 - ✂ IM Framework, IMRR, IM Planning
 - ✂ Standards (metadata, data quality, reliability, accessibility)
 - ✂ R/DMS VoR (File Classification, Document Metadata)
 - ✂ Access Strategy
 - ✂ Integrated support and advice for IM
- Cornerstone Privacy
 - ✂ Privacy Action Plan

Contact

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