

IM Aware

Content Management

Thanks for tuning in.
The Live Event will begin shortly!

Ask questions using the Q&A function.

Your microphone is automatically muted.

Your camera will not be in use.

Turn your audio up to ensure you can hear the presenter.



Director Update



IM Aware March 2024

Dan Arnold, Acting Executive Director
Enterprise Content Management Branch
Data and Content Management Division



Forms Team Updates

- Due to challenges with PDF forms, we are looking into replacement options for Adobe.
- Currently in validation testing for Drupal (External), and Power Pages/Power Apps.
- Results will be completed this month.

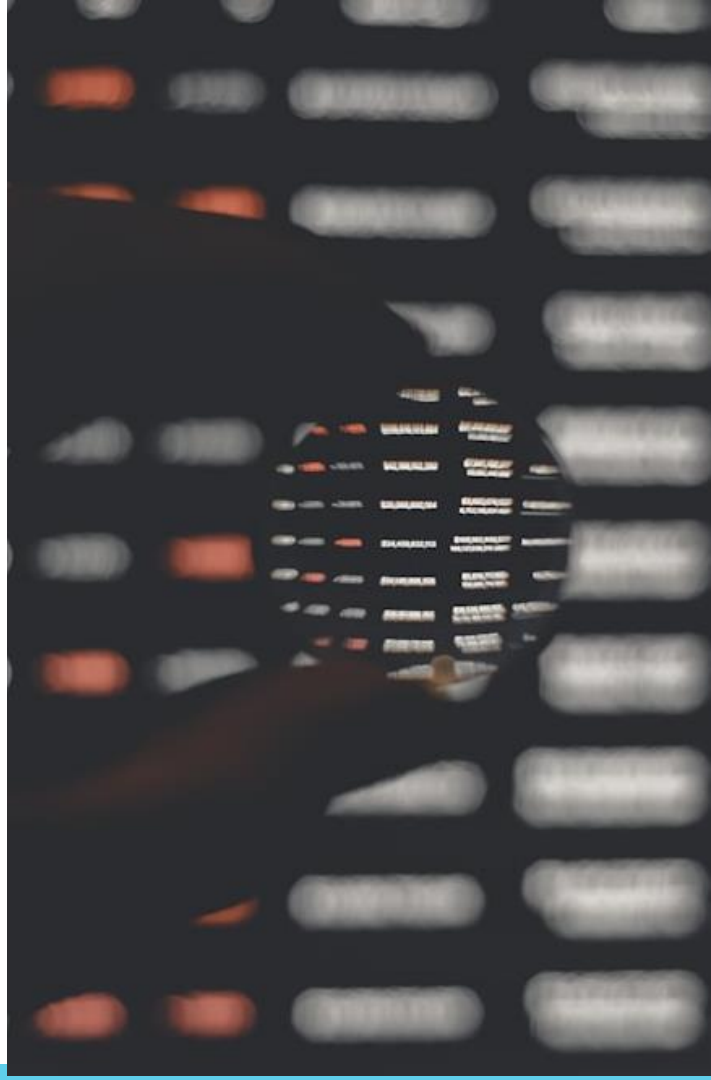


eDiscovery

- eDiscovery plays a vital role in supporting litigations in the GoA.
- Currently
 - 133 open cases
 - 8 in active collection
 - 12 active cases
 - 2 in the last month
 - 345 different holds being managed in M365

Content Inventory System

- We have kicked off the development of a system to manage Content Inventories.
- Currently Content Inventories are stored on spreadsheets and are difficult to analyze and update across units.
- The new system will include specific searches, reporting, and linkages to other tracking systems.



APRIL IS RIM MONTH



Thanks

All photos from <https://unsplash.com/>

Alberta

Content Management Initiative (CMI)

Content Inventory Project



March 12, 2024

Presented by Nina Leonardis

Information Management Programs

Enterprise Content Management Branch

Alberta

Agenda

Content
Management
Initiative Overview

Content Inventory
Project
What is it?

Content Inventory
Benefits

Content Inventory
Activities

Content Inventory
Timeline

Evolution of
Project

CMI: Transforming Record-Keeping Practices

Modern function-based cross-GoA retention schedules

Applied to all content regardless of where it resides

In-place records management in M365

Self-service records classification

Migration of active content into SharePoint Online

Benefits of CMI



Improved findability and usability of records

Find records that you have access to anywhere in M365 using the powerful search of M365



Single records repository

Management of records in place through their lifecycle



Fewer and easier to use retention schedules

Plain language, fewer schedules, fewer retention periods

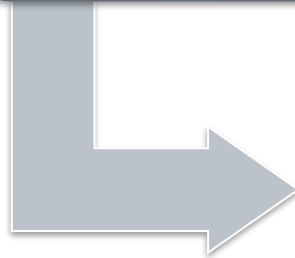
What Are We Building

Content Inventories



- Understanding of what processes produce what content

Classification
(Functions
and Activities)



- Ensure there are groupings for all content

Lifecycle
(Retention
Schedules)

- Ensure all content has a “Clock”

What is a Content Inventory?

- A content inventory documents:
 - What a business area does (work processes);
 - What content a business area generates (e.g. documents, data, images);
 - Where the content is stored;
 - Characteristics of the content; and
 - Requirements for managing the content throughout its lifecycle.

Content Inventory Benefits



Directed FOIP/Litigation Requests



Clarity around who can make decisions about content



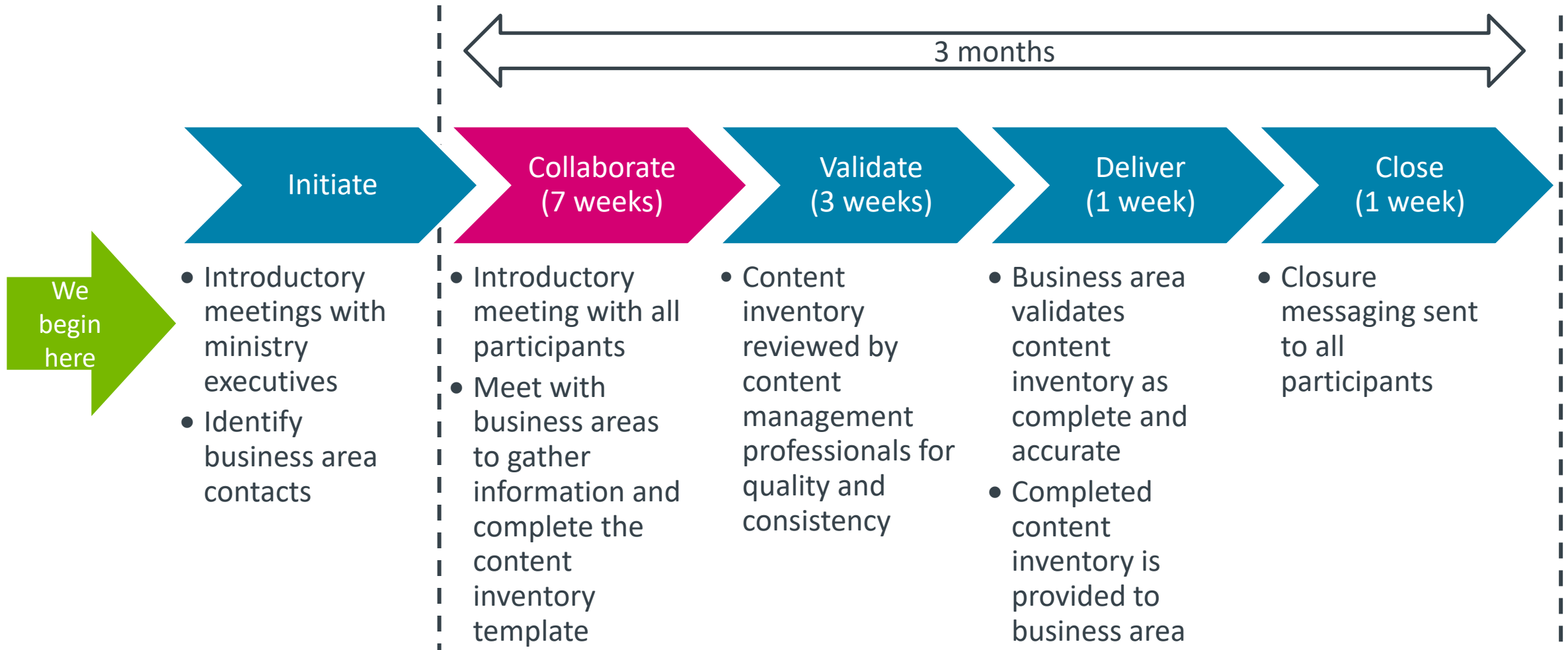
Better understanding of what information is available to make informed decisions




SPO Enables:

Litigation searches and holds
Automatic Lifecycle management
Enterprise wide – access-based search

Content Inventory Process & Timeline



Content Inventory Accomplishments



CI Project team of 12 have completed 553 of 934 CIs
Raising the level of IM awareness across the GoA
Business, IM and IT professionals are using CI data across projects
Ensuring that our client's important activities and invaluable records are reflected in a modern and efficient government-wide records classification and disposition scheme
Introducing business units to the concept that information has value and needs to be managed not just stored, content is evidence of what they do and the importance of their process
Once there is a good grasp of the content inventory project from business, there is usually an excitement to provide all the support required to create a content inventory.

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Content Inventory Project Challenges



Setting project expectations to business area staff at all levels



The 7-week collaboration phase deadline



Keeping to the scope of the project – balancing project deliverables with overwhelming need of IM support and guidance



Getting cooperation and buy in from business



Competing priorities and reorganizations



Current state of retention and disposition schedules across GoA are difficult for business to grasp

From Project to Service – Next Steps

Evolution

- CI Service development is underway
- CI System development is underway
- CIs will be maintained and continually updated in the Content Management Branch

Thank you!

Alberta 

Functional Classification Taxonomy (FCT)



March 12, 2024

Presented by Carla Inkster and Caitlin Coady

Content Management Operations
Enterprise Content Management Branch

Alberta

Agenda



Overview of the FCT



Using the FCT



Q&A



Subject-based Classification



Categories records by
topic/subject



Multiple classification and
retention schedules for
similar records



Separate classifications for
health policy, environmental
policy, etc.



Functional Classification



Categorized records by function/activity



Classifies based on purpose and activities that they support



All policy development records classified together

Benefits of Functional Classification

- ❖ Consistency Over Time
- ❖ Long-Lasting Structure
- ❖ Adaptability to Organizational Changes
- ❖ Ease of Retrieval and Disposal
- ❖ Aligns the GoA with ISO15489



Foundational Concepts

Functional Classification

- A classification system that organizes records based on functions of an organization
- Arranges records according to the activities required to carry out functions

Functional Classification Scheme

- Represents the hierarchy of an organizations functions and activities
- Independent of organizational structure
- Defines categories under which records are classified

Functionally Classifying

- Assigning records to specific functional categories

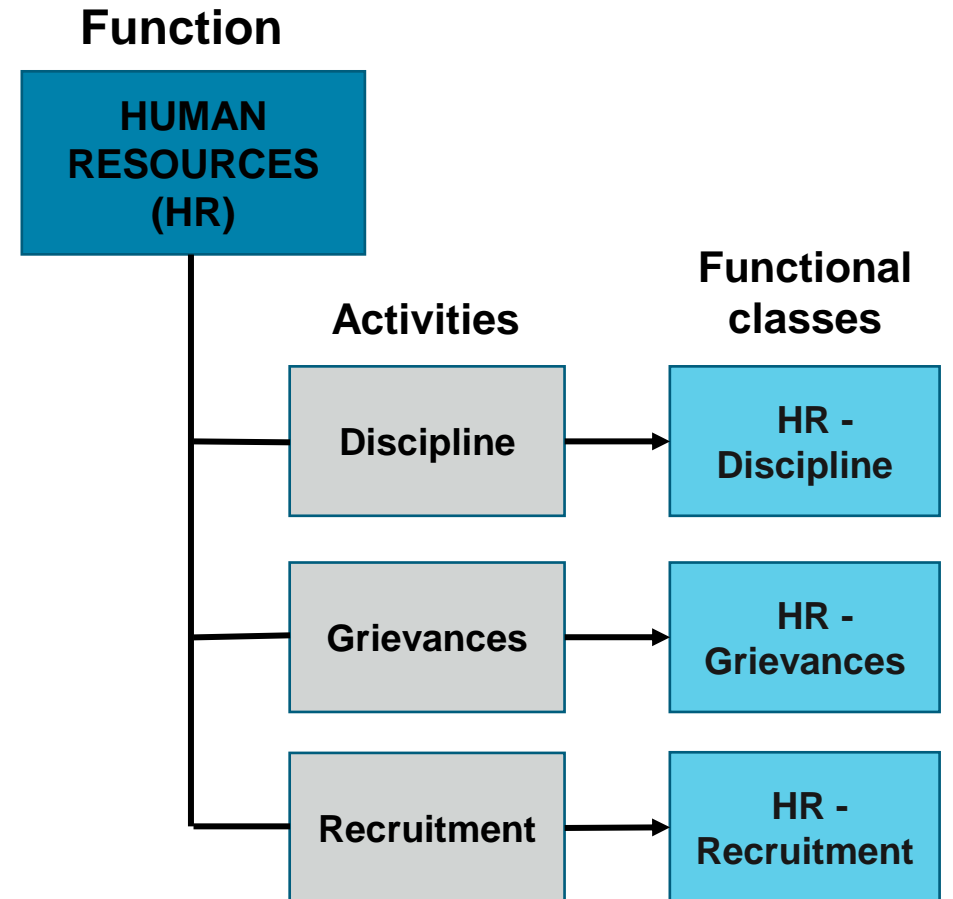
What is the FCT?

GoA-wide functional classification scheme

Focus on business activities, not subject or organizational unit

Two-level hierarchy of functions (top) and activities (bottom)

Unique 'compound' categories (functional classes)

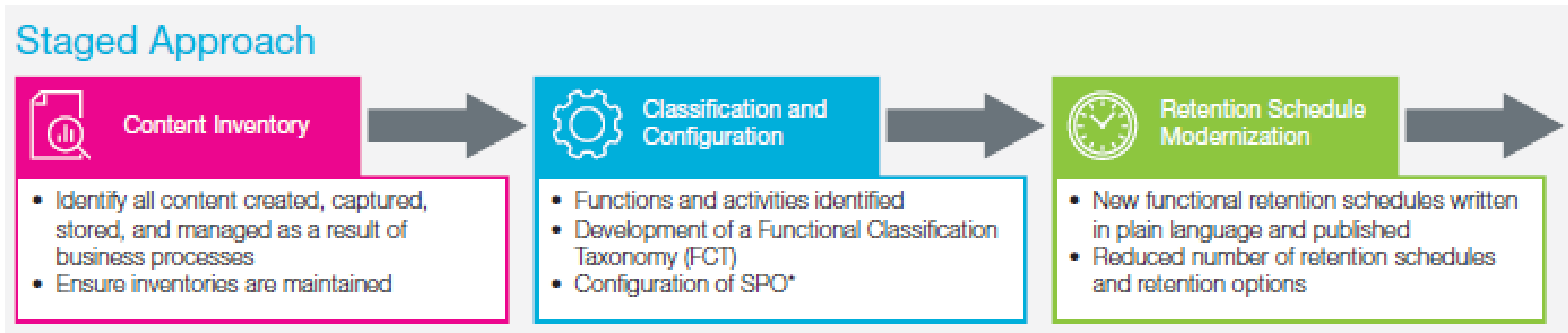


FCT and other GoA Initiatives

Establishes a standardized approach to functionally classifying

Integral to the success of current GoA initiatives, including the M365 program, Data Strategy, and the Content Management Initiative (CMI)

Connected to two other IM projects under the CMI:



FCT Development

















FCT development started in June 2020 and the first iteration was completed in September 2023

Existing functions and their corresponding activities may change as content inventories and functional schedules are completed

FCT will be updated to align with approved functional schedules where required due to differing final disposition or closure criteria

Users may need to reclassify due to changes

Functions

 ASSET MANAGEMENT (AM)	 COMMUNICATIONS (COMM)	 ECONOMY, TRADE, AND TOURISM (ETT)	 EDUCATION AND LEARNING (EL)
 FINANCE (FIN)	 GOVERNANCE (GOV)	 HEALTH (HE)	 HUMAN RESOURCES (HR)
 INFORMATION MANAGEMENT AND TECHNOLOGY (IMT)	 JUSTICE (JU)	 LAW ENFORCEMENT (LE)	 LEGAL SERVICES (LS)
 MONITORING AND COMPLIANCE (MC)	 PUBLIC SUPPORTS AND BENEFITS (PSB)	 REGISTRIES (REG)	 RISK MANAGEMENT (RM)

Current FCT

- Asset Management
- Communications
- Economy, Trade, and Tourism
- Education and Learning
- Finance
- Governance
- Health
- Human Resources
- Information Management and Technology
- Justice
- Law Enforcement
- Legal Services
- Monitoring and Compliance
- Public Supports and Benefits
- Registries
- Risk Management



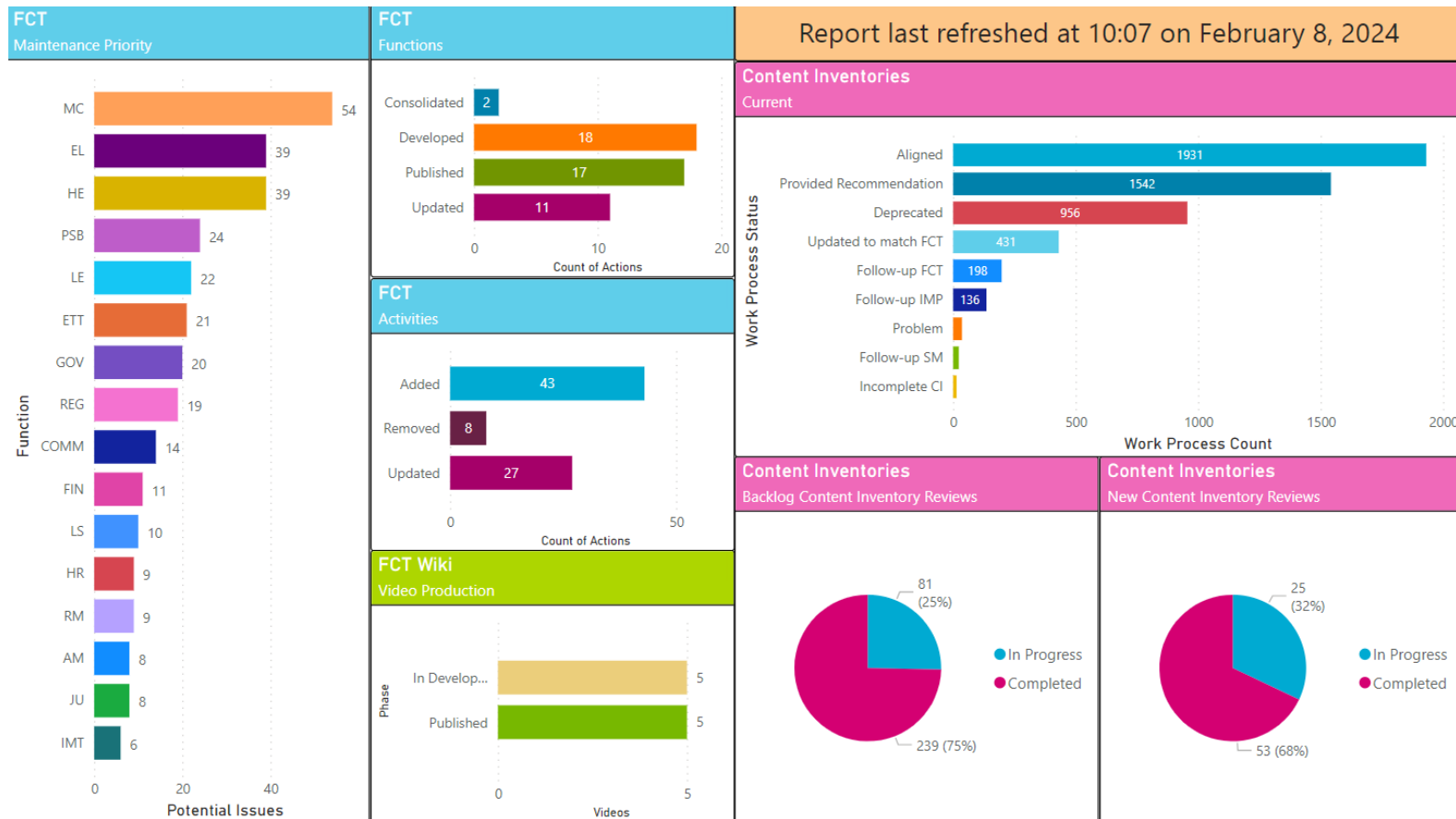
FCT...what's next

Maintenance of the Functional Classification Taxonomy Guideline

- Iterative process triggered by specific events
- Ensures the FCT meets business areas' needs and includes their processes and language
- Facilitates retention and disposition

No function is complete, until all functions are complete

FCT Reporting



Recent FCT Updates

First maintenance update completed



Consolidation of “Operations” and
“Strategic” splits



Need to wait for approved functional
schedules



FCT Resources

Additional
guidance and
advice through
BERNIE

FCT
Maintenance
Updates page

FCT-specific
informational
and upcoming
training videos

FCT wiki

Using the FCT

- Organizing and finding content by business activities
- GoA-wide consistency
- In SharePoint Online:
 - Automating retention (as much as possible)
 - Tagging, filtering, and searching for content

For questions regarding the FCT:
Requests for advice and guidance can be submitted using the [Content Management Advisory Service](#) RITM - select General Advice (other)

For more information on the FCT and FCT-specific informational/training videos:
See the [Functional Classification Taxonomy \(FCT\) - FAQ](#)

For the latest maintenance updates and the most current version of the FCT:
See the [FCT Maintenance Updates](#) page and the [Functional Classification Taxonomy \(FCT\) wiki](#)

For information or questions regarding the CI or SM projects:
See the [CMI](#) SPO site



Schedule Modernization Changes

Wanda Benning, Manager, Schedule Modernization
Garth Clarke, Manager, Compliance
Content Management Operations
March 12, 2024



Alberta Records Management Committee

- The ARMC
 - Approves records retention and disposition schedules.
 - Provides direction and oversight on records management programs across the Government of Alberta.
 - Approves and/or endorses submitted IMT policy instruments.
 - Ensures compliance with the Records Management Regulation.

Changes Coming to the ARMC

- ADM IMT/ARMC Committee has been changed and ARMC will be a stand-alone committee again.
- New Chair for ARMC: Kim Wieringa, ADM, Data and Content Management Division.
- Vice-chair will be the ED of Enterprise Content Management Branch.

Changes to the Secretariat

- The new ARMC Secretary is Sherri Bower, Director, Content Management Operations.
- Scheduling (legacy/functional) processes are now the responsibility of Content Management Operations.
- Wanda Benning is the Manager, Schedule Coordination Office.

Role of the Schedule Coordination Office

- Responsible for:
 - Legislative analysis;
 - Schedule development and maintenance;
 - Coordination with:
 - Provincial Archives
 - Information Management Programs
 - Functional Classification Taxonomy
 - Cybersecurity
 - Privacy, and
 - ARMC Secretarial support.

What is a Schedule?

A Records Retention and Disposition Schedule (Schedule)

- provides the legal authority to dispose of records under the control of a government organization.

Schedules describe the records and specify:

- how long a record must be kept;
- where a record must be kept (onsite or offsite);
- the format in which the record must be stored (electronic or paper);
and
- the final disposition (preserve or destroy) at the end of the record life cycle.

A schedule is applied once the record is closed.

Where we fit...

Content Inventories (CIs)

- All content created, captured, stored, and managed by department program area staff is identified.
- Provides the information about how a business area fulfills its mandate.

Functional Classification Taxonomy (FCT)

- The content inventory informs identification of business functions and activities, which are used to create the Functional Classification Taxonomy (FCT) that will be used to classify content in M365.

Schedule Modernization (SM)

- New functional retention schedules are written in plain language and aligned with classification functions and activities.
- Schedule Coordination Office

Legacy Schedules

- Program specific
 - May require transfer, sharing or splitting after re-org
- Based on organizational structure
 - Usually reflects the way a business area files
- 866 approved schedules
 - Almost 15,000 items
 - Not all are in use

Modern Schedules

- Government-wide
 - Future-proofed against re-orgs
- Based on the functional classes found in government
 - established through mandate or policy
- Less than 25 schedules required
 - consistent management of information across departments

Scheduling Processes

- Maintenance of legacy schedules:
 - Amendments;
 - Unscheduled records; and
 - Cancellation of unused schedule items.
- Schedule Modernization: new functional schedules.
- ARMAC is the final review stage for all new schedules and major amendments.

2023-2024 Project Plan

- Two functional schedules ready for ARMC approval:
 - Finance, and
 - Human Resources (in review)

2024-2025 Project Plan

- Eight functional schedules to be developed for ARMC approval:
 - Governance* (in progress);
 - Communications;
 - Information Management and Technology;
 - Assets Management;
 - Public Supports and Benefits;
 - Economy, Trade and Tourism;
 - Risk Management; and
 - Registries.

Questions?



IM Aware

Content Management

Thanks for tuning in.

To join our mailing list email:

GoA.InformationManagement@gov.ab.ca

