CITY OF **VANCOUVER**

ADMINISTRATIVE REPORT

Report Date:	May 25, 2005
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Meeting Date:	June 14, 2005

TO: Vancouver City Council

FROM: City Clerk

SUBJECT: Corporate Records Standards Project

RECOMMENDATION

THAT Council approve $146,600 of additional funding for the Corporate Records Standards Project; funding available within the 2005 Operating Budget.

CITY MANAGER'S COMMENTS

The City Manager RECOMMENDS approval of the foregoing.

COUNCIL POLICY

Expenditures of funds from the Contingency Reserve must be approved by Council.

PURPOSE

At its November 18, 2003 Regular meeting, Council approved a project to inventory and classify all corporate records holdings at a cost of $530,000. The report before Council at that meeting identified unknown variables in this project that would be clarified during the data collection phase.

This report seeks the provision of $146,600 to the Corporate Records Standard Project (CRSP) for completion of this project.

BACKGROUND

On November 18, 2003, Council approved an 18-24 month project to inventory and classify all corporate records. This project falls under the jurisdiction of the City Clerk, who is responsible for the Corporate Records and Information Management program. In early 2004 the project was renamed the Corporate Records Standard Project (CRSP) to better convey the project's intent to produce not only an inventory of records, but also the final product, a corporate classification standard for managing those records.

The following phases identified in the 2003 Council report will be completed by the end of 2005:

- City-wide records inventory;
- Classification structure (VanRIMS) with supporting database;
- New retention rules;
- New draft by-law and policy and procedure framework;
- Training program; and
- Departmental implementation strategies.

The first phase of the project, the City-wide inventory, was completed in November 2004. This phase had been estimated to take 12 months, but was completed in 8 months at approximately 66% of estimated cost (see Financial Implications section below). In total, project staff completed inventory forms for approximately 3500 types of records across the City. This inventory information is available in database form.

The data collected during the inventory process was analyzed and incorporated into a new classification and scheduling system — VanRIMS (Vancouver Records and Information Management Standard). VanRIMS, at its most basic level, is a corporate-wide integrated file plan and records retention schedule, similar to the file plan/records schedule systems used extensively by other local and provincial governments.

The analysis of the inventory work and subsequent development has made VanRIMS a highly sophisticated tool serving a number of City business purposes. It serves not only as a register for personal information banks, security levels, essential records, and legal citations for required retention, but also as a means of providing a comprehensive overview of the City's business processes and functions. It also forms the basis of a standard network directory structure. Ultimately, VanRIMS is the records management backbone of any corporate electronic record and document management system (ERDM).

A new records management by-law has been drafted and will be presented to Council in the near future. The accompanying policy and procedure framework also has been drafted, with the policy ready for review and required procedures identified and prioritized.

Training materials will be ready to use as part of hard copy implementation. These course materials and training products will form the basis of ongoing records management training offered through CityLearn.

Tools to assist with hard copy implementation also have been developed, including a file management tool, a departmental filing procedures template, file equipment guidelines, and a departmental implementation plan template. All research related to the proposed network

implementation component of the project has been completed, and network implementation methodologies are ready for testing.

DISCUSSION

The priority requirement for the Corporate Records Standards Project was to develop a records management classification system (VanRIMS) that can effectively manage networked documents and easily fit into ERDM software. Experience and data collected during the inventory and implementation pilots guided the development of VanRIMS and showed that a multi-tool product was necessary to cope with the variability of organizational readiness, current records-keeping capabilities, and change management requirements in departments. It was also necessary to build a database to manage the contents of VanRIMS and establish a platform that can integrate with existing document management applications. The result is that VanRIMS is a superior product fulfilling a range of corporate needs.

Intensive efforts are underway to review VanRIMS with departments. This departmental review stage is scheduled to be completed by mid-July 2005 and will involve key records creators and managers in each department.

Following review, project staff will work with departmental representatives to implement the system for each department's hard copy records, a process involving the conversion or linkage of the department's hard copy filing systems to the new VanRIMS classifications. Implementation will provide a "road test" for VanRIMS and will be used to resolve any remaining issues with the classification structure or retention schedules, as well as identify any records missed during the original inventory. It is anticipated that this phase will be completed by December 31, 2005.

Additional Resource Requirements

The 2003 Council Report outlined the project in three phases: inventory, development, and training/implementation. The report advised that the cost of each these phases was difficult to determine, and that a better projection could be made after the inventory and pilots. This has now been accomplished and results in this request to Council for the provision of $77,000 to complete this project. This should not wait until 2006 because trained staff are in place to complete this work and interruption would cause considerable inefficiency in a new start-up.

In January 2004, a new Director of Records and Archives was hired. At that time, the City of Vancouver Archives, the Records and Information Management program, the Corporate Records Standards Project, and the Microfilm Lab were re-organized to form the Records and Archives division of City Clerk's Department. Due to these additional responsibilities and in order to meet the goals of the Corporate Records Standards Project, it was necessary to hire an Archives Manager to assist the Director. Backfill funds in the amount of $69,600 are requested for this one-year term position.

The total requested funding, in the amount of $146,600, has already been added to the City Clerk's operating budget, subject to Council approval.

FINANCIAL IMPLICATIONS

Additional funds are required to complete corporate conversion for hard-copy filing systems in all Departments. These funds will ensure widespread implementation of VanRIMS in departments, which is essential to future success of the project. Funds are required for the balance of 2005 in the amount of $146,600, $77,000 to complete the training and implementation portion of the project and $69,600 to back fill the City Archivist so that he may be fully dedicated to the corporate records project. Funds were provided in the 2005 Operating Budget but were subject to Council approval.

CONCLUSION

Records and information management is a fundamental responsibility of the organization. The deliverables of The Corporate Records Standard Project and VanRIMS take major steps towards effectively meeting this responsibility. Effort is required at this time to ensure that VanRIMS penetrates the organization as much as possible. By doing so, the City of Vancouver will ensure its records are being managed effectively and that it is able to keep pace with increasing demands for timely and accurate information.

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