

IM Advisory — Managing Meeting Requests

Overview

The Office of the Chief Information Officer (OCIO) provides an email platform as a business tool to Government users. An email platform is an application that allow users to send and receive email messages, schedule meetings, manage your calendar, and store contacts.

The end user must consider several factors when using email, particularly when setting up a meeting request to ensure government information is protected. When setting up a meeting using any application (e.g., Outlook, Zoom, Skype, Webex, etc.) users should be mindful of the information they are including in the request.

The purpose of this document is to ensure users are aware of their responsibilities when setting up a meeting request to ensure government information is not shared inappropriately.

Meeting requests are discoverable for legal, audit or access to information requests and must be managed in accordance with the Management of Information Act (MOIA).

Definition

A meeting request is an email sent to schedule a meeting with others with the option to either accept or decline the meeting at the scheduled time. Meeting requests can be setup for in-person or virtual meetings which may include video and/or audio conferencing capabilities. (e.g., Outlook, Zoom, Skype, Webex, etc.)

Advice

- Employees and contractors are responsible to protect information they create, share and maintain on behalf of the Government of Newfoundland and Labrador. This includes information contained in a meeting request.
- Personal, sensitive and/or confidential government information should not be included/attached to a meeting, including in the subject line of the meeting request. (e.g., Cabinet Records, Client Names, etc.).
- Meeting request details can be seen by others, therefore information included should be limited.
- Limit invite list to only those with a genuine need to be at the meeting.
- If it is necessary to provide personal, sensitive and/or confidential government information for a meeting, it is recommended that:
 - o a reference link to the information be included in the meeting request instead of attaching/inserting the information (e.g., file share link);
 - o the shared screen capability be used if video conferencing option is available; or
 - o a paper copy be provided if an in-person meeting is available, and securely disposed once the meeting is concluded.

- Third-party products (e.g., Zoom, WebEx, etc.) provide options for recording of audio/video in a shareable Cloud environment. Users should engage with the OCIO and local IM representatives when assessing the appropriateness of this storage and sharing option.
- Third party products (e.g., Zoom, WebEx, etc.) include their own scheduling functions, independent and/or synchronized with the government calendaring option of Outlook. It should never be assumed that information contained with a meeting invite is limited to only onsite systems.
- Third party products (e.g., Zoom, WebEx, etc.) should only be used to schedule a meeting, these tools should not include meeting details. If details are necessary, the Outlook calendar invite should be used for this purpose. OCIO has processes in place to secure information in Outlook.

Supporting Materials

Access to Information and Protection of Privacy Act (ATTIPA)

<https://www.assembly.nl.ca/Legislation/sr/statutes/a01-2.htm>

Management of Information Act (MOIA)

<https://www.assembly.nl.ca/Legislation/sr/statutes/m01-01.htm>

POLICY—Information Management and Protection Policy

<https://www.gov.nl.ca/exec/ocio/files/im-im-ip-policy.pdf>

GUIDELINE—Email Management

<https://www.gov.nl.ca/exec/ocio/files/guideline-email-management.pdf>

IM Advisory – Meeting Records

<https://www.gov.nl.ca/exec/ocio/files/im-practitioners-im-advisory-meeting-records.pdf>

Version History

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