**IM Program Plan**

Setting a path to compliance

Department of X, Y & Z

Orginial Issue Date: XXXX-XX-XX

Date Last Reviewed: XXXX-XX-XX

Version: X.X

Note:

Forward questions and/or comments related to this document to XXXX@xxxx.xx

**Table of Contents**

[1.0 Overview 4](#_Toc51070341)

[1.1 IM Vision, Mission and Guiding Principles 4](#_Toc51070342)

[1.2 IM Legal and Regulatory Framework 4](#_Toc51070343)

[1.3 IM Governance, Accountability and Organization Framework 4](#_Toc51070344)

[1.4 IM Policy Instrument Framework 4](#_Toc51070345)

[1.5 IM Assessment 4](#_Toc51070346)

[2.0 IM Program Management & Governance 5](#_Toc51070347)

[3.0 IM Program Goals and Objectives (Work Plan) 6](#_Toc51070348)

[4.0 IM Program Service Management 7](#_Toc51070349)

[4.1 Service Description 7](#_Toc51070350)

[4.1.1 Internal 7](#_Toc51070351)

[4.1.2 External 7](#_Toc51070352)

[4.2 Roles and Responsibilities 7](#_Toc51070353)

[4.3 Service Standards 7](#_Toc51070354)

[4.4 Service Level Management 7](#_Toc51070355)

[4.5 Service Continuity Management 7](#_Toc51070356)

[5.0 IM Education and Awareness 8](#_Toc51070357)

[6.0 IM Performance Measurement and Reporting 9](#_Toc51070358)

[7.0 Supporting Materials and Version History 10](#_Toc51070359)

# Overview

Introduction Paragraph and a place to describe the components of your IM Program Plan. Ensure to add how the plan will be monitored and verified.

Remember: IM needs to be aligned with the requirements of the department or other public body and with external suppliers and stakeholders in order to best support the organization. This is usually done by aligning and harmonizing the IM Program Plan with the department’s strategic / business plan, strategic HR plan, Business Continuity Plan and other similar plans and undertakings.

## IM Vision, Mission and Guiding Principles

Add complete information here or add summary with link(s) to separate document(s).

## IM Legal and Regulatory Framework

Provide summary information and link to complete Framework when ready.

## IM Governance, Accountability and Organization Framework

Provide summary information and link to complete Framework when ready.

## IM Policy Instrument Framework

Provide summary information and link to complete Framework when ready.

## IM Assessment

Consider adding current assessment results (IMCAT, IMSAT, IM Check-Up) or just an overall summary of IM’s current state within the organization. This information supports the requirements described in subsequent sections.

# IM Program Management & Governance

* Add IM Program Management – how the management of the IM Program Plan and its various components, including IM services, projects, activities, events, training, professional development, career planning, performance appraisal and other undertakings are managed, such as:
  + A regular recurring IM organization management team meeting to review IM Program results, performance, status, issues and problems;
  + Regular reporting of IM Program results to senior management.
* Add Resource Management, including human resources, funding and facilities – how budgets are planned, approved, and managed
* Add Coordination Mechanisms – how the management and delivery of the IM Program will be coordinated within the organization. These mechanisms are usually found in the planning process, in governance mechanisms, in recurring organization management meetings where the Director/Manager responsible for IM will participate, and in special task teams formed to address a specific problem.

# IM Program Goals and Objectives (Work Plan)

This is the area to highlight the Work Plan description in summary detail but link to formal document(s) once completed.

# IM Program Service Management

Define how IM services will be/are managed within the department or other public body.

Provide a definition/details for each of the below.

## Service Description

<add content>

### Internal

<add content>

### External

<add content>

## Roles and Responsibilities

Include information related to IM service delivery and management.

## Service Standards

Include information related to IM service standard. Consider response time, schedules and other expectations.

## Service Level Management

Include information on how changes, problems and issues are managed; include escalation processes if necessary.

## Service Continuity Management

Include to what extent and how the IM service will respond to disruptive events and to what extent service continuity will be provided during a disruptive event. The IM Service Continuity Plan must be closely aligned with the organization’s Business Continuity Plan and must describe the arrangements that will be enacted to provide for a required and continuing level of IM service that support business needs during a disruptive event.

# IM Education and Awareness

Provide description and link to approved E&A Work Plan when complete.

Consider including:

IM orientation and/or schedule

* New Employees
* Refreshers for current staff

Records Management/Other System Training

Privacy Training

Cybersecurity/ other IP Training

New IM Policy Direction (Internal and External)

Intranet/Email Updates

Self Service Materials (Available and/or planned)

Promotion of IM Month

Promotion of Cyber Security Month

# IM Performance Measurement and Reporting

Indicate here how IM is performing and how the organization is assessing performance and compliance. This would link out to formal materials once completed.

Could be by a number of factors:

* Completed work plan components
* Status Updates
* Monthly, quarterly or annual reports sent to Executive

Sample re-occurring deliverables

* Active Directory Review
* Security Group Review
* Email Distribution Group Review
* System(s) Access Review
* Email Size
* Network Share Size
* E&A Attendance/Refreshers
* Service Request
* IMCAT/IMSAT/IM Check-Up Results/Progress

\* Consider the components in the IM Legal and Regulatory Guideline as well and anything created within the Performance Management Guideline.

# Supporting Materials and Version History

**Supporting Materials**

Below is a listing of supporting materials hyperlinked to the published location.

Management of Information Act

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

Information Management and Protection Policy

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

OCIO-issued IM&P policy instruments

<https://www.gov.nl.ca/exec/ocio/im/policy-instruments/>

List all applicable items such as:

* Organization’s Intranet
* Location of other published materials (i.e., network share)

**Version History**

|  |  |
| --- | --- |
| Date (yyyy mm dd) | Version |
|  | 1.0 |
|  | etc.. |
|  |  |