

Make Time @Work for IM!



Employees are responsible for managing and protecting the government information they use to do their jobs. The Office of the Chief Information Officer (OCIO) is asking you to take a minute at the beginning of your meeting to review this Information Management (IM) best practice. Remember, small changes in the way you work can make a big impact on our compliance with government's IM requirements.

Protect the Government Network

In 2014 36% of Canadian businesses reported they had been impacted by cyber-crime. Cyber security is the practice of protecting information technology (IT) assets and electronic information from online or Internet-based threats and attacks. As an employee you need to do your part to protect the government's IT network from cybercrime:

- ◆ Never disclose a government-issued username and password
- ◆ Never click on links in emails or attachments from unknown sources
- ◆ Never use your government email address for personal use

Better safe than sorry! If you suspect an issue with your IT Network account or if you think that an email may be suspicious, phone the OCIO IT Service Desk at 729-HELP.

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Managing Your Email Account

The way employees use email may create a risk for government. The OCIO has technical security safeguards in place to protect the email system, but employee actions can inadvertently introduce additional risks.

- ◆ Remember, your email account is your responsibility. Set aside time on a regular basis to delete emails that are transitory and save emails that must be managed as a government record
- ◆ Your email account is not meant to be used for the storage of departmental information. Email that has long term legal value to the department should be saved from your inbox and into the department's information management storage system
- ◆ Don't forget to manage the mail you send. If you include original emails in your responses then your sent items will include the action taken. This means that many of the items in your inbox are made redundant/transitory
- ◆ The OCIO Help Site has a step-by-step process for cleaning up your email

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Workstation Best Practices

There are a number of simple steps you can take at your workstation to manage and protect information. On any given day there are a number of people who may be near your workstation who should not have access to the information you work with, including the public, other employees, building staff and delivery persons.

Consider the following workstation best practices:

- ◆ Maintain a clean desk with papers retained in cabinets or drawers
- ◆ Lock your workstation whenever you leave your desk by holding down the Ctrl-Alt-Delete keys on your keyboard
- ◆ Lock cabinets and drawers
- ◆ Book meeting rooms to discuss sensitive matters
- ◆ Be conscious of those around you when soliciting information from another person, over the phone, or when viewing sensitive information on your screen
- ◆ Use headphones if on a Microsoft Lync meeting

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Your Work, Your Responsibility

As the person responsible for an activity, program or service, you are in the best position to make decisions on how to manage and protect your information. An important part of your job includes understanding the information you handle so you can manage it properly:

- ◆ Learn about the content of the information you deal with – Where does it come from? How is it used? Where do you store it? Who has access to it?
- ◆ Are there forms, templates or departmental requirements or guidelines on how to create and manage good records?
- ◆ Is it personal or confidential information? Apply security measures that are appropriate to the degree of sensitivity
- ◆ Does the information have long-term legal value or is it transitory?
- ◆ Know how long information must be retained to meet legal requirements
- ◆ Share information only with people who have a legitimate business need to know it

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Information Flow

Much of government's work is driven by information flow including requests for services, projects and initiatives, policy updates and administrative processes.

These processes start out with information being received that must be acted on; actions that usually result in more information like email responses, new documents, data entry into systems and paper files. Better information management can improve workflow and help you to manage your daily work. Consider:

- ◆ The free e-learning course IM@Work available through PSEAccess.ca will help you to understand government-wide requirements and best practices
- ◆ Learn about your departmental IM requirements, processes and services
- ◆ Talk to your manager to understand where and how you organize and store your information
- ◆ Have an understanding of the information that you work with and what is needed to manage and protect it. For example, if information is personal or confidential then additional protection measures may be needed

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Make IM a Team Effort

Studies suggest that 70-80% of information workers can't find information when they need it. Inconsistent practices within your work group or team can lead to:

- ◆ Information is not available because it is stored in a personal location like a cabinet, email account or personal (P) drive
- ◆ Duplication of effort or need to recreate documents because the original or final version is not available
- ◆ Time wasted on searching because colleagues do not know where to look

How can you help?

- ◆ Suggest a planning session with your team to:
 - ◆ Review any departmental resources or requirements from your IM division
 - ◆ Determine how you will use shared filing spaces like the shared drive, file room and TRIM
 - ◆ Make rules on how you will name your files
 - ◆ Agree on how document versions will be identified
 - ◆ Create a short summary document of your decisions and make it accessible to all existing and any new team members

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Portable Storage Devices

There have been many reports in Canada where personal or confidential information s been lost or misplaced on a portable storage device. Portable storage devices including flash drives, jump drives, memory sticks, USBs, CDs, etc., can store a large amount of data. Because they are small and portable, they may be easily lost.

- ◆ Is storage on a Portable storage device necessary? Information that is stored on the government network is secure because a user must have a network account and permission to access it. The OCIO also backs up the data stored on the network meaning there is no need to make a personal copy for security purposes
- ◆ If you use a portable storage device, use an encrypted device that requires user authentication to access the data stored within
- ◆ Use portable storage devices as temporary storage for files that you must access when the government network is unavailable. On your return to the office, transfer files back on to the network and delete them from the portable storage device
- ◆ Follow up with your manager on remote access options if your role requires that you access personal or confidential information offsite on a frequent basis
- ◆ Report a lost or stolen portable storage device to the OCIO IT Service Desk: 729-HELP

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Secure Disposal

Personal or confidential information discarded by businesses in recycling bins or garbage containers is a source of white-collar crime in Canada. When disposing of government information, especially if it is personal or confidential, make sure you do so in a secure manner that eliminates any possible retrieval or reconstruction:

- ◆ Make use of secure shred boxes onsite (where available) to dispose of government records
- ◆ Verify that the destruction of the information is authorized. When in doubt always check with your manager or IM division
- ◆ Ensure that your in-house shredder cuts paper in a manner that ensures it cannot be reconstructed
- ◆ Use recycling bins to destroy only published materials that are available to the public.
- ◆ Be cautious when using onsite recycling bins to ensure that there are no government records mixed in

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Information Sharing and Access

Information is the legal property of the government department or public body to which it relates. It is important to ensure that employees only access information they need in order to do their job, and that personal or confidential information is used for the purpose it is collected:

- ◆ Understand what you have access to as a part of your job, including shared drives, file rooms and departmental systems. In your role, what are you authorized to do with the information?
- ◆ Do you have access to personal or confidential information? Oftentimes government must keep this type of information to provide programs and services. As an employee, you must be mindful about how you use, share and store information
- ◆ Be cautious when:
 - ◆ Emailing information – always check addresses and consider encrypting personal or confidential information if you must send it by email
 - ◆ Reviewing or accessing information in a public location
 - ◆ Transporting physical records including physical files and portable storage devices

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Information Management—Your Responsibility

All employees have a responsibility to manage and protect the government information they use to do their job every day. This means taking steps to improve IM in:

- ◆ The way that information is collected, created or received
- ◆ How information is organized and stored
- ◆ Appropriate sharing and use of information
- ◆ Disposal of information when it is no longer required

Employees can learn more about IM by:

- ◆ Completing the free e-learning course IM@Work through PSAccess.ca
- ◆ Visit the OCIO's website: www.ocio.gov.nl.ca
- ◆ Follow up with your departmental IM Division on internal tools, resources and services

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Process Information as You Receive It

Some of the information you receive may be transitory and should be deleted or securely destroyed. Eliminating transitory records enables you to focus on the information you need to do your job. This can help you be more efficient and avoid information-overload. Try processing information as you receive it by creating three virtual or physical folders:

1 Action: Records related to your mandate that you are responsible for managing. This is the information that you need to focus on because it requires you to take action. These are likely to be government records that must be managed according to departmental requirements

2 FYI: This folder includes information for review but does not require action. You are probably not responsible for retaining this on behalf of the government. For example, if it is a memo from a team member regarding a project, program or service, then they, as the originator are responsible for managing it. Delete, securely destroy or move it to the transitory folder following review

3 Transitory: A transitory record is a government record of temporary usefulness in any format or medium having no ongoing value beyond an immediate and minor transaction or the preparation of a subsequent record. Securely destroy or delete the contents of this folder as a regular course of business (e.g. daily, weekly, etc.)

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Receiving Email

While the OCIO has technical security safeguards in place to manage and protect our email system, employees must do their part to keep the email system safe and working at optimum levels. When you see new email in your inbox:

Remember that Phishing is a type of fraud that uses deceptive e-mails, websites and/or text messages to gather personal, financial and confidential information for fraudulent purposes and/or unauthorized access. To minimize risk of phishing:

- ◆ Never disclose a government-issued username and password
- ◆ Never click on links in emails or attachments from unknown sources
- ◆ Never use your government email address for personal use
- ◆ Process email as it arrives:
 - ◆ Delete personal, unsolicited or transitory email following review
 - ◆ Delete earlier versions in an email thread.
 - ◆ Move email into appropriate inbox folders

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Exiting Employees

Information is the legal property of the department or public body. This means that when you take a role in another department or leave government employment, any departmental information you maintain must stay with the department. This includes:

- ◆ Messages in your email account that are government records
- ◆ Files stored on your P: Drive
- ◆ Paper and physical records stored at your workstation
- ◆ Removable media including CDs, DVDs, Portable Storage Devices, etc., that contain departmental information

As soon as you know that you are leaving:

- ◆ Take stock of information that must be transferred to another employee or into the department's information management system
- ◆ Meet with your manager to plan the transition of information
- ◆ Contact your department's IM division to see if there are internal requirements or services
- ◆ Remember to securely dispose of all transitory records
- ◆ Transition all information before you leave

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Organizing Information for Retrieval

Studies suggest that employees spend up to 40% of their time searching for information. In addition to the time that is wasted are the many frustrations caused by trying to find something that is missing. A little extra effort in the front end to organize your information in a logical and consistent way can save time and effort when retrieving information.

Work with your team to establish rules for managing and protecting the information that you are responsible for. Include:

- ◆ Where and how you will organize and store your information (e.g., shared drive, file room, TRIM, etc.)
- ◆ How will folders or containers be organized (e.g., use consistent categories based on function or subject, document type and then date)?
- ◆ How will versions or drafts be managed?
- ◆ File Naming conventions
- ◆ Summarize your rules in a simple document and make it available to all current employees
- ◆ Apply the same filing rules to all storage locations

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Manage Your Fax

There have been many cases reported in Canada where personal or confidential information has been compromised as a result of errors made when transmitted through a fax machine. If your workgroup tends to fax information frequently:

- ◆ New multi-function document devices have the ability to scan information to email as an alternative to fax. Check out the options available in your work area. There may be a more secure method than fax to transmit this information
- ◆ Create a standard fax cover sheet and place copies near the machine for easy access. Include:
 - ◆ The name, title and organization name of both the sender and the recipient
 - ◆ The total number of pages faxed
 - ◆ A disclaimer stating that the information in the fax is confidential and that the information should not be distributed, copied or disclosed to any unauthorized persons
 - ◆ Instructions for the recipient to follow if the fax is received in error
- ◆ Double check fax numbers to ensure that they are correct. Check to see whether frequently faxed numbers can be programmed into your machine.
- ◆ Notify the recipient that you are sending a fax so they are prepared. This is especially important if personal or confidential information is being faxed.

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Managing Meetings

Employees may spend up to 50% of their workday in meetings with colleagues, vendors, partners or clients. Meetings provide an opportunity to interact with others on matters related to a department's mandate, management or strategic planning. Information is collected, created, used and shared in a meeting. Therefore, when planning, completing and following up on a meeting, think about ways to manage and protect information:

- ◆ Prepare an agenda ahead of time so you have an idea of what type of information will be presented or discussed
- ◆ Be discreet when discussing sensitive matters:
 - ◆ Use meeting rooms and not open areas
 - ◆ Keep doors closed
 - ◆ Pause the conversation if interrupted by catering, maintenance, etc.
- ◆ Identify a participant responsible for IM including note/minute taking and cleanup including:
 - ◆ Pick up any papers left in the room and dispose of remaining paper in secure shredding bins
 - ◆ Erase all content from whiteboards
 - ◆ Ensure conference calls/Microsoft Lync sessions are disconnected
 - ◆ Organize and store meeting documents as per the rules established by your program or work area

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Collecting Information

Collecting information is one of the most important activities we complete on behalf of government. Think about it – collecting information may include:

- ◆ Soliciting information from a client in order to provide a service or process an application
- ◆ Gathering information from a colleague to develop a new product or service
- ◆ Assembling research to be used in the development of a new product or service

Improper collection of information may lead to inappropriate or delayed services and potential information breach or loss. Tips for collecting information include:

- ◆ Use updated forms and templates
- ◆ Be conscious of others around you when collecting information. For example, when on the phone or at a service counter are there other people around that may overhear your conversation?
- ◆ Only collect information that your department is authorized to collect. Do not collect information just because it “would be good to know”
- ◆ Double-check that information is complete and accurate

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Version Control

Studies show that up to 70% of information is recreated instead of being reused. A contributing factor is the inability to locate the final or official version of a record. It is important the most up-to-date or final version of information is available to support services or decision making. Consider the following:

- ◆ Decide with your team how you will create, update, finalize and store your documents
- ◆ Will all members make changes to the document or create new version?
- ◆ Can one member be assigned to “hold the pen” and be responsible for updates, finalizing and then storing?
- ◆ Decide on a filename that will reflect the version number (e.g., draft 1.0, 1.2 or V1, V2) and then identify the final
- ◆ The Microsoft Office suite has many options to assist in version management (e.g., track changes). Microsoft Office courses are available to all employees in PSaccess.ca
- ◆ Consider emailing a link to a document stored on the network or a reference to a document stored in TRIM. This will bring the user to the master copy that they can review/edit
- ◆ The *Management of Information Act* considers information used in the preparation of a subsequent record to be transitory. This means that earlier versions for most types of records can be securely destroyed

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Creating and Sending Email

Email is one of the primary ways that we conduct business.

- ◆ Remember when sending an email that once transmitted you lose control over what the recipient does with it. Therefore, it is important to be thoughtful in creating the content. Is it clear? Does it provide enough information so that the intent is understood?
- ◆ Limit cc's to those with a need to be informed
- ◆ Best practice is to not transmit personal and/or confidential government information by e-mail
- ◆ If it is necessary to transmit personal and/or confidential government information via e-mail, it is recommended that precautions be taken such as:
 - ◆ Limit the amount of personal or confidential information included in the e-mail to the minimum necessary
 - ◆ Use password protected zipped files to encrypt the sensitive information
- ◆ Check address listings carefully to ensure that the e-mail is not accidentally sent to the wrong recipient
- ◆ Include the original message in email response
- ◆ Do not forward government information to your personal e-mail account (e.g. Gmail, Hotmail, etc.)

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Create Good Records

Government records you create may be used by colleagues or future employees. Records may be needed to support legal requirements or requests made under the *Access to Information and Protection of Privacy Act*. When you create a record, ask yourself:

- ◆ Would someone not involved understand the decision, service or activity I am recording?
- ◆ Is the information complete and accurate?
- ◆ Have I included personal or confidential information that is not required?

Tips for creating good records include:

- ◆ Use the right format/media. For example, don't send an email when what is needed is a meeting minute or decision document
- ◆ Use the most up-to-date forms/templates – they have been created to provide guidance and consistency
- ◆ Provide sufficient information to allow someone not involved to understand the activity, service or event

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