

## iMyth #1

# Managing Records and Information is Not my Job



## Fast Facts:

The *Management of Information Act (MOIA)* states a record can be any media including paper, electronic, email, photographs, images, maps and videos, just to name a few.

An industry study of employees that handle or use information daily estimated they spend about 40% of their time creating and reviewing information.

An average of 2 million emails per month are sent and received through the Government of Newfoundland and Labrador's email system.

The OCIO supports over 600 business applications that are used by employees to provide programs and services. Creating new system records and accessing data is critical to the way employees service clients and complete transactions.

If you handle government information to do your job, you make decisions on how it is collected, created, received, organized, stored, used, shared and destroyed. These activities are known as Information Management (IM).

Managing and protecting information is as much a part of your job as any other part of program or service delivery. It is your responsibility to apply IM best practices whenever possible. Some examples include but are not limited to:

- What you choose to write in an email and who you send it to;
- Whether you create records that are a complete, accurate and reliable reflection of the event, activity or transaction;
- How you collect personal information from a client and how that information is used/disclosed;
- What you do when you receive unsolicited email with potentially dangerous attachments;
- The file name you assign when you save a document to the shared drive;
- Choosing to store information in a secure location to limit the risk of unauthorized access;
- Verifying the accuracy of the data you enter into an application; and
- How you dispose of records and information when no longer of use.

IM is in the hands of each employee. Because of this, everyone has a responsibility for ensuring they are doing their part to manage and protect it. The OCIO provides IM best practices for employees, and the public body's IM Division may have internal tools and services that you may access/use. It is up to you to learn and apply these requirements as a part of your daily routine.

### Learn more about IM:

- Speak with your supervisor to learn about IM rules for your work group
- Review OCIO best practices on the [OCIO website](#)
- Complete [IM@Work: Making Information Management work for You](#)