

CIRMO Divisional Forecast - Apr 18, 2019

Government Records Service

		C	D	E=(F-D)	F=(D+T+U)	G=(C-F)	H	I=(H-F)
		Working Budget 2018-19	YTD Expenses ADJ1	Remaining Forecast (none)	Total Forecast Apr-Mar	Variance to Budget Under/(Over)	November Forecast 2018-19	Variance to November f/c Under/(Over)
STOB	Description							
50	Salary - Regular & OT	3,929,000	3,823,263	-	3,823,263	105,737	3,865,923	42,660
51	Salary - Supplementary	16,000	18,874	-	18,874	(2,874)	14,693	(4,181)
52	Salary - Benefits	974,500	951,542	-	951,542	22,958	964,289	12,747
54	Legislative Salaries/Indemnities	-	-	-	-	-	-	-
50 - 54	Total Salaries and Benefits	4,919,500	4,793,679	-	4,793,679	125,821	4,844,905	51,226
55	Boards/Commissions/Courts Fees & Exp	-	-	-	-	-	-	-
57	Travel	9,000	12,111	-	12,111	(3,111)	12,221	111
59	Central Mgt Supp Serv - Legal Services	35,000	10,085	-	10,085	24,915	20,000	9,915
60	Prof Services - Operational & Regulatory	4,205,000	5,310,595	-	5,310,595	(1,105,595)	5,339,920	29,325
61	Prof Services - Advisory	-	14,582	-	14,582	(14,582)	104,582	90,000
63	Information Systems - Operating	1,239,000	1,361,454	-	1,361,454	(122,454)	1,411,519	50,065
65	Office & Bus Exp (incl. F&E under \$1000)	239,500	246,828	-	246,828	(7,328)	266,549	19,721
6516/20	Training	4,000	5,431	-	5,431	(1,431)	3,880	(1,551)
67	Informational Advert & Publications- FROZEN	-	-	-	-	-	-	-
68	Statutory Advertising & Publications- RESTRICTED	-	-	-	-	-	-	-
69	Utilities, Materials, & Supplies	-	-	-	-	-	-	-
70	Operating Equip. & Vehicles	-	-	-	-	-	-	-
73	Amortization Expense	-	-	-	-	-	-	-
74	Gain/Loss on Capital Assets Disposal	-	-	-	-	-	-	-
75	Building Occupancy Charges	-	-	-	-	-	-	-
55 - 75	Total Operating Costs	5,731,500	6,961,085	-	6,961,085	(1,229,585)	7,158,670	197,585
77	Grants	-	-	-	-	-	-	-
80	Transfers under Shared Cost Agreement	-	-	-	-	-	-	-
77 - 80	Total Gov't Transfers	-	-	-	-	-	-	-
84	Interest Costs - Non Public Debt	-	-	-	-	-	-	-
85	Other Expenses	-	151	-	151	(151)	-	(151)
84 - 85	Total Other Costs	-	151	-	151	(151)	-	(151)
	Total Before Recoveries	10,651,000	11,754,916	-	11,754,916	(1,103,916)	12,003,576	248,660
88	Recoveries within Consolidated Revenue Fund	(4,775,000)	(5,842,609)	-	(5,842,609)	1,067,609	(5,793,031)	49,579
89	Recoveries within Government Reporting Entity	(1,013,000)	(918,504)	-	(918,504)	(94,496)	(900,758)	17,746
90	Recoveries external to Government Reporting Entity	(202,000)	(387,324)	-	(387,324)	185,324	(389,947)	(2,623)
88 - 90	Total Recoveries	(5,990,000)	(7,148,437)	-	(7,148,437)	1,158,437	(7,083,736)	64,701
	Net Total	4,661,000	4,606,479	-	4,606,479	54,521	4,919,840	313,361
	Adjusted Total Incl Contingencies Vote A	4,661,000	4,606,479	-	4,606,479	54,521	4,919,840	313,361

STOB BREAKDOWNS

STOB 57 (Travel)	Budget	YTD	Projected	Total	Variance	Nov f/c	Variance
Records management training for clients		6,453	0	6,453	(6,453)	10,000	3,547
ACA		2,673	0	2,673	(2,673)	0	(2,673)
IMA		1,238	0	1,238	(1,238)	0	(1,238)
EMBC (recovered under STOB 88)		1,221	0	1,221	(1,221)	1,221	0
Other/unspecified	9,000	525	0	525	8,475	1,000	475
Total	9,000	12,111	0	12,111	(3,111)	12,221	111
STOB 60 (Operating Contracts)	Budget	YTD	Projected	Total	Variance*	Nov f/c	Variance
IM BCGOV C08IST701-2		1,094,307	0	1,094,307		982,785	(111,522)
IM BCGO2 C08CIMB13605-2		414,422	0	414,422		370,586	(43,836)
IM BCGO3 C18CIR37183		52,499	0	52,499		53,000	502
IM SC7BG C18CIR37189		654,630	0	654,630		812,114	157,484
Access C18CIR37190		1,271,172	0	1,271,172		1,270,000	(1,172)
Cube Old C08IST702		984,078	0	984,078		986,000	1,922
Cube New C08CIMB13606		420,936	0	420,936		430,000	9,064
Total - record storage contracts	3,800,000	4,892,043	0	4,892,043	(1,092,043)	4,904,485	12,442
RBCM MOU	400,000	393,017	0	393,017	6,983	400,000	6,983
TRIM upgrade - tech writing	0	25,435	0	25,435	(25,435)	25,435	0
Microfiche condition assessment	0	0	0	0	0	5,000	5,000
Procurement advice	5,000	100	0	100	4,900	5,000	4,900
Total - all STOB 60	4,205,000	5,310,595	0	5,310,595	(1,105,595)	5,339,920	29,325

* RS budget deliberately set 1m below forecast, per ADM decision (as before offset by recoveries)

STOB 61 (Consulting)	Budget*	YTD	Projected	Total	Variance**	Nov f/c	Variance
Digital Archives consulting (FY19 portion)	0	14,582	0	14,582	(14,582)	14,582	0
Info Schedule format review	0	0	0	0	0	50,000	50,000
GRS roles & responsibilities	0	0	0	0	0	40,000	40,000
Change Management consultant	120,000	0	0	0	0	0	0
Total	120,000	14,582	0	14,582	(14,582)	104,582	90,000

* DM approved amount, not in core budget

** to official budget, not DM approved amount

STOB 63 (IT)	Budget	YTD	Projected	Total	Variance	Nov f/c	Variance
Cell phones	7,000	7,559	0	7,559	(559)	7,922	363
WTS	62,000	17,131	0	17,131	44,869	14,548	(2,583)
Data & servers	770,000	836,798	0	836,798	(66,798)	860,609	23,811
PRIMA (TRIM)	196,000	195,563	0	195,563	437	195,563	0
AKTIV (Cliff)	200,000	144,989	0	144,989	55,011	150,000	5,011
TRIM upgrade (excl. STOB 60 portion)	0	131,494	0	131,494	(131,494)	136,921	5,427
IM Learning Program	0	7,678	0	7,678	(7,678)	23,335	15,657
IMB: ARIS/CDRMS bubble	0	5,686	0	5,686	(5,686)	15,363	9,677
GCPE - website	4,000	4,200	0	4,200	(200)	4,200	0
IT periph & misc	0	1,446	0	1,446	(1,446)	0	(1,446)
Refresh	0	5,910	0	5,910	(5,910)	57	(5,853)
CIVX-ORCS update (Q4 JV)	0	3,000	0	3,000	(3,000)	3,000	0
Total	1,239,000	1,361,454	0	1,361,454	(122,454)	1,411,519	50,065

STOB 65 (Office & Business Exp.)	Budget	YTD	Projected	Total	Variance	Nov f/c	Variance
Office supplies	3,300	2,730	0	2,730	570	3,387	657
Taxi	0	2,256	0	2,256	(2,256)	2,516	260
BC Mail Plus (mail & courier)	190,000	205,005	0	205,005	(15,005)	205,054	49
Box shredding	45,000	30,087	0	30,087	14,914	50,000	19,914
CART	0	313	0	313	(313)	1,000	688
Prof allowances	200	0	0	0	200	400	400
GRS client event	0	887	0	887	(887)	0	(887)
Other	1,000	5,551	0	5,551	(4,551)	4,193	(1,358)
Total	239,500	246,828	0	246,828	(7,328)	266,549	19,721

STOB 6516/20 (Training)	Budget	YTD	Projected	Total	Variance	Nov f/c	Variance
Project Management (L Barwise)	1,300	1,697	0	1,697	(397)	1,264	(433)
CMS Lite (R Schuttnga)	0	125	0	125	(125)	125	0
Crystal Reports	0	1,008	0	1,008	(1,008)	1,008	0
Blockchain	0	808	0	808	(808)	885	77
Cert. Scrum Master (M Carr-Harris)	0	750	0	750	(750)	0	(750)
ACA	0	445	0	445	(445)	0	(445)
Pacific Leaders	2,700	598	0	598	2,102	598	0
Total	4,000	5,431	0	5,431	(1,431)	3,880	(1,551)

STOBs 88-90 (Recoveries)	Budget	YTD	Projected	Total	Variance	Nov f/c	Variance
Records storage - quarterly	(5,990,000)	(6,902,373)	0	(6,902,373)	912,373	(6,853,798)	48,575
Records storage - annual	0	(139,824)	0	(139,824)	139,824	(128,950)	10,875
Records storage - monthly	0	(62,467)	0	(62,467)	62,467	(62,006)	461
Court Services interfiling	0	(17,208)	0	(17,208)	17,208	(15,000)	2,208
CLIFF licenses	0	(16,170)	0	(16,170)	16,170	(14,700)	1,470
EMBC	0	(5,735)	0	(5,735)	5,735	(5,735)	0
Travel	0	(1,113)	0	(1,113)	1,113	0	1,113
M Frost secondment	0	(3,548)	0	(3,548)	3,548	(3,548)	0
Total	(5,990,000)	(7,148,437)	0	(7,148,437)	1,158,437	(7,083,736)	64,701

BREAKDOWN OF SERVER COSTS

Application	Month												YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
CLIFF	16,944.02	17,092.53	17,243.03	17,747.40	14,797.65	19,124.86	17,721.79	15,924.64	23,010.73	19,703.68	18,747.33	21,791.73	219,849.39
EDRMS TRIM	49,388.85	49,873.17	45,787.51	45,929.53	48,220.93	75,108.35	53,493.01	18,672.69	17,189.55	16,459.28	15,744.24	7,217.97	443,085.08
Content Manager*	2,322.57	2,277.73	5,753.78	5,912.93	6,938.80	7,535.01	7,564.92	43,036.91	45,010.85	44,755.12	45,097.88	45,230.52	261,437.02
IM Learning	-	-	-	-	-	-	-	648.38	666.62	678.69	682.10	682.28	3,358.07
ARIS	474.10	476.52	484.79	481.29	484.74	498.64	888.95	863.49	869.29	837.51	1,263.47	1,049.23	8,672.03
CRMS	474.10	476.52	484.79	481.29	484.74	498.64	888.95	863.49	869.29	837.51	1,263.47	1,049.23	8,672.03
CRTS	474.10	476.52	484.79	481.29	484.74	498.64	888.95	863.49	869.29	837.51	1,263.47	1,049.23	8,672.03
Total - GRS	70,077.74	70,672.99	70,238.70	71,033.74	71,411.59	103,264.14	81,446.57	80,873.09	88,485.63	84,109.29	84,061.96	78,070.20	953,745.64
* TRIM successor, in test mode through October												Server costs excl. TRIM upgrade & IM Learning	
												836,798.10	

EDRMS/TRIM excl. upgrade: 590,932.63
 TRIM upgrade servers: 113,589.47

INFORMATION NOTE

Advice to Assistant Deputy Minister

DATE: April 30, 2019

CLIFF#: 111519

ISSUE: Physical Records Storage Costs and Recoveries

BACKGROUND:

The Province requires records storage services for approximately 1.014M boxes of physical records. In recent years, the storage volume has remained relatively stable, with approximately 30,000 boxes added and removed each year. Most of the records in storage are considered “semi-active” in that they must be accessible if required, but are not needed on a daily basis, the remainder are archival records that are fully retained.

Corporate Information and Records Management Office (CIRMO) has contracted storage services with three records storage suppliers with contract scope typically defined by box year and geographic area. For example, Access Records and Media Management provides records storage for records prior to 2007 from the Vancouver Island area. All current agreements expire on March 31, 2021. See Appendix A for a list of current suppliers.

CIRMO provides physical records storage services on behalf of 107 clients that can be grouped into three broad categories: core government (74 clients), broader public sector (BPS) clients subject to the *Information Management Act* (IMA) (21 clients) and BPS clients not subject to IMA (12 clients). See Appendix B for a list of current clients.

DISCUSSION:

In FY 2018-19, CIRMO spent \$4.905M on physical records storage services, at an overall average cost of \$4.84/box for the year. During the same time period, CIRMO recovered \$7.138M from clients, for a net over-recovery of \$2.233M (or \$2.20/box).

While the overall average recovery is \$7.04/box/year, the actual rate charged varies by client type:

Client Type	Annual Rate/Box	Date of Last Increase	Includes:
Core government	\$7.20	April 1, 2015	- Base storage rate - Archival processing - ORCS development
BPS clients subject to IMA	\$6.96	April 1, 2015	- Base storage rate - Archival processing
BPS clients, not subject to IMA	\$6.48	April 1, 2005	Base storage rate

Core government clients are charged the highest per box rate as their fee includes base storage (\$6.48/box/year), plus surcharges for archival processing (\$0.48/box/year) and information schedule development (\$0.24/box/year). BPS clients subject to IMA are charged the archival processing surcharge, but not for information schedule development (as this is not a service offered by Government Records Service (GRS) to this client group). BPS clients not subject to IMA are charged only for the base storage. The base storage rate has not increased since 2005.

The net over-recovery is intended to cover operating costs borne by GRS, in addition to the fees paid to physical records storage suppliers. In FY 2018/19, these operating costs amounted to approximately \$2.343M (\$0.110M less than the \$2.233M over-recovery).

The costs associated with the physical records program include: \$1.385M in salaries and benefits for staff involved in managing the physical records storage and transfer process (10 FTEs); approximately \$0.558M in salaries and benefits for archivists in the information schedule development program (6.5 FTEs); and \$0.400M paid annually to BC Archives for processing of archival records.

The over-recovery amount has also been used in recent years to fund a structural deficit in the CIRMO's operating budget, including ever-increasing costs for electronic storage for the content manager recordkeeping system.

NEXT STEPS:

As the current over-recovery amount does not currently cover the full costs of providing the physical records storage program, further discussion may be required on the sustainability of CIRMO's budget, particularly with respect to electronic storage costs.

GRS will soon begin the procurement process for physical records storage as all current contracts expire on March 31, 2021. The price negotiated with the new supplier(s) will affect the net over-recovery.

Attachment(s):

Appendix A: Current Physical Records Storage Suppliers

Appendix B: Current Physical Records Storage Clients

Contact: Susan Laidlaw, Executive Director, 778-698-2900

Appendix A: Current Physical Records Storage Suppliers

VENDOR	CURRENT Contract	FY18/19 Actual (\$)	FY19/20 Forecast (\$)	Notes on Increase
Access Records and Media Management	C18CIR37190 for maintenance of existing boxes	1,271,500	1,270,500	
Cube Records Management Services	C08CIMB13606 for new box transfers	423,500	447,000	Increase due to anticipated increase in volume in storage; plus 1/2 cent increase in monthly box rate
Cube Records Management Services	C08IST702 for maintenance of existing boxes	985,000	992,725	Increase due to 1/2 cent increase in monthly box rate
Iron Mountain	C18CIR37189 for maintenance of existing boxes	2,170,591	2,236,863	Increase due to 3.4% increase in storage/service rates from 2019/20 on SC7BG account; and higher service fees on maintenance accounts consolidated with SC7BG.
Iron Mountain	C18CIR37183 for new box transfers	53,445	103,175	Increase due to cumulative growth as new boxes are added to account; plus 3.4% increase in storage/service rates from 2019/20.
Total		4,904,036	5,050,263	

Note: All current physical records storage contracts expire March 31, 2021

Appendix B: Current Physical Records Storage Clients

Client	Client Type	Boxes (as of end FY 18/19)	Total Recovered FY 18/19 (\$)
Agricultural Land Commission	Core Govt	2,810	20,235
BC Fisheries Secretariat	Core Govt	3	20
BC Pension Corporation	BPS not IMA	15,699	100,823
BC Transit	BPS IMA	3,548	24,714
BCPSA Payroll Services	Core Govt	9,703	69,620
Board of Examiners (Municipal Affairs)	Core Govt	1	3
British Columbia Benefits Appeal Board	Core Govt	62	446
British Columbia Board of Parole	Core Govt	230	1,656
British Columbia Ferry Corporation	BPS not IMA	12,864	86,823
British Columbia Housing Management Commission	BPS IMA	9,224	62,964
British Columbia Human Rights Commission	Core Govt	18	130
British Columbia Human Rights Tribunal	Core Govt	930	5,553
British Columbia Lottery Corporation	BPS not IMA	6,864	48,205
British Columbia Public Service Agency	Core Govt	7,934	74,800
British Columbia Railway Company (BCRC)	Core Govt	25	162
British Columbia Review Board	Core Govt	159	1,015
British Columbia Transportation Financing Authority	BPS IMA	273	1,877
Catamaran Ferries International	BPS not IMA	129	836
Citizens' Assembly on Electoral Reform	BPS IMA	48	323
College of Speech and Hearing Health Professionals of British Columbia	BPS not IMA	23	0
Columbia Power Corporation	BPS not IMA	376	2,536
Commercial Appeals Commission	Core Govt	36	254
Community Care and Assisted Living Appeal Board	Core Govt	29	195
Community Living British Columbia	BPS IMA	2,266	14,966
Consumer Protection BC	BPS not IMA	200	1,288
Court Services	Core Govt	104,380	734,828
Court Services (Interfiling)	Core Govt	0	17,208
Creative BC	BPS not IMA	406	2,607
Destination BC Corporation	BPS IMA	269	1,673
Elections BC	Core Govt	45	292
Electoral Boundaries Commission	BPS IMA	59	382
Employment and Assistance Appeal Tribunal	Core Govt	395	2,654
Employment Standards Tribunal	Core Govt	536	3,590
Environmental Appeal Board	Core Govt	569	4,032
Executive Council of British Columbia	Core Govt	10	72
Expropriation Compensation Board	Core Govt	106	712
Farm Industry Review Board	Core Govt	125	840
Financial Institutions Commission	Core Govt	4,491	31,969
Financial Services Tribunal	Core Govt	12	72

Client	Client Type	Boxes (as of end FY 18/19)	Total Recovered FY 18/19 (\$)
Forest Appeals Commission	Core Govt	105	706
Forest Practices Board	Core Govt	713	5,099
Forest Renewal BC	Core Govt	2,698	19,426
Forestry Innovation Investment Ltd.	BPS IMA	160	1,152
Fraser Health Authority	BPS IMA	7,922	50,511
Hansard (Legislative Assembly)	Core Govt	150	972
Health Professions Review Board	Core Govt	180	1,193
Hospital Appeal Board	Core Govt	18	105
Industry Training Appeal Board	Core Govt	2	13
Industry Training Authority	BPS IMA	1,212	6,007
Innovate BC	BPS IMA	894	6,389
Inquiry into Management of 1998 Salmon Fishery	Core Govt	6	43
Interior Health Authority	BPS IMA	5,702	35,793
Judiciary	Core Govt	743	4,712
Justice Institute of British Columbia	BPS IMA	6,347	44,442
Labour Relations Board	Core Govt	1,046	7,455
Land Title and Survey Authority of British Columbia	BPS not IMA	3,453	22,759
Land Use Coordination Office	Core Govt	66	472
Liquor Appeal Board	Core Govt	12	84
Mental Health Review Board	Core Govt	14	91
Michael Smith Foundation	BPS not IMA	13	90
Ministry of Advanced Education, Skills and Training	Core Govt	11,284	87,676
Ministry of Agriculture	Core Govt	4,970	34,969
Ministry of Attorney General	Core Govt	85,861	593,087
Ministry of Children and Family Development	Core Govt	101,022	724,442
Ministry of Citizens' Services	Core Govt	27,450	195,236
Ministry of Education	Core Govt	8,810	63,055
Ministry of Energy, Mines and Petroleum Resources	Core Govt	9,341	66,293
Ministry of Environment and Climate Change Strategy	Core Govt	29,368	209,703
Ministry of Finance	Core Govt	28,719	214,109
Ministry of Forests, Lands, Natural Resource Operations and Rural Development	Core Govt	114,057	819,072
Ministry of Health	Core Govt	48,136	340,676
Ministry of Indigenous Relations and Reconciliation	Core Govt	2,139	15,356
Ministry of Jobs, Trade and Technology	Core Govt	11,443	83,082
Ministry of Labour	Core Govt	5,479	39,940
Ministry of Municipal Affairs and Housing	Core Govt	14,003	101,890
Ministry of Public Safety and Solicitor General	Core Govt	42,462	296,626
Ministry of Social Development and Poverty Reduction	Core Govt	51,563	364,813
Ministry of Tourism, Arts and Culture	Core Govt	1,391	10,307
Ministry of Transportation and Infrastructure	Core Govt	50,943	365,121
Northern Health Authority	BPS IMA	263	1,699
Office of the Auditor General	Core Govt	366	2,508
Office of the Information and Privacy Commissioner	Core Govt	1,163	7,328

Client	Client Type	Boxes (as of end FY 18/19)	Total Recovered FY 18/19 (\$)
Office of the Lieutenant-Governor	Core Govt	28	188
Office of the Merit Commissioner	Core Govt	22	133
Office of the Ombudsperson	Core Govt	3,342	21,598
Office of the Police Complaint Commissioner	Core Govt	382	2,473
Office of the Premier and Cabinet Office	Core Govt	3,646	24,909
Office of the Representative for Children and Youth	Core Govt	749	4,854
Office of the Superintendent of Real Estate	Core Govt	2,085	14,888
Oil and Gas Appeal Tribunal	Core Govt	14	77
Oil and Gas Commission	BPS IMA	6,871	46,761
Okanagan Valley Tree Fruit Authority	Core Govt	185	1,332
Partnerships British Columbia	BPS IMA	369	2,360
Property Assessment Appeal Board	Core Govt	423	2,784
Provincial Capital Commission	Core Govt	0	0
Provincial Health Services Authority	BPS IMA	28,070	193,352
Public Guardian and Trustee of British Columbia	Core Govt	16,640	120,829
Public Sector Employers' Council Secretariat	Core Govt	170	1,151
Rapid Transit Project 2000 Ltd.	BPS IMA	2,321	15,081
Royal British Columbia Museum Corporation	BPS IMA	62,708	393,890
Safety Standards Appeal Board	Core Govt	3	22
South Coast British Columbia Transportation Authority	BPS not IMA	18,791	120,353
Surface Rights Board	Core Govt	83	538
Transportation Investment Corporation	BPS not IMA	155	1,004
Vancouver Coastal Health Authority	BPS IMA	347	2,220
Vancouver Island Health Authority	BPS IMA	0	0
Workers' Compensation Appeal Tribunal	Core Govt	487	2,359
Total		1,014,437	7,138,033

2. Ongoing costs outside records storage contracts (current year estimates):

Supplier	Cost	Description of Work	Recovered
RBCM	\$400K/year	Processing archival records	Yes; recovered through client quarterly chargebacks. Clients subject to the <i>Information Management Act</i> pay an additional \$0.04/box/month for recovery of the \$400,000. The amount charged to clients is to be reduced if RBCM spends less than \$400K in a year.
Purolator/BC Mail	\$190,000/year	Initial courier of boxes to facilities outside local area; and initial retrieval to client	Yes; recovered through client quarterly chargebacks (initial courioring/retrievals included in flat rate). NOTE: Return to storage after retrieval outside the geographic area is not included; and clients arrange/pay for these returns.
Shred-IT(govt CSA)	\$45,000/year	Shredding of offsite paper records	Yes; recovered through client quarterly chargebacks (future destruction include in flat rate)
Microcom	\$3,000/year	Microfilm duplication <u>Varies:</u> \$2800 in 2016 \$6600 in 2017	Yes; client invoiced back for full cost of service.
Bluebird Cabs	\$600/year	6-12 trips per year for microfilm retrievals/returns/filing	NO – microfilm chargebacks does not cover this extra expense.
Various (Asset Investment Recovery (AIR) Shred-It)	\$20,000/year	Contingency for shredding of special media from offsite storage (i.e. disks, film, x-rays). Special arrangements are required; and rates are higher (i.e. AIR charges \$2.50/KG vs. regular storage rates of \$1.20/box for paper shredding through Shred-It).	NO – quarterly chargeback would not cover this extra expense.
CITZ IMB	\$4,000/year	ARIS storage/support	NO
TOTAL =	\$662,600/year		
	\$55,216.67		

Anticipated other one-time costs:

- This Fiscal:
 - ARIS Oracle Upgrade: \$6,300 parallel infrastructure.
 - Java repackaged to continue compatibility with ARIS/CRMS: \$4,839 (1/2 of total costs)
 - Moving lower mainland boxes from CUBE to Iron Mountain – approx. \$4,000
 - Legal Services advice on contracts – anticipate up to \$5,000 this fiscal; then none until 2021
 - Procurement Services – possibly require advice this fiscal on one contract; then none until 2021
- Future Years:
 - Microfilm vault project, including:
 - Specialist to appraise whether any microfilm requires immediate preservation activities (\$5K approved this fiscal)
 - Contracted resources to undertake microfilm vault indexing, application of schedules, preservation, et al.

Other Costs Paid by Government:

- Microfilm vault lease – Real Property Division holds the lease with CUBE and pay \$1,650/month.
- ARIS Replacement Project – planning to begin 2018 and new system should be in place within 3 years.
(Note CITZ IMB is currently working to upgrade ARIS to latest version of Oracle to resolve security issues. IMB is covering costs. After upgrade ARIS will meet security requirements for 3 additional years. Upgrade costs anticipated to be capital rather than operational; and not paid through CIRMO budget).

Questions:

- VAULT
 - s.17

- Vault holds records from LTSA and other non-IMA bodies.
 - What is the background to this?
 - Should these questions be re-examined prior to vault cleanup?

3. STAFF COST ESTIMATE:

Team	Total \$ incl 24.8% Benefits
Mgmt	\$25,467.03
RCS	\$414,876.95
IST	\$727,190.34
EDRMS	\$194,989.08
Div Ops	\$22,402.78
	\$1,384,926.18

Management:

Director, Infrastructure and Strategy leads the RCS and EDRMS team. Salary dollars reflect portion of time devoted to strategy, human resources, procurement, contract and other activities related to offsite storage.

Records Centre Services (RCS):

The RCS section is responsible for the effective management of government-wide off-site records storage services. RCS manages contracts with records storage service providers to deliver cost-effective and secure off-site records storage, retrieval, and disposition services for ministries and Broader Public Sector organizations. RCS is the liaison between clients and off-site storage facilities, managing all aspects that accompany that process: records transfer, scheduling, and disposition; maintaining access authorizations; updates to legal custodian of records; and monitoring off-site storage facility standards, services, and charges.

100% of the 6 RCS staff's time is devoted to offsite storage services.

Information Solutions and Transformation (IST):

Staff from the IST team provide advisory services and support services to Ministry and Broader Public Sector clients with respect to offsite storage. This includes the following functions:

- Processing offsite records transfer and scheduling request forms
- Reduction of offsite storage holdings
- Offsiting due to LWS
- Coordinating divisional or larger access updates
- Applying scheduling updates to offsite boxes by request from clients, or as part of an ORCS implementation
- Finding and sharing copies of master accession case files
- Giving reports and answering questions around a review of a branch's offsite holdings
- Assisting clients in identifying possible locations for specific files by year/box description
- Sorting and sending 60 day notices of destructions to clients
- Sorting and sending notices to Archives
- Supporting and facilitating large off-siting and backlog projects

- Supporting clients in their management of TRIM p-folders
- Coordinating divisional or larger access update
- Applying scheduling updates to offsite boxes by request from clients, or as part of an ORCS implementation
- Finding and sharing copies of master accession case files
- Giving reports and answering questions around a review of a branch's offsite holdings
- Assisting clients with identifying possible locations of their records
- Sorting and sending 60 day notices of destructions and Full Retention (Archives) to clients
- Supporting and facilitating large off-siting and backlog projects
- Supporting clients in their management of TRIM p-folders
- Providing clients with accession/box related TRIM support

Currently 5 Records Advisors spend 100% of their time on processes related to offsite records.

All other IST staff (Records Officers, Senior Records Analysts, and Records Analysts) spend some time on functions that support offsite records processes. The percentage depends on Ministry portfolios; and staff are reassigned to different teams periodically.

The volume of activity around offsite storage is not anticipated to decrease for the IST team overall within the next 3 years.

EDRMS Team

The EDRMS team maintains and supports Ministry and other entities use of EDRMS TRIM/CM9.2 and CRMS for physical records management. Time estimates are based on:

- 3 EDRMS Help Desk staff spending 75% of their time responding to requests that relate to CRMS issues, EDRMS p-folder issues, or otherwise related to physical records storage (offsiting process, removing boxes, changing semi-active permissions, etc.
- the RM Administrator spends 1 week per week updating box status based on ARIS quarterly reports (i.e. boxes destroyed, permanently removed etc).
- the Snr EDRMS Systems Analyst spends approx 10% of her time on activities such as batch files updates for Accounts Pay
- the EDRMS Access Analyst spends approx 5% of her time on access activities related to p-folders in TRIM.

Divisional Operations

Administrative Support of invoice receiving, chargebacks, budgets, etc.

Team	Position	Classification	%Time	# of Positions this Team/this % of Time	Total Salary \$	Bi-weekly Salary	Annual Cost RS portion	Total \$ incl 24.8% Benefits
Mgmt	Director, Infrastructure & Strategy	Band 4	20%	1	\$20,400.00	\$3,909.64	\$20,406.76	\$25,467.63
RCS	RCS Manager	AO24	100%	1	\$70,367.02	\$2,697.16	\$70,390.48	\$87,847.32
RCS	RCS Administrator	AO18	100%	1	\$58,873.38	\$2,256.61	\$58,893.01	\$73,498.47
RCS	Records Coordinators	Clk14	100%	3	\$157,464.84	\$2,011.87	\$157,517.35	\$196,581.65
RCS	RCS Intake Coordinator	Clk9	100%	1	\$45,617.40	\$1,748.51	\$45,632.61	\$56,949.50
IST	Records Officer	AO24	100%	1	\$70,367.02	\$2,697.16	\$70,390.48	\$87,847.32
IST	Records Officer	AO24	5%	3	\$10,555.05	\$2,697.16	\$10,558.57	\$13,177.10
IST	Records Officer	AO24	10%	3	\$21,110.11	\$2,697.16	\$21,117.14	\$26,354.20
IST	Senior Records Analyst	AO21	40%	1	\$25,734.95	\$2,466.06	\$25,743.69	\$32,128.13
IST	Senior Records Analyst	AO21	35%	1	\$22,518.08	\$2,466.06	\$22,525.73	\$28,112.11
IST	Senior Records Analyst	AO21	30%	1	\$19,301.21	\$2,466.06	\$19,307.77	\$24,096.10
IST	Senior Records Analyst	AO21	25%	1	\$16,084.35	\$2,466.06	\$16,089.81	\$20,080.08
IST	Senior Records Analyst	AO21	20%	1	\$12,867.48	\$2,466.06	\$12,871.85	\$16,064.06
IST	Senior Records Analyst	AO21	15%	1	\$9,650.61	\$2,466.06	\$9,653.89	\$12,048.05
IST	Records Analyst	AO18	40%	2	\$47,098.70	\$2,256.61	\$47,114.41	\$58,798.78
IST	Records Analyst	AO18	35%	2	\$41,211.37	\$2,256.61	\$41,225.11	\$51,448.93
IST	Records Analyst	AO18	20%	2	\$23,549.35	\$2,256.61	\$23,557.20	\$29,399.39
IST	Records Advisor	AO14	100%	5	\$262,441.40	\$2,011.87	\$262,528.92	\$327,636.09
EDRMS	RM Systems Administrator	AO24	20%	1	\$14,073.40	\$2,697.16	\$14,078.10	\$17,569.46
EDRMS	Snr RM Application Analyst	AO21	10%	1	\$6,433.74	\$2,466.06	\$6,435.92	\$8,032.03
EDRMS	EDRMS Access Analyst	AO21	5%	1	\$3,216.87	\$2,466.06	\$3,217.96	\$4,016.02
EDRMS	EDRMS Systems Advisor	AO18	75%	3	\$132,465.11	\$2,256.61	\$132,509.27	\$165,371.57
Div Ops	Financial Analyst	FO18	10%	1		\$2,256.61	\$5,889.30	\$7,349.85
Div Ops	Administrative Support	CL11	25%	1		\$1,848.67	\$12,061.65	\$15,052.94
				TOTAL	\$1,091,401.43	\$58,284.50	\$1,109,716.97	\$1,384,926.78

CIRMO



ADM Briefing on EDRMS Content Manager June 2019



Ministry of
Citizens' Services

From the *Information Management Act*, s.19(1)...

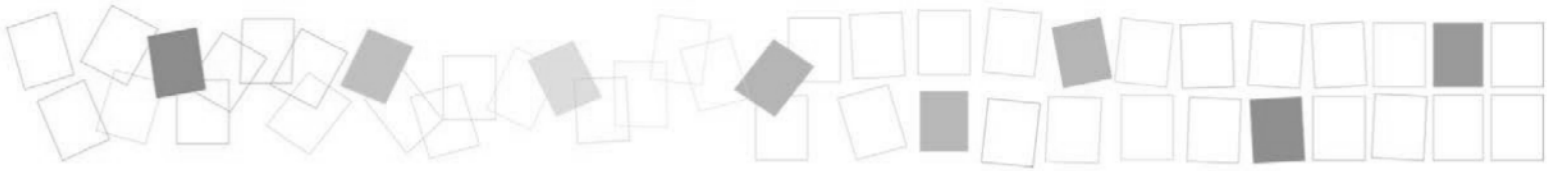
The head of a government body is responsible for ensuring that an **appropriate system is in place within the government body for managing and securing government information.**

Ministries must use the government standard Enterprise Document and Records Management System (EDRMS) when implementing an electronic document and records management system.

See Core Policy, Chapter 12.3.3

Government Records Service is the business owner for EDRMS.

GRS Guidance on Appropriate Recordkeeping Systems



RECORDKEEPING SYSTEMS

A recordkeeping system is a shared filing system in which records are captured, protected, retained and destroyed in accordance with approved information schedules. A recordkeeping system, when used in conjunction with recorded policies and procedures, defined roles and responsibilities, and ongoing training, constitutes an appropriate system for managing government information.

An appropriate recordkeeping should:

- contain logical, organized naming conventions that can be followed by all staff;
- ensure the preservation and accessibility of records over time;
- protect against accidental or unauthorized access, alteration, copying, movement or deletion;
- minimize duplicate storage of records; and
- permit the retention requirements of information schedules to be applied accurately and efficiently.

Types of Recordkeeping Systems include:

- **Structured Local Area Network (LAN)** with the *Administrative Records Classification System (ARCS)* and *Operational Records Classification Systems (ORCS)* applied, as appropriate
- **Enterprise Document and Records Management System (EDRMS)** EDRMS Content Manager (formerly TRIM) is the government standard
- **Line of business applications** (e.g. case management systems)
- **Physical (paper) filing system** with the *Administrative Records Classification Schedule (ARCS)* and *Operational Records Classification Schedule (ORCS)*

Government bodies must create and maintain adequate records of their decisions to meet their obligations under the *Information Management Act*. If your drafts contain important decisions, they must be saved in the appropriate recordkeeping system.

For more information on the requirements to document government decisions see the [Documenting Government Decisions guidelines](#)

In the BC Government, the requirements for establishing office recordkeeping systems are set in the following legislation, policy and standards:

- [Information Management Act](#)
- [Freedom of Information and Protection of Privacy Act](#)
- [Core Policy and Procedures Manual Chapter 12](#)
- [Administrative and Operational Records Classification Schedules \(ARCS and ORCS\)](#)



- An Enterprise Document and Records Management System (EDRMS) is a type of **content management software** used to **capture, manage, access** and **secure** records throughout their lifecycle.
- Advantages of EDRMS over other recordkeeping systems:
 - Maintains appropriate contextual information (metadata);
 - Provides rigorous security for electronic records;
 - Provides a powerful search tool for both physical and electronic records;
 - Manages digital information according to information schedules.

- Client perspective:
 - Not as intuitive as other options (e.g. a LAN);
 - Basic processes to manage records are not clearly established;
 - Lack of clarity and ownership for records management;
 - Change management is not supported.
- GRS perspective:
 - Capacity for EDRMS implementation;
 - Capacity for ORCS development.

TYPE OF COST	ANNUAL EXPENDITURE
Staffing (current EDRMS staff, including benefits)	\$0.585M
Storage (average, based on 2018/19 figures)	\$0.600M
Support, software updates, and licenses (2019/20 forecast)	\$0.200M
Annual Total (approximate)	\$1.385M

- Corporate Records Management System (CRMS) Migrations (HIGH priority for IMB resourcing)
- Content Manager Phase 2 Project (MEDIUM priority for IMB resourcing)
 - Workflow
 - Web/Mobile
 - SharePoint Integration
 - Auto-Classification Pilot