

TI Corp Executive team

TI Corp Centralized Resource

TI Corp Project Resource

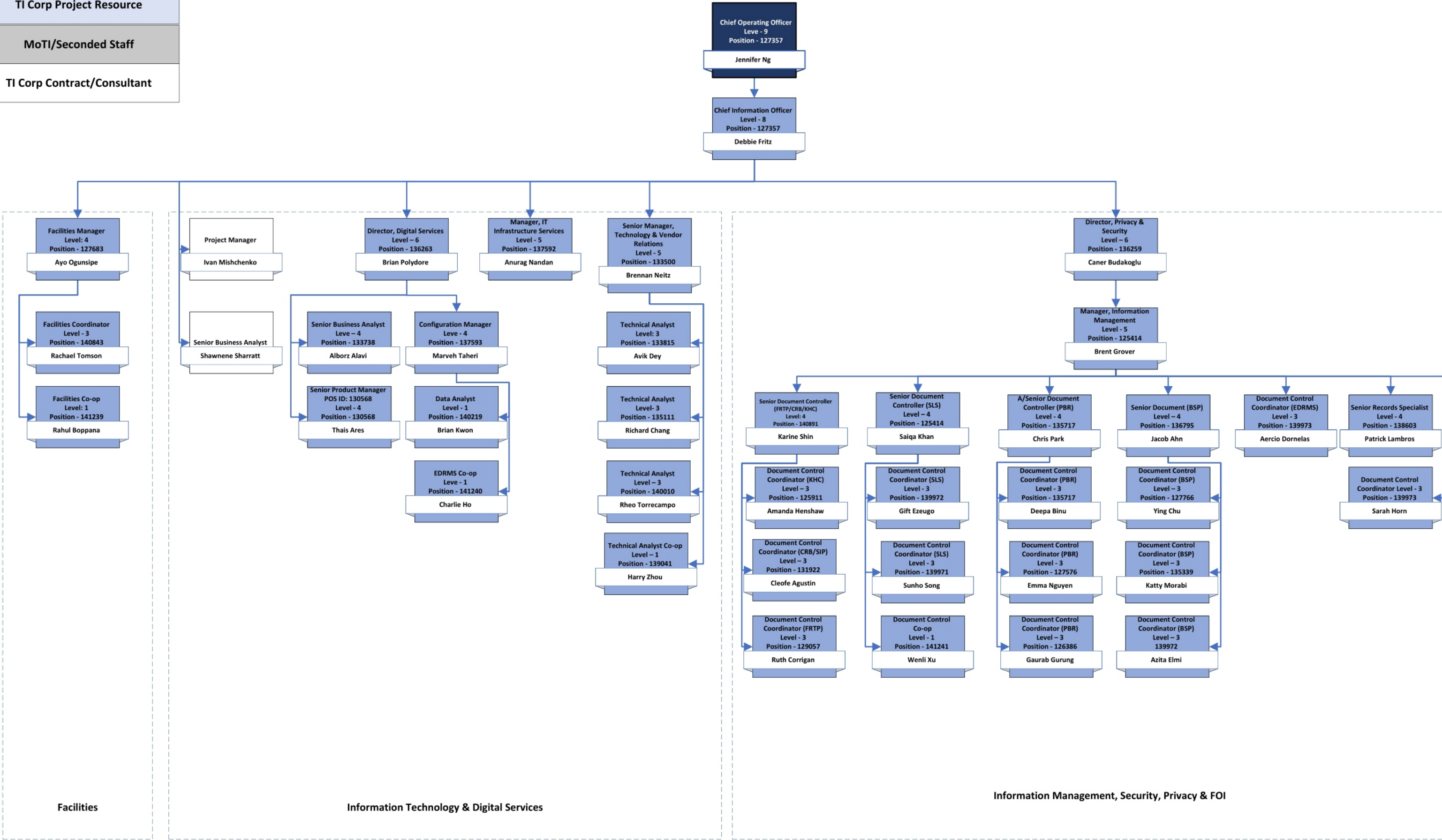
MoTI/Seconded Staff

TI Corp Contract/Consultant

Transportation Investment Corporation

Organization Chart: Facilities, Information Management & Information Technology

Date last modified: July 2024



Facilities

Information Technology & Digital Services

Information Management, Security, Privacy & FOI

Document Control Coordinator

Reporting to the Manager, Information Management

Overview

The position coordinates the development of document management systems and administers the management and disposition of all project information in accordance with established policies, procedures, and best practices.

Key Accountabilities

- Implements document management policies and procedures in line with TI Corp's guidelines.
- Designs and implements systems to establish document management best practices across the project.
- Coordinates with IT resources to ensure all document management systems and tools are identified, deployed, and maintained.
- Establishes and deploys work processes and procedures related to major project contract submittals, documentation, and correspondence.
- Develops and implements detailed work instructions to support the approved procedures and supervise/guide the day-to-day activities of document management staff.
- Identifies document control issues and recommend further improvements.
- Maintains the hard copy filing system and ensures that electronic copies of all documentation are stored in the designated document management system.
- Assists in the preparation and issuing of maintenance and turnover documentation.
- Assists to standardize and maintain information metadata profiles and ensures all project staff are following the process.
- Maintains a working knowledge of the BC Public Service ARCS/ORCS system and the Freedom of Information and Protection of Privacy Act.
- Tracks, researches, collates, and prepares documents in response to legal challenges, audits and reviews, and Freedom of Information requests.
- Administers and controls the lifecycle management and disposition of all project recorded information.
- Maintains a current awareness of document handling techniques and adheres to the Document Control Requirements.

Qualifications

- Certificate in document management/records and information management and considerable experience in a lead document control role managing documents for major capital projects using electronic document management system software such as OpenText, SharePoint or Aconex or, an equivalent combination of education and experience.

Preference may be given to applicants with the following experience:

- *Interpreting and applying legislation and policy related to records management (e.g. Information Management Act);*
- *Interpreting and applying the provincial Freedom of Information and Protection of Privacy Act;*
- *Using the Administrative Records Classification System (ARCS) and/or the Operational Records Classification System (ORCS) of BC Public Service;*
- *Using EDMRS – Electronic Database Records Management System (e.g. TRIM).*

Senior Records Specialist

Reporting to the Manager, Information Management

Department #725-0100, Position #TBD

Overview

The position is responsible for developing and implementing a multi-media records and information management program, including classification, storage, security, inventory, retrieval and destruction.

Key Accountabilities

- Develops and enforces strategies, methods and standards to ensure government information is protected according to legislative requirements.
- Administers and controls the lifecycle management and disposition of government information and develops and manages the vital records disaster recovery plans.
- Provides advice on regulatory issues related to information and records management, including impact of legislation.
- Provides advice and support for integrating electronic records systems with line-of-business applications and responds to user concerns.
- Performs periodic compliance audits, investigates and reports on policy breaches, and recommends remedial actions.
- Manages the relationship with contracted service providers and ensures records management services are provided in accordance with legislation and policy.
- Consults with provincial and federal counterparts regarding legislation and policy changes to contribute to ongoing development of provincial and national standards.
- Analyzes and appraises the organization's information assets to determine their ongoing corporate value.
- Analyzes and advises document control team on the classification of government information using the Administrative Record Classification System (ARCS) and Operational Record Classification System (ORCS)
- Delivers training programs on privacy and information management policies and procedures, as well as serving as a subject matter expert to internal staff by providing support for privacy and information requests.
- Supervises staff including assignment of work, development and evaluation of performance plans and approval of leave.

Qualifications

- Degree or diploma in Library Sciences, Information Science, Information Management, Archives, records management or an equivalent combination of education and experience.
- Experience interpreting and applying legislation and policy related to the management of government information.
- A demonstrated ability to interpret records life cycle, concepts and requirements in light of diverse business functions and operational activities.

- Knowledge of the Information Management Act, Freedom of Information and Protection of Privacy Act and related policies and procedures.
- Ability to exercise judgement, initiative, and discretion.
- Strong oral and written communication skills.
- Experience and comfortability in segmenting complex processes, challenges, and opportunities into smaller work units.

Behavioural Competencies

Open Listening

Collaborative Planning,
Organizing and Coordinating

Impact and Influence

Holding People Accountable

Building a Trust-Based
Relationship

Strategic Orientation

Senior Document Controller

Reporting to the Manager, Information Management, Access and Privacy

Department #725-0100, Position # TBD

Overview

The position leads the daily operations of the Document Control Coordinators across the Projects to ensure consistent document control and records management across TI Corp. This is a working lead position and as such is also responsible for Document Control Coordinator work.

Key Accountabilities

- Supervises, supports, and motivates staff, including training and onboarding, assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of disciplinary processes.
- Operationalizes corporate wide information management system ensuring consistent document control and records management for all TI Corp projects, aligned with legislation and corporate best practices.
- Monitors and ensures information management policies and procedures related to the collection, storage, access, use and disclosure of corporate information are followed consistently and correctly.
- Coordinates the development of document management systems and administers the management and disposition of all project information in accordance with established policies, procedures, and best practices.
- Deploys and monitors work processes and procedures related to major project contract submittals, documentation, and correspondence.
- Leads and directs the day-to-day activities of the Document Controls Coordinators including determining work priorities, assigning projects and initiatives, providing training and guiding employee performance plans and appraisals.
- Provides expert advice and technical direction project staff on information access, privacy and the application of records retention and disposal schedules.
- Conducts technical audits of operational and project records to ensure compliance.
- Provide input for the development of IT resources to ensure all document management systems and tools are identified, deployed, and maintained across the project level
- Responsible for developing and delivering training to project staff on information access and privacy.
- Administers and controls the lifecycle management and disposition of all project recorded information.
- Tracks, researches, collates, and prepares documents in response to legal challenges, audits and reviews, and Freedom of Information requests.

Qualifications

- Diploma in Information Management and some related experience, or an equivalent combination of education and experience.

- Certificate in document management/records and information management and considerable experience in a lead document control role managing documents for major capital projects, using electronic document management system software such as OpenText, SharePoint or Aconex or, an equivalent combination of education and experience.

Related experience includes:

- Operationalizing and implementing information management policies and procedures
- Determining records management requirements.
- Knowledge of records management policies, standards and practices.
- Knowledge of the Administrative Records Classification System (ARCS) and/or the Operational Records Classification System (ORCS) of BC Public Service and EDMRS – Electronic Database Records Management System (e.g. TRIM).
- Ability to build positive business relationships and, influence staff and stakeholders to adopt new/change existing business practices.
- Demonstrated experience leading others
- Ability to exercise judgement, initiative, and discretion.
- Superior oral and written communication skills.

Behavioural Competencies

Supportive Leadership

Planning, Organizing and
Coordinating

Concern for Order

Initiative

Problem Solving and Judgement

Improving Operations

Manager, Information Management Reporting to the Chief Information Officer Department #725-0100, Position #125414

Overview

The position develops a corporate information management system, directs all document control and records management activities on projects and, provides expert advice on information access, privacy, legislation, policies, practices and standards.

Key Accountabilities

- Develops and implements a strategic plan to establish the direction and goals of corporate information management.
- Develops and implements corporate wide information management system ensuring consistent document control and records management for all TI Corp projects, aligned with legislation and corporate best practices.
- Establishes information management policies and processes related to the collection, storage, access, use and disclosure of corporate information, including protection of privacy to ensure compliance with provincial FOIPP legislation.
- Establishes work processes and procedures related to major project contract submittals, documentation, and correspondence.
- Provides expert advice and technical direction to corporate staff on information access, privacy and the application of records retention and disposal schedules.
- Conducts technical audits of operational and project records to ensure compliance.
- Represents the Crown on information management projects and issues requiring liaison and collaboration with the Ministry of Transportation and Infrastructure.
- Provides advice on emerging information management issues, legislation, policies, standards and best practices.
- Subject matter expert for the implementation of IM resources to ensure all document management systems and tools are identified, deployed, and maintained across the corporate level.
- Responsible for the management and coordination of Freedom of Information requests.
- Responsible to develop and deliver train all corporate employees on information access and privacy training.
- Reviews Office of the Information and Privacy Commissioner (OIPC) Orders and judicial reviews, engages legal services, and develops/amends operational policies to reflect legal requirements and best practices.

Qualifications

- Diploma in Information Management and some related experience, or an equivalent combination of education and experience.

Related experience includes:

- Designing records management systems.
- Developing information management policies and procedures.
- Determining records management requirements.

- Knowledge of the Information Management Act (IMA) and related *policies and procedures*.
- Knowledge of the Freedom of Information and Protection of Privacy Act (FOIPPA) and related *policies and procedures*.
- Knowledge of document control in the construction management field.
- Knowledge of records management policies, standards and practices.
- Ability to build positive business relationships and, influence staff and stakeholders to adopt new/change existing business practices.
- Ability to exercise judgement, initiative, and discretion.
- Superior oral and written communication skills.
- Successful completion of security screening will be required as a condition of employment with TI Corp.

Behavioural Competencies

Business Acumen

Planning, Organizing and
Coordinating

Concern for Order

Initiative

Problem Solving and Judgement

Improving Operations

Records and Information Management Policy

Freedom of Information and Protection of Privacy Policy

2024



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Welcome and thank you for joining me.

TICconnect

The TI Corp Board of Directors review policies yearly.

Updated policy documents are on our intranet site via **Quick links** or at:

<https://intranet.gov.bc.ca/ticonnect/communications/policies>

Quick links

[About TI Corp](#)
[Annual reports and plans](#)
[Facilities](#)
[Policies](#)
[Project controls](#)

Tools

[My Time and Pay](#)
[Learning HUB](#)
[Performance Development Platform \(PDP\)](#)
[MyPerformance](#)
[SharePoint](#)
[iExpense / CFS](#)

Agenda

- **Introduction**
- **Information Management Act**
 - Key Points
 - Policy
- **Freedom of Information and Protection of Privacy Act**
 - Key Points
 - Policy
 - FOI Request Process
- **Additional Resources**
- **Questions**



Introduction

- Policies communicate corporate expectations or address challenges
- TI Corp was specifically included within the scope of the:
 - *Information Management Act*; and,
 - *Freedom of Information and Protection of Privacy Act*.
- The goal is to manage information consistently to instill trust and credibility in our handling of the information in our care

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Information is a critical resource and needs to be managed to maximize its value for British Columbians

We will be talking about policy in terms of legislation ??? -

Government direction for managing information throughout its lifecycle is set by legislation.

Information Management Act



- **Government Information** - recorded information created or received in connection with government business
- Head of the public body is responsible for ensuring that there is an appropriate system for managing and securing government information
- Information must be retained unless disposal is authorized using an **Information Schedule** (e.g., ARCS, ORCS, Special Schedules)
- Chief Records Officer can issue Directives – e.g., Documenting Government Decisions Directive

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Information includes the variants - Data, information, records, knowledge, metadata

Information – data, records are essential to government, to meeting our obligations, to documenting the history of the province

In 2016, the *Information Management Act* was enacted and it changed the landscape for records and information management

The *Information Management Act* defines responsibilities for information - not records

In 2021, TI Corp the *Freedom of Information and Protection of Privacy Act* was amended

Except for personal information about themselves, applicants must now pay \$10 for each information request

Chief Records Officer - Documenting Government Decisions (DGD)

Directive – issued by the Chief Records Officer under the authority of the IMA. Defines requirements for documenting and retaining consequential decisions and the characteristics of an appropriate recordkeeping system

TI Corp

- MOTI Crown Agency that is a subsidiary to a Crown Agency (BCTFA)

Project Agreements

- Contracts with the Province will require contractors to comply with government legislation and policy.
- Contractors typically are required to manage information as if it were being managed by the Province.
- One difference between contract and legislative the records retention categories in use:
 - Records of Value – Permanent Value
 - Expedient from the project perspective but lawful disposition is defined in legislation

Policy

1. Government information must be managed throughout its lifecycle (creation, use, retention and lawful disposition) to enable long term accessibility and preservation.
2. Employees are responsible for creating, classifying, retaining and lawfully disposing of government information in accordance with legislation.



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Documenting government directives – documenting government decisions that impact people, their rights, and finances

FOIPPA – finding

IMA – retention and disposal

Freedom of Information and Protection of Privacy Act

Part 1 Introduction

Part 2 Information Rights and How to Access Them

Part 3 Protection of Privacy

**Part 4 Office and Powers of the Information Privacy
Commissioner (OIPC)**

Part 5 Reviews and Complaints

Part 6 General Provisions

Schedule 1 Definitions

Schedule 2 Public Bodies



FOI Key Points

Personal Information – recorded information about an identifiable individual ...

Part 2 Sections

Information Access Rights (s. 4 – 11)

- s. 6 Duty to Assist
- s. 7 Time Limit for Responding

Exceptions to the Release of Requested Information (s. 12 – 25)

- s. 12 – 22 (Harms)
- E.g., Cabinet, Legal, Policy Advice, Financial, Intergovernmental Relations, Indigenous Interests

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Personal info – includes employees, always do a Privacy Impact Assessment

Role of the Office of the Information and Privacy Commissioner (OIPC)-
Regulator that ensures that Government including TI Corp meets the
requirements of FOIPPA

Role of the Information Access Operations

Harms – strict interpretation of legislation

Harms Assessment Sheet – MOTI site or I can send out

FOIPPA Policy and Procedures Manual ([BC Government site](#))

Section 6 - Duty to assist applicants

- [Overview](#)



Overview

- [Section Reference](#)
- [Policy](#)
- [Summary](#)
- [Interpretation](#)
- [Sectional Index of Commissioner's Orders](#)
- [Return to Manual Table of Contents](#)

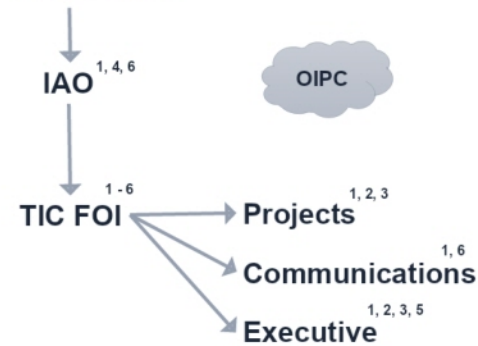
Section 6 establishes a duty for the head of a public body to assist applicants and to respond openly, accurately, completely and without delay.

It also sets out the circumstances in which a public body is required to create a new record to respond to an access request.

FOIPPA policy mirrors the legislation and includes requirements for requesting government information and handling personal information. FOIPPA comprehensively describes information access rights and requirements for the protection of personal information.

FOI Request Process

FOI Request



Activities (30 days)

1. Request is received (\$10 fee)
2. Gather Records
3. Review content for Harms - legislated exceptions to releasing information
4. Line-by-line review by Information Access Operations (IAO)
5. Executive sign off
6. Applicant receives response package by the **Legislated Due Date**

Additional Resources



FOI@ticorp.ca

Learning Hub

IM 117 Information Management: Managing government information, privacy, access to information and security

FOIPPA: Access

FOIPPA: Foundations – Privacy and Access in BC

BC Information Privacy Certificate Program

Questions?

Thank you



transportation
investment
corporation