

STANDARD OPERATING PROCEDURES FOR LAN ORGANIZATION

MINISTRY OF WATER, LAND, AND RESOURCE STEWARDSHIP

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Background

The LAN is used to manage the official copy of our branch records – replacing the paper-based system. The same level of care that is applied to paper files should be applied to the LAN folders. Dates and naming conventions are key factors and need to be applied consistently.

It's important to use appropriate [ARCS](#) and [ORCS](#) coding at the folder level to ensure records are retained for the appropriate length of time.

An effective LAN will help the ministry to:

- Facilitate each division's work by reducing the amount of search time
- Move towards genuine collaboration
- Cultivate a culture of sharing, support, and accountability
- Comply with [IMA legislation](#)

Goal

Develop and maintain a LAN structure that helps to support team operations and enables compliance of legislative requirements.

Governance

- [Information Management Act \(IMA\)](#), legislation that sets the foundation for government's transition to modern and digital information management.
- The [Records and Information Management Manual \(RIM Manual\)](#) provides guidance to support ministries in all aspects of managing, protecting, and accessing government information, including data and records.
- [Managing Government Information Policy \(MGIP\)](#) helps ministries understand their information management obligations in conjunction with IMA, FOIPPA, Core Policy and Procedures: Chapter 12, CRO directives and guidelines, Standards of Conduct for BC Public Service Employees, BC's Digital Principles and other corporate policies and standards.
- The IMA requires that government bodies have an appropriate system in place for creating and maintaining government information that is an adequate record of their decisions. The Chief Records Officer (CRO)'s [Directive on Documenting Government Decisions](#) and [Guidelines on Documenting Government Decisions](#) sets out the components of an appropriate system for creating and maintaining government information, and what constitutes an adequate record.

The requirement in the IMA obliges each ministry to take reasonable steps to ensure the right policies and processes exist around documenting decisions.

If you have any questions about this initiative, or your own responsibilities under the IMA, please contact Government Records Service at grs@gov.bc.ca.

Responsibilities

Individual division members are responsible for:

- Naming documents (according to standards) and filing in correct folders
- Moving obsolete drafts to transitory draft folder

Executive Coordinator/Senior Executive Assistant is responsible for:

- Second-level folder creation and direct liaison with Ministry Records Officer
- Securing confidential employee or competition files

Executive Assistant at the Divisional level is responsible for:

- Auditing all folders every quarter by ensuring documents are accurately filed under the correct classifications and appropriate naming conventions are applied
- Supporting each team member to ensure they understand the process and expectations
- Requesting monthly feedback from staff team contact to help ensure the system is working effectively
- Reviewing and deleting documents (in the transitory draft folder) every month.
- Training new staff on the LAN requirements as required

Procedures

Creating a new folder

Please contact the **Executive Coordinator/Senior Executive Assistant** to create a folder on the first and second levels.

Folder Naming Convention

- Titles should reflect content
- Use words that are commonly understood in the working group
- LAN folders should not use individual names or positional titles. Personnel files are the exception
- Folder names should include ARCS classification numbers at the beginning.
- Do not repeat a name on any sub-level that has already been used in the higher-level folder. For example, in a first level folder named REPORTS, it is not necessary to have a subfolder with the name REPORTS.

Saving a document on the LAN

- Save branch electronic records under branch function and then [ARCS](#) and [ORCS](#) classification

Document Naming Convention

While not mandatory, please consider these best practices when it comes to naming files:

- Name documents in the following order: Date (must be the final date) (CLIFF number if applicable) then subject/content then status e.g. DRAFT or Final
- Identify draft and final versions clearly using V01, V02 – store drafts as transitory, deleting on a regular cycle. Only final versions to be stored on LAN for full retention period. Be sure final version includes the word “final” and the date.
- Avoid using abbreviations, unless they are commonly understood and there is group agreement.
 - ✓ Document title should read {YYYY-MM-DD} {CLIFF number} – Status (DRAFT/Final)
Example **2018-11-10 - 1120477 - Public Information Campaign - Final**
 - ✓ Document title should read {YYYY-MM-DD} {subject} {Status and version number}
Example **2018-10-09 Opioid symposium DRAFT V01**

Key contacts

1. Project Coordinator: Emma Lavery emma.lavery@gov.bc.ca
2. WLRS Records Analyst: Megan Solheim megan.solheim@gov.bc.ca
3. GRS Records Officer: Richelle Wright grs@gov.bc.ca

-
4. FOI Analyst: Kazuma (Kaz) Sakakibara kazuma.sakakibara@gov.bc.ca

Sample LAN Structure

- Use [ARCS](#) and [ORCS](#) titles
- The **first** level is the business function (e.g. admin, finance, human sources) Do not file at this level.
- The **second** level contains specific primary classifications. Do not file at this level.
- The **third** level contains the documents; this is where naming conventions must be practiced consistently.

Root Folder - Branch	Strategic Planning Branch		
First level	Admin	Admin (100-499)	
	Admin	Facilities (500-699)	
	Admin	Equipment (700-899)	
	Admin	IT (6000-6999)	
	FIN	Financial (900-1299)	
	HR	HR (1300-1999)	
Second level	Admin (100-499)	100-00 Policy and Procedures	
	Admin (100-499)	100-01 General	
	Admin (100-499)	100-05 Lists, Spreadsheets and Registers	
	Admin (100-499)	100-30 Appointment and Meeting Scheduling Records	
Third level	100-00 Policy and Procedures	29th Floor Locker Assignments	
	100-00 Policy and Procedures	Meeting Request for Minister John Doe	
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	100-00 Policy and Procedures	Office Assistance Records	



Records Management (RM) Advice and Guidance

[BC Gov Records Management Page](#)

Guides

[Personnel Records Guidelines](#)

[Departing or Transferring Employees Guide](#)

[Transitory records](#)

[Managing Drafts and Working Materials](#)

[Digitizing Government Information \(Interactive PDF\)](#)

[Email Guide \(Interactive PDF\)](#)

[Critical Information RM Guide](#)

[ARCS & ORCS User Guide](#)

[ARCS & ORCS Codes and Acronyms](#)

Training & Learning Videos

[IM112: Records Management Fundamentals](#)

[IM 117: Protection of Privacy, Access to Information and Records Management](#)

[Email Organization](#)

[Shared Drives \(LAN\) and Collaboration Tools \(SharePoint, Teams\)](#)

[Administrative Practices](#)

Records Destruction: PROCESS

Last updated August 31, 2023

Purpose and Contents



PROCESS PURPOSE

- Ensure we have an appropriate information destruction practice in place for the disposal of data and government information as mandated in the Information Management Act (IMA)
- Ensure our destruction model supports accountability, access, privacy, and security requirements
- Clarify roles and responsibilities in the process

Contents

Helpful Resources:

- Template
- Tools
- Guidance

Roles & Responsibilities

Process Map

If you have any questions or suggestions related to this process, please reach out to the Records Analyst. Current contact:

- Megan Solheim: megan.solheim@gov.bc.ca

Helpful Resources



Ministry of
Water, Land and
Resource Stewardship

Templates

- Information Destruction Authorization Form (IDA) ([ARS518](#))
- File List Form ([ARS661](#)) for file lists not generated in EDRMS

Tools

- WLRS Destruction Log
- EDRMS Content Manager

Guidance

- [Appropriate Information Destruction Site](#) for digitization and destruction requirements, legislation and recommended learning

Roles & Responsibilities

Preparer

The person responsible for preparing both the destruction request and the records desired for destruction.

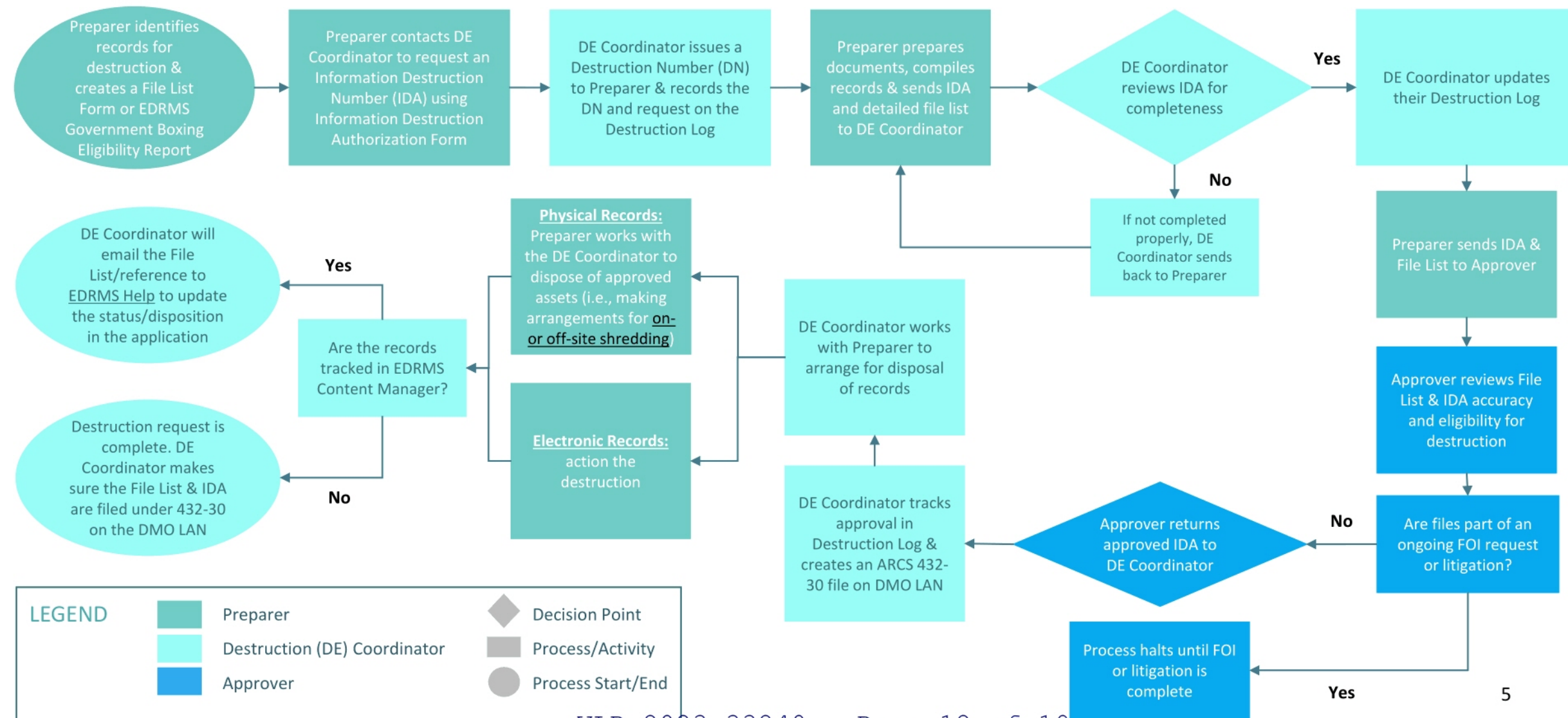
DE Coordinator

The DE Coordinator is the Records Analyst for the ministry (located in the DMO). All requests for destructions should go through them.

Approver

The Approver will approve the destruction request. This should be an Executive Director or Director from the Division/Branch making the request.

Records Destruction Process Map





Thank you!

From: [North, Anna WLRS:EX](#)
To: [WLRS Exec Team](#)
Cc: [WLRS Exec Support Team](#); [Solheim, Megan WLRS:EX](#); [Singh, Ben WLRS:EX](#)
Subject: UPDATE: WLRS LAN Project: Phase 2 & Beyond
Date: June 9, 2023 4:06:13 PM
Attachments: [Standard Operating Procedures for LAN Organization \(WLRS\).docx](#)
[image001.png](#)

Hi all,

Your teams have been hard at work with the DMO Records Analyst, Megan Solheim on a WLRS Records Project – thank you for all your time and patience through the first part of this process!

This message is to inform you of our recent initiative to reorganize LAN usage within Water, Land, and resource Stewardship. Many of you know that when our ministry was created, most divisions did not have dedicated WLRS LANs on which to store their files. As a result, staff have used a variety of places to store files: LANs from previous ministries, desktops, personal/OneDrives, etc. Since the beginning of 2023, the DMO has been working to make sure that all WLRS divisions either have, or in the process of having, dedicated LANs prepared for them.

As everyone is at slightly different stages of the WLRS project, we thought it would be helpful to see the full scope of the project and provide a Standard Operating Procedure for LAN Organization tailored to WLRS (attached).

At the end of this work (timeframes will differ according to readiness and complexity), staff should have all their records accessible, shared records issues resolved and are maintaining a regular pace of records management going forward.

Please feel free to distribute this information to your teams, and if you have any questions or need a consultation on records needs please reach out to Megan Solheim Megan.Solheim@gov.bc.ca

Thank you again to everyone for their time on this critical aspect of our work!
Anna

WLRS Records Project

Why it's important to have a good records-keeping system:

The LAN is used to manage the official copy of our branch's electronic records (such as documents, spreadsheets, images, videos, audio, etc.). The [Information Management Act](#) requires each branch of government to have an appropriate record keeping system in place, and to ensure records are retained for the appropriate length of time.

Appropriate use of [ARCS](#) and [ORCS](#) coding at the folder level, as well as dates and naming conventions are key factors and need to be applied consistently.



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Commented [SMW1]: Should this be a manager of corporate operations, or me as a Records Analyst?

Commented [SMW2R2]: This could also be assigned to someone in each Division to make the requests when required (although I imagine I would be pulled in to assist anyway)

Commented [NAW3R2]: I did not know we needed to do this, so this document is directing for corporate oversight of the LAN folders?
I think it would need to be you but check in with Sandra on this. Also we don't have a "Manager of Corporate Operations" we have a Director, Executive Operations.

Commented [SMW4R2]: Roger that! I think this is referring to the fact that level 1 & level 2 folders can only be created via an NRIDS serv. Centre request, and that it would need to come from someone with equivalent-level responsibility within each division. Sandra, thoughts?

Commented [RSW5R2]: If I'm understanding this correctly, I think that changes/additions to the LAN structure do need to have some corporate oversight and I would say it should be at the ADMO level, ie the SEA or EC must be the ones to submit requests to NRIDS for changes or additions to the LAN structure. For the addition of files within the structure built by NRIDS, I would say that the Admin staff should have the ability to do that. Ie if the Exec Directors begins to sit on a new ED level committee, that Admin should be able to create a folder in the 200 files for that committee.

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Example **2018-11-10 - 1120477 - Public Information Campaign - Final**

- ✓ Document title should read {YYYY-MM-DD} {subject} {Status and version number}

Example **2018-10-09 Opioid symposium DRAFT V01**

Key contacts

1. Project Coordinator: Emma Lavery emma.lavery@gov.bc.ca
2. WLRS Records Analyst: Megan Solheim megan.solheim@gov.bc.ca
3. GRS Records Officer: Richelle Wright grs@gov.bc.ca

Commented [SMW6]: Again, should this be me or someone assigned in each of the Divisions?

Commented [NAW7R7]: I did not know we needed to do this, so this document is directing for corporate oversight of the LAN folders?
I think it would need to be you but check in with Sandra on this. Also we don't have a "Manager of Corporate Operations" we have a Director, Executive Operations.

Commented [SMW8R7]: Same reply as above; Sandra?

Commented [RSW9R7]: I say these requests should be done by the ADMO (SEA or EC)

Commented [GAC10]: This is an example from another ministry. Modify according to your process

Commented [SMW11R11]: Thoughts on this? To my knowledge, there's no widespread naming convention in WLRS and everyone uses something different.

Commented [NAW12R11]: Is it an option to have the divisions try to adhere to a naming convention and we suggest a preference?
I've always hated including a date in the front of a document name because I always think: "what date?" the approved date, document creation date?

Commented [SMW13R11]: Same here! I'm not a fan of dates in file names. From what I've seen while looking at the LANs of other Divisions, most people just put the file name + v2 or v3, final, etc. I feel like name + version of doc could be enough.

Commented [RSW14R11]: We do have a specific naming convention for our Briefing Notes because they all come through the DMO and are filed there for convenience and for monthly FOI requests - but my inclination for other documents is that we not be too prescriptive but instead provide guidelines, ie: best practices for document naming - include the final date, include the cliff number if applicable, include the version number or final... etc. This way we give some latitude to the divisions to instill their preferences within their divisions. But if there is a good argument for trying to get consistent naming conventions throughout the organization then I think this works.

4. FOI Analyst: Kazuma (Kaz) Sakakibara kazuma.sakakibara@gov.bc.ca

Sample LAN Structure

- Use [ARCS](#) and [ORCS](#) titles
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[Email Guide \(Interactive PDF\)](#)

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[ARCS & ORCS Codes and Acronyms](#)

Training & Learning Videos

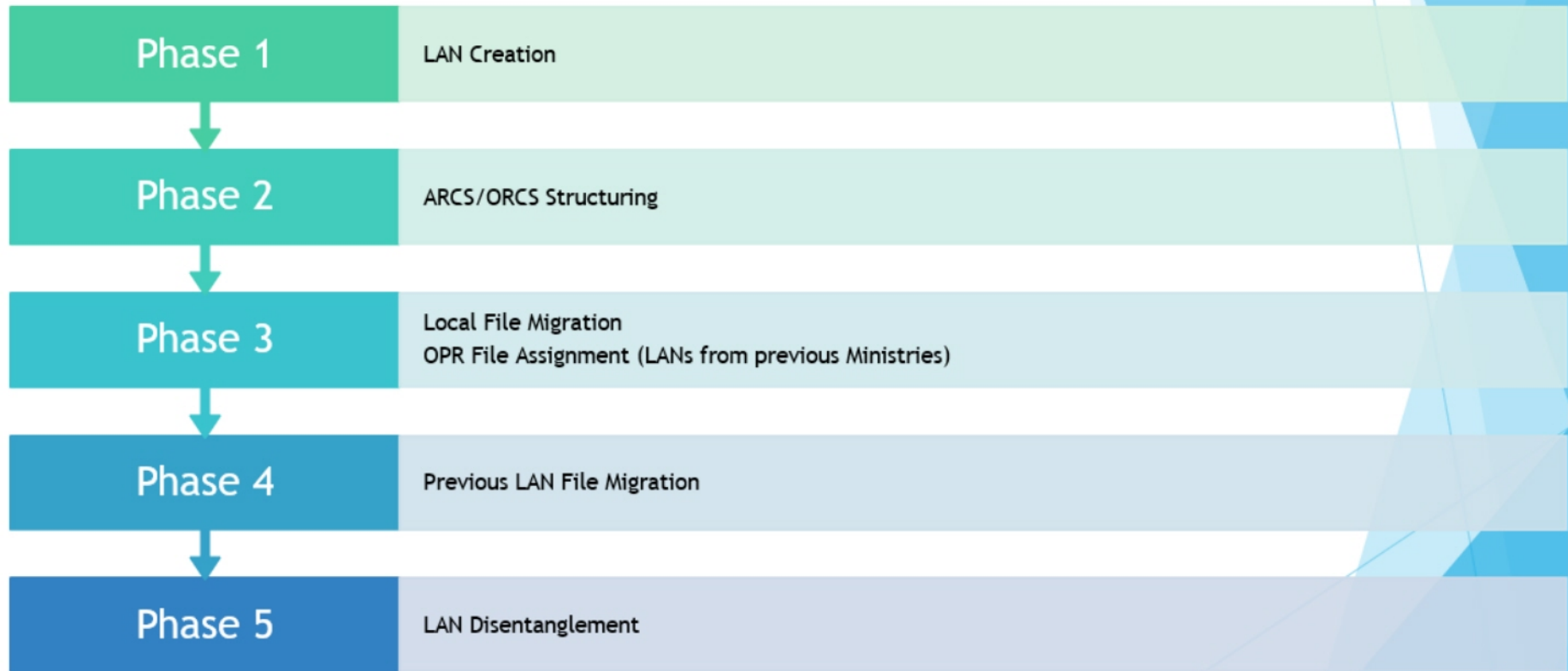
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[Email Organization](#)

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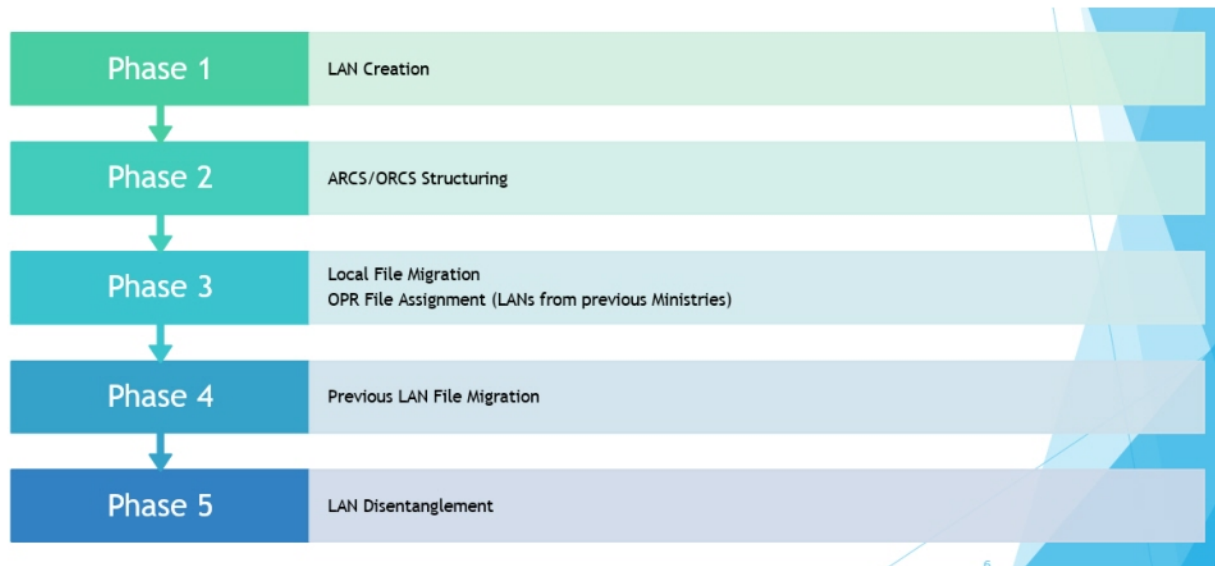


An effective LAN will help the ministry to:

- Facilitate each division's work by reducing the amount of search time.
- Move towards genuine collaboration.
- Cultivate a culture of sharing, support, and accountability.

Project Outline:

This is all part of the Ministry's overall LAN Project Outline, as seen below:



Phase 1 is where the structure of your LAN is built: the folder structure, what the access groups will be, and who will be in each of those groups. These requests will need to be submitted to the NRIDS Service Centre by your division. If your division needs assistance with this step, please contact our Records Analyst in the DMO's office, Megan Solheim (megan.solheim@gov.bc.ca).

Phase 2 occurs once your division's new LAN is set up and ready to go. Here the aim is to make sure that each branch of your division has their folders set up according to ARCS/ORCS structures. A good rule of thumb may be to put the admin teams or records staff for each branch in charge of this, as they will likely have some records keeping experience. If your staff lacks experience or training in this area, please see the training resources at the end of this document for more information. **Most of our divisions are currently at this stage.** Please see below for resources & further information on this step.

Phase 3 is broken up into two parts:

1. The migration of personal records & files to the new LANs once your admin teams have informed you their LANs have been set up and are ready for use. These will be items from locations such as Sharepoint, H:/ drives (personal drives), OneDrive, MS Teams, and desktops etc.
2. The identification of ownership for all files on the LANs of previous Ministries. Files on the LANs of previous ministries **should not be moved until the OPR (Office of Primary Responsibility) for those files is established** and you are certain that the prior ministry does not need access

to those files.

File ownership/access concerns should be resolved with the Ministry in question, so when any such issues come up, please have your admin teams document them & track as much information as possible about the files in question (location, who needs it, what business function it's tied to, which ministry it came from, etc.), and contact the Ministry who owns that LAN to address who will function as the Office of Primary Responsibility (OPR) for the files in question.

If there is any conflict or uncertainty over who should be the OPR, or if both Ministries may need access, please document this and contact our Records Analyst in the DMO's office, Megan Solheim (megan.solheim@gov.bc.ca).

Phase 4 is where file migration from previous LANs begins. Files should be moved only after both Ministries come to an agreement over who is responsible for storing a file. Depending on the number and size of files needing to be moved, it may be necessary to submit an NRIDS Service Centre request.

Phase 5 Once both ministries agree that WLRS staff can be removed, we will begin the process of removing WLRS employee access to the LANs of any other previous ministries. Please note that this will **only happen after both Ministries sign off on this**. Staff will not lose any access to any previous LANs prior to this. A service request will be made by the previous ministry to have access revoked.

Phase 2: ARCS & ORCS Structuring:

The current aim is to have this phase of the project completed within the next six months. Over the coming weeks, we recommend your admin teams/records staff work to set up each branch's LANs according to this system. **It is important that until this process is complete, individual members of staff do not create, delete, or move any files or folders on the LAN.** Your admin/records team can notify you when your program area's LAN is ready for use.

If you are interested in having your staff attend a short workshop on ARCS structuring, please contact Megan Solheim (megan.solheim@gov.bc.ca).

Before using your new LAN for storage, it is important that staff review the following Learning Center videos to ensure that LANs are kept in a state which reflects mandated legislation:

Additional Resources

The following courses are available on the [Learning System website](#). Each video is between 3-7 minutes. Courses in **red** are **highly recommended** before your staff access/use the LAN:

- [Records Management Foundations](#)
 - Introduction to Records Management (all sections - **recommended**)
 - Information Schedules
 - [Introduction to ARCS](#) - **recommended**
 - [OPR & Non-OPR](#) - **recommended**

Digital Recordkeeping: Developing Organizational Excellence

- Shared Drives
 - [Shared Drive \(LAN\) Overview](#) - **recommended**
 - [Design Principles](#) - **recommended**
 - [Model Structures](#) - **recommended**
 - [Model Structures Cont'd](#) - **recommended**
- [Email Organization](#)
 - Saving & Deleting Email Records
 - [Responsibilities of saving Emails](#)
 - [Preferred Email Preservation Formats](#)
 - [Saving Email to LAN](#)

If you have any questions related to your program area's LAN or have any concerns, please contact our Records Analyst, Megan Solheim (megan.solheim@gov.bc.ca).

Other Links:

ARCS: [Administrative Records Classification System - Province of British Columbia \(gov.bc.ca\)](#)

- On the right-hand side you will find a menu with useful PDFs such as the "ARCS & ORCS user guide" and "Information schedule codes & acronyms."

ORCS: [ORCS Library - Province of British Columbia \(gov.bc.ca\)](#)

Draft Schedules are listed on the right-hand side.

From: [North, Anna WLRs:EX](#)
To: [WLRs Exec Team](#)
Cc: [WLRs Exec Support Team](#); [Solheim, Megan WLRs:EX](#); [Singh, Ben WLRs:EX](#)
Subject: Records Update: WLRs Records Destruction Process
Date: September 12, 2023 10:07:45 AM

Hello,

Our ministry is required by the Information Management Act (IMA) to have an appropriate information destruction practice in place for the disposal of data and government information.

After working collaboratively with GRS (Government Records Service), Megan has completed an official records destruction process model for WLRs which can now be implemented for all records destruction requests within WLRs. This process can be found in PDF format on our intranet process page, titled "Records Destruction Process": [WLRs Processes - Ministry of Water, Land and Resource Stewardship \(gov.bc.ca\)](#).

This process has been streamlined to be as convenient as possible, while still fulfilling our legal obligations outlined in the IMA. In short, it looks like this:

1. WLRs staff submits a records destruction request to the Records Analyst (Megan Solheim) in WLRs.
2. This information is checked over, then sent to the Director/ED of the business unit holding those records.
3. The Director/ED checks that any records in question are not part of any ongoing litigation or FOI requests, then approves their destruction.
4. If the records are digital, they are now eligible for deletion. If they are physical, the staff member who submitted the request and the Records Analyst will work together to schedule destruction via approved on- or off-site shredding companies.

The process itself is explained in further detail in the PDF, available at the link above, along with links to forms and additional guidance.

This message can be shared amongst your staff to keep them informed and assist with any ongoing records management requests. If you or your staff have any questions please reach out to Megan Solheim megan.solheim@gov.bc.ca for more information.

Anna

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