



Information Management (IM) Snapshot

ARMA Canada

May 31, 2010

Session M23

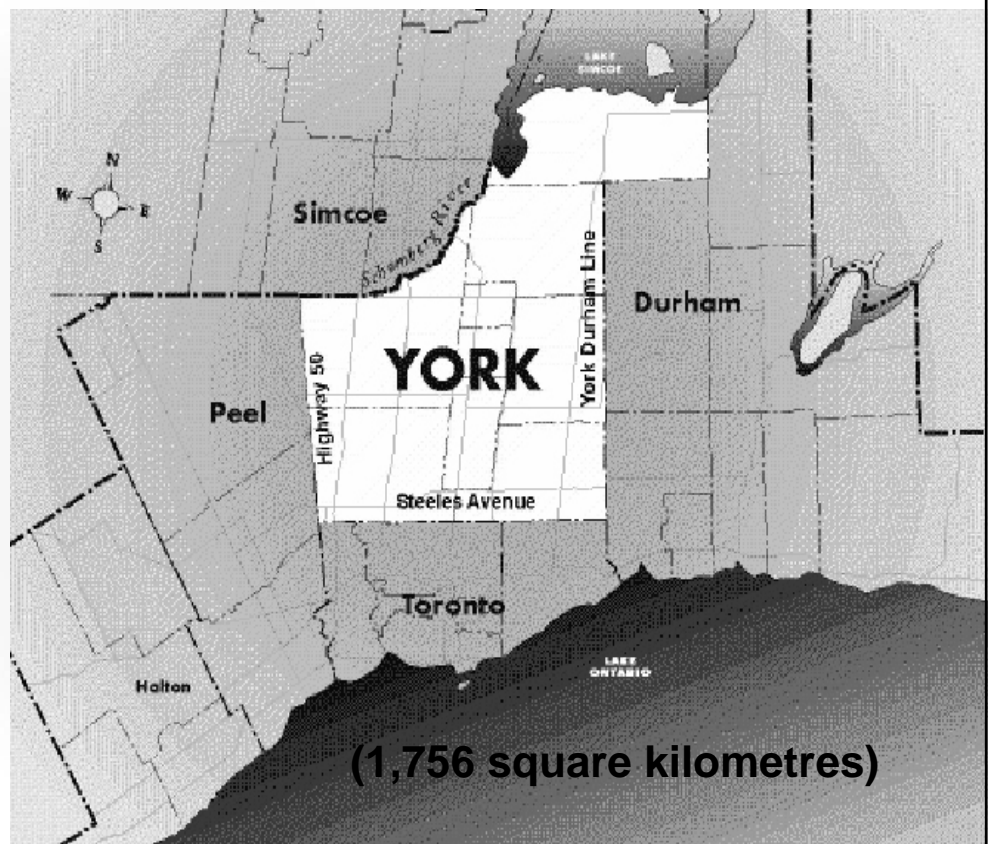
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eDOCS# 1853934



York Region



Our Municipalities

- ❑ Aurora
- ❑ East Gwillimbury
- ❑ Georgina
- ❑ King
- ❑ Markham
- ❑ Newmarket
- ❑ Richmond Hill
- ❑ Vaughan
- ❑ Whitchurch-Stouffville



York Region at a glance...



- ❑ About 1,024,650 people – June 30, 2009
- ❑ Sixth largest municipality in Canada
- ❑ 30,000 new residents annually
- ❑ Almost 75% of our population lives in Markham, Vaughan and Richmond Hill
- ❑ Top employers are Magna and IBM
- ❑ “Big city” and rural challenges
- ❑ \$2.3 Billion annual budget and approx. 3,500+ FTE
- ❑ One of Top 100 Employers in Canada for 2007/08
- ❑ One of Top 75 Employers in GTA 2009

What you will learn today



- ❑ What an “Information Management (IM) Snapshot” is
- ❑ How and why this initiative was designed and implemented
- ❑ How it is helping to improve efficiency and the organization of the Region’s information
- ❑ Future plans and goals for this initiative
- ❑ Lessons Learned



What an Information Management (IM) Snapshot is



What an IM Snapshot is



- **Purpose**
 - Summarizes key Records & Information Management (RIM) activities in the department and consolidates into corporate totals
- **Use**
 - As a visualization (“big picture”) and planning tool, including annual recommendations
- **Scope**
 - Includes electronic records, paper records and an average breakdown according to staff complement (how many)

What it measures



- Electronic records
 - Email (Outlook and .pst files), network drives, eDOCS (York Region's electronic document/records management system)
- Physical records
 - Active & inactive records, offsite storage including cost, number of destructions, and special requests

What it doesn't measure



For example:

- BlackBerry usage e.g. text messages, pin-to-pin
- Databases or enterprise wide systems, e.g. PeopleSoft
- Volume of “transitory” vs. “official” records
- Measurement of human effort in terms of time (e.g. searching and filing, etc.)

3 Levels of data and reporting



- Corporate
 - Larger picture
 - Numbers for all departments in same report
 - Allows comparisons between departments
 - Some numbers not available by department (e.g. local hard drive data is corporate wide only)
- Department – Summary
 - Numbers specific to the individual department
 - Same template used for all departments
- Department – Detailed
 - Numbers broken out by branches/divisions
 - Format varies according to department's needs

Timeline



- December
 - Determine requirements
 - Inform Information Technology Services (ITS) to collect data at year end
- Beginning of January
 - Collect data
- January – March
 - Compile final numbers
 - Create Corporate reports
 - Create IM Snapshots (Department Summary and Detail reports)
- April – May
 - Present IM Snapshots to departments



Sample Department Summary Report

INFORMATION MANAGEMENT
SNAPSHOT

Prepared for

INSERT DEPARTMENT

2009

SAMPLE FOR DISTRIBUTION ONLY

Records and Information Management
Corporate Services
Presented on

2009 SNAPSHOT OF INFORMATION MANAGEMENT ACTIVITIES

Highlights for Discussion

The purpose of this meeting is to have a general discussion about the state of Information Management in the Department. To assist with the discussion, your Records and Information Analyst will present her RIM reports summarizing key Records and Information Management indicators for the Department.

The following points have been selected to guide the discussion.

YEAR IN REVIEW (KEY HIGHLIGHTS)

Link to recommendations from last year; explain the results

Examples:

- Project to clean-up the network drive and move documents into eDOCS

POSITIVE INDICATORS

Statistics that indicate improvement in behaviour

Examples:

- Fewer emails per person (down from 2008)
- eDOCS users increasing
- Network documents reduced 20% across all branches

KEY AREAS OF CONCERN

Areas that are a high priority for addressing in the next 12 – 24 months

Examples:

- A00 Files – network review – staff training required
- Email & .pst files – requires immediate action – clean up direction
- High cost to store boxes at Iron Mountain – review of all boxes required

RECOMMENDATIONS FOR FUTURE ACTION

Examples:

- Network Clean-Up Process (yearly or bi-yearly)
- Provide guidelines for cleaning up email (daily)
- Review of boxes at Iron Mountain for destruction processing

Sample data provided for illustration purposes only.

2009 SNAPSHOT OF INFORMATION MANAGEMENT ACTIVITIES

Electronic Records (Email, Network Drives, and eDOCS)

EMAIL (Outlook)

INSERT DEPT	2008	2009	% change
Total number of Outlook messages	696,127	853,343	↑ 23%
Total number of mailboxes	547	605	↑ 11%
Total GB for email storage	33.2 GB	39.9 GB	↑ 20%
Average number of email messages per PFT employee	2,320	2,798	↑ 21%
Average number of email messages per mailbox	1,273	1,410	↑ 11%

Note: A large percentage of email is transitory and therefore not subject to the Region's Records Retention By-law. Regional Staff are encouraged to delete transitory email and file official email on a regular basis to increase rates of compliance.

EMAIL (.pst Files)

INSERT DEPT	2008	2009	% change
Number of .pst files stored on network drives	954	1,127	↑ 18%
Total GB of .pst files stored on network drives	343.5 GB	423.1 GB	↑ 23%
Estimated email messages stored in .pst format	7,504,663	9,438,528	↑ 26%

Note: Emails saved in .pst format are not considered compliant, as it is assumed that no classification is assigned, and it is unknown what percentage of the emails is transitory and therefore not subject to the Region's Records Retention By-law. Regional Staff are encouraged to delete transitory email and file official email on a regular basis to increase rates of compliance, and avoid the use of .pst files.

Sample data provided for illustration purposes only.

Annual Snapshot meeting

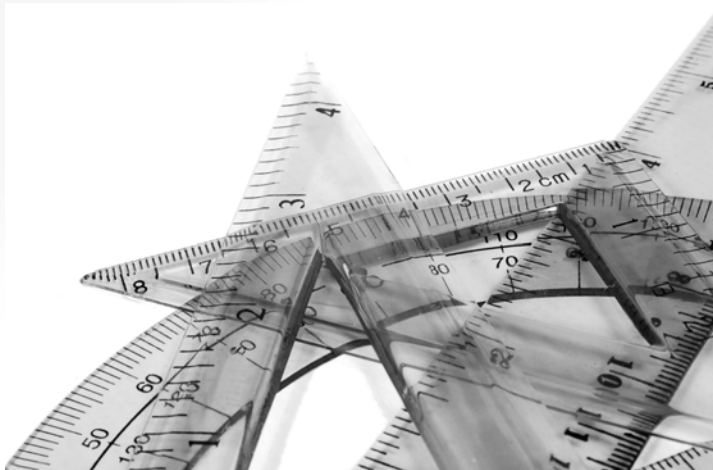


Highlights discussed with each Department include:

- Year in review
- Positive indicators
- Key areas of concern
- Recommendations for future action



Why this initiative was developed



Legislation



- ❑ The ***Municipal Act***
 - Requires each municipality to retain and preserve its records in a secure and accessible manner
 - Records can only be destroyed if their retention period has expired – By-law A-0381-2006-062
- ❑ The ***Municipal Freedom of Information and Protection of Privacy Act***
 - Provides that a “record” includes all electronic records (including email and voice mail)
 - Must give access to all responsive records, subject to privacy and certain other exemptions
- ❑ The ***Evidence Act R.S.O. 1990 c.E.23 – Electronic records***
 - The person seeking to introduce an electronic record has the burden of proving the electronic record’s authenticity
- ❑ Several other Statutes, Regulations and Case Laws

YR Corporate RIM policy



Approved by CAO in July 2006

- ❑ Departments and staff are responsible for managing records in their custody or control
- ❑ Records are to be managed consistently using the Corporate Records Classification System and the Records Retention By-law
- ❑ Corporate RIM Manager is to provide classification codes, training and information
- ❑ ITS is to provide systems to protect integrity, authenticity of records

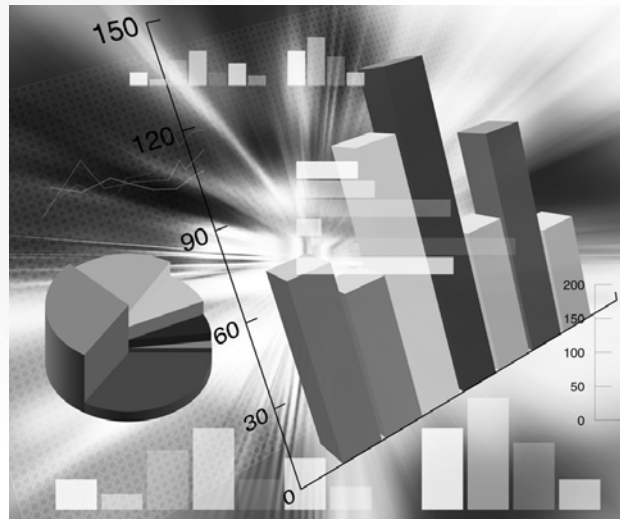
Why we need it



- ❑ Can't manage what you can't measure
- ❑ Benchmarks internally & externally
- ❑ Shows trends & challenges
- ❑ Controls growth
- ❑ Provides planning and work direction
- ❑ Improves compliance rates
- ❑ Safeguards the public record
- ❑ Reduces the Region's risk
- ❑ Helps our customers manage their information efficiently and effectively



Where and How we get the data



Where the data comes from



From multiple sources...

- Information Technology Services (ITS)
 - Network
 - eDOCS
 - Outlook
 - Local drives
- ◆ Human Resources
 - Employee numbers from PeopleSoft
- ◆ Records and Information Management
 - Active files (physical inventory)
 - Active files (Versatile Enterprise (VE) software)
 - Inactive files / boxes (VE, Iron Mtn, physical inv.)
 - Destructions (internal tracking system)
 - Training (Corporate and internal sources)

What format the raw data is in



...multiple formats

- Network and local drives
 - ITS uses CA tool to crawl drives, outputs data to Excel
- eDOCS
 - Underlying Oracle database is queried every month and data is output to Excel
- Versatile Enterprise
 - Underlying Access database is queried and data is output to Excel
- Paper inventory
 - Manual collection of data is input into Excel
- Iron Mountain (off-site storage)
 - Invoice totals output to Excel
 - Query of vendor's database

How the data is compiled & what the output is



Raw data

- Much data manipulation
- Used for summary spreadsheets

Summary spreadsheets

- Corporate totals (shows all departments)
- By department/branch
 - Outlook statistics
 - .pst and .msg statistics (network)
 - Total files and records (network)
 - "00" classification statistics (network)
- Year-over-year changes

	A	B	C	D	E	F
1	Data collected January 4, 2010					
2	Extension	Size	Allocated	Percent	Files	Description
3	.pst	80827.2 MB	80828.0 MB	33.9%	297	Microsoft Office Outlook Personal Folders
4	.exe	19071.7 MB	19076.9 MB	8.0%	3040	Application
5	.doc	14654.4 MB	14737.3 MB	6.2%	48074	Microsoft Office Word 97 - 2003 Document
6	.csv	12290.0 MB	12291.8 MB	5.2%	828	Microsoft Office Excel Comma Separated Values File
7	.xls	12252.9 MB	12304.6 MB	5.2%	28590	Microsoft Office Excel 97-2003 Worksheet
8	.pdf	10077.9 MB	10099.9 MB	4.2%	11334	Adobe Acrobat Document
9	.jpg	8915.5 MB	8943.5 MB	3.7%	14248	JPEG image
10	.zip	7555.4 MB	7558.6 MB	3.2%	1563	WinRAR ZIP archive
11	.mdb	5939.7 MB	5939.9 MB	2.5%	524	Microsoft Office Access Database
12	.iso	5270.4 MB	5270.4 MB	2.2%	7	PowerISO File
13	.dat	4920.3 MB	4925.0 MB	2.1%	2797	DAT File
14	.ppt	4284.0 MB	4288.3 MB	1.8%	2522	Microsoft Office PowerPoint 97-2003 Presentation
15	.cab	4274.6 MB	4276.8 MB	1.8%	1141	WinRAR archive
16	.psd	3315.5 MB	3315.8 MB	1.4%	139	PSD File
17	.msi	3099.1 MB	3099.7 MB	1.3%	339	Windows Installer Package
18	.mp4	2747.1 MB	2747.2 MB	1.2%	73	MP4 Video
19	.bak	2586.9 MB	2589.4 MB	1.1%	1119	BAK File
20	.avi	2438.6 MB	2438.9 MB	1.0%	198	Video Clip
21	.vsd	1876.8 MB	1880.7 MB	0.8%	2298	Microsoft Office Visio Drawing
22	.dll	1780.9 MB	1788.9 MB	0.7%	6501	Application extension
23	.tif	1469.3 MB	1472.9 MB	0.6%	1862	TIFF image
24	.dbf	1406.3 MB	1409.2 MB	0.6%	1068	DBF File
25	.rar	1381.1 MB	1381.1 MB	0.6%	19	WinRAR archive
26	.rtf	1304.5 MB	1313.1 MB	0.6%	4185	Rich Text Format
27	.txt	1300.5 MB	1322.2 MB	0.6%	8115	Text Document
28	.msg	1242.8 MB	1256.2 MB	0.5%	8161	Outlook Item
29	.bmp	1168.2 MB	1172.1 MB	0.5%	1847	Bitmap image
30	.shp	1130.2 MB	1131.8 MB	0.5%	545	SHP File
31	.mpg	1091.0 MB	1091.2 MB	0.5%	72	Movie Clip
32	.img	1086.1 MB	1086.1 MB	0.5%	21	Disc Image File
33	(none)	975.2 MB	982.8 MB	0.4%	2910	No file extension
34	.xml	920.1 MB	926.1 MB	0.4%	2773	XML Document
35	.mp3	836.1 MB	836.5 MB	0.4%	187	MP3 Format Sound
36	.wmv	823.0 MB	823.2 MB	0.3%	100	Windows Media Audio/Video file
37	.wma	689.5 MB	689.9 MB	0.3%	189	Windows Media Audio file
38	.ost	610.0 MB	610.0 MB	0.3%	10	Microsoft Office Outlook Offline Folders
39	.m65	464.5 MB	464.5 MB	0.2%	1	M65 File

File Edit View Insert Format Tools Data Window Help							
	A	B	C	D	E	F	G
1	Drive: F:\InformationTechnology (J:)						
2	Drive: J:\ Size: 238,016.7 MB						
3							
4	Name	Full Path	Files	Size	Avg. File Size	% of Parent	Last Chan
5	J:\	J:\	251231	238016.7 MB	0.9 MB	100.0%	04/01/2010
6	Administration	J:\Administration\	236875	231408.5 MB	1.0 MB	97.2%	04/01/2010
7	A00 - Administ	J:\Administration\A00 - Administration General\	139520	158637.7 MB	1.1 MB	68.5%	04/01/2010
8	Ajit1	J:\Administration\A00 - Administration General\Ajit1\	21094	11275.5 MB	0.5 MB	7.1%	06/07/2009
9	zData	J:\Administration\A00 - Administration General\Ajit1\zData\	18114	9920.8 MB	0.5 MB	88.0%	06/07/2009
10	zResources	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\	10003	4315.6 MB	0.4 MB	43.5%	08/01/2008
11	ZDataBank	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	8860	3542.6 MB	0.4 MB	82.1%	08/01/2008
12	HRMS 8 Upgra	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	993	973.5 MB	1.0 MB	27.4%	30/04/2002
13	Log	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	1	580.3 MB	580.3 MB	59.5%	02/10/2001
14	Pay-GL	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	173	207.6 MB	1.2 MB	21.3%	29/04/2002
15	EHT Deductio	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	60	157.2 MB	2.6 MB	75.7%	29/04/2002
16	RTH	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	12	33.2 MB	2.8 MB	21.1%	29/04/2002
17	PHU	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	12	32.8 MB	2.7 MB	20.8%	29/04/2002
18	POL	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	11	30.2 MB	2.7 MB	19.2%	29/04/2002
19	HIP	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	10	27.2 MB	2.7 MB	17.3%	22/04/2002
20	COU	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	9	24.5 MB	2.7 MB	15.6%	22/04/2002
21	Work Files - Ig	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	6	9.4 MB	1.6 MB	6.0%	22/04/2002
22	Department Bu	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	55	21.1 MB	0.4 MB	10.2%	22/04/2002
23	DEPT_BUDGE	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	11	14.7 MB	1.3 MB	69.5%	11/04/2002
24	[Files]	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	12	4.1 MB	0.3 MB	19.6%	25/02/2002
25	New 2002 Dep	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	22	1.7 MB	0.1 MB	8.0%	22/04/2002
26	[Files]	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	12	1.2 MB	0.1 MB	74.4%	22/04/2002
27	IT EDMS BSA	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	9	0.4 MB	0.0 MB	24.0%	22/04/2002
28	tmp	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	1	0.0 MB	0.0 MB	1.6%	09/04/2002
29	Employer Heal	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	9	0.5 MB	0.1 MB	2.5%	15/04/2002
30	Pay for Perform	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	1	0.1 MB	0.1 MB	0.4%	03/04/2002
31	Payroll Interfac	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	28	18.7 MB	0.7 MB	9.0%	29/01/2002
32	Deduction Cor	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	13	16.9 MB	1.3 MB	90.6%	11/01/2002
33	[Files]	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	11	1.3 MB	0.1 MB	7.0%	15/01/2002
34	Pre-booked in	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	3	0.3 MB	0.1 MB	1.8%	02/01/2002
35	Process Valid	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	1	0.1 MB	0.1 MB	0.7%	29/01/2002
36	[Files]	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	2	8.7 MB	4.3 MB	4.2%	18/01/2002
37	PayGL	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	20	1.9 MB	0.1 MB	0.9%	18/01/2002
38	GL Account S	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	1	0.0 MB	0.0 MB	0.0%	11/12/2001
39	CEHIP Reconf	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	3	0.0 MB	0.0 MB	0.0%	21/02/2002
40	HR_ACCTG_L	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	4	0.0 MB	0.0 MB	0.0%	27/02/2002
41	Comparison XL	J:\Administration\A00 - Administration General\Ajit1\zData\zResources\ZDataBank\	278	72.1 MB	0.3 MB	7.5%	26/11/2001

2009 IM SNAPSHOT													
OUTLOOK MESSAGES AS OF JANUARY 4, 2010 (All)													
(Source data collected January 4, 2010)													
DEPARTMENT	NO. OF MAILBOXES	TOTAL MAILBOX SIZE (KB)	TOTAL MAILBOX SIZE (GB)	TOTAL MESSAGES	AVERAGE MAILBOX SIZE (KB)	AVERAGE MESSAGES PER MAILBOX	AVERAGE SIZE PER MESSAGE (KB)	NO. OF MAILBOXES OVER 100,000 KB	NO. OF MAILBOXES OVER 250,000 KB	NO. OF MAILBOXES AT 0 KB	NO. OF MAILBOXES BELOW 1,000 KB	NO. OF MAILBOXES WITH >5,000 MESSAGES	
Dept 5	366	28,906,496	27.6	697,502	78,979	1,906	41	24	8	2	10	29	
Dept 6	370	23,879,680	22.8	619,053	64,540	1,673	39	53	2	3	23	19	
Dept 7	363	22,347,776	21.3	628,406	61,564	1,731	36	43	9	15	52	28	
Dept 8	146	5,871,616	5.6	183,295	40,217	1,255	32	5	0	3	28	3	
Dept 9	1	11,264	0.0	84	11,264	84	134	0	0	0	1	0	
Dept 10	605	41,876,480	39.9	853,343	69,217	1,410	49	103	10	5	23	31	
Dept 11	4	67,584	0.1	324	16,896	81	209	0	0	1	4	0	
Dept 12	29	1,780,736	1.7	45,715	61,405	1,576	39	4	0	0	2	1	
Total	5,478	314,815,488	300.2	6,693,643	57,469	1,222	47	654	139	284	759	242	
2008 Totals	4,863	277,094,485	264.3	5,714,606	56,980	1,175	48	531	108	144	666	196	
%change from 2008	12.6%	13.6%	13.6%	17.1%	0.9%	4.0%	-3.0%	23.2%	28.7%	97.2%	14.0%	23.5%	
Notes:													
1. Source data file is eDOCS#1441986													
2. Source data is a merger of Active Directory information and Exchange mailbox accounts													
3. Website used for data conversions: http://www.asknumbers.com/ComputerStorageConversion.aspx (1KB = 0.0009765625 MB)													

2009 IM SNAPSHOT - 00 CLASSIFICATION CODES (FILES AND RECORDS) - NETWORK DRIVES												
(Source data collected January 4, 2010 and February 20, 2010)												
Dept	Network Drive Name	Network Drive Area Name	File Server # and Network Drive Letter	Files	# of Files that are .pst	A00 # of Records in .pst files	Records	Size MB	00 as a % of Total Files	% of Total Records	Drive Size	
19	Dept 1	Branch 1	Division 1	FS2 - O	63,888	88	660,280	724,080	50,795.9	84.4%	91.8%	89.3%
20	Dept 1	Branch 1	Division 2	FS2 - O	4,176	3	56,018	60,191	3,101.3	100.0%	100.0%	100.0%
21	Dept 1	Branch 1	Division 3	FS2 - O	7,682	9	26,296	33,969	3,002.0	89.3%	99.8%	94.5%
22	Dept 1	Branch 1	Division 4	FS2 - O	149,561	105	773,856	923,312	137,836.8	78.1%	84.3%	69.6%
23	Dept 1	Branch 1	Division 5	FS2 - O	3,972	31	82,533	86,474	25,577.5	50.5%	85.1%	78.5%
24	Dept 1	Branch 1	Division 6	FS2 - O	33,618	23	176,632	210,227	16,906.2	77.3%	93.1%	83.5%
25	Dept 1	Branch 1	Division 7	FS2 - O	19,489	58	570,857	590,288	33,194.4	72.7%	96.3%	86.3%
26	Dept 1	Branch 1	Division 8	FS2 - O	2,784	29	159,012	161,767	24,506.5	18.8%	67.3%	55.5%
27	Dept 1	Branch 1	Division 9	FS2 - O	5,149	4	9,420	14,565	1,592.0	7.9%	5.2%	9.3%
28	Dept 1	Branch 1	Division 10	FS2 - O	11,950	12	150,653	162,591	10,474.5	60.2%	92.8%	75.1%
29	Dept 1	Branch 1	Division 11	FS2 - O	3,477	17	106,400	109,860	5,456.5	100.0%	98.7%	100.0%
30	Dept 1	Branch 1	Division 12	FS2 - O	24,764	45	116,575	141,294	13,714.9	30.7%	36.4%	27.8%
31	Dept 1	Branch 2	Division 1	FS2 - T	26,446	44	291,777	318,179	19,871.8	39.4%	83.8%	44.8%
32	Dept 1	Branch 2	Division 2	FS2 - T	67,712	62	209,714	277,364	56,259.1	99.9%	101.8%	100.0%
33	Dept 1	Branch 2	Division 3	FS2 - T	195	5	36,674	36,864	1,630.0	8.9%	98.9%	88.2%
34	Dept 1	Branch 2	Division 4	FS2 - T	10,589	1	490	11,078	1,824.8	98.7%	98.7%	99.6%
35	Dept 1	Branch 2	Division 5	FS2 - T	1,665	6	41,702	43,361	2,150.9	94.4%	100.3%	99.7%
36	Dept 1	Branch 2	Division 6	FS2 - T	796	8	9,633	10,421	507.3	0.6%	2.6%	1.3%
37	Dept 1	Branch 2	Division 7	FS2 - T	150,682	186	1,269,275	1,419,771	80,557.9	58.5%	97.8%	81.5%
38	Dept 1	Branch 2	Division 8	FS2 - T	9,712	3	198	9,907	1,250.3	99.8%	99.8%	95.5%
39	Dept 1	Branch 2	Division 9	FS2 - T	23,176	48	499,852	522,980	27,188.5	54.3%	81.7%	79.3%
40	Dept 1	Branch 2	Division 10	FS2 - T	141,010	49	306,878	447,839	187,243.2	86.8%	98.1%	94.2%
41	Dept 1	Branch 2	Division 11	FS2 - T	10,261	6	27,319	37,574	2,269.4	13.8%	38.2%	11.5%
42	Dept 1	Branch 2	Division 12	FS2 - T	180,235	368	1,178,848	1,358,715	79,227.0	70.2%	96.5%	64.2%
43	Dept 1	Branch 2	Division 13	FS2 - T	4,947	17	71,400	76,330	6,492.4	30.6%	79.4%	45.4%
44	Dept 1 Total				957,936	1,227	6,832,291	7,789,000	792,631.3	56.1%	82.7%	67.8%
46	Dept 2	Branch 1	Division 1	FS1 - M	8,517	34	52,972	61,455	7,583.5	18.5%	61.9%	40.7%
47	Dept 2	Branch 1	Division 2	FS1 - M	89	2	24,912	24,999	1,024.9	21.5%	112.3%	94.2%
48	Dept 2	Branch 1	Division 3	FS1 - M	17,028	39	223,597	240,586	15,106.8	52.1%	92.3%	40.9%
49	Dept 2	Branch 1	Division 4	FS1 - M	22,067	12	24,442	46,497	34,156.4	99.9%	87.1%	100.0%
50	Dept 2	Branch 1	Division 5	FS1 - M	2,855	19	113,388	116,224	8,671.6	9.1%	41.1%	26.1%
51	Dept 2	Branch 1	Division 6	FS1 - M	961	3	15,451	16,409	1,057.0	28.3%	87.4%	53.7%
52	Dept 2	Branch 1	Division 7	FS1 - M	1,287	42	115,632	116,877	5,431.6	17.0%	85.6%	70.7%
53	Dept 2	Branch 1	Division 8	FS1 - M	7	0	0	7	0.3	15.3%	15.3%	28.9%
54	Dept 2	Branch 2	Division 1	FS2 - R	44,686	57	430,253	474,882	50,814.7	41.1%	80.2%	49.1%
55	Dept 2	Branch 2	Division 2	FS2 - R	8,717	11	81,971	90,677	6,660.6	88.7%	101.6%	67.4%

2009 IM SNAPSHOT - CORPORATE TOTALS																					
(Source data collected beginning of January 2010 and February 20, 2010)																					
	Dept 1		Dept 2		Dept 3		Dept 4		Dept 5		Dept 6		Dept 7		Dept 8		Shared/Other		Total		
	Value	%chg	Value	%chg	Value	%chg	Value	%chg	Value	%chg	Value	%chg	Value	%chg	Value	%chg	Value	%chg	Value	%chg	
EMAIL (OUTLOOK)																					
10	Total Number of Outlook Messages	123,810	20%	3,344,235	17%	697,502	12%	619,053	25%	628,406	8%	183,295	-16%	853,343	23%	45,715	28%	190,834	104%	6,686,193	17
11	Total GB for Email Storage	3.8	6%	170.8	16%	27.6	-1%	22.8	21%	21.3	0%	5.6	-19%	39.9	20%	1.7	31%	6.6	83%	300.1	14
12	Average Number of Email Messages per PFT Employee	4,586	42%	2,505	12%	2,882	3%	2,853	10%	3,928	1%	2,582	-17%	2,798	21%	3,810	n/a	n/a	n/a	2,822	11
13	Total Number of Mailboxes	81	1%	2,981	13%	366	12%	370	21%	363	-2%	146	-10%	605	11%	29	53%	527	34%	5,468	12
14	Average Number of Email Messages per Mailbox	1,529	18%	1,122	4%	1,906	0%	1,673	3%	1,731	10%	1,255	-6%	1,410	11%	1,576	-16%	n/a	n/a	1,223	4
EMAIL (.PST FILES)																					
16	Number of .pst files stored on network drives	170	21%	2,127	13%	512	11%	529	30%	827	14%	130	53%	1127	18%	30	n/a	450	34%	5,902	18
17	Total GB of .pst files stored on network drives	44.8	73%	473.8	29%	113.4	26%	192.4	49%	239.5	31%	46.2	94%	423.1	23%	3.8	n/a	10.1	42%	1,547.1	32
18	Estimated email messages stored in .pst files on network drives	1,000,110	77%	10,569,523	32%	2,530,881	29%	4,293,005	52%	5,342,175	34%	4,293,005	726%	9,438,528	26%	84,426	n/a	224,561	45%	37,776,215	48
19	Average number of emails in pst files per PFT employee	37,041	77%	7,917	26%	10,458	29%	19,783	52%	33,389	34%	60,465	726%	30,946	26%	7,036	n/a	n/a	n/a	15,946	48
20	Average number of emails in Outlook and .pst files per PFT employee	41,627	63%	10,422	23%	13,340	22%	22,636	43%	37,316	29%	63,046	537%	33,744	23%	10,845	n/a	n/a	n/a	18,768	38
NETWORK DRIVES (BASED ON FILES)																					
22	Total GB for File Storage	346.8	68%	1,697.9	28%	385.3	37%	1,266.5	58%	735.4	19%	1,167.2	55%	2,766.8	25%	68.7	n/a	79.3	15%	8,513.9	36
23	Total number of Files on All drives	250,740	75%	2,413,421	21%	579,595	12%	1,114,285	33%	1,077,947	-2%	574,119	26%	3,085,734	29%	46,621	n/a	592,983	-2%	9,735,445.0	21
24	Average number of Files on All drives per PFT Employee	9,287	107%	1,808	-13%	2,395	3%	5,135	17%	6,737	-8%	8,086	24%	10,117	26%	3,885	n/a	n/a	n/a	4,110	15
25	Total number of Files on drives with the file plan	250,740	75%	2,413,272	21%	507,539	10%	1,114,285	33%	666,565	-1%	527,551	32%	2,669,323	32%	1,402	n/a	0	n/a	8,150,677	25
26	Total number of Files coded using "00" codes on drives with the file plan	226,894	87%	1,354,903	17%	204,443	7%	412,157	18%	387,237	-6%	164,871	41%	1,070,961	17%	1,402	n/a	0	n/a	3,822,868	17
27	Percentage of Files coded using "00" codes on drives with the file plan	90%	6%	56%	-15%	40%	-4%	37%	-12%	58%	-5%	31%	8%	40%	-11%	100%	n/a	0	n/a	47%	-6
NETWORK DRIVES (BASED ON RECORDS)																					
29	Total GB for Record Storage	346.8	68%	1,697.9	28%	385.3	37%	1,266.5	58%	735.4	19%	1,167.2	55%	2,766.8	25%	68.7	n/a	79.3	15%	8,513.9	36
30	Total number of Records on All drives	1,250,680	76%	12,980,817	30%	3,109,598	26%	5,406,761	48%	6,419,295	26%	1,604,828	64%	12,523,135	26%	131,017	n/a	817,094	8%	44,243,226	31
31	Average number of Records on All drives per PFT Employee	46,321	108%	9,723	24%	12,850	16%	24,916	23%	40,121	18%	22,603	62%	41,059	24%	10,918	n/a	n/a	n/a	18,676	25
32	Total number of Records on drives with the file plan	1,250,680	76%	12,980,668	30%	3,006,024	26%	5,406,761	48%	5,440,043	25%	1,558,260	69%	11,911,089	27%	35,161	n/a	0	n/a	41,588,686	32
33	Total number of Records coded using "00" codes on drives with the file plan	1,225,770	82%	10,733,371	30%	2,278,868	25%	3,955,978	47%	4,981,275	29%	971,682	76%	8,696,460	19%	52,932	n/a	0	n/a	32,896,337	30
34	Percentage of Records coded using "00" codes on drives with the file plan	98%	3%	83%	0%	76%	0%	73%	-1%	92%	3%	62%	4%	73%	-6%	151%	n/a	0	n/a	79%	-1

How the data is presented



- ❑ IM Snapshot – Dept Summary Report
- ❑ PowerPoint presentation
 - Diagrams, charts and graphs – User friendly
- ❑ Most importantly – Humour





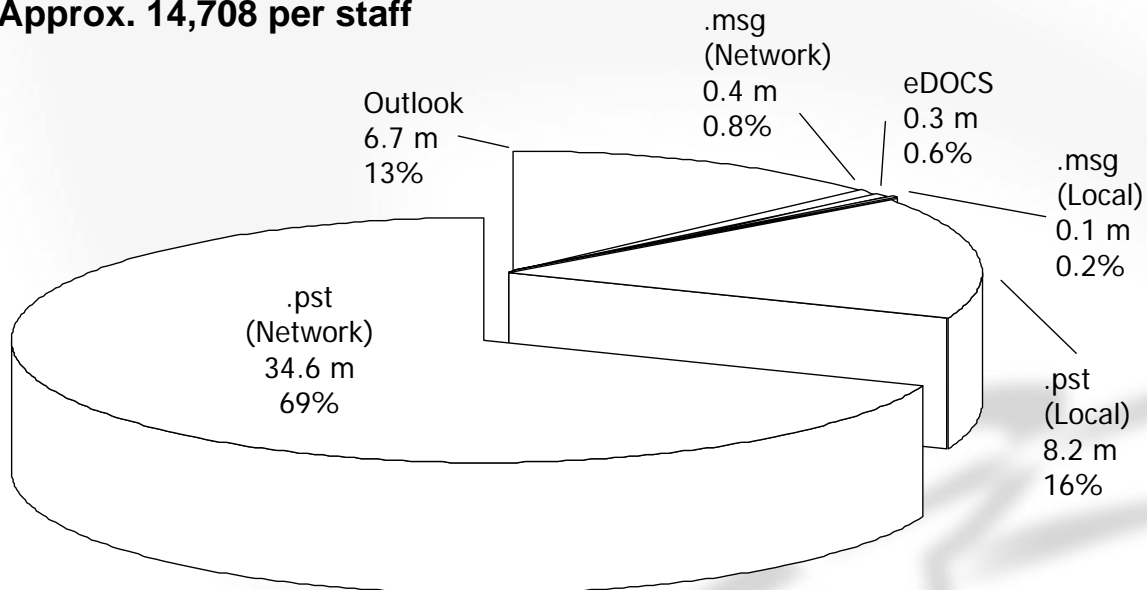
WARNING!

This Presentation contains scenes of coarse numbers and information that may startle some viewers. These graphics are not for the faint-hearted and may be hard to digest. Accordingly this Presentation is recommended only for a mature audience.

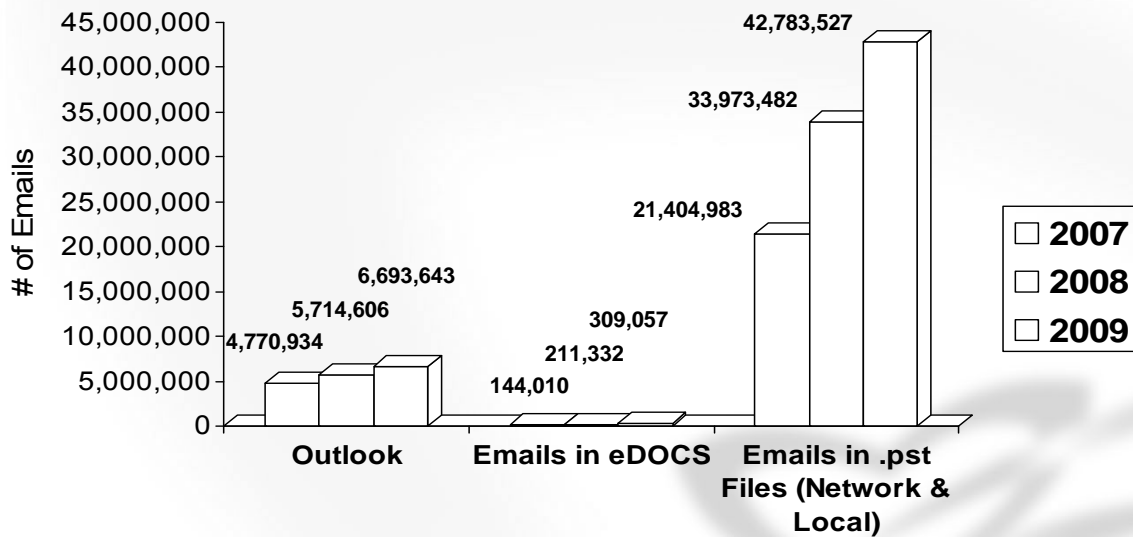
Email volume as of Dec. 31, 2009



- ❑ 50.3 million emails
- ❑ Approx. 14,708 per staff



Email growth



↑40%
from 2007

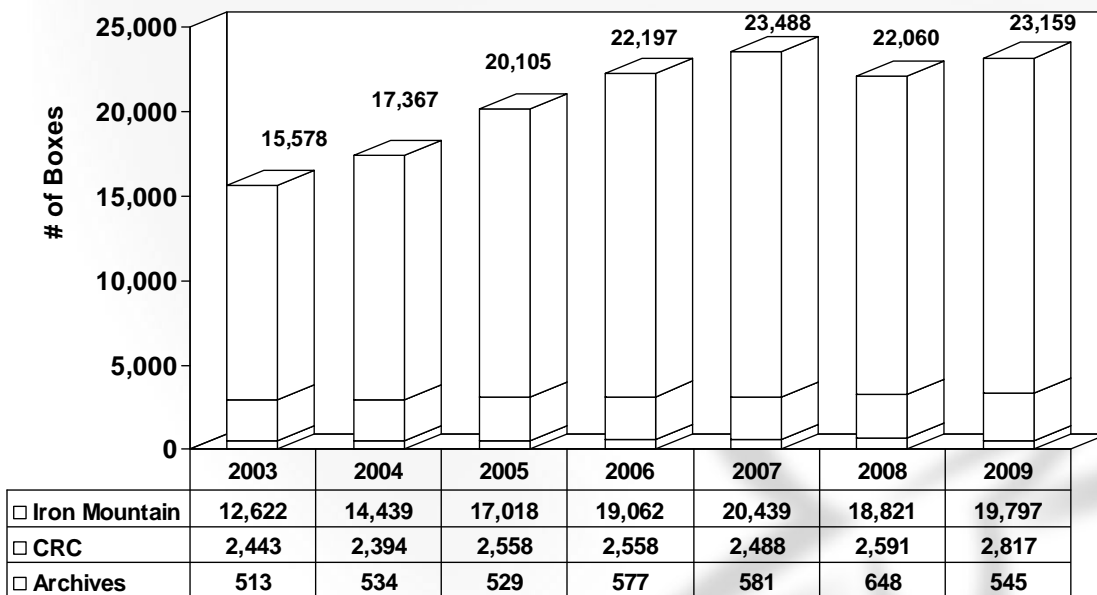
↑115%
from 2007

↑100%
from 2007

Corporate paper records storage



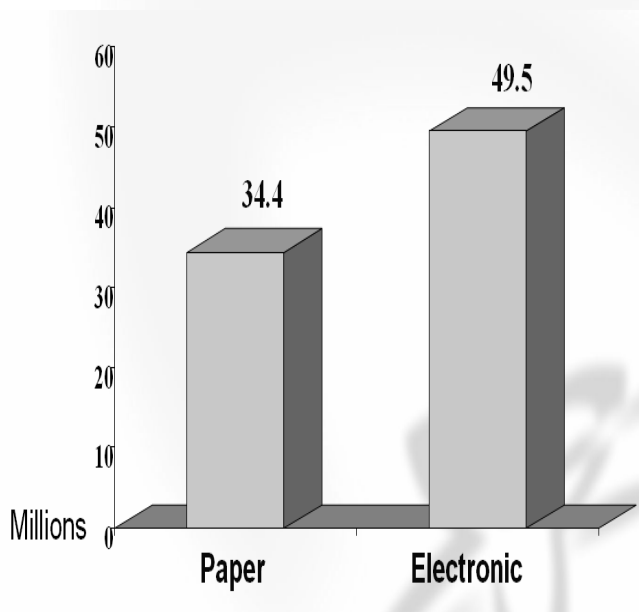
Overall Growth Since 2003 48.6%



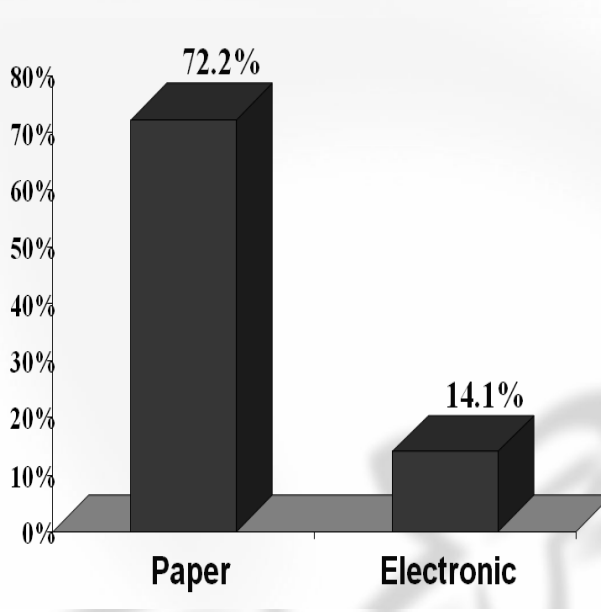
Corporate volumes & compliance



How Many Records Do We Have?



Compliance Rates



Department ABC – email (.pst files)

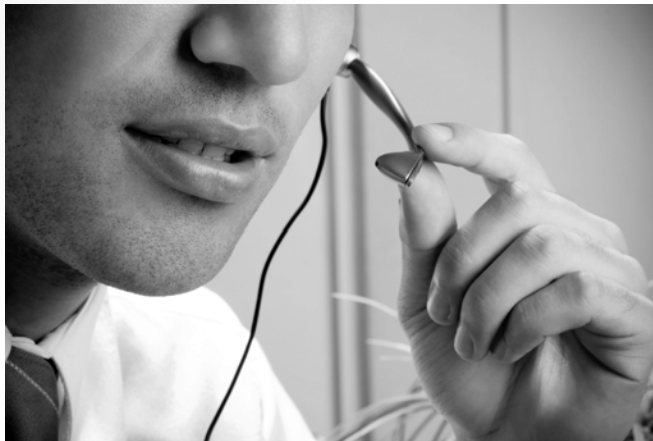


- Overall increase in number and size of .pst files stored on network drives
- Evidence emails are being saved to the network drive, not in eDOCS and are not being classified

ABC DEPARTMENT	2008	2009	% change
Number of .pst files stored on network drives	512	727	↑ 42%
Total GB of .pst files stored on network drives	92 GB	183 GB	↑ 100%
Estimated email messages stored in .pst files on network drives	2,133,737	3,997,781	↑ 87%



How this has helped the Region
manage its information



It's helped RIM - corporately



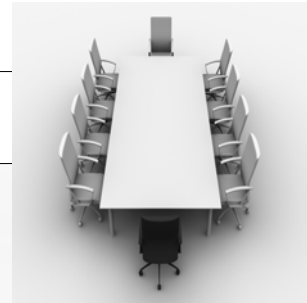
- ❑ Increase RIM awareness
- ❑ Improve image/profile within the organization
- ❑ Use numbers successfully in business cases for new hires
- ❑ Got ITS' attention
- ❑ Present at senior management levels for strategic purposes, e.g. Corporate Technology Review Committee (CTRC), Senior Management Team (SMT)

It's helped RIM - departmentally



- Make the case for hiring RITs (Records & Information Technicians) / RICs (Clerks)
- Identify areas of risk / inefficiency
- Develop and prioritize the work plan of annual projects
- Benchmark within the department, i.e. branch to branch
- Set achievable, measurable goals, then report back on progress

Success with Senior Management



Senior management endorsed

- ❑ Full roll-out of eDOCS
- ❑ Reflecting Information Management in job descriptions and core competencies for all staff
- ❑ Mandatory RIM training for all staff
- ❑ Corporate clean-up campaign
- ❑ Rein in use of “00”s and .pst files

Benefits for managers



- ❑ A once-a-year picture of where the issues are
- ❑ Sets the bar for uniformity within their department as well as corporately
- ❑ Provides a road map for work plans and projects
- ❑ Ties the numbers to everyday behaviours; can be used for performance management
- ❑ Managers more confident in making decisions

Benefits for all staff



- Educates, tells them they are “information-savvy” (more willing to accept change)
- Confidence and awareness of their accountability – understanding that managing information is part of their job and the records are not “theirs”
- Helps them to think about their programs and processes in new ways, not just “getting the job done” or “customer service” but their impact on the Corporate information infrastructure



Future plans and goals for this initiative



Other things to measure



- Many other possible metrics, e.g.
 - Turn around times for retrieval requests, destructions
 - Classification categories and retention periods
 - Time spent doing specific tasks, e.g. email management
- Corporate training results and ratings

Corporate strategic direction



- ❑ Develop a software tool to streamline data collection
- ❑ Benchmark against Corporate Best Practices e.g. % of records classified using “00” codes
- ❑ New audit and compliance assessments
- ❑ Feedback from departments
- ❑ Streamline Department Summary report to become a Report Card with sign-off from the department



Lessons learned



Lessons learned



- ❑ Ask for access to senior level managers but don't ignore any opportunities to present
- ❑ Look at what numbers you are already collecting – start slow and build scope
- ❑ Analyze what they tell you and what they don't tell you – identify gaps
- ❑ Start creating a picture of what you want to tell people, then...
- ❑ Set about filling in the data to paint that picture; be selective so as not to overwhelm them (and you!) with numbers

Lessons learned



- ❑ Don't focus only on compliance aspect; instead tie in numbers as "support" for department objectives
- ❑ Be clear about your definitions (e.g. files vs. records)
- ❑ Check and re-check your data
- ❑ Be prepared for questions about how you acquired your data
- ❑ Privacy of individuals must be respected
- ❑ You may have to live with incomplete data from previous years, which is why it's important to...

Lessons learned



- Document everything, especially your data collection methodology and assumptions
- Have one person compile corporate totals, or at least keep good track of your data and versions
- Settle on the “look and feel” and content of what you will be providing well in advance
- Watch for organizational splits and mergers as they will complicate matters



Thank you!

Questions?

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