



INFORMATION MANAGEMENT SNAPSHOT

Prepared for

<INSERT DEPARTMENT NAME>

2009

SAMPLE FOR DISTRIBUTION ONLY

2009 SNAPSHOT OF INFORMATION MANAGEMENT ACTIVITIES

INTRODUCTORY NOTES

Purpose

The purpose of this report is to provide a “snapshot” of all records and information management activities in the department.

Use

The Corporate Records and Information Management Section and the Departments can use this report to visualize their overall information management situation (the “big picture”) as well as function as a planning tool, i.e., to identify areas for improvement (where work needs to be done). This report and its accompanying reference documents are intended to be used to assist Departments in prioritizing specific projects for the next six months to two years.

Scope

The report includes both electronic and physical (hardcopy) records. It excludes databases and enterprise wide systems, e.g. PeopleSoft.

Highlights Summary

A one page highlights summary has been provided as a basis for discussion.

Major Sections

The data is organized in the following sections:

- Electronic records
 - Email (Outlook)
 - Email (.pst Files)
 - Network Drives
 - eDOCS

- Physical records
 - Active Records
 - Inactive Records – Box Totals
 - Offsite Records – Cost to Store
 - Box Destructions – Yearly Stats
 - Filing Equipment Usage (Special Request)

Corporate Totals

In addition to the Departmental data provided, a companion reference document of Corporate Totals has also been provided. This document allows the Department to benchmark their totals against other Departments at the Region.

Data Sources

An appendix lists the data sources used in the compilation of this report.

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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 IM Snapshot 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.

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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.

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NETWORK DRIVES

INSERT DEPT	2008	2009	% change
Total number of records on all network drives	9,905,039	12,523,135	↑ 26%
Total GB for record storage	2,217.3	2,766.8	↑ 25%
Average number of records per PFT employee	33,017	41,059	↑ 24%
Total number of records coded using "00" codes	7,302,883	8,696,460	↑ 19%
Percentage of records coded using "00" codes	78%	73%	↓ 6%

Note: Documents and emails on network drives are considered compliant, assuming the correct classification is assigned. The Corporate guideline for the percentage of records coded using "00" codes is no more than 8% of all records. Data above includes estimated number of records in .pst files.

eDOCS

INSERT DEPT	2008	2009	% change
Total number of eDOCS licences as of Dec. 31	204	232	↑ 14%
Percentage of departmental staff eDOCS that have eDOCS licences (based on PFT) as of Dec. 31	79%	81%	↑ 3%
Average number of activities per eDOCS licence as of Dec. 31	7,277	9,437	↑ 30%
Number of documents in eDOCS (excluding emails) (cumulative)	122,785	160,727	↑ 31%
Number of emails in eDOCS (cumulative)	105,975	145,936	↑ 38%
Ratio of emails to documents in eDOCS (cumulative)	1:1.2	1:1.1	↑ 30%
Total number of documents & emails coded using "00" codes (cumulative)	11,733	18,030	↑ 54%
Percentage of documents & emails coded using "00" codes (cumulative)	5%	6%	↑ 20%

Note: Documents and emails in eDOCS are considered compliant, assuming the correct classification is assigned. The Corporate guideline for the percentage of records coded using "00" codes is no more than 8% of all records.

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Physical Records

ACTIVE RECORDS

	2008 Paper Records Inventory				
INSERT DEPT	Est. # of files	% Classified to CRCRS*	% data entered in Versatile	# files to be classified	# files to be data entered
Branch 1					
Branch 2					
Branch 3					
Totals					

*CRCRS = Corporate Records Classification and Retention Schedule

Note: Classified Files are considered compliant, assuming the correct classification is assigned from the Corporate Records Classification and Retention Schedule (CRCRS). Files in Versatile are also considered compliant, assuming the correct classification is assigned. Data entry in Versatile streamlines the destruction process, and provides search, retrieval and reporting capabilities.

INACTIVE RECORDS – BOX TOTALS

	Physical Totals					
INSERT DEPT	Boxes Offsite (Iron Mtn)	Boxes Onsite (In Dept)	Boxes Onsite (CRC)*	Total Boxes	Boxes In Versatile	Boxes to be Reviewed (Total Boxes – Boxes in VE)
Branch 1						
Branch 2						
Branch 3						
Total Boxes (all locations)						
Total Boxes (as a percentage)						

*CRC = Corporate Record Centre

Note: Boxes at Iron Mountain are considered compliant, assuming the box has been reviewed and the correct classification assigned. Boxes at Iron Mountain but not in Versatile are considered a high risk for potential non-compliance, and are therefore a priority for classification and retention review.

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OFFSITE RECORDS – COST TO STORE

INSERT DEPT	Total invoiced 2007	Total invoiced 2008	Total invoiced 2009	Comments
Branch 1				
Branch 2				
Branch 3				
Total Invoiced				

Note: Offsite storage costs should remain relatively stable if annual destructions are routinely done. Significant growth in costs could be indicative of office moves, increased retrieval, or other factors.

BOX DESTRUCTIONS – YEARLY STATS

INSERT DEPT	Boxes Destroyed 2007	Boxes Destroyed 2008	Boxes Destroyed 2009	Comments
Branch 1				<Add # in queue for 2010>
Branch 2				
Branch 3				
Total Boxes Destroyed				

Note: RIM piloted a new destruction process in 2007.

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Appendix A – Data Sources

ELECTRONIC RECORDS

eDOCS	provided by Information Technology Services & eDOCS Team, live database <insert document number>, numbers pulled in late December.
.pst files	2009 stats provided by Information Technology Services, <insert document number>, as of <insert date>.
Departmental network drives	2009 stats provided by Information Technology Services, <insert document number>, as of <insert date>.
Email	2009 stats provided by Information Technology Services, <insert document number>, as of <insert date>.

PHYSICAL RECORDS

2008 Paper Records Inventory	<insert document number>, as of <insert date>.
Versatile Enterprise	<insert document number> as of <insert date>.
Iron Mountain costs	<insert document number>, current to end of 2009
Iron Mountain box totals	<insert document number>, as of <insert date>.

OTHER

Staffing complements	provided by Human Resources
➤ Historical stats	<insert document number>
➤ Current stats	<insert document number>, 2009 stats as of <insert date>.
RIM training statistics	maintained by RIM Section staff, <insert document number>, current to <insert date>.

Disclaimer

Every effort has been made to collect accurate statistics. Wherever possible, the source (and date of collection) of the numbers is indicated. While some numbers have been rounded off, raw data will be provided upon request and any discrepancies noted will be given further study and analysis.