

Profile



<u>Staff FTE</u>		<u>Budget</u>	
Custodial	0.000000	Salaries	\$1,048,640 86.40%
Exempt	7.000000	Supplies, Equipment and Services	\$165,106 13.60%
Support	1.000000	Total	\$1,213,746 100.00%
Teacher	1.000000		
Maintenance	0.000000		
Total	9.000000		

Vision

Enhancing pathways for student success.

Mission

Our commitment to high-quality public education serves the community and empowers each student to live a life of dignity, fulfilment, empathy and possibility.

Values

Accountability, collaboration, equity and integrity.

Division Priorities 2022-2026

1. Build on outstanding learning opportunities for all students.
2. Advance action towards anti-racism and reconciliation.
3. Promote a comprehensive approach to student and staff well-being and mental health.

Profile

As part of the Technology and Information Management team, Information Management is responsible for providing leadership and training in records and information management and Freedom of Information Protection and Privacy (FOIP) to support the Division's initiatives and goals in accordance with Administrative Regulation CN.AR. The decision unit provides leadership to the organization framework by ensuring that all data and records are maintained in a timely and cost-effective manner to meet our legislated responsibilities, whether those records are paper or digital. This decision unit provides guidelines, regulations, best practices and training relating to all areas of records and FOIP management to Division employees. All Division FOIP requests are coordinated through this team. The decision unit also manages the Central Records Storage Facility. As part of the Cybersecurity Services program, this decision unit will lead end-user awareness training in cyber risk and other cyber initiatives.

Results and Implications

Division Priorities 2022-2026

1. Build on outstanding learning opportunities for all students.
2. Advance actions towards anti-racism and reconciliation.
3. Promote a comprehensive approach to student and staff well-being and mental health.

Based on the SMART goals that were established for 2022-2023, report on the results you achieved (with evidence, including referencing the school's Assurance Measures results, if applicable) and describe how achievement of the goal supports the above Division's Priorities (reference the priority number in your response).

SMART Goal 1: Through protecting and enabling technology to improve learning, online safety and operations, build an outstanding learning opportunity for all students.

Key performance indicators:

1. Cyber Aware and Secure - set a goal of 90% completion by all Division staff.
2. Cyber Aware and Secure - reduction in phishing to under a 5% click rate.
3. Cyber Security - True multi-level authentication enabled for all Division staff remotely accessing Division resources.

Results Achieved:

1. MET over 92%. Through consultation with the Assistant Superintendents, the team took a supporting and encouraging role with principals to help them encourage their staff to complete the training. Detailed results were provided to Principals upon request, and successful strategies were obtained from Principals with the top results. These strategies were shared with all principals. Schools and Central Departments that met the 100% completion mark received a certificate and small prizes.
2. NOT MET - For the 4 phishing simulations last year, the results were 12%, 4%, 4% and 7% for an average over 5%. These results are very much affected by the complexity and sophistication of the phishing email. We will continue to calibrate the phishing emails to ensure that the metrics do show whether staff are more aware of social engineering and knowledgeable about how to identify phishing emails.
3. MET - by end of May 2023 2-step verification was enabled for all Division staff. Through a partnership with Account Management and Communications, a tactical plan was developed to onboard all staff through a three week cycle for each unit to ensure that staff had an opportunity to get support and further training as required. The plan was piloted with the staff of Dr. Anne Anderson school, and improvements in the process and in the communication plan were put in place based on their feedback.

SMART Goal 2: Improving accuracy, efficiency and timeliness of registration data to support new students in our Division through the improved management of documents associated with registration.

Key performance indicators:

1. Documents available to Division staff within one week of registration.
2. Support staff satisfaction with the new process is over 80%.

Results Achieved:

1. MET - records available within 1 hour of processing of the registration in Powerschool. Through the development of a process between Adobe Sign, Online Registration and Administration (ORCA), PowerSchool and Pinpoint. This process will greatly improve the accuracy of registration document management, and reduce staff time in schools to process the documents.
1. Not yet measured - The new process has not been in place long enough to obtain this metric.

SMART Goal 3: Online safety and privacy of students appropriately managed by the Division.

Key performance indicators:

1. 75% of all Division schools have appropriate parent notification.
2. Top 30% of educational apps are reviewed from a privacy lens.
3. Cyber safety team established and responded to principal requests for support within 24 hours 90% of the time.

Results Achieved:

1. Not yet measured. Not yet in place.
2. MET - Calculated by number of students using the reviewed app compared to total number of students using all apps. The FOIP Coordinator developed a simplified process to review the privacy risks of educational apps, and, with the assistance of members of the TIPs team, prioritized the review of the top educational apps based on the number of students using the app.
3. MET - In 2022-2023 there were 97 cyber investigations, and the Cyber Safety team responded to all but 2 within 24 hours on business days. The new process, using cyber investigation tickets, ensured that a number of staff on the Cyber Safety team could initiate the process of gathering evidence, consulting with DSS if appropriate,

Results and Implications

ensuring that the principal had confirmed the breach of school rules, and the proper governance structures were in place.

What were the biggest challenges encountered in 2022-2023?

- The Division has had a large turnover in school office support staff, which is critical for the management of the student record. The complexity of the legacy systems adds to the difficulty in onboarding new staff to manage the digital student record.
- Many projects in Information Management rely on inter-dependencies between departments in TIM. Some projects were deferred or delayed due to limited staff capacity across departments in TIM. The Cyber Security Services (CSS) roadmap for 2022-2023 was overly ambitious and did not adequately take the impact on other TIM departments into account .
- A significant insider threat event during the year highlighted the risks to students and staff, which required a new focus by Information Management.
- The current approach of the Division to managing the privacy risks of EdTech Tools has been reviewed by the OIPC and must change in response to their review.

What are the opportunities for improvement from 2022-2023 that will inform your plan for 2023-2024?

- Use a "request for service" form to ensure that school support staff receive "just in time" support. Leverage the PASI auditing function to assist school support staff who are not knowledgeable about the student record. Investigate ways to simplify the processes associated with the student record.
- Ensure that all relevant departments within TIM are involved and consulted with respect to the CSS roadmap for the 2023-2024 school year.
- A focus on the online risks (insider threat) has led to new collaboration and creativity between multiple central departments and TIM to find new approaches to prevent and respond to these risks.
- Investigate the potential uses of Artificial Intelligence to identify online threats.
- Working with the TIPs team, use a consistent use approach to the FOIP considerations of EdTech Tools.

Division Priorities 2022-2026

1. Build on outstanding learning opportunities for all students.
2. Advance actions towards anti-racism and reconciliation.
3. Promote a comprehensive approach to student and staff well-being and mental health.

In reflecting on our work towards continuous improvement as a Division, five reflective questions have been included in the Budget Planning Guide as a resource to help inform goal setting: Goals must align with 2022-2026 Division Priorities. All schools are to set two goals with one being in support of Priority 1. Schools also have the flexibility of setting an optional third goal. All Central DU's are to set two or three goals and indicate the priority area each goal supports.

Division Priority 1

Improving accuracy, efficiency and timeliness of registration data to support new students in our Division through the improved management of documents associated with registration.

Specifically:

1. 70 per cent of schools use the online process to manage registration documents.
2. Support staff satisfaction with the new process is over 80 per cent.

What Key Performance Indicators are you using to track continuous improvement?

Percentage of schools that use the online process to manage registration documents will be 70 per cent, and support staff satisfaction with the process will be over 80 per cent.

Division Priority 1

Online safety and privacy of students appropriately managed by the Division

Specifically:

1. 75 per cent of all Division schools have appropriate parent notification for EdTech tools.
2. Cyber Safety team, responding to Principal and DSS cyber investigation requests, closes 90 per cent of cases within three business days.

What Key Performance Indicators are you using to track continuous improvement?

Ensure Division schools (minimum 75 per cent) have appropriate parent notification for EdTech Tools. The Cyber Security team closes 90 per cent of investigation requests within three business days.

Budget Summary Report

	2023-24 Spring Proposed		2023-24 Fall Revised	
Resources		1,213,746		1,213,746
Internal Revenue		0		0
REVENUE TOTAL		1,213,746		1,213,746
Teacher	1.000000	116,726	1.000000	116,726
Supply Teacher	.000000	0	.000000	0
TOTAL TEACHER	1.000000	116,726	1.000000	116,726
(% of Budget)		9.62%		9.62%
Exempt	7.000000	860,299	7.000000	860,299
Exempt (Hourly/OT)	.000000	0	.000000	0
Support	1.000000	71,615	1.000000	71,615
Support (Supply/OT)	.000000	0	.000000	0
Custodial	.000000	0	.000000	0
TOTAL NON-TEACHER	8.000000	931,914	8.000000	931,914
(% of Budget)		76.78%		76.78%
TOTAL STAFF	9.000000	1,048,640	9.000000	1,048,640
(% of Budget)		86.4%		86.4%
SUPPLIES, EQUIPMENT AND SERVICES		151,106		151,106
INTERNAL SERVICES		14,000		14,000
OTHER INTEREST AND CHARGES		0		0
TOTAL SES		165,106		165,106
(% of Budget)		13.6%		13.6%
TOTAL AMOUNT BUDGETED		1,213,746		1,213,746
Carry Forward Included		0		0
Carry Forward to Future		0		0