Profile

Staff FTE		Budget			
Custodial	0.000000	Salaries		$588,692	89%
Exempt	4.000000	Supplies, Equipment and Services		$71,940	11%
Support	1.000000		**Total**	**$660,632**	100%
Teacher	0.500000				
Maintenance	0.000000				
Total	**5.500000**				

Vision

Success, one student at a time.

Mission

We inspire student success through high quality learning opportunities, supported by meaningfully engaged students, parents, staff and community.

Values

Supporting the Vision, Mission and Priorities are the District 's cornerstone values of accountability, collaboration, equity and integrity.

District Priorities 2018-2022

1. Foster growth and success for every student by supporting their journey from early learning through high school completion and beyond.
2. Provide welcoming, high quality learning and working environments.
3. Enhance public education through communication, engagement and partnerships.

Profile

As part of the Technology and Information Management team, Information Management is responsible for providing leadership and training in records manaement 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 records are maintained in a timely and cost effective manner to meet our legislated responsibilites. This decision unit provides guidelines, regulations, best practice standards and training relating to all areas of records and FOIP management to division employees and all division FOIP requests are coordinated through this team. The decision unit also manages the Central Records Storage Facility.

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Results and Implications

Division Priorities 2018-2022

1. Foster growth and success for every student by supporting their journey from early learning through high school completion and beyond.
2. Provide welcoming, high quality learning and working environments.
3. Enhance public education through communication, engagement and partnerships.

Based on the three SMART goals that were established for 2019-2020, report on the results you achieved (with evidence, including referencing the School's Accountability Pillar results, if applicable) and describe how achievement of the goal supports the above Division's Priorities that were in effect when the goal was set.

District Priority 1 and 2
Service Driver: Stakeholder Satisfaction and Service Oriented
Key Performance Indicator: Provide support, services and leadership in an emerging and maturing Information Governance framework through collaboration and stakeholder engagement.
Cornerstone values: Equity, Collaboration, Accountability
Metrics:
- In collaboration with District Information Security and District Technology, develop and implement an Information Security awareness program in the District.
- Working with the TIPs team, support school's choice with respect to third party cloud based apps, ensuring that data governance issues are considered at the school and District level.
- Ensure that the new Electronic Signature Administrative Regulation is approved and implemented.
- Maintain a minimum of 95% satisfaction from schools and other central units on the District Feedback Survey.

Results Achieved:
- Deferred the development of an Information Security Awareness program for the Division to 2020-2021 school year
- The new process for reviewing apps has proven vital during the lockdown and during school start up, to review apps that may support online learning systematically and with a clear privacy lens.
- The Electronic Signature Administrative Regulation has been deferred to 2020-2021.
- DFS was not completed due to the pandemic.

District Priority 2 and 3
Service Driver: Internal Quality Assurance
Key performance Indicator: The District digital student record will be efficiently and accurately integrated with the newly developed Provincial digital student record to support teachers and school administrators with timely access to critical student documents.
CornerStone Values: Equity, Collaboration, Accountability
Metrics:
- In collaboration with Technology and Information Management, test and implement the new record syncing process to the Provincial student record system.
- Continue to identify improvements to school content management processes, with the goal of reducing data errors and audits conducted by Alberta Education.
- Identify and train 50 staff to become Super Users which will enable processes, workflows and management of student record documents to be decentralized.

Results Achieved:
- **Over 2 million documents were uploaded in April 2020.** The sync process continues in real time and documents are both inbound and outbound depending on the student's enrolment in the province. As of October 12 over 18,000 documents from other divisions were received.
- 8 training sessions were held in the fall to all schools to clarify the Alberta Education requirements. Of the 883 student files selected for full compliance audit, only 34 failed the initial review and that was reduced to only 1 after the final appeal.
- 9 training sessions were offered and 222 superusers were trained on the processes, workflows and management of student record documents.

District Priority 2 and 3
Service Driver: Innovative Practices
Key Performance Indicator: To mitigate the risk of inappropriate access to personal information, the Information Sharing Protocol for access to systems will be continuously reviewed and refined to ensure it is defensible and appropriate.

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Results and Implications

CornerStone Values: Equity, Collaboration, Accountability
Metrics:
- Develop and deliver 5 training sessions for principals and central leaders in the areas of data management and FOIP.
- Ensure all outstanding Information Sharing Protocols (ISP) are completed for EPS partner organizations by the end of the current school year.
- Refine processes associated with FOIP investigations to ensure privacy and access rights are considered throughout the process.

Results Achieved:
- Half day training sessions were offered to principals and central leaders as follows: Practical Applications of FOIP; Video Surveillance Systems; and The Law: Information Sharing Essentials for Principals. These were developed based on relevant case studies. Participants rated the sessions as “highly relevant” and “informative” and “this course should be taken by all staff”.
- Alberta Health Services ISP remains outstanding. Pandemic interrupted this process. Partnership with AHS changed.
- Using the ATIP software, and functions in Google Drive, records are collected and processed in a streamlined and confidential manner to ensure privacy and access rights are considered throughout the process.

What were the biggest challenges encountered in 2019/20?

The Access Copyright court order required substantial redistribution of resources from August 2019 until November 2019. Information Management oversaw the search for records at the Centre for Education. 359 central staff searched email, library resources, hard copy records, shared drives and GSuite. All the records found were reviewed for relevance and over 62,000 relevant records were classified according to the sections of the court order.
During the Enrolment Verification audit Alberta Education changed the required documentation to meet the requirements of the funding manual
The lockdown in March made registration processes challenging. Processes developed “on the fly” often omit careful thought about privacy concerns and require considerable clean up afterwards.

What was most important for your school community as you prepared for the 2020-2021 school year?
The pandemic has brought to light the need for online registration processes that link to existing systems and minimize work for schools while simplying processes for families. We will continue to refine the SchoolZone form functions to ensure it can support online processes, including the adoption of the Electronic Signatures Administrative Regulation.

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Division Priorities 2018-2022

1. Foster growth and success for every student by supporting their journey from early learning through high school completion and beyond.
2. Provide welcoming, high quality learning and working environments.
3. Enhance public education through communication, engagement and partnerships.

The following SMART (Specific, Measureable, Attainable, Relevant, Time-Framed) goals have been established for the 2020/2021 school year. Select the Division Priority number that the goal supports from the drop-down box. Schools are to set one goal for each priority. Central DU's can set their goals around one or more priorities.

Service Driver: Stakeholder Satisfaction and Service Oriented
Key Performance Indicator: Provide support, services and leadership in an emerging and maturing Information Governance framework through collaboration and stakeholder engagement.
CornerStone Values: accountability, collaboration
Metrics:

- In collaboration with Division programming, ensure processes are built or adapted to securely share and manage documents, both internally and externally, including workflows to Division systems.
- Investigate the new potential for content management found in Google Enterprise.
- Simplify the “requests for letters records and transcripts” process with a self serve option through SchoolZone.
- Design a function, attached to online registration, to process the supporting registration documents, such as birth certificate or work permit, allowing for quality assurance and automatic filing.
- Ensure upload file processes are adaptable to multiple Division needs, including electronic signature functionality.
- Work with other Alberta school divisions, ASBOA and Alberta Education to develop standards and consistency regarding the provincial digital student record.

Priority 2

Service Driver: Security of information systems balanced with ease of use for end users
Key Performance Indicator: Provide support, services and leadership in an emerging and maturing Information Security framework through collaboration and stakeholder engagement.
CornerStone Values: accountability, collaboration
Metrics:

- In collaboration with Division Information Security, and Division Technology rewrite the draft Information Security regulation based on new PASI Usage agreement requirements, including the development of an incident response team and roles and responsibilities with respect to Information Security functions.
- Improve the percentage of staff who successfully avoid simulated phishing attacks
- Develop, in collaboration with Division Information Security and other relevant stakeholders, appropriate Information Security training, including topics such as: password management, phishing, multi-factor authentication, and division email use.

Priority 1

Service Driver: Innovative Practices
Key Performance Indicator: Provide support, services and leadership in an emerging and maturing Privacy framework through collaboration and stakeholder engagement.
CornerStone Values: collaboration
Metrics:

- Adapt FOIP Fundamentals training to an online delivery system to provide just in time training that can be adapted to multiple delivery options.
- With support from Communication develop a plan to cover essential privacy topics throughout the school year.
- Use existing video lessons as part of staged deployment of privacy resources.
- In consultation with school principals and staff, develop best practices and training materials for common privacy issues, such as email, and online teaching and learning.
- Explore best practices for online learning with a privacy lens, and develop materials for teachers and parents.

Priority 2

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Decision Unit: Information Management [5211]
Address: One Kingsway

2020-2021 Revised Budget

Budget Summary Report

DU Administrator: Lea Beeken

	2020-21 Spring Proposed		2020-21 Fall Revised	
Resources		660,632		660,632
Internal Revenue		0		0
REVENUE TOTAL		**660,632**		**660,632**
Teacher	.500000	55,665	.500000	55,665
Supply Teacher	.000000	0	.000000	0
TOTAL TEACHER	**.500000**	**55,665**	**.500000**	**55,665**
(% of Budget)		**8.43%**		**8.43%**
Exempt	4.000000	472,108	4.000000	472,108
Exempt (Hourly/OT)	.000000	0	.000000	0
Support	1.000000	60,919	1.000000	60,919
Support (Supply/OT)	.000000	0	.000000	0
Custodial	.000000	0	.000000	0
TOTAL NON-TEACHER	**5.000000**	**533,027**	**5.000000**	**533,027**
(% of Budget)		**80.68%**		**80.68%**
TOTAL STAFF	**5.500000**	**588,692**	**5.500000**	**588,692**
(% of Budget)		**89.11%**		**89.11%**
SUPPLIES, EQUIPMENT AND SERVICES		26,055		26,055
INTERNAL SERVICES		45,885		45,885
TOTAL SES		**71,940**		**71,940**
(% of Budget)		**10.89%**		**10.89%**
TOTAL AMOUNT BUDGETED		**660,632**		**660,632**
Carry Forward Included		0		0
Carry Forward to Future		0		0

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