

Profile



Staff FTE		Budget	
Custodial	0.000000	Salaries	\$1,197,352 91.29%
Exempt	8.000000	Supplies, Equipment and Services	\$114,280 8.71%
Support	1.000000	Total	\$1,311,632 100.00%
Teacher	1.000000		
Maintenance	0.000000		
Total	10.000000		

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 organizational 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. Leading Cyber Security Services, this decision unit provides end-user awareness training in cyber risk, monitoring of Division devices for cyber threats 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 goals that were established for 2023-2024, 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).

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.

Results Achieved: 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. **(Achieved: 99% of schools use the online process.)**
2. Support staff satisfaction with the new process is over 80 per cent. **(Achieved: 92% of staff express satisfaction with new process.)**

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.

Results Achieved: 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. **(Not achieved: Implementation of parent notification for EdTech tools is underway, with a target of 75% of schools to be completed by the end of 2024-2025 school year.)**
2. Cyber Safety team, responding to Principal and DSS cyber investigation requests, closes 90 per cent of cases within three business days. **(Partially achieved: On average, cases were assigned to an analyst within 6.2 hours. 94% of cases assigned to an analyst within 24 hours of the ticket for an investigation being received. Unable to provide a metric for closure of cases due to process, complexities and extensions.)**

What were the biggest challenges encountered in 2023-2024?

- Managing the change process and communications on a number of initiatives proved time consuming and challenging.
- The increased volume and complexity of FOIP requests at times strained staff resources.
- The change management and communication strategy to implement the student account provisioning change illustrates how much time and resources are necessary to coordinate a Division wide change, but also that change can be positive when done correctly.

- The evolving nature of cyber threats, including AI-powered attacks and sophisticated phishing techniques, underscores the importance of ongoing cybersecurity awareness and training for all staff and students.

What are the opportunities for improvement from 2023-2024 that will inform your plan for 2024-2025?

- Change management is key to large scale Division initiatives. Ensure that change management is embedded in every initiative with the dedicated time and resources to allow for collaboration.
- Gather feedback from the end users to determine business requirements and after launching an initiative, provide end users with the opportunity to provide feedback to ensure continuous improvement.
- Implement a 'just-in-time' micro-training approach to cybersecurity awareness, leveraging insights from successful campaigns like *Cyber Aware and Secure* and the student password initiative.

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, reflective questions have been included in the 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

Implementing a relevant and effective records management program within Google Workspace for the entire Division by 2030, using the approaches developed by the City of Edmonton and the University of Alberta. Initial pilot will be with Information Management staff and TIM Principal Advisory Committee (PAC).

Key Performance Indicators (detail):

- 80% of those involved in the pilot indicate they see value in managing Division records through a central process.
- Ongoing feedback from the pilot group will be measured to inform both the ease of use and relevance of the records.
- The strengths and weaknesses of Google Workspace for this purpose will be identified.

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

From Above: Measure whether Information Management can meet the needs of school principals to manage their records using Google Workspace and AI.

Division Priority 1**Improve the accuracy and efficiency in the Division response to the FOIP access request process by:**

1. Implement existing functionality in access request software (ATIP Xpress).
2. Exploring the use of AI in content creation, privacy impact assessments and research to support the Division FOIP Coordinator.

Key Performance Indicators (detail):

- Create a baseline by collecting data on the number of pages processed per request against minutes of staff time.
- Implement new functionality like duplicate processing and determine the impact on the KPI.
- Obtain a baseline in time spent to find relevant resources for specific situations and then introduce and refine AI tools to assist in research. Track the change in time spent.
- Expected improvement in the baselines described is 10% over the school year.

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

From Above: At the beginning stages of performance optimization. Need to determine a baseline KPI to measure improvement.

Division Priority 3

With the Collaborative Cyber Team and in collaboration with Mental Health Services, research, develop and present sessions for parents about the impact of cell phone use and social media on the mental health of children.

Key Performance Indicators (detail):

- At least two sessions offered to parents.

- A baseline KPI will be developed on how many parents attend the sessions.
- Parental satisfaction with the sessions (based on feedback survey) over 80%.
- Parental value of the session material over 80%.

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

From above: Success will be measured by parent attendance numbers, and parent satisfaction and perceived value of the sessions, with targets of 80% or higher for the latter two metrics.

	2024-25 Spring Proposed		2024-25 Fall Revised	
Resources	1,185,967		1,311,632	
Internal Revenue		0		0
REVENUE TOTAL	1,185,967		1,311,632	
Teacher	1.000000	117,177	1.000000	117,177
Supply Teacher	.000000	0	.000000	0
TOTAL TEACHER	1.000000	117,177	1.000000	117,177
(% of Budget)		9.88%		8.93%
Exempt	7.000000	879,130	8.000000	1,007,795
Exempt (Hourly/OT)	.000000	0	.000000	0
Support	1.000000	72,380	1.000000	72,380
Support (Supply/OT)	.000000	0	.000000	0
Custodial	.000000	0	.000000	0
TOTAL NON-TEACHER	8.000000	951,510	9.000000	1,080,175
(% of Budget)		80.23%		82.35%
TOTAL STAFF	9.000000	1,068,687	10.000000	1,197,352
(% of Budget)		90.11%		91.29%
SUPPLIES, EQUIPMENT AND SERVICES		91,500		90,223
INTERNAL SERVICES		25,780		24,057
OTHER INTEREST AND CHARGES		0		0
TOTAL SES		117,280		114,280
(% of Budget)		9.89%		8.71%
TOTAL AMOUNT BUDGETED		1,185,967		1,311,632