



INFORMATION REQUEST

INFORMATION REQUEST #: IR-002-24

REQUESTED BY: Councillor MacDonald

TOPIC: Automation of Information Tasks

DATE OF REQUEST: November 4, 2024

DATE OF RESPONSE: November 5, 2024

QUESTION:

Are there opportunities to automate Information Management tasks?

RESPONSE:

There are tools that can help create efficiencies in information Management tasks. However, it is important that there is oversight of those tools to ensure information management best practices are being adhered to.

For example, one of the projects that the City Clerk's Office is currently working on is the redesign of the City's information management system to simplify the file structure and develop a user-friendly tool to enhance usage and identify records that no longer have corporate value and have met their record retention. This redesign will make the system more intuitive and will create efficiencies in the filing, searching and retrieval of records.

Another example is a process was implemented where all invoices are uploaded and signed electronically, reducing time spent on processing paper copies.

The City can leverage tools, including AI tools as they become available to help further create efficiencies in information management processes. However, due diligence will have to occur to ensure quality assurance and risk mitigation around those tools. Part of the role of the FOIP/IM program area would be providing Privacy Impact Assessments to mitigate any improper handling and disclosure of private/confidential information.

Ultimately, an information management subject matter expert will have the knowledge to manage information management tools in a responsible manner and to leverage tools to improve information management in the City.

There currently is not the capacity to adequately manage information management best practices and tools due to the number of FOIP requests and privacy related matters that have to be addressed to ensure compliance with FOIP legislation.

BACKGROUND:

n/a

FINANCIAL IMPLICATIONS/TAXATION IMPACT:

A cost benefit analysis will have to be completed on future opportunities to leverage tools to automate pieces of information management.

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