General Policy

Policy Title:	**Data Management**
Policy No:	210
Policy Subject:	Information Technology / Records Management
Directorate:	Corporate Services
Department:	Information Technology / Records
Responsible Officer:	Director of Corporate Services
Authorised by:	North Burnett Regional Council
Adopted Date:	General Meeting – 20/09/2011
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Authorities:	

INTRODUCTION:

This policy applies to all employees of the North Burnett Regional Council, and extends to other users who access the systems referred to within, including elected representatives, contractors, consultants, commercial business units and any other agents engaged by Council.

OBJECTIVES:

This policy provides the foundation for the effective management of North Burnett Regional Council's data including storage, access and related requirements. It provides a minimum standard to which users must adhere to assist in the secure and efficient usage of the North Burnett Regional Council's data.

PRINCIPLES:

The following document outlines the North Burnett Regional Council's Data Management Requirements. Details include:

1. P Drive – Size limit, document types, access restrictions, personal files, lifespan, usage
2. infoXpert – access restrictions, structure, personal files, usage
3. Removable media
4. Datasets – GIS, Survey Plans, images
5. Emails
6. End of employment

PRINCIPLES (continued):

7. Backups
8. C Drive & Local Files

Goals

The goal of this document is to:

- Effectively and efficiently utilize server storage capacity
- Limit file duplication
- Enhance accountability/ transparency
- Conform to regulatory obligations
- Easy ability to locate documents
- Provide a consistent and easy to follow way to work with files
- Assist Retention & Disposal
- Ensure copies of all approved or final versions of documents are registered in infoXpert
- Ensure that all staff are aware that the 'official / current' version of the document should be obtained from infoXpert
- To ensure that draft documents are removed from H Drive after being registered into infoXpert
- Remove out-of-date or obsolete documents from H drive on a regular basis
- Enforce security permissions that limit access to files to relevant staff only.

1. P Drive Information

Each staff member will be given access to a "Personal" network drive which will be mapped as P: It will be referred to as "**P Drive**". Only the particular staff member and System Administrators will have access to each P Drive. Staff will **not** be able to access other staff's P Drives.

P Drives will be limited to **200Mb** per staff member. This personal drive is to be used to store personal files such as time sheets, applications or documents that are in the process of being created which no other staff requires access to yet. P Drives are to be used to store **primarily work related** files, however personal files such as photos from a digital camera may be stored temporarily.

The structure of the staff member's P Drive is up to each individual staff member. There are several **system folders** which are located in staff member's P Drives, which shall not be modified by the staff member. These are: "Desktop", "My Documents" and "Windows". The contents of "Desktop" and "My Documents" may be used as they normally would.

Staff are not to save files onto their desktops. At most, staff are permitted to save **shortcuts** to documents on their Desktops, however it is preferred that the documents are accessed via the "P Drive" or "H Drive" Citrix Icons on the desktop or via infoXpert. No document templates are to be saved in Staffs' P Drives. Staffs' timesheets can be saved in their P Drive.

2. InfoXpert Information

Council has implemented an electronic Document Records Management System (eDRMS), infoXpert, to improve productivity by dramatically reducing the time staff require to locate required information and simplifying the process of document collaboration. Creating, managing, keeping and preserving Council records is a requirement under the Public Records Act 2002.

All staff including consultants and contractors must adhere to Council's records management directions (docID 55050) and procedures in keeping records that document their daily work, and specifically create and capture records into infoXpert.
infoXpert is controlled and managed by the **Records Staff** in accordance to Industry best practice, Record Management Administrative direction and government regulations.

3. Removable Media Information

The use of removable media is to be of work related tasks with minimal personal use. Removable media must also comply with any requirements of the Information, Communication and Technology Policy DocID: 32970

4. Dataset Information

The large data sets, such as the MapInfo GIS files will be stored on separate network shares where appropriate and will be treated like H Drive. Due to the nature of these files, they will not be subject to the six monthly audit process or the requirement to be saved into InfoXpert. They do however fall under the other security, accessibility and replication/duplication requirements.

The following network shares will be utilised:

- G Drive – GIS data
- I Drive – Image library

G Drive Structure

- Workspaces
- Data
    - Assets
        - Airstrips
        - Buildings
        - Parks
        - Railways
        - Roads
        - Sewer
        - Storm Water
        - Water
    - Development
    - DCDB

G Drive Structure (continued)

- Land Protection
  - Pest Plants
  - Pest Animal
- Topology
- Imagery
- Community
  - Bus Routes
  - Localities
  - B Double Routes
  - Fire Brigade Zones

I Drive

The network drive will be mapped as I: and will be referred to as "**I Drive**". I Drive will be set in a predefined structure as listed in the section "I Drive Structure". Staff will not be able to change this structure; however they will be able to add sub folders to the third level folders in the structure within reason. Sub folders are only to be created where absolutely necessary, and where images doesn't logically fit anywhere in a higher level folder.

Staff are not permitted to create folders named after staff members e.g. A folder named "Kevin" is not permitted. Staff are not permitted to **duplicate** other sections of I Drive in sections of I Drive to which they have access. Sub folders are **not to replicate** higher level folder structures. e.g. A folder named "Council Meetings" is not to contain a folder called "Meetings"

I Drive Structure

- Executive Services
  - Governance
    - Strategic Planning
    - Media and Public Relations
    - Communications
    - Electoral Matter
    - Disaster Management
    - State Emergency Service
    - Human Resource Management
  - Executive Support
    - Material Personal Interest Register
    - Administrative Support
    - Council Committees
    - Council Meetings
    - Councilor Liaison

I Drive Structure (continued)

- Corporate Services
  - Corporate Services
    - Customer Service
    - Information Technology
    - Website
    - Records Management
    - Leases and Licenses
    - Property Management
    - Community Assets
    - Risk Management
    - Workplace Health and Safety
    - Town Office Management
    - Policy
    - Local and Subordinate Local Laws
    - Legal Matter
    - Statutory Registers
    - Delegation and Authorized Persons
    - Complaints Management
    - Operational Plan
    - Libraries
  - Financial Services
    - Capital Works Plan
    - Accounts
    - Asset Coordination
    - Budgeting
    - Payroll
    - Purchasing and Stores
    - Rating
    - Financial Reporting
    - Insurances
    - Grant Commission Data
    - Bank Reconciliation
- Community and Cultural Services
  - Community Services
    - Economic Development
    - Community Development
    - Seniors Programs
    - Youth Services
    - HACC – CAPs
    - Housing Tenancies
    - Area Promotion and Tourism
    - Grants
    - Arts and cultural Program
    - Sport and Recreation
    - Swimming Pool Operations
    - Festival and Events
    - Community Infrastructure

I Drive Structure (continued)

    - Change Management
        - Legislative
        - Regulatory
        - Internal Process Review
        - Project
        - Cultural
- Development Environmental Infrastructure
    - Development
        - Development Applications
        - Building and Plumbing Services and Inspections
        - Building Applications
        - Development Compliance
        - Strategic Land Use Planning
        - Planning Scheme
        - Priority Infrastructure Planning
        - Land Use Compliance
    - Environment and Compliance
        - Animal Control
        - Biodiversity and Sustainability
        - Environmental Health
        - Natural Resource Management
        - Parking and Monitoring
        - Trade Waste
        - Vermin and Vector Control
        - Waste Management and Collection
        - Environmental Local Laws
- Technical Services
    - Infrastructure
        - Airports
        - Strategic Asset Management
        - Design Services
        - Quarry
        - Depots and Workshops
        - Quality Assurance
        - Project and Contract Management
        - Rural Services
        - Housing Maintenance
        - Facilities Maintenance
        - Parks Gardens and Reserves
    - Transport
        - Bridges
        - Drainage
        - Fleet Management and Operations
        - Footpaths
        - Lighting
        - Street Cleaning
        - Roads
        - Public Conveniences

I Drive Structure (continued)

- Water and Sewerage
  - Water Operations
  - Sewer – Waste Water Operations

5. Email Information

The email system is part of Council's corporate knowledge and as such comes under the same requirements as other files.

Each staff member's mailbox is limited to **2Gb**. Emails are to be saved to infoXpert as per statutory retention regulations. Emails are to be of a work related nature. Any private emails must be forwarded to your personal email accounts and deleted from your council account.

If there is an attachment to be sent to internal staff only, then a link to its location in infoXpert or the DocID is to be used instead of attaching the document to the email. Emails are not to be used for sharing documents internally. If a document needs to be accessed by other staff members, it needs to be saved into H drive or infoXpert and the staff members shown where to access it.

Send and receive sizes for emails are limited to industry best practice. If a file or set of files is too large to be sent via email, then an alternative method needs to be utilized, such as sending via a CD in the mail.

6. End of employment Information

Prior to staff ending employment, they must make sure the contents of their P Drives have been moved into H Drive or into infoXpert. The same applies for any work in progress emails.

7. Backup Information

As part of the server management, all data is backed up every night. There is no need for staff to create copies of files for backup purposes, and as such staff are not permitted to do so. If found, files duplicated for "backup" purposes will be deleted.

8. C Drive & Local Files

No files are to be stored locally on C drives. The exception to this is locally installed applications which are approved by IT staff. Examples include; MetroCount, PDA software etc. This data isn't backed up and must be copied to an appropriate location on the network as soon as possible.