

# CORPORATE POLICY

## INFORMATION & RECORDS LIFECYCLE MANAGEMENT

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## WHO AND WHAT IS THIS POLICY FOR?

All employees of Aberdeen City Council (ACC), its 3<sup>rd</sup> party contractors and Arm's Length External Organisations (ALEOS) need information and records every day in order to do their jobs – the Council cannot function or meet its objectives without it. This Policy is not just for those working on or assigned information and records management roles, it is for all Council staff, for every role, at every grade, in every part of the Council.

The Council deliver a wide range of services to our citizens throughout their lives; from registering a birth, to educating and protecting children, through to supporting vulnerable people to live as independently as possible. These services touch every aspect of our citizens' lives, from the environment we live in, to the roads we drive on, and the community facilities we all access. The Council's management of information and records are fundamental to ensuring that we are accountable for the services we deliver in a way that reflects our duty of care as a public authority to our citizens and stakeholders now and in the future. This is essential for:

- Making informed decisions based on accurate, good quality and up to date information;
- Explaining and evidencing why we have made a particular decision or carried out a particular action in a particular way at a particular time;
- Promoting democracy and protecting the rights of our people and our organisation.

This policy defines the framework by which the Council will build an infrastructure that ensures the effective management of all our business information and records throughout their lifecycle.

## WHY DO WE NEED A POLICY?

The Council has a statutory duty under the Public Records (Scotland) Act 2011 (PRSA) to ensure that all of our information and records are managed appropriately. This policy introduces a revised and cohesive approach to how ACC will manage its information and records lifecycle as part of a longer-term improvement programme. The improvement programme will reflect the Council's comprehensive and integrated approach, which focuses on managing information and records according to:

- The business context (why information and records exist and therefore how long they should be held);
- The content (what information and records are about and therefore who has access to them);
- The location (where and how information and records are held and therefore what business continuity arrangements are required/ appropriate);

- The Responsible Master Owner (the job role responsible for the information and records, and is therefore accountable for ensuring the authenticity, usability, reliability and integrity of the information and records).

The Information and Records Lifecycle Management Policy and Improvement programme will allow the Council to demonstrate that we have both a full understanding, and effective control of the information and records we create and hold. This will support our compliance with other, related legislation, such as Data Protection and Freedom of Information.

## WHAT DOES THIS POLICY COVER?

The Council's information and records constitute all records and information created, received, maintained or used by or on behalf of the Council, regardless of the technical or physical format or age of the information or record. This includes but is not limited to paper records, e-mail, spreadsheets, data in business systems, audio and video recordings and web pages.

All Council information and records will be managed through the Information and Records Lifecycle Management improvement programme, which will implement:

- **Corporate Business Classification Scheme Policy (Appendix 2) and template ([web link pdf or excel](#))**

*The Business Classification Scheme (BCS) is the Council's framework for classifying and managing all information and records, and is based on the business functions undertaken across the organisation. Implementing the BCS provides the framework for assuring that all Council information and record is managed appropriately and consistently.*

- **Corporate Records Retention & Disposal Schedule Policy (Appendix 3) and template ([web link pdf or excel](#))**

*The Records Retention & Disposal Schedule (RRDS) is the Council's schedule of corporately agreed retention and disposal periods and actions for Council information and records. Adopting and adhering to RRDS provides the framework for assuring the appropriate and consistent retention and disposal of its information and records across the organisation.*

- **Corporate Information Asset Register Policy (Appendix 4)**

*The Information Asset Register (IAR) is the framework adopted by the Council to provide Responsible Master Owner details for all information and records created and captured within corporate systems; both technical and physical. Ownership roles and responsibilities will be aligned to the corporate Business Classification Scheme by function.*

- **Corporate Information and Records Lifecycle Management Toolkit**

*A practical toolkit of procedures, guidance and face-to-face sessions will support the implementation of this policy and all related information management strategy domains. An awareness programme will communicate the phased rollout to all staff, to ensure that all changes to practice and overall culture change are implemented*

*consistently. The Toolkit will include 'A Guide to Managing Information and Records', and will make links to other interdependent domains, such as Information Preservation, Business Continuity, Migrating or Converting Electronic Records and Metadata standards.*

This improvement programme will implement the primary framework by which the Council will manage all Council information and records throughout their lifecycle over time and through change. It will also provide the foundational basis on which to progress and meet the Council's Information Management Strategic objectives. In addition, this policy recognises that the effective management of records and information throughout its lifecycle requires a joined-up approach, which builds upon this foundation to ensure assurance and maturity in the following key areas:

- Audit, Compliance, Risk and Governance
- Information Preservation
- Business Continuity & Disaster Management
- Culture, Training and Communications
- Information & Records Lifecycle Management
- Knowledge, Re-use & Performance
- Technical & Physical Systems Management

The Information Management Strategy will drive this joined-up approach, through a corporate improvement programme, which engages all relevant stakeholders.

## **HOW WILL WE MAKE THIS HAPPEN?**

Overall governance and strategic responsibilities for this policy are assigned to the Council's Senior Information Risk Officer (SIRO). All activity relating to this policy and related improvement programme will be monitored, actioned and reported on to the SIRO through the Information and Records Lifecycle Management Project Board and Information Management Governance Group. Information Asset Owners and Administrators will be responsible for ensuring all staff understand and act in accordance with their responsibilities outlined in this policy by completing a statement of internal control as part of the annual update to the Corporate Risk Register.

## **APPROVAL OF POLICY**

This policy will be reviewed annually in conjunction with the Corporate Information Management Strategy to ensure that it meets business and accountability requirements and measurable standards of good practice.