

# STAFF REPORT

THE CORPORATION OF THE TOWN OF COBOURG



<b>Report to:</b>	Mayor and Council Members	<b>Priority:</b>	<input type="checkbox"/> High <input checked="" type="checkbox"/> Low
<b>Submitted by:</b>	Krystal Christopher, Deputy Clerk/Records Management Coordinator, Legislative Services Division <a href="mailto:kchristopher@cobourg.ca">kchristopher@cobourg.ca</a>	<b>Meeting Type:</b>	Open Session <input checked="" type="checkbox"/> Closed Session <input type="checkbox"/>
<b>Meeting Date:</b>	January 3, 2022		
<b>Report No.:</b>	Corporate Services-158-22		
<a href="#">Submit comments to Council</a>			

**Subject/Title:** EDRMS Project with StoneShare - TownSquare Corporate Records Project Update

## RECOMMENDATION:

THAT Council receive the report for information purposes.

## 1. STRATEGIC PLAN

This report addresses one (1) Council Strategic Plan Objective: Develop an integrated records management system. Town of Cobourg Municipal Council's Strategic Planning Mission Statement:

The Town of Cobourg is committed to open and accountable governance and the provision of quality, accessible programs, and services in a sustainable manner

Programs: The Town provides effective and efficient corporate, community, business and recreational services for its residents, business, and residents.

2. Develop an Integrated Records Management Plan

Desired Outcomes
<ul style="list-style-type: none"><li>• People will be well informed, know what is going on in the Town and how to get information</li><li>• The Town will be resilient and safe from cyber attacks</li><li>• Information will be easier and faster to access through a variety of means</li><li>• People will be informed with the facts</li><li>• Information will be stored in a way that is accessible for present and future generations</li><li>• Public trust and confidence in the Town’s processes and procedures will be enhanced</li></ul>

**3. PUBLIC ENGAGEMENT**

Not applicable

**4. PURPOSE**

The purpose of this Staff Report is to provide an update to Cobourg Council on the Electronic Document Records Management System (EDRMS) project.

**5. ORIGIN AND LEGISLATION**

On June 10, 2019, Municipal Council approved the following resolution #208-19: The Municipal Act, 2001 (the “Act”) outlines the requirements for a municipal records retention program. Section 254 (1) provides that: a municipality shall retain and preserve the records of a municipality and its local boards in a secure and accessible manner, and if a local board is a local board of more than one municipality, the affected municipalities are jointly responsible for complying with this subsection.

On February 18, 2020, Municipal Council passed a motion to authorize the preparation of a by-law to approve and establish a Records Retention By-law and to adopt the Town of Cobourg Records Management Program Policy, to establish the framework for the creation, implementation, and maintenance of the Town of Cobourg's Record Management Program.

On February 24, 2020, Municipal Council approved By-law No.011- 2020 a by-law to provide for the classification, retention, and destruction of records for the corporation of the Town of Cobourg, to establish a records management policy and to delegate authority to the municipal clerk to establish or amend retention periods.

**6. BACKGROUND**

Previously, the Town's electronic records were stored on a variety of "directories" typically assigned by department, or operational area. The network directories were quite varied and numerous business records are stored in a very ad-hoc, unstructured basis. This meant that many records were unclassified as per the Town's Records Classification System. As well, some departments had numerous directories (up to nine) in which they access records for business purposes.

The result of the previous ad-hoc storage system is excessive time to find records, version accuracy issues, lost records and multiple duplicates. In addition, there was insufficient rigor regarding appropriate retention/destruction scheduling of Town records.

As reported to Council previously, the Town of Cobourg since 2019 has continued in its quest for a total modernization of its existing Records Management Program under the leadership of the Legislative Services Department. As a result, on April 19, 2021, Council awarded the Request for Proposal Electronic Document Records Management contract to the successful bidder, StoneShare.

A Records Modernization Information Management Plan was developed, and it outlined associated actions (broken into 4 phases) as outlined below:

- **Phase One (1-6 months):** Performing record inventories with internal staff through a division and department wide audit.
- **Phase Two:** Prepare for and Purchase an RMS or EDRMS Program (6 months -1.5 years)
- **Phase Three:** Implementation of New Records Management System (1.5 - 2 years)
- **Phase Four:** Maintain and Update Records Management System (On-going)

Currently, the Town is within *Phase Three* of the Records Modernization Information Management Plan, with the onboarding of the Town's departments to the Records Management System with the services of StoneShare.

## 7. ANALYSIS

As noted, the Town retained the services of StoneShare to assist with the Town's Records Modernization Information Management Plan using the SharePoint platform. The proposed work breakdown structure was to onboard one department at a time. An overview of the onboarding is provided below:

### Stakeholder Interviews

StoneShare conducted remote stakeholder interviews with key stakeholders from within the Town's Information Technology, Municipal Clerk and Department to review document processes, pain points, opportunities for improvement and the type of content created and managed.

### Business Process Review Workshop

StoneShare conducted remote Business Process Review workshops with Town Department to review and document business processes. Each process included detailed steps, roles and individuals involved, templates (where appropriate), integration with other tools and Business applications (where appropriate), and the frequency of the business process.

### Demo and Content Cleanup/ Reorganization Workshop

StoneShare conducted remote Demo and Content Clean-up workshops with the Town's Departments. During these workshops, StoneShare will provided a demonstration of the SharePoint platform and its functionality, to break down potential adoption barriers caused by uncertainty and establish a "what's in it for me" for the users in attendance. StoneShare provided knowledge transfer pertaining to content clean-up and migration activities, and lead users through a structured content clean-up exercise.

### Content Migration

StoneShare performed migration "dry-runs" and after all dry-run tests are error free, the planned content migration to the Solution was executed. Upon completion, the content was validated to confirm migration was successful, in accordance with the Migration Plan.

### End -User Training

StoneShare delivered remote Training sessions.

### Go-Live Support

StoneShare provided remote support for each Department and Division for one (1) business day.

To date, all departments have been successfully onboarded to the platform except for Finance, which will be completed late January. Once the EDRMS is up and running, the next phase of the process will be to look after and categorize physical records across the corporation. This will need to have a specific plan developed for the future as the project of legacy files will need to have a dedicated staff focus to have effective results as there are many physical records that need to be reviewed and destroyed.

## **8. FINANCIAL IMPLICATIONS/BUDGET IMPACTS**

This report has no financial implications. The funds for this project have been previously allotted.

## **9. CONCLUSION**

EDRMS will provide opportunities for greater efficiency for staff to locate and store documents in a proper structured environment. It will provide for greater transparency, improved customer service and greater security of Town records. More importantly this sets a baseline for generations of employees for document management and provides a more robust Solution to maintain future corporate knowledge and history.