To the CBC manager : Provide Finance with the mandatory Procurement Checklist, duly filled out (Appendix D of policy 2.3.6). See : https://io.cbc.ca/ekLibFiles/Library_Assets---Bibliothèque_de_ressources/Forms_Finance---Formulaires_finances/procurement-checklist.doc	CBC department contract number 4600000202

CBC Radio-Canada

Goods/Services Agreement

PART A – Specific Terms

On October 19, 2011 with effect from September 1, 2011

"CBC": CANADIAN BROADCASTING CORPORATION, a corporation duly established under the *Broadcasting Act*, S.C. 1991, c.11, having its head office at 181 Queen Street, Ottawa, Ontario, K1P 1K9; and

"Supplier": IRON MOUNTAIN CANADA CORPORATION, a corporation/company duly established under the laws of Ontario, having its head office or a place of business at 70 Talman Court, Concord, Ontario L4K 4L5.
GST/HST no.:**8855 1733 4RT0001** PST no.:

(individually a "**Party**" and collectively the "**Parties**")

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1. This Agreement comprises **Part A – Specific Terms** (including any attached Schedule(s)) and **Part B – Standard Terms** (attached hereto) ("**Agreement**").

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2. This Agreement is for the purchase of (select one or both, as applicable):

   ☒ services ("**Services**");
   ☐ goods (**"Goods"**);

   (individually and collectively "**Goods/Services**"), as more fully described in Section 11 of this Part A.

3. "**Price**" ($CAD) before applicable taxes means:
   ☐ fixed price of: $
   ☒ price detail (if applicable): (e.g.: hourly rates; price breakdown per goods)
   See Attached Schedule A

   The Parties acknowledge there is no guaranteed minimum spend by the CBC under this Agreement; however, the Price for Services is estimated at $80,000.00 per year. The parties shall meet twice yearly to review CBC's overall spend under the Agreement.

4. Applicable taxes: ☒ GST/HST ☐ PST ☐ Withholding tax

5. Standard invoicing frequency: ☒ Monthly;
   OR
   Alternate invoicing frequency: ☐ Invoicing using CBC's accounts payable e-commerce system (APEC) (APEC details and guidelines to be provided by CBC); or
   ☐ Other frequency (include details e.g.: progress payments – attach schedule if needed).

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6. "**Term**" means the period: ☒ from **September 1, 2011** to **August 31, 2014**, with ☐ 0, ☐ 1 or ☒ 2 irrevocable options for CBC to renew for 1 year period(s) under the same terms by sending a written notice 30 days prior to the end of the initial term or of each option, if applicable; OR
   ☐ from until Supplier has completed the Services and/or delivered the Goods at CBC's satisfaction in accordance with the terms set out herein, as formally notified to Supplier in writing.

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7. Competitive Process: (e.g.: Request for Proposals, ☒ this Agreement is signed as a result of a competitive process issued by CBC on January 12, 2011.

Price Quotation)	☐ this Agreement is not signed as a result of a competitive process.	
8. Insurance Information: (if different than Section 6 b) and c) of Part B - Standard Terms)	Commercial automobile liability insurance:	☐ amount of coverage : ; ☒ non-applicable.
	Professional liability insurance:	☐ amount of coverage : ; ☒ non-applicable.
9. Governing Law and Forum:	This Agreement is governed by the laws of the province noted below and by the federal laws of Canada applicable therein. The Parties submit to the exclusive jurisdiction of the courts of the province noted below. ☐ Quebec ☒ Ontario	
10. Miscellaneous (if applicable):	(e.g.: expenses; warranty; personal guarantee; corporate guarantee; performance bond; annual business reviews) CBC/Radio-Canada representatives and Supplier shall undertake a semi-annual review of this Agreement. Supplier to provide CBC/Radio-Canada with an annual business review.	

11. Description of Goods/Services:
(include description of the Goods and Services separately as applicable, e.g.: specifications; deliverables; tasks; location; schedule of work and delivery; testing; commissioning; monthly reports; training; hours per day of work; language; details concerning personnel)

a) Services:

As described in the RFP RIM20110107 for the provision of external records storage and retrieval as well as off and on site document destruction services at CBC/Radio-Canada's locations across Canada.

Role of Supplier :

1.) Provide storage services for documents/records. Storage is to be in a secure warehousing facility with timely retrieval and delivery services for CBC facilities.

2.) Provide Vital Records storage in a climate controlled and fireproof vault environment.

3.) Provide Document/Record destruction services in the form of on-site collection of items in designated receptacles, secure crosscut shredding and disposition of residue.

4.) Produce scheduled Activity reports of storage, retrieval and shredding activities.

5.) Provide a comprehensive billing system capable of itemizing all services delivered.

6.) Maintain approved contacts list of designated employees within CBC/Radio-Canada who have been identified by the National Records and Information Management Program as being authorized to contact Iron Mountain directly in order to request service delivery. All calls for service (pick up for boxes for storage and/or destruction) are to come from RIM or designated contacts only. Designated contacts lists are to be maintained in compliance to the requirement of the Privacy Act.

Delivery of services must be made in both official languages (English and French).

Supplier is to provide CBC/Radio-Canada access to their online database for Reporting and Invoicing purposes.

Account Structure

To ensure appropriate administration of this Agreement, Iron Mountain will provide the following resources to the CBC account:

a. A national account manager.
b. Regional account managers / support resources.
c. A support resource assigned to internal sales support dedicated in priority to CBC.
d. A support resource (i.e. a representative of the Supplier) for invoicing issues.

Note: Only the National account manager is authorized to enter into separate and/or extra business agreements (outside of the scope of this Agreement) with CBC/Radio-Canada's RIM designated contact.

At least once a year, Iron Mountain shall visit selected CBC locations (as determined between the parties in good faith) and meet with representatives of CBC, as determined by CBC. Resources assigned to the CBC account must be skilled and experienced, know the Records Storage & Destruction services and the terms and conditions of this Agreement.

Storage Services Requirements

Records Warehouse Storage facilities must:

1.) Be above grade and be completely free of leaks or other openings and include a climate controlled fire proof vault, in at least one (1) warehouse in the geographical region, designed to protect against corruption, contamination and exposure.

2.) Have a vault for sensitive records capable of maintaining a temperature of 19 degrees Celsius (+/- 1°C) and 25% relative humidity (+/- 5%). The vault must further be capable of maintaining a low particulate contaminant environment. These climate control specifications above apply only to the vault and not to the general records storage area.

3.) Be monitored 24 hours a day, 7 days a week for fire, floods and unauthorized entry.

4.) Be constructed of fire resistant materials and the information holdings storage area should be windowless to provide for a more efficient climate controlled and secure environment, as well as protect from possible storm damage, man-made or natural disaster.

5.) Be protected by smoke detectors according to local fire codes and have appropriate fire extinguisher equipment positioned throughout the facility that is well marked as to their locations, a sprinkler system and an intrusion alarm system, all monitored by Iron Mountain's own security resources or a security service company 24 hours a day, 7 days a week.

6.) Allow for all information holdings to be stored on clean fireproof shelving units, properly braced and at least three (3) inches off the floor and all shelving must meet local seismic and fire code regulations for use in a document storage facility.

7.) Operate with a Bar Code System able to identify the location of all information holdings.

8.) Have the Receiving and Shipping dock(s) adjacent to the Records Warehouse capable of accommodating vehicles up to and including semi-trailers.

9.) Handle boxes which measure 15" L x 11 3/8" W x 10" H (1.0^3ft.). CBC/Radio-Canada will utilize Iron Mountain provided boxes for storage. Iron Mountain will ensure all boxes deposited are not to be opened as storage and retrieval is at Box-Level only (not individual files).

Inventory Management of Holdings

Iron Mountain must have comprehensive systems for Inventory and Management Control and be capable of the following:

1.) Accurate retrieval of request and timely delivery. Next day delivery only, unless authorized by National Records Information Management (RIM) personnel.

2.) Easy and timely response to online invoice inquires

3.) Fast turnaround (within 1 to 2 hours of request) for any changes to Designated Contacts lists

Disposition / Removal

1.) No deposited documents/records are to be destroyed by Iron Mountain without written instructions from CBC/Radio-Canada.

2.) Boxes of documents/records flagged for final disposition are to be returned to CBC/Radio-Canada for validation.

Destruction Services

The Supplier will provide secure on-site or mobile paper document destruction using Type IIIB (Confidential) shredding equipment as approved by the Royal Canadian Mounted Police. Type III destruction equipment is defined as shredders and disintegrators for paper and text based media that have been assessed as capable of reducing information classified

Confidential and Protected B or lower to a size that, under the threat and risk conditions existing in urban Canada and with known reconstruction methodology, is deemed safe to dispose of or recycle as unclassified waste.

Locations of all shredding bins will be mapped by CBC/Radio-Canada Designated Contacts only.

Supplier will empty shredding bins only on schedule provided by CBC/Radio-Canada RIM personnel. Supplier will empty all bins in a designated CBC/Radio-Canada location on the same visit.

The Supplier will provide a Certificate of Destruction with the appropriate invoice. The Certificate of Destruction will identify the following:

1.) Material destroyed
2.) The date of destruction
3.) Proof of chain of custody
4.) Signature of CBC/Radio-Canada's representative organization who witnessed the destruction

In case of situations where distance or scale of service is involved, Iron Mountain is required to provide alternative Special Operation Procedures in order to fulfil the requirements of this agreement. Type of equipment may be scaled to the size of the volume provided it meets RCMP approval. For greater certainty, in smaller and/or remote CBC/Radio-Canada centres, Iron Mountain is permitted to sub-contract services to qualified and bonded service providers. No third party vendors are to be used by Iron Mountain unless approved in advance and in writing by CBC/Radio-Canada. CBC / Radio-Canada reserves the right to reject any sub-Contractors (Vendors). Use of shredding equipment other than RCMP approved shall be specifically approved by CBC/Radio-Canada.

Pick-Up and Delivery

Iron Mountain will provide transportation pickup and delivery to and from CBC/Radio-Canada records offices within a 90 KM radius of each warehouse location across Canada, as and if called for, as follows:

Service Type	Request Cut Off Time	Guaranteed Pickup/Delivery
Regular (next day)	1:00 p.m.	4:00 p.m. next day
½ day service (morning)	11:00 a.m.	4:00 p.m. same day
½ day service (afternoon)	4:00 p.m.	12:00 noon next day

Iron Mountain must provide waybills for each delivery containing the following information:

1.) Box number
2.) Name of Requesting Designated CBC/Radio-Canada Employee
3.) Date of Retrieval

For special requests, Iron Mountain can provide transportation pickup and delivery to and from Identified User's office locations outside the 90 KM radius of each warehouse location across Canada, as and only when requested, as follows:

A maximum of seventy-two (72) hours for pickup/delivery request time for new and/or returned boxes.

Chain of Custody

Iron Mountain must be able to prove "chain of custody" through tracking and reporting for each pickup/delivery request.

Inspection and Audit

1.) All deliverables and services rendered by Iron Mountain under this Agreement are subject to inspection and verification by the CBC/Radio-Canada or a designated representative. CBC/Radio-Canada reserves the right to reject or require correction to any work not carried out to the satisfaction of CBC/Radio-Canada or work not meeting the standards outlined in this Agreement.

2.) CBC/Radio-Canada reserves the right to inspect/audit Iron Mountain's Records Storage and Destruction facility or facilities at anytime during the life of the Agreement. The Identified user must be satisfied that the Supplier follows good warehousing and records management practices.

3.) CBC/Radio-Canada or a designated representative may verify the residue of any shredding operation to ensure conformity with the output specifications of the Type IIIB shredding equipment approved by the RCMP for the bulk destruction of documents up to and including Confidential.

4.) CBC/Radio-Canada will perform periodic inspections of Iron Mountain's facilities to ensure the security requirements are met and reserves the right to audit the Records Storage and Destruction operations at any time during the life of the Agreement.

5.) Unless otherwise required by law, the foregoing audit rights are subject to the following conditions: CBC/its representatives or designees must provide ten business (10) days' advance written notice; CBC may not view materials or information pertaining to other Iron Mountain customers; Iron Mountain is not required to disclose information related to its proprietary security procedures or environment; all third-parties must sign Iron Mountain's standard confidentiality agreement; and CBC agrees to comply with Iron Mountain's safety and security policies at all times while on Iron Mountain's premises.

b) Goods:

12. List of Schedule(s) to Part A (include any applicable schedules):

Schedule A: Price List

Schedule B: RIM authorized contacts

Schedule C: CBC/Radio-Canada Locations

Approved as to Form and Legal Content:
Iron Mountain Legal Department

Name: Robert Liljedahl
Customer: Canadian Broadcast Company
Date: October 24, 2011

IN WITNESS WHEREOF, CBC and Supplier have caused this Agreement to be signed and delivered by their duly authorized representatives all as of the date first herein above written.

CANADIAN BROADCASTING CORPORATION

Signature:
Name: Tranquillo Marrocco
Title: Associate Corporate Secretary
Address: 181 Queen Street, Ottawa, Ontario, K1P 1K9
Tel.: 613-288-6167
Fax:
Email: TRANQUILLO.MARROCCO@CBC.CA

Signature:
Name: Neil McEneaney
Title of Finance Representative: Executive Director, Finance and Strategy, English Services

IRON MOUNTAIN CANADA CORPORATION

Signature:
Name: Pierre Matteau
Title: Senior Vice President
Address: 195 Summerlea Road, Brampton, Ontario, L6T 4P6
Tel.: 905-792-7099 ext:2236
Fax: 905-792-2617
Email:

I am duly authorized to bind the Supplier.

Supplier has also read and understood the terms set out in **Part B – Standard Terms** and agrees that they form an integral part of the Agreement.

s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

Shredding & Off-site Storage General Service Agreement - Schedule A - Price List

Schedule B – RIM authorized Contacts

Contact information	
Contract Administration Bob Morrow Office :613-288-6280 Cell : 613-294-2766 robert.morrow@cbc.ca National RIM Program Manager	**Responsibilities** National Records & Information Management Program
Implementation Benoit Rainville Office : 613-288-6171 benoit.rainville@cbc.ca RIM Analyst	National Implementation
Diane Corbeil Office: 613-288-6172 diane.corbeil@cbc.ca Classification Analyst	Ottawa Implementation
Nathalie Lemay Office : 514-597-6629 nathalie.lemay@radio-canada.ca RIM Supervisor	Montréal Implementation
Cesar Cameirao Office: 416-205-3240 cesar.cameirao@cbc.ca RIM Coordinator	Toronto Implementation
Special Groups Marie Josée Turgeon Office : 514-597-5825 marie-josee.turgeon@radio-canada.ca Senior HR Manager	Health & Safety Records
Others/autres Tranquillo Marrocco Office : 613-288-6167 tranquillo.marrocco@cbc.ca Associate Corporate Secreatary & Compliance Officer	Corporate Secretariat
Paul Grenier Office : 416-205-3016 Paul.grenier@cbc.ca Manager Administrative Services	Corporate Administration
Denise Sicard Office : 514-597-7824 Denise.sicard@radio-canada.ca Chef de la préservation et du développement des collections	Mediathèque et Archives

Schedule C **CBC/Radio-Canada Locations**

CITY	ADDRESS	MIN	MED	MAJ	COLL	SHR
ALBERTA						
Calgary	1724 Westmount Blvd		X		X	X
Edmonton	10062 102 Avenue 123 Edmonton City Centre E		X		X	X
BRITISH COLUMBIA						
Vancouver	775 Cambie St			X	X	X
Surrey	9808 King George Highway, Suite 304	X				X
Prince George	890 Victoria St. #1	X				X
Prince Rupert	222 West 3rd Ave	X				X
Kelowna	243 Lawrence Ave	X				X
Victoria	1025 Pandora Ave	X				X
MANITOBA						
Winnipeg	541 Portage Ave			X	X	X
St-Boniface	607 Langevin St.	X				X
Brandon	1337 Princess Ave	X				X
Thompson	7 Selkirk Ave	X				X
NEW BRUNSWICK						
Bathurst	270 Douglas Ave, Suite 403	X				X
Bouctouche	53, boul. Irving	X				X
Campbellton	15 Water St	X				X
Caraquet	42C Blvd St. Pierre West	X				X
Fredericton	1160 Regent St		X		X	X
Moncton	250 Archibald/University St			X	X	X
Saint John	Hilyard Place, 560 Main St.	X				X
NEWFOUNDLAND AND LABRADOR						
St. John's	95 University Ave			X	X	X
Corner Brook	162 Premier Drive	X				X
Gander	98 Sullivan Road	X				X
Goose Bay	12 Loring Drive Happy Valley	X				X
Grand Falls	2 Harris Ave	X				X
Labrador City	500 Vanier Ave	X				X
NORTHWEST TERRITORIES						
Yellowknife	5002 Forest Drive		X		X	X
Inuvik	100 Mackenzie Road	X				X
NOVA SCOTIA						
Halifax Production	5600 Sackville St		X		X	X
New Glasgow	813 East River	X				X
Halifax News	1840 Bell Road (TV)		X		X	X
Sydney	285 Alexandra St	X				X
NUNAVUT						
Iqaluit	Iqaluit Radio/TV Production	X				X
Rankin Inlet/Kivalliq	Rankin Inlet P.O. Box 130	X				X
ONTARIO						
Hawkesbury	1100 rue Aberdeen	X				X
Hearst	810 George St	X				X
Kingston	711 Dalton Ave	X				X
London	208 Piccadilly St, Unit 4	X				X
Markham	80 Tiverton Court, 8th	X				X
Ottawa	181 Queen St			X	X	X
Ottawa	1525 Carling Ave		X		X	X
Sudbury	15 MacKenzie St		X			X
Thunder Bay	213 Miles St East	X				X

Schedule C CBC/Radio-Canada Locations

Timmins	169 Third Ave	X				X
Toronto	250 Front St			X	X	X
Toronto	100 Queen St – Press Gallery	X				X
Windsor	825 Riverside Drive		X			X
PRINCE EDWARD ISLAND						
Charlottetown	430 University St		X		X	X
Summerside	63 Central St	X				X
QUÉBEC						
Alma	1000, boul. Des Cascades	X				X
Baie Comeau	319, boul. Lasalle	X				X
Carleton-sur-mer	642A, boul. Perron	X				X
Chicoutimi	500, ave Des Saguenéens		X		X	X
Drummondville	183, rue Lindsay Suite-1	X				X
Gaspé	127, rue Jacques-Cartier	X				X
Jonquière	2303, rue Sir Wilfred Laurier	X				X
Kuujjuaq	Building 601 P.O. Box 629	X				X
Matane	155, rue St.-Sacrement		X			X
Montréal	1400, boul. René-Lévesque Est			X	X	X
Québec	1050, rue des Parlementaires		X			X
Québec	888, rue St-Bureau 500		X		X	X
Rimouski	273, rue St-Jean-Baptist		X			X
Rivière-du-Loup	299, Lafountaine	X				X
Roberval-St.-Félicien	775, boul St.-Joseph, Suite 200	X				X
Rouyn-Noranda	70, avenue Principal	X				X
Sept-Iles	Édifice le Concorde, 350, rue Smith		X		X	X
Sherbrooke	3720, boul. Industriel		X		X	X
Trois-Rivières	Bourg du Fleuve, 25, rue des Forges		X		X	X
SASKATCHEWAN						
LaRonge	308 LaRonge Ave	X				X
Regina	2440 Broad St		X		X	X
Saskatoon	144 2nd Ave South		X			X
Prince Albert	22-10th St. West	X				X
YUKON						
Whitehorse	212 Elliott St		X		X	X

1. GENERAL OBLIGATIONS

1.1. Supplier's Obligations. Supplier undertakes to comply with all of its obligations hereunder including providing the Goods/Services with diligence, in a timely manner and in accordance with the terms and conditions of this Agreement and with generally accepted professional standards and practices recognised in Supplier's industry.

1.2. CBC's Obligations. CBC undertakes to comply with all of its obligations hereunder including making payments as set out in this Agreement.

2. INVOICING AND PAYMENT

2.1. Invoicing. Supplier will submit invoices to CBC for the agreed amounts for the Services satisfactorily rendered and/or Goods satisfactorily delivered and accepted as per Section 1.1 of this Part B. Unless otherwise specified in Part A of this Agreement, invoicing shall be monthly. Rates and charges shall be as specified in the Pricing Schedule (Schedule A). Rates and charges for storage and services shall remain fixed for the first and second years of the Agreement, and may thereafter be increased by the lesser of the Consumer Price Index or 2.5% in year three and any options to renew if exercised by CBC. Transportation surcharges may be applied and changed monthly without notice and in accordance with the fuel surcharge policy located at www.ironmountain.com/fuelsurcharge.

2.2. Invoice Information. Each invoice shall set out: (i) the Price without tax; (ii) the amount of each applicable tax required by any level of government in Canada, separately; (iii) Supplier's tax numbers; (iv) the total price, applicable taxes included; and (v) the contract reference number appearing in the top right corner of page 1 of Part A of this Agreement if indicated, or the reference number provided by the CBC representative.

2.3. Payment. Once approved by CBC, CBC shall pay amounts due to Supplier within 45 days of receipt of invoice. If CBC fails to pay Supplier's charges (other than disputed charges) within forty-five (45) days after the date of an invoice, Supplier may, at its option: (a) suspend service, (b) redeliver Deposits to CBC or (c) terminate this Agreement. CBC shall be liable for late charges at the rate equal to the lesser of one percent (1%) per month (twelve percent (12%) per year) or the highest rate legally permitted in Ontario, calculated from the date payment was due until the date payment is made and all expenses incurred in collection, including reasonable attorneys' fees and expenses. If CBC fails to pay Supplier's charges (other than disputed charges) for twelve (12) months or longer, Iron Mountain shall return Deposits to the nearest CBC building and CBC will pay the applicable charges set forth in the Pricing Schedule. Supplier shall have other rights and remedies as may be provided by law.

3. INTELLECTUAL PROPERTY

3.1. No Violation. Supplier represents and warrants that the provision of the Goods/Services hereunder shall not cause Supplier to infringe on any intellectual proprietary rights owned by third parties including without limitation trademarks, patents, copyrights and that Supplier has all right, title and interest to provide the Goods/Services under this Agreement.

3.2. Rights and Property of Works (Services Only). Supplier hereby agrees that any and all intellectual property including without limitation trademarks, patents, copyrights, discoveries, ideas, inventions, improvements, technologies, formulae, presentations, illustrations and musical works and any procedures, processes, devices, know-how, diagrams, reports, computer programs, software, designs and documents, developed, designed, created, or prepared in connection with any Services (the "**Works**") shall be fully and immediately communicated to CBC and become CBC's sole and absolute property. Supplier hereby irrevocably assigns, transfers and abandons all of its rights, titles and interests in and to the Works to CBC and waives all moral rights to the Works. Accordingly, CBC has the exclusive right to implement and authorize any provisions under any law pertaining to intellectual property, including, without limitation, the right to protect in its own name, as owner and author, the Works and any of its derivatives under any law.

3.3. Unauthorized Use of Works (Services Only). Supplier shall defend, indemnify and hold harmless CBC and its officers, directors and employees from and against any claim, suit or demand alleging that the Services infringe any Canadian patent or copyright of any third party or misappropriate any third party's trade secrets, provided that CBC provides Supplier with prompt written notice of any such claim, suit or demand, and consents and authorizes Supplier's sole control of the defense of any resulting litigation or settlement thereof. Supplier shall have no liability or obligation to CBC with respect to any claim of infringement or misappropriation in the event and to the extent based upon (i) use of or access to the Services in or from an application or environment, or on a platform, or with devices not authorized in this Agreement; (ii) any modifications, alterations, combinations or enhancements of the Services not created by Supplier or (iii) any patent, copyright, or trade secret in which CBC or any Affiliate of CBC has an interest. The foregoing indemnification obligations shall not apply in the event and to the extent that the claim or demand arises as a result of CBC's negligence, intentional misconduct, or failure to use the Services in accordance with applicable documentation or CBC's breach of this Agreement. If any Services are held or, in Supplier's reasonable opinion could be held, to constitute an infringement or misappropriation of any third party's intellectual property rights, Supplier may at its option: (a) procure the right for CBC to continue using or accessing the Services; (b) replace the Services with a non-infringing equivalent service; or (c) modify the Services to make them non-infringing and without substantially compromising their functionality. This paragraph states Supplier's entire obligation to CBC and CBC's sole and exclusive remedy with respect to any claims of infringement or misappropriation.

3.4. Supplier Intellectual Property. CBC hereby agrees that any patents, trademarks, copyrights, discoveries, ideas, inventions, improvements, technologies, formulae, presentations, illustrations and musical works and any procedures, processes, devices, know-how, diagrams, reports, computer programs, software designs, documents and other intellectual property of any nature whatsoever developed, designed, created, prepared or owned by or otherwise proprietary to Supplier prior to the commencement of this Agreement that is embedded, included in, or provided with the Works and/or Goods ("**Supplier Intellectual Property**") shall remain Supplier's sole and absolute property. The Supplier grants to CBC a non-exclusive, royalty-free license in perpetuity, to use the Supplier Intellectual Property.

3.5. Return of Material. Upon termination of this Agreement, and after payment by CBC of all applicable fees for retrieving or permanently withdrawing Deposits and any other amounts due to Supplier under this Agreement, Supplier shall promptly return or make available for pickup by CBC, all Deposits and any other copies of material belonging to CBC. When the Supplier returns the Deposits or CBC picks them up, the Supplier will provide a certificate of destruction that all of the CBC's shredded material have been destroyed and no CBC Deposits are currently in the Supplier's custody, power, or possession. "Deposits" are defined in this Agreement to include any materials that have been stored by the Supplier on behalf of CBC pursuant to this Agreement.

4. INSPECTION AND WARRANTY

4.1. Warranty. Supplier warrants that the services provided under this Agreement will be performed in accordance with industry standards and will be provided in substantial conformance with the Supplier's response to the RFP. This warranty is limited and shall not apply to any of the services where the failure to satisfy this warranty resulted solely from CBC's improper use of the services.

5. OTHER REPRESENTATIONS AND WARRANTIES

Supplier represents and warrants to CBC:

a) that where Supplier is either a corporation, partnership or sole proprietorship, it is duly constituted and validly existing under the laws of its jurisdiction of incorporation/registration, is qualified to carry on business in the jurisdiction where the Goods/Services are provided, and has the authority to enter into this Agreement;

b) that it has the sufficient skill, knowledge, expertise and resources, including qualified and competent personnel, to provide the Goods/Services in accordance with this Agreement;

c) that it and its Representatives will comply with all applicable laws and regulations in connection with the Goods/Services;

d) that it is duly registered with the relevant boards in accordance with provincial workers compensation legislation, and that it has paid and continues to pay all premiums and fees related thereto;

e) that it is not involved in and is not aware of any actual or potential lawsuit or circumstance which would or could materially affect its ability to provide the Goods/Services hereunder and, upon becoming aware of such, it shall immediately notify CBC and provide CBC with details of the nature of the lawsuit or circumstance; and

f) that entering into this Agreement shall not cause Supplier to be in breach of any obligation of confidentiality which Supplier may owe to any third party or otherwise cause Supplier to be in breach of any agreement or undertaking with any third party.

6. SUPPLIER'S INSURANCE.

Supplier agrees to provide, pay for and maintain during the Term, insurance coverages including applicable deductibles, in accordance with the following:

a) *commercial general liability insurance* coverage of 2 million dollars, and such insurance shall: (i) include CBC as an additional insured; (ii) provide for cross liability so that each insured is protected separately by the insurer; (iii) contain 30 days prior written notice of material change or cancellation to CBC; and (iv) waive all rights of subrogation against CBC; **s.20(1)(b)**

b) *commercial automobile liability insurance* coverage of 2 million dollars, or other amount as indicated in Part A of this Agreement; and **s.20(1)(c)**

c) *professional liability insurance* of 2 million dollars, or other amount as indicated in Part A of this Agreement.

Certificates of insurance evidencing proof of coverage may be required by CBC either prior to or following execution of this Agreement. **s.20(1)(d)**

7. INDEMNITY, LIMITATION OF LIABILITY AND DAMAGES

8. TERMINATION

8.1. Termination for Cause. This Agreement may be terminated by either Party (the "**Non-Defaulting Party**") if the other Party (the "**Defaulting Party**") commits a material breach of any of its obligations hereunder. In the event of such a breach, the Non-Defaulting Party will notify the Defaulting Party in writing. The Defaulting Party will have ten days following receipt of the default notice to cure such breach or, if it cannot reasonably be cured or remedied in ten days, a longer period of time as may be agreed in writing by the Non-Defaulting Party. If the breach remains uncured, the Non-Defaulting Party may terminate this Agreement effective immediately with written notice.

8.2. Termination because of Budget Cut. This Agreement may be terminated by CBC on thirty (30) days written notice without liability to Supplier, other than its obligations set forth in Section 8.4, if CBC's government appropriation is reduced by the Government of Canada and CBC is no longer able to contract for the Services.

8.3. Insolvency Event. This Agreement may be terminated by written notice in case of insolvency of the other Party, filing of a petition in bankruptcy by or against such Party, appointment of a receiver for such Party or assignment for the benefit of such Party's creditors.

8.4. Termination Obligations. In the event of termination of this Agreement pursuant to this Section 8, Supplier will be paid for the Goods/Services rendered and/or delivered to CBC's satisfaction up to the termination date as set forth in the termination notice, including all applicable fees for retrieving or permanently withdrawing Deposits as set forth in the pricing schedule. If Supplier continues to hold Deposits after the expiration or termination of this Agreement, the terms of this Agreement shall continue to apply until all Deposits have been removed from Supplier's facility, except that Supplier may adjust rates upon thirty (30) days' written notice. In addition, at CBC's request, Supplier shall collaborate with CBC to assist with the orderly termination process or transfer of the Goods/Services or the Agreement to another supplier or to CBC, without disrupting CBC's operations and business. CBC may, if necessary in CBC's sole opinion to achieve such transition, extend the Term of this Agreement up to a maximum of three months on the same terms and conditions.

9. <u>CONFIDENTIALITY</u>

9.1. "Confidential Information" means any and all information, whether commercial, technical or personal, relating to the business of CBC whether or not marked "Confidential", but excluding information that:

a) is or comes into the public domain otherwise than by disclosure or default by Supplier;

b) was or is lawfully obtained or available on a non-confidential basis from a third party who was lawfully in possession of the same and free to disclose it;

c) was already known to Supplier as evidenced by written record pre-dating such disclosure; or

d) Supplier can demonstrate is independently developed by Supplier with no use or access to the Confidential Information.

9.2. Treatment of Confidential Information. Confidential Information provided by CBC pursuant to this Agreement shall remain the exclusive property of CBC. CBC may not be held liable for any error or omission with respect to the Confidential Information provided, nor for any consequence resulting from the use of such Confidential Information. Supplier shall not apply for or obtain any intellectual property protection in respect of the Confidential Information. Supplier agrees that any Confidential Information provided pursuant to this Agreement shall be used solely for the purposes provided hereunder and be kept confidential by it and its Representatives. Supplier agrees that the Confidential Information will be neither disclosed by it or its Representatives in any manner whatsoever, in whole or in part, nor be used thereby directly or indirectly for Supplier's or its Representative's own purposes or benefit.

9.3. Transmission of Confidential Information. Supplier may transmit Confidential Information only to those of its Representatives who need to know such Confidential Information, who are informed of the confidential nature of the Confidential Information and who agree to be bound by the terms of confidentiality in this Agreement.

9.4. Breach of Confidence. Supplier will notify CBC promptly upon becoming aware of any breach of confidence by anybody to whom Supplier has disclosed the Confidential Information and give all reasonably necessary assistance in connection with any steps which CBC may wish to take to prevent, stop or limit the harmful effects of such breach or threatened breach. Subject to the limitations set forth in Section 7.6 above, Supplier shall be liable for all direct damages caused by acts or omissions of its own or its Representatives' breach of this Section 9 and agrees that CBC may seek equitable relief in the event of any breach hereof and that it shall pay CBC's reasonable litigation costs and legal expenses in the event of such breach. Supplier's liability under this Section 9.4 is in addition to, and not limited by, Supplier's limitations of liability set out in Sections 7.4 and 7.5.

9.5. Notice of Disclosure. In the event that Supplier becomes legally compelled to disclose Confidential Information provided in connection with this Agreement, Supplier shall provide CBC with prompt written notice so that CBC may seek a protective order or other appropriate remedy and/or waive compliance with the confidentiality provisions of this Agreement.

9.6. Return/Destruction of Confidential Information. On termination of this Agreement or upon written notice by CBC, Supplier shall promptly destroy or deliver to CBC all material in any form containing or representing the Confidential Information and any derivation or compilation thereof in its possession including copies and archives. Delivery of the Confidential Information or of a certificate of destruction of the Confidential Information signed by a senior officer of Supplier shall be made promptly after written notice by CBC.

10. <u>PERSONAL INFORMATION</u>

Supplier undertakes to treat all personal information it acquires in connection with this Agreement in accordance with the CBC privacy policy available at http://cbc.ca/aboutcbc/discover/privacy.html as amended from time to time as applicable to the Services. Supplier shall implement and maintain appropriate administrative, physical and technical safeguards designed to protect any personal information it acquires from CBC in connection with this Agreement. Upon not less than ten (10) days' advance written notice by CBC and no more frequently than once per year, CBC shall have the right, at its expense, to conduct an audit of the privacy practices of Supplier in connection with personal information provided to it by CBC. Nothing contained herein will allow CBC to review data pertaining to other Supplier customers or proprietary information related to Supplier's security programs. Supplier agrees that upon termination of this Agreement, it will return to CBC all personal information provided to it by CBC or destroy copies of the same, and provide to CBC a certificate of destruction signed by a senior officer of Supplier promptly following written notice by CBC.

11. <u>MISCELLANEOUS</u>

11.1. Subcontractors. Supplier shall not subcontract in whole or in part the obligations under this Agreement without the prior written consent of CBC. In all circumstances, Supplier's engagement of a subcontractor to perform any of the Services shall not relieve Supplier of any of its liabilities or obligations to CBC under this Agreement, and Supplier shall remain responsible and liable for the performance or non-performance of all subcontracted parties including payments due to subcontractors. Notwithstanding the foregoing, CBC hereby consents that subcontracting shall be permitted for rush and/or long distance deliveries, and to provide disaster recovery services if necessary. Subcontractors are limited to accessing the CBC's loading dock only and may not access any other part of CBC facilities. Subcontracted parties have the same clearances as Supplier staff, shall maintain commercially reasonable and adequate insurance and shall be covered by Supplier's insurance in Section 6.

11.2. CBC Premises. While on CBC premises, Supplier and its Representatives shall abide by all laws and regulations, instructions, directions and policies, which may be in effect from time to time at CBC, including but not limited to those related to health, safety and access to CBC premises.
11.3. Permits. Supplier, including its subcontractors, must obtain and maintain required consents, authorizations and permits for its operations at its own costs.
11.4. Force Majeure. Neither Party shall be held responsible for damages caused by delay or failure to perform or observe any covenant, undertaking, obligation or condition hereunder when such delay or failure is due to act of God, inevitable accident, fire, flood, lockout or strike, riot or civil unrest, wars, acts of public authorities (including law enactment, regulation, rule, order, etc.), or other cause of similar or different nature beyond the control of the Parties ("**Force Majeure**"). Should either Party be unable to comply with its obligations hereunder for more than 14 consecutive days due to a Force Majeure, the other Party may terminate this Agreement effective immediately with written notice.
11.5. No Agency and Independent Contractor Status. The Parties are not partners nor joint venturers; neither Party is the agent, representative or employee of the other Party and nothing in this Agreement shall be construed to create any relationship between them other than an independent contractor relationship. As an independent contractor, Supplier declares and warrants that it is responsible for making all deductions, contributions and payments prescribed by law, including those relating to its employees and any person acting on behalf of Supplier. Supplier also warrants it will not hold CBC responsible for deductions or payments of any nature whatsoever concerning Supplier or its Representatives.
11.6. Notices. Any notice required under this Agreement must be given in writing to the persons at their respective address indicated at the signature lines in Part A of this Agreement. Notices shall be delivered by registered mail, hand, facsimile or e-mail. Such address may be changed at any time upon notice. Notice shall be deemed effective two business days after it is sent, except that notice by e-mail is received by the addressee when it enters the addressee's information system and becomes capable of being retrieved and processed.
11.7. Publicity and Corporate Identification. Supplier shall not use CBC's name, logos, trademarks or official marks without CBC's prior written consent. Supplier shall submit to CBC for prior approval in writing, all press releases, advertising, sales promotions and other publicity matters related directly or indirectly to this Agreement.
11.8. No Assignment. Supplier may not assign or otherwise transfer any of its rights, duties or obligations under this Agreement without the prior written consent of CBC, which consent shall not be unreasonably withheld. Any assignment or transfer in contravention of this Section will be void and of no force and effect. This Agreement shall be binding upon and inure to the benefit of the Parties hereto and their respective successors and permitted assignees.
11.9. Access to Information. CBC is subject to *The Access to Information Act*, R.S. 1985, c. A-1 as amended from time to time. As a consequence, records held by CBC may be subject to a request for access and may be disclosed if no exclusion or exemption provided for in the Act applies. This paragraph shall not be interpreted as a waiver to the obligation of confidentiality in this Agreement.
11.10. Severability. If any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions apply to the full extent permitted by law.
11.11. No Waiver. The Parties recognize that failure or delay on the part of the other Party to exercise a right, power or privilege under this Agreement shall not operate as a waiver thereof, and that any exercise of a right, power or privilege in whole or in part, shall not preclude any other future exercise thereof.
11.12. Survival. Any provision of this Agreement (including without limitation those regarding confidentiality, indemnity and liability) that expressly extends beyond the Term, or that is necessary for the Parties to fully exercise their rights and obligations under this Agreement, shall survive the Term.
11.13. Execution. This Agreement may be executed in counterparts, and whether delivered by hand, mail, e-mail or facsimile, each will be deemed an original, and all of which taken together will constitute one and the same instrument.
11.14. Entire Agreement and Amendments. This Agreement and any schedule(s) hereto represent the entire agreement between the Parties and supersede all prior negotiations, representations, proposals or agreements whether written or oral. Notwithstanding the above, if this Agreement is signed as a result of a competitive bidding process, request for proposals, price quotation or others as indicated in Part A of this Agreement, the document(s) issued by CBC to initiate such process (the "**Request**") and the response(s) received from Supplier (the "**Response**") are deemed to be integral parts of this Agreement. In the event of a conflict between the terms of the documents listed below, the following order of priority shall apply to resolve the conflict: (i) Part A of this Agreement including schedules (but excluding Response and Request); (ii) Part B of this Agreement; (iii) Response; and (iv) Request. Any amendment to this Agreement shall be in writing and signed by both Parties. The United Nations Convention on Contracts for the International Sale of Goods (The Vienna Convention) does not apply to this Agreement.
11.15. Operational Procedures. CBC shall comply with Supplier's reasonable operational requirements, as modified from time to time, regarding containers, delivery/pick-up volumes, security, access and similar matters. CBC acknowledges that volume requests that exceed one hundred twenty-five percent (125%) of normal volume may require Supplier to incur additional costs, which CBC will pay at Supplier's overtime rates, provided that Supplier shall have advised CBC and obtained its written consent thereof in advance.
11.16. Destruction of Deposits. CBC releases Supplier from all liability by reason of the destruction of Deposits pursuant to the written direction of CBC's National Manager of Records and Information Management or other individuals identified by CBC's National Manager of Records and Information Management in writing as expressly permitted to authorize destruction of Deposits. Deposits will be destroyed by secure type II cross-cut shredding, except for media that may be destroyed by pulverizing or incineration. Each such destruction shall be at the rates set forth in a Schedule.
11.17. Ownership Warranty. CBC warrants that it is the owner or legal custodian of the Deposits and has full authority to store the Deposits and direct their disposition in accordance with the terms of this Agreement. CBC shall reimburse Supplier for any expenses reasonably incurred by Supplier (including reasonable legal fees) by reason of Supplier's compliance with the instructions of CBC in the event of a dispute concerning the ownership, custody or disposition of Deposits stored by CBC with Supplier.
11.18. Restrictions on Stored Material; CBC Premises. CBC shall not store with Supplier nor deliver to Supplier for secure shredding any material that is highly flammable, explosive, toxic, radioactive, medical waste, organic material which may attract vermin or insects, or otherwise dangerous or unsafe to store or handle, or any material which is regulated under any federal or provincial law or regulation relating to the environment or hazardous materials. CBC shall not store negotiable instruments, jewelry, check stock or other items that have intrinsic value. All CBC's premises where Supplier's employees perform services or make deliveries hereunder shall be safe.

11.19. Right to Rely on Instructions. Supplier may act in reliance upon any instruction, instrument or signature of the designated CBC contacts, which may be updated periodically by CBC and which Supplier will use to update its records upon receipt.

Approved as to Form and Legal Content:
Iron Mountain Legal Department

Name: Robert Liljedahl
Customer: Canadian Broadcast Company
Date: October 24, 2011

Bibliothèque et Archives Canada   Library and Archives Canada

Template for comments on: Guidelines for Identifying the Business Value of Information Resources
Gabarit des commentaires : Lignes directrices pour l'identification de la valeur opérationnelle des ressources documentaires

DATE: 06/03/09

(1)	(2)	(3)	(4)	(5)
Item #	**Name of Reviewer and Department/Nom de examinateur et ministère**	**Section-Section/ Paragraph-aligna/ Sentence-Phrase/Page-page/ Figure/-DiagramTable-Tableau/ Appendix-Annex- etc.**	**Comment** **(i.e. please provide comments on the content and not editorial comments i.e. typos etc/veuillez fournir des commentaires sur le contenu et non pas de rédaction c.-à-d. les coquilles etc).** **Note:**	**LAC Action**

Item #				
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(Adapted from ISO electronic balloting commenting template/version 2001-10)

The Recordkeeping Regime:
Information resources of business value

What is Recordkeeping?

Recordkeeping is defined in the *Directive on Recordkeeping* as a "framework of accountability and stewardship in which information resources are created or acquired, captured, and managed as a vital business asset and knowledge resource to support effective decision-making and achieve results for Canadians." The objective of the Directive is to establish recordkeeping requirements for departments that will enable them to ensure that its employees are creating, acquiring, capturing, managing and protecting the integrity of information resources of business value in the delivery of Government of Canada programs and services.

Why is it Important?

As a core resource management function within the Government of Canada, effective recordkeeping enables departments to manage their ongoing operations, deliver programs and services to Canadians, and ensure key departmental capacities for accountability, stewardship, evaluation, audit, access to information, privacy, security and policy compliance. It also rests at the very core of ministerial and managerial accountability within Canada's democratic process. It provides ministers and deputies with the capacity to render an account of decisions and actions through the presentation of evidence in the form of records and documentation, and affords citizens through Parliament and its officers or committees the documentary means to assess organizational results or measure performance, to understand decision-making, or to evaluate the soundness and propriety of policy and actions.

What are the Current Challenges?

The Canadian federal public administration faces challenges associated with governance and recordkeeping in the digital era. The growth and use of computer-based communications technologies has increased the amount of information created and used by individual public servants at the desktop, in an environment where employee capacity and awareness of the benefits of recordkeeping have diminished. The accumulation of unmanaged information resources has undermined the ability of GC departments to protect citizens' rights, and deliver effective programs and services.

In effect, one of the key challenges for government is the development of organizational capacity to administer programs and services effectively within the current and ongoing *information revolution*, "which has dramatically enhanced public expectations for speedy decisions, for immediate responses from government, for transparency in government operations, and for public engagement in decision-making" (Kevin G. Lynch, Clerk of the Privy Council and Secretary to the Cabinet, *Fourteenth Annual Report to the Prime Minister on the Public Service of Canada*, 31 March 2007).

How Government Has Responded

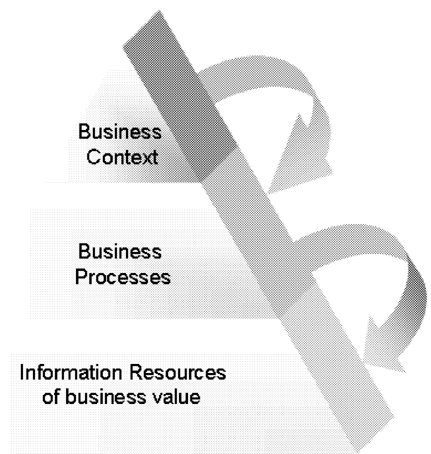
The Librarian and Archivist of Canada recognized the need to raise the collective challenges of recordkeeping across government to the executive level following the Auditor General's Report of 2003 which identified shortcomings in government's records disposition program. Information Management Capacity Checks self-administered within a number of departments and agencies also revealed significant organizational gaps and shortfalls in recordkeeping capacity and infrastructure. Compounded by the particular public administration challenges associated with governance in the digital era, and computer-based communications technology, these issues were of sufficient profile and importance to attract the attention of the Clerk of the Privy Council and the Secretary of the Treasury Board, who supported the Librarian and Archivist in the creation of a series of Deputy Minister Roundtables on Information Management and Recordkeeping in the Fall of 2006. Participating Deputy Heads approved the creation of an ADM-Level Task Force on Recordkeeping (RK) and undertook a series of projects to examine the central role of recordkeeping in mitigating business and accountability risks in the Canadian federal public administration, and to assess the costs and feasibility of implementing sound recordkeeping within the GC. The ADM Task Force on RK concluded that standardized, yet customizable, recordkeeping policy instruments, tools and best practices were required, and recommended increasing DM and program managers' accountabilities through the creation of a Recordkeeping (RK) Directive, issued under the authority of the *Policy on Information Management, 2007*.

Focus of Attention: Information Resources of Business Value

The Canadian federal public administration creates, acquires, captures, and manages vast amounts of information resources in paper and electronic format. However, not all information resources can, or need to be, managed and retained indefinitely. To do so incurs huge financial burdens for the federal public administration in terms of inappropriate expenditure of time and effort, duplication of work, loss of productivity, and increased risks.

Through the implementation of recordkeeping requirements, the *Directive on Recordkeeping* will enable government departments to differentiate between the vast amounts of information they create and use on a daily basis, and focus resources on managing only information resources of business value, which include published and unpublished materials regardless of medium or form, and are required to meet the department's business needs, performance requirements, and legislated mandate. The proposed high-level steps to determine business value are depicted in the graphic below.

- Conduct review of business context (at the institution level, sector, branch, etc.)
- Analyze business needs and purpose (generic and specific business processes)
- Identify and document information resources of business value



Parcours d’apprentissage des Intendants de l’information

Nouveau (70-90 Intendants)	Existant (30-40 Intendants)
1 **Formation au déploiement et post-déploiement:** a.Compléter le **module d'apprentissage électronique:** Gestion des documents et de l'information - 15 minutes b Faire une **pré-lecture:** seulement l'introduction du manuel de formation des participants-10 minutes C Assister à la présentation du coup d'envoi du projet de déploiement - 30 minutes D. Assister à la séance de coaching sur le comment **étape-par-étape** (petit groupe / individuel) (le quoi et comment) - 90 minutes (le contenu sera traitée selon le besoin de savoir de l'intendant ou pour l'appuyer en fonction des ressources du département) E. Migration réussie de tous les fichiers (selon la GDI) F. Évaluation de la formation	1 **formation post-déploiement:** a. Compléter le **module d'apprentissage électronique:** Gestion des documents et de l'information - 15 minutes b. Faire une **pré-lecture:** seulement l'introduction du manuel de formation des participants-10 minutes C. Assister à la séance de coaching sur le comment **étape-par-étape** (petit groupe / individuel) (le quoi et comment) - 90 minutes (le contenu sera traitée selon le besoin de savoir de l'intendant ou pour l'appuyer en fonction des ressources du département) D. Évaluation de la formation
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INCLUSION ET DIVERSITÉ

S'ENGAGER À LEVER LES BARRIÈRES

CBC Radio-Canada | PLAN NATIONAL | 2012/2015

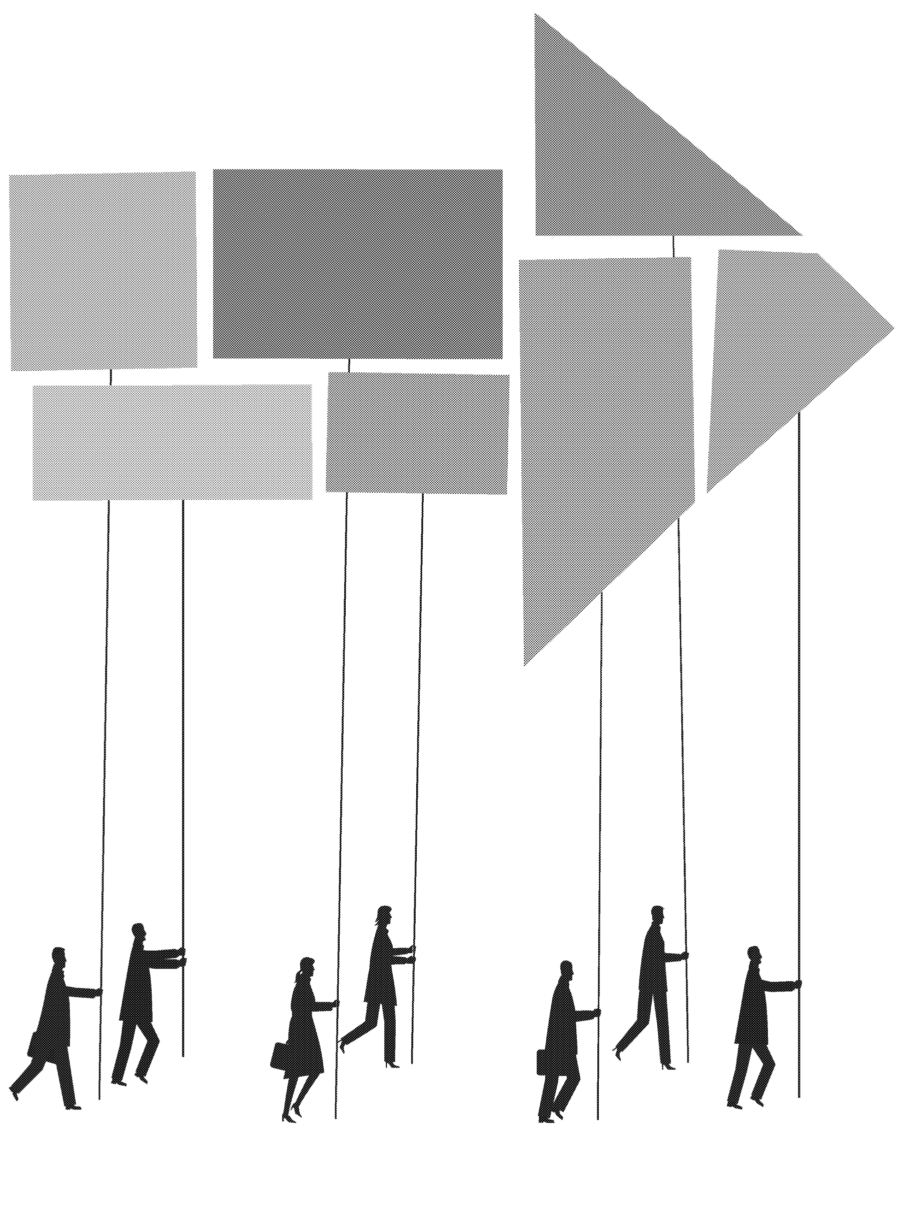


TABLE DES MATIÈRES

MESSAGE D'HUBERT T. LACROIX,
PRÉSIDENT-DIRECTEUR GÉNÉRAL, CBC/RADIO-CANADA

CBC/Radio-Canada a choisi de placer l'inclusion et la diversité au cœur de ses activités. C'est pourquoi nous avons pris l'engagement de refléter la diversité canadienne dans notre programmation et dans nos activités publiques, de même que dans nos efforts de recrutement et dans la composition de nos effectifs. Cet engagement est mis de l'avant dans toutes nos actions. C'est donc avec plaisir que je vous présente notre Plan national pour l'inclusion et la diversité 2012-2015.

Alors que notre plan précédant mettait l'accent sur les principes fondamentaux de notre engagement et jetait les bases permettant d'en assurer le succès futur, cette nouvelle version démontre toute la mesure des efforts que nous entendons déployer pour passer à l'étape suivante, soit du respect des règles d'équité en matière d'emploi aux efforts stratégiques et proactifs. Pour nous aider à y arriver, nous continuerons à collaborer de près avec les syndicats au sein du Comité mixte de l'équité en matière d'emploi (CMEME). En 2009, nous avons mis en place un nouveau modèle de gouvernance comportant des comités pour l'inclusion et la diversité dans nos Services français, anglais et institutionnels. Ce nouveau modèle de gouvernance nous a aidés à faire des progrès dans plusieurs domaines, assurant une représentation de la diversité à l'antenne et augmentant celle des femmes au sein de la Société. Nous excellons aussi dans la collecte et dans l'analyse de données sur nos effectifs, ainsi qu'en matière de consultation et de collaboration avec les parties intéressées. Toutes ces nouvelles sont des plus stimulantes.

Mais il reste encore beaucoup à faire. En comparant la représentativité de notre main-d'œuvre avec la population canadienne, nous constatons certains écarts sur le plan du recrutement et du maintien des effectifs d'origine autochtone, des personnes handicapées et des personnes faisant partie des minorités visibles. Ce dossier requiert encore notre attention.

C'est un enjeu auquel nous nous attaquons déjà. Nous venons tout juste d'effectuer un examen à 360 degrés de nos systèmes de gestion, de nos politiques et de nos pratiques et procédures des RH qui affectent le recrutement et le maintien de ces quatre groupes désignés.

Les trois prochaines années s'annoncent riches en défis, mais j'ai confiance que le Plan national pour l'inclusion et la diversité 2012-2015 contient les mesures qui nous permettront de combler tout écart quant à la représentativité de notre main-d'œuvre et qui nous rendront encore davantage à l'écoute et représentatif de la population canadienne.

Hubert T. Lacroix

HTLacroix

INCLUSION ET
DIVERSITÉ

INTRODUCTION

En tant que radiodiffuseur public du Canada, CBC/Radio-Canada évolue continuellement pour refléter les visages et les voix changeantes de notre pays, et répondre aux besoins de ses auditoires variés. En 2011, la Société a lancé son plan stratégique quinquennal, Stratégie 2015 : Partout, Pour tous, allant ainsi de l'avant dans le paysage médiatique changeant et soumis à l'influence des nouvelles technologies, à la présence croissante des médias sociaux et aux changements démographiques majeurs qui touchent le Canada. Bien que notre mandat demeure le même, la Stratégie 2015 articule un nouvel énoncé de mission et des principes directeurs qui visent, entre autres, que CBC/Radio-Canada « soit reconnue comme le chef de file dans l'expression de la culture canadienne… en offrant du contenu canadien de qualité, original et novateur, qui rassemble tous les Canadiens.»

Le mandat et la mission de la Société reposent essentiellement sur la création d'un milieu de travail inclusif en matière de diversité et représentatif, où les employés sont respectés et appréciés. Qui plus est, depuis que la Loi sur l'équité en matière d'emploi a été adoptée en 1986, CBC/Radio-Canada a mis en œuvre des mesures pour assurer l'égalité en milieu de travail et augmenter la représentation des membres de quatre groupes désignés, soit les femmes, les Autochtones, les personnes handicapées et les minorités visibles. Les énoncés de vision et de mission de notre service Personnes et Culture illustrent notre engagement à l'égard de l'inclusion et de la diversité.

En 2011, la Commission canadienne des droits de la personne avait procédé à une vérification de l'équité en matière d'emploi qui avait pour objectif d'évaluer les progrès de la Société quant à la représentation des quatre groupes désignés et au respect de la Loi sur l'équité en matière d'emploi. Bien que la Société respectait cinq des neuf exigences prévues par la Loi, des mesures supplémentaires étaient nécessaires pour assurer une pleine conformité à la Loi. Deux mesures clés ont été prises, soit l'Examen des systèmes d'emploi (ESE) et la mise à jour du Plan national pour l'inclusion et la diversité 2012-2015.

L'ESE, qui est maintenant terminé, avait pour objectif d'examiner les systèmes, les politiques et les pratiques d'emploi afin d'évaluer leurs incidences sur l'emploi et la progression des quatre groupes désignés au sein de l'effectif de la Société. L'examen a aussi permis d'analyser nos mesures d'adaptation aux besoins spéciaux afin de s'assurer d'une entière participation des employés dans le lieu de travail. L'ESE a donné lieu à plusieurs recommandations qui constituent la base des objectifs qualitatifs de la version mise à jour du Plan national pour l'inclusion et la diversité 2012-2015.

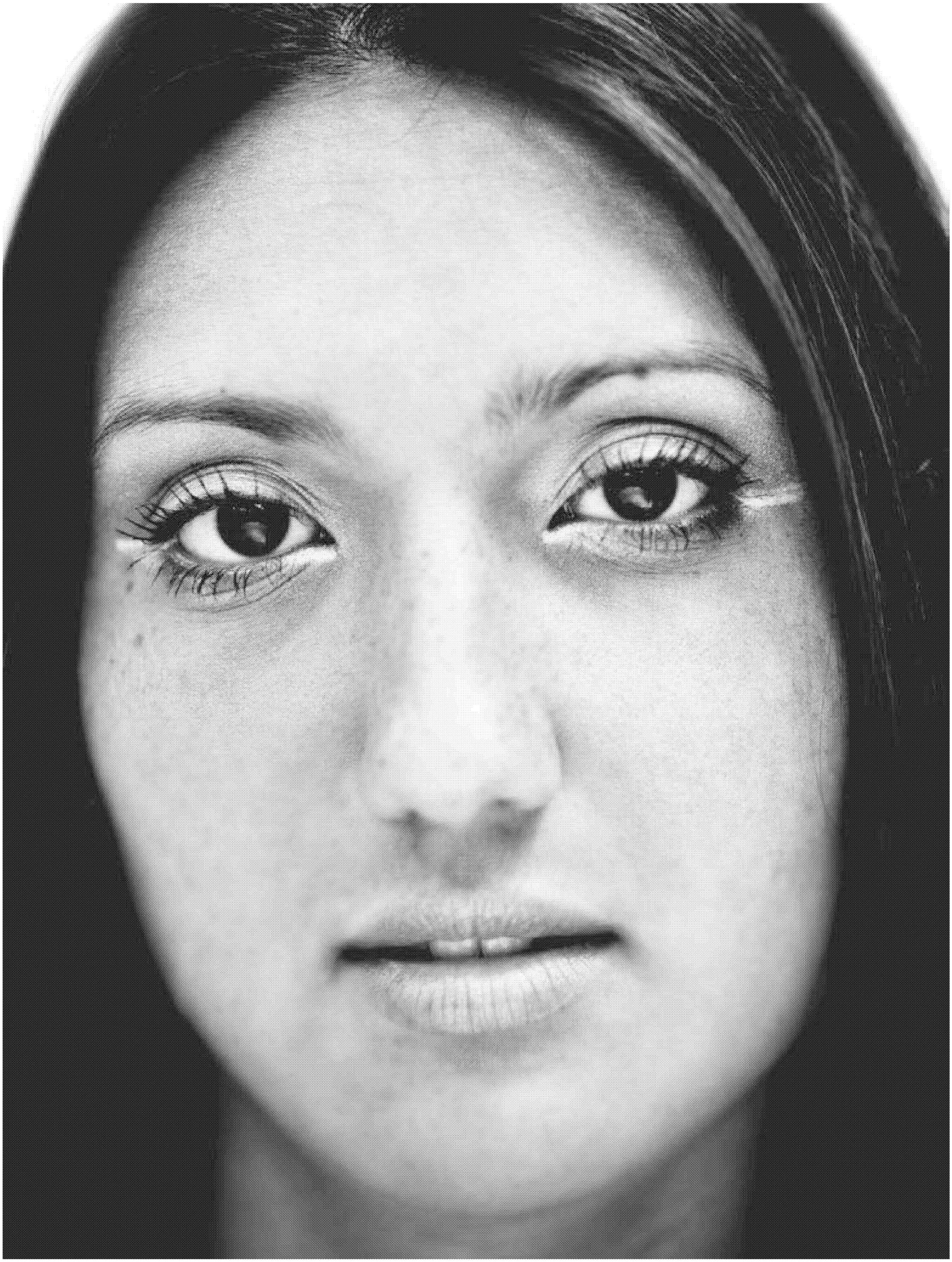
PLAN NATIONAL POUR L'INCLUSION ET LA DIVERSITÉ 2012-2015

À l'échelle nationale, l'équipe de gestion des talents et de la diversité, qui relève du groupe Personnes et Culture, a comme mandat de s'assurer que la Société concentre ses efforts pour attirer, recruter et développer une main-d'œuvre diversifiée. L'équipe a été un moteur dans l'émergence d'une culture d'entreprise favorisant la diversité grâce au développement et à la mise en œuvre du Plan national sur la diversité et l'équité en matière d'emploi 2009-2012. Cet exercice a permis d'obtenir les principaux résultats suivants :

- Modèle de gouvernance permettant de s'assurer que la diversité demeure au rang des priorités
- Mécanismes de contrôle et de responsabilisation faisant en sorte que les mesures sont mises en œuvre correctement.
- Outils de recrutement pour aider les gestionnaires à trouver des candidats issus de la diversité.
- Modules de formation sur la diversité et l'équité sur le lieu de travail.

Le nouveau Plan, dont la description débute à la page 15, cerne les six domaines sur lesquels nous concentrerons nos efforts au cours des trois prochaines années : le leadership; le suivi et la responsabilisation, le recrutement et la sélection, la formation et le perfectionnement, la gestion des talents, les communications, l'image de marque et les activités extérieures. Les objectifs et les activités de chacun de ces domaines sont basés sur les recommandations clés provenant de l'Examen des systèmes d'emploi, ainsi que des résultats de la plus récente analyse des effectifs. Le Plan inclut aussi des initiatives issues du plan précédent, qui n'ont pas été réalisées. Pour chaque activité, on indique l'unité/la fonction responsable du développement et de la mise en œuvre de l'approche préconisée.

En développant le Plan national pour l'inclusion et la diversité, nous avons tenu compte des principes de la Loi canadienne sur les droits de la personne et de la Loi sur l'équité en matière d'emploi. Toutefois, nous avons aussi prévu des mesures destinées à favoriser l'inclusion afin d'assurer une diversification accrue de l'effectif à tous les échelons de la Société pour que celle-ci reflète véritablement le visage démographique changeant du Canada. Au moment de finaliser le Plan, nous avons aussi pris en compte les consultations menées auprès des membres du CMEME, des différents comités pour l'inclusion et la diversité, et des généralistes de Personnes et Culture, avant d'obtenir l'approbation finale de la vice-présidente, Personnes et Culture.



MISE EN ŒUVRE ET SUIVI DU PLAN

Le Plan sera examiné et adapté chaque année par un groupe de travail national sur la diversité et par le CMEME lequel est composé de représentants de la direction et des syndicats de CBC/Radio-Canada. La Société décidera en fin de compte des modifications à apporter au Plan.

Les progrès seront évalués par le Bureau national de la conformité RH, qui comparera les résultats obtenus avec les objectifs fixés. Les progrès seront mesurés en fonction des données sur la représentation des employés, qui sont présentées dans le Rapport annuel sur l'équité en matière d'emploi et dans les analyses annuelles sur l'effectif, et dont les résultats indiquent si l'écart dans la représentativité de la main-d'œuvre se réduit. En plus des données numériques, on conservera des dossiers sur les activités touchant les communications, la consultation, le suivi et la révision du Plan, ainsi que sur leurs résultats et toute mesure prise subséquemment. De plus, une nouvelle analyse de l'effectif sera préparée en 2013 et 2014, afin de mettre à jour les objectifs quantitatifs en fonction des plus récentes données du recensement.

La mise en œuvre des initiatives prévues dans le Plan devrait permettre d'engager un effectif plus solide et plus représentatif de la population à CBC/Radio-Canada. Toutefois, compte tenu des contraintes financières résultant du Plan d'action pour la réduction du déficit (PARD) et du réaménagement des effectifs auxquels nous sommes soumis actuellement, le Plan devra peut-être être modifié de façon continue en fonction de l'évolution des exigences et des résultats atteints.

Observations

Le tableau 1 de la page 8 présente l'ensemble des effectifs de la Société et la représentation des quatre groupes désignés par catégorie professionnelle en septembre 2009. Les données sur la population active disponible sont fondées sur les résultats du recensement de 2006.

Le tableau 2 de la page 9 présente l'ensemble des effectifs de la Société et la représentation des quatre groupes désignés par catégorie professionnelle en avril 2012. Les données sur la population active disponible sont fondées sur les résultats du recensement de 2006.

Une comparaison entre les tableaux 1 et 2 indique qu'il y a eu une augmentation de l'ensemble des effectifs de la Société. Toutefois, seulement deux des quatre groupes désignés – les minorités visibles et les femmes – ont vu leur représentation augmenter de manière marginale, tandis que la représentation des personnes handicapées et celles des Autochtones a diminué. En général, il n'y a pas eu de progrès important vers l'atteinte d'une main-d'œuvre totalement représentative des groupes désignés, sauf dans le cas des femmes dont la représentation dépasse maintenant la disponibilité dans l'industrie. À moins d'un effort concerté de recrutement et d'embauche, les écarts actuels dans les trois autres groupes désignés continueront de grandir.

Objectifs et mesures

OBJECTIFS DE RECRUTEMENT À COURT TERME

Le Plan établit les objectifs de recrutement** pour les groupes désignés sous-représentés, le cas échéant, en fonction de la plus récente analyse de la main-d'œuvre (avril 2012). L'atteinte de ces objectifs de recrutement à court terme dépend du nombre d'occasions d'embauche qui se présenteront, de la disponibilité de candidats qualifiés pour les pourvoir et de notre capacité de les recruter. Nos efforts seront donc axés sur des initiatives stratégiques à fort impact.

OBJECTIFS DE REPRÉSENTATION À LONG TERME

L'objectif à long terme de la Société est toujours la représentation équitable des quatre groupes désignés. Cela signifie qu'il faut atteindre un niveau de représentation au moins égal à la disponibilité de la population active canadienne dans toutes les catégories professionnelles et à tous les niveaux (sauf pour les femmes dont la sous-représentation concerne seulement deux catégories professionnelles – travail de bureau, métiers techniques) au cours des trois prochaines années. Les mesures décrites dans le Plan ont pour but de faire en sorte que nous atteignons ces objectifs de représentation.

** Les objectifs de recrutement sont quantifiés aux pages 10-12 de ce document.

TABLEAU 1 – ANALYSE DE L'EFFECTIF* SEPTEMBRE 2009 (Recensement 2006)
NIVEAU DE REPRÉSENTATION À CBC/RADIO-CANADA PAR CATÉGORIE PROFESSIONNELLE

PROFESSION	Total des effectifs	Minorités visibles			Autochtones			Personnes handicapées			Femmes		
		Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie
TOTAL	**8 368**	517	6,20	14,90	118	1,40	2,70	143	1,70	4,20	3 792	45,30	43,00
Réalisateurs	**1 444**	78	5,40	12,30	20	1,40	2,80	20	1,40	4,30	687	47,60	37,20
Personnel de présentation des émissions (incl. En ondes)	**1 920**	89	4,60	12,20	44	2,30	4,40	28	1,50	4,30	940	49,00	50,30
personnel technique	**1 380**	66	4,80	12,40	18	1,30	3,00	34	2,50	4,60	153	11,10	20,10
Services scéniques et production	**644**	25	3,90	12,90	13	2,00	3,00	10	1,60	4,70	290	45,00	41,90
Marketing, ventes, relations publiques et communications.	**478**	36	7,50	17,40	5	1,00	0,80	4	0,80	4,20	323	67,60	46,20
Gestion des médias	**455**	9	2,00	13,60	2	0,40	2,40	10	2,20	3,10	196	43,10	44,60
Finances (agents, comptables, vérificateurs)	**302**	35	11,60	24,20	1	0,30	0,70	0	0,00	3,60	183	60,60	49,00
rh (agents, analystes, formateurs)	**174**	9	5,20	12,60	1	0,60	1,70	7	4,00	4,00	125	71,80	66,10
ingénieurs, architectes, dir. Ingénierie.	**73**	8	11,00	28,80	0	0,00	0,00	2	2,70	4,10	15	20,50	17,80
Dir. Ti, analystes	**501**	66	13,20	27,10	2	0,40	0,60	10	2,00	4,00	127	25,30	25,30
Personnel de bureau	**696**	69	9,90	21,00	10	1,40	1,90	12	1,70	4,60	554	79,60	81,60
Autres catégories non classifiées ci-dessus	**301**	27	9,00	13,60	2	0,70	1,00	6	2,00	3,30	199	66,10	50,50

TABLEAU 2 – ANALYSE DE L'EFFECTIF* AVRIL 2012 (Recensement 2006)
NIVEAU DE REPRÉSENTATION À CBC/RADIO-CANADA PAR CATÉGORIE PROFESSIONNELLE

PROFESSION	Total des effectifs	Minorités visibles			Autochtones			Personnes handicapées			Femmes		
		Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie
TOTAL	**8 871**	577	6,50	14,90	114	1,29	2,70	126	1,42	4,20	4 098	46,20	43,00
Réalisateurs	**1 649**	83	5,03	12,30	23	1,39	2,80	18	1,09	4,30	791	47,97	37,20
Personnel de présentation des émissions (incl. En ondes)	**1 838**	79	4,30	12,20	35	1,90	4,40	21	1,14	4,30	947	51,52	50,30
personnel technique	**1 541**	87	5,65	12,40	17	1,10	3,00	30	1,95	4,60	175	11,36	20,10
Services scéniques et production	**686**	32	4,66	12,90	12	1,75	3,00	11	1,60	4,70	332	48,40	41,90
Marketing, ventes, relations publiques et communications.	**504**	31	6,15	17,40	2	0,40	0,80	1	0,20	4,20	349	69,25	46,20
Gestion des médias	**452**	14	3,10	13,60	4	0,88	2,40	6	1,33	3,10	213	47,12	44,60
Finances (agents, comptables, vérificateurs)	**337**	40	11,87	24,20	4	1,19	0,70	3	0,89	3,60	220	65,28	49,00
rh (agents, analystes, formateurs)	**142**	20	14,08	12,60	1	0,70	1,70	4	2,82	4,00	104	73,24	66,10
ingénieurs, architectes, dir. Ingénierie.	**79**	10	12,66	28,80	0	0,00	0,00	2	2,53	4,10	17	21,52	17,80
Dir. Ti, analystes	**589**	79	13,41	27,10	4	0,68	0,60	12	2,04	4,00	181	30,73	25,30
Personnel de bureau	**712**	66	9,27	21,00	9	1,26	1,90	13	1,83	4,60	551	77,39	81,60
Autres catégories non classifiées ci-dessus	**342**	36	10,53	13,60	3	0,88	1,00	5	1,46	3,30	218	63,74	50,50

*Inclut les employés permanents, les temporaires de 13 semaines et plus, et les contractuels

OBJECTIFS NUMÉRIQUES DE RECRUTEMENT SUR TROIS ANS – NATIONAL

TABLE 1

MINORITÉS VISIBLES

CATÉGORIE PROFESSIONNELLE DE L'ÉQUITÉ EN MATIÈRE D'EMPLOI	Nbr d'employés	Embauches prévues en trois ans*	Taux de roulement en nbr pour les minorités visibles	Embauches requises pour remplir l'écart	Nbre total pour les objectifs sur 3 ans*	% total pour les objectifs sur 3 ans*	Écart actuel	Écart prévu	Représentation actuelle en %	Représentation actuelle en nbr	Représentation prévue en trois ans en %
TOTAL pour les catégories professionnelles ci-dessus	**9849**	**1612**	**98**	**765**	**213**	**18.33**	**-667**	**-552**	**6.04**	**586**	**8.44**
01 : Cadres supérieurs	11	5	0	1	0	8.70	-1	-1	0.00	0	0.00
02 : Cadres intermédiaires et autres administrateurs	1033	273	17	98	38	14.00	-81	-60	6.20	64	8.20
03 : Professionnels	4360	628	36	337	80	12.70	-301	-257	5.80	253	6.80
04 : Personnel semi-professionnel et technique	3310	467	25	161	44	9.50	-136	-117	5.40	178	6.00
05 : Superviseurs	21	2	0	3	0	23.50	-3	-3	9.50	2	9.50
07 : Personnel administratif et de bureau principal	187	43	3	16	6	12.90	-13	-10	5.90	11	7.50
10 : Personnel de bureau	747	168	16	121	39	23.30	-105	-82	9.20	69	12.30
11 : Personnel intermédiaire de la vente et des services	147	20	1	22	4	19.20	-21	-18	4.80	7	6.80
12 : Travailleurs manuels spécialisés	22	4	0	3	1	20.10	-3	-2	4.50	1	9.10
13 : Autre personnel de la vente et des services	11	2	0	3	1	39.40	-3	-2	9.10	1	18.20

TABLE 2

PERSONS WITH DISABILITIES

CATÉGORIE PROFESSIONNELLE DE L'ÉQUITÉ EN MATIÈRE D'EMPLOI	Nbr d'employés	Embauches prévues en trois ans*	Taux de roulement en nbr pour les minorités visibles	Embauches requises pour remplir l'écart	Nbre total pour les objectifs sur 3 ans*	% total pour les objectifs sur 3 ans*	Écart actuel	Écart prévu	Représentation actuelle en %	Représentation actuelle en nbr	Représentation prévue en trois ans en %
TOTAL pour les catégories professionnelles ci-dessus	**9849**	**1769**	**26**	**322**	**73**	**5.14**	**-296**	**-249**	**0.92**	**142**	**1.28**
01/02 : Cadres	1044	435	7	23	14	3.20	-16	-9	1.60	17	2.30
03 : Professionnels	4360	628	8	145	28	4.50	-137	-117	1.40	59	1.80
04 : Personnel semi-professionnel et technique	3310	467	7	119	22	4.80	-112	-97	1.40	47	1.90
05 : Superviseurs	21	2	0	2	0	9.50	-2	-2	0.00	0	0.00
07 : Personnel administratif et de bureau principal	187	43	0	3	1	2.60	-3	-2	1.10	2	1.60
10 : Personnel de bureau	747	168	4	21	7	4.40	-17	-14	2.10	16	2.50
11 : Personnel intermédiaire de la vente et des services	147	20	0	7	1	5.30	-7	-6	0.70	1	1.40
12 : Travailleurs manuels spécialisés	22	4	0	1	0	5.50	-1	-1	0.00	0	0.00
13 : Autre personnel de la vente et des services	11	2	0	1	0	6.50	-1	-1	0.00	0	0.00

* Comprend le pourcentage de progression, s'il y a lieu + taux de roulement général de CBC/Radio-Canada (tous les départs, y compris ceux à la retraite)
**Les objectifs sont en fonction de la disponibilité du marché
Source : SGIEMT: Novembre 2010 (Recensement 2006 du Canada et VIP)

INCLUSION DIVERSITE

000028

OBJECTIFS NUMÉRIQUES DE RECRUTEMENT SUR TROIS ANS – NATIONAL

TABLE 1

Catégorie professionnelle de l'équité en matière d'emploi	AUTOCHTONES Nbr d'employés	Embauches prévues en trois ans*	Taux de roulement en nbr pour les autochtones	Embauches requises pour remplir l'écart	Nbre total pour les objectifs sur 3 ans*	% total pour les objectifs sur 3 ans*	Écart actuel	Écart prévu	Représentation actuelle en %	Représentation actuelle en nbr	Représentation prévue en trois ans en %
TOTAL pour les catégories professionnelles ci-dessus	**8703**	**1368**	**17**	**91**	**29**	**2.17**	**-74**	**-62**	**1.20**	**115**	**1.40**
02 : Cadres intermédiaires et autres administrateurs	1033	273	2	14	5	1.90	-12	-9	0.80	8	1.10
03 : Professionnels	4360	628	7	27	10	1.60	-20	-17	1.10	50	1.20
04 : Personnel semi-professionnel et technique	3310	467	8	50	14	3.00	-42	-36	1.70	57	1.90

TABLE 2

Catégorie professionnelle de l'équité en matière d'emploi	FEMMES Nbr d'employés	Embauches prévues en trois ans*	Taux de roulement en nbr pour les autochtones	Embauches requises pour remplir l'écart	Nbre total pour les objectifs sur 3 ans*	% total pour les objectifs sur 3 ans*	Écart actuel	Écart prévu	Représentation actuelle en %	Représentation actuelle en nbr	Représentation prévue en trois ans en %
TOTAL pour les catégories professionnelles ci-dessus	**11**	**2**	**0**	**5**	**1**	**53.10**	**-5**	**-4**	**9.10**	**1**	**18.20**
13 : Autre personnel de la vente et des services	11	2	0	5	1	53.10	-5	-4	9.10	1	18.20

Comprend le pourcentage de progression, s'il y a lieu + taux de roulement général de CBC/Radio-Canada (tous les départs, y compris ceux à la retraite)
***Les objectifs sont en fonction de la disponibilité du marché*
Source : SGIEMT: Novembre 2010 (Recensement 2006 du Canada et VIP)

NIVEAUX DE REPRÉSENTATION PAR CATÉGORIE PROFESSIONNELLE DE L'ÉQUITÉ EN MATIÈRE D'EMPLOI À CBC/RADIO-CANADA

		Minorités visibles			Autochtones			Personnes handicapées			Femmes		
Catégorie professionnelle de l'équité en matière d'emploi	Total des effectifs	Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie	Nbr	%	% dans l'industrie
TOTAL pour les catégories professionnelles ci-dessus dans lesquelles CBC/Radio-Canada compte des employés	**9 858**	586	5.9	14.90	129	1.3	2.70	142	1.4	4.20	4 517	45.8	43.00
01 : Cadres supérieurs	**11**	0	0.00	8.70	0	0.00	2.40	17	1.60	3.20	5	45.50	24.20
02 : Cadres intermédiaires et autres administrateurs	**1033**	64	6.20	14.00	8	0.80	1.90	17	1.60	3.20	526	50.90	39.10
03 : Professionnels	**4360**	253	5.80	12.70	50	1.10	1.60	59	1.40	4.50	2258	51.80	43.80
04 : Personnel semi-professionnel et technique	**3310**	178	5.40	9.50	57	1.70	3.00	47	1.40	4.80	898	27.10	26.80
05 : Superviseurs	**21**	2	9.50	23.50	0	0.00	0.70	0	0.00	9.50	13	61.90	52.00
07 : Personnel administratif et de bureau principal	**187**	11	5.90	12.90	3	1.60	0.80	2	1.10	2.60	163	87.20	81.30
09 :Travailleurs qualifiés	**9**	0	0.00	5.30	0	0.00	1.40	0	0.00	5.30	2	22.20	12.10
10 : Personnel de bureau	**747**	69	9.20	23.30	10	1.30	1.40	16	2.10	4.40	539	72.20	68.00
11 : Personnel intermédiaire de la vente et des services	**147**	7	4.80	19.20	1	0.70	1.00	1	0.70	5.30	106	72.10	64.10
12 : Travailleurs manuels spécialisés	**22**	1	4.50	20.10	0	0.00	0.70	0	0.00	5.50	6	27.30	21.30
13 : Autre personnel de la vente et des services	**11**	1	9.10	39.40	0	0.00	1.10	0	0.00	6.50	1	9.10	53.10

Source : SGIEMT: Novembre 2010 (Recensement 2006 du Canada et VIP)
Les chiffres ayant été arrondis, le total peut ne pas correspondre.

LEADERSHIP

OBJECTIF	ACTIVITÉ	RESPONSABILITÉ	ANNÉE
S'assurer que l'Équipe de la haute direction (EHD), les gestionnaires de première ligne et intermédiaires, et les syndicats s'engagent et participent pleinement dans l'atteinte des objectifs du Plan.	Continuer à utiliser le CMEME comme forum de discussion sur les questions liées à la diversité, y compris les façons de créer des postes et des occasions de promotion pour les membres des groupes désignés (tirer parti des sujets abordés dans les conventions collectives; p. ex., développement des talents communautaires, etc.).	Personnes et Culture (P. et C.)	2012-2015
	Revoir le modèle de gouvernance pour accroître l'engagement, l'efficacité et l'impact de chaque comité sur l'inclusion et la diversité.	P. et C. – Gestion des talents et développement organisationnel (GTDO)	2012
	Intégrer la diversité comme critère dans les prix actuels.	Équipe de haute direction (EHD)	2013
	Mettre en œuvre un programme annuel de champions de la diversité pour reconnaître et souligner le leadership	P. e t C.	2014

SUIVI ET RESPONSABILISATION

OBJECTIF	ACTIVITÉ	RESPONSABILITÉ	ANNÉE
Mettre en œuvre des indicateurs de rendement, des indicateurs clés et de meilleurs moyens d'auto-identification pour assurer la réussite du Plan.	Obtenir le soutien de l'EHD concernant l'obligation d'assigner la responsabilité aux gestionnaires recruteurs (y compris le président-directeur général et l'EHD), la responsabilité d'établir et d'atteindre des objectifs de recrutement précis et des stratégies de sensibilisation pour les postes où il y a sous-représentation d'un ou plusieurs groupes désignés.	V.-P. – P. et C.	2012
	Fournir aux gestionnaires et aux RH des rapports sur le personnel et des indicateurs clés pour assurer le suivi des taux de représentation permettant de mesurer l'efficacité des stratégies de recrutement.	GTDO	2012
	Mettre en œuvre et à jour les systèmes de suivi des candidats tout au long du processus de recrutement et de promotion, y compris un recensement culturel.	GTDO	2012-2013
	Fournir des comptes rendus sur la mise en œuvre du Plan par les comités sur l'inclusion et la diversité, dont le CMEME.	GTDO	2012-2015

RECRUTEMENT ET SÉLECTION

OBJECTIF	ACTIVITÉ	RESPONSABILITÉ	ANNÉE
Réduire les écarts de représentation des divers candidats en s'assurant que les objectifs de l'exercice d'embauche axé sur la diversité sont communiqués efficacement aux responsables du recrutement et de l'embauche.	Mettre en œuvre un processus national de recrutement centralisé et en tirer parti pour accroître l'efficacité du recrutement axé sur la diversité.	P. et C.	2013
	Mettre à jour la politique de dotation en personnel et le portail RH @ ma portée pour les gestionnaires afin qu'ils incluent l'obligation pour ces derniers de fixer des objectifs annuels de diversité dans l'embauche pour les groupes désignés qui sont sous-représentés dans des catégories professionnelles précises (conformément à la Loi sur l'équité en matière d'emploi).	GTDO	2013
	Soutenir les gestionnaires dans l'exercice annuel visant à établir les objectifs d'embauche et de promotion, vérifier les résultats à l'aide des rapports appropriés et les sensibiliser à cet enjeu, le cas échéant.	P. et C. – Services anglais (SA), Services français (SF), groupes institutionnels (GI)	2012-2015
	Développer des bassins de talents internes issus de la diversité : p. ex., employés occasionnels/temporaires, ou candidats vedettes qui n'ont pas été embauchés, mais avec qui nous désirons rester en contact.	SA, SF, GI	2012-2015
	Créer et maintenir des partenariats avec des organismes d'employabilité sans but lucratif en leur donnant des accès au module d'agents recruteurs dans Taleo pour nous référer directement leurs candidats.	SA, SF, GI	2012-2015
	Organiser des activités de recrutement et y participer : p. ex., portes ouvertes, foire d'emplois ciblant les candidats issus de la diversité, foires d'emplois des universités, etc.	SA, SF, GI	2012-2015
	Dans le cadre de la mise en œuvre du centre national de recrutement, établir des cibles quantitatives de diversité dans la GRD afin que les objectifs d'embauche du personnel du recrutement viennent soutenir les activités.	V.-P. – P. et C.	2013
	Mettre en œuvre un modèle d'entrevue automatisé qui comprendra des directives sur la manière de tenir l'entrevue, des questions dûment formulées portant sur des compétences précises ainsi que des conseils et des outils pour l'évaluation des candidats.	GTDO	2013
	Développer une présence reflétant la diversité et une stratégie de sensibilisation sur les médias sociaux pour attirer et atteindre des candidats issus de la diversité.	GTDO	2013

RECRUTEMENT ET SÉLECTION (suite)

OBJECTIF	ACTIVITÉ	RESPONSABILITÉ	ANNÉE
	Mesurer l'efficacité des stratégies d'affichages ciblées (dans Taleo) grâces aux rapports disponibles, les sources d'affichages dans Taleo et les renseignements fournis par les candidats dans la présélection et s'ajuster en conséquence.	SF – Centre de recrutement, GI	2012–2015
	Organiser des activités à l'interne visant les groupes cibles (p. ex : Présentation et visite de la Maison de Radio-Canada, ou programme de candidatures recommandées issues des groupes cibles) selon le besoin des secteurs et clients.	SF – Centre de recrutement	Lorsque demandé par les partenaires d'affaires
	Maintenir une solide présence sur le web axée sur la diversité (p. ex., ajout de liens sur les médias sociaux vers des activités de la Société en matière de diversité, affichage systématique de postes à pourvoir sur des sites de diversité, etc.).	SF	2012–2015
	Devenir un mentor pour les candidats d'Alliés Montréal afin de positionner CBC/Radio-Canada comme employeur de choix, principalement pour les nouveaux arrivants.	SF – Centre de recrutement	2013
	Développer des outils et des programmes axés sur notre image de marque en matière de diversité et faciliter l'inclusion de candidats issus de la diversité (p. ex., vidéo, stage, mentorat à l'interne et de l'extérieur, orientation, etc.).	SA	2012–2015
	S'assurer que les comités de sélection sont représentatifs en ce qu'ils comptent au moins un membre issu de la diversité et qu'il soit présent en personne ou par téléconférence, lorsque cela est possible.	P. et C.	2013
	Développer une stratégie de communication pour rappeler aux gestionnaires que, conformément à la politique sur l'équité en matière d'emploi, les gestionnaires recruteurs doivent conserver un dossier contenant de l'information sur les entrevues avec les membres des groupes désignés et les raisons pour lesquelles ils n'ont pas été sélectionnés. De plus, la stratégie de communication peut inclure des informations spécifiques liées à la diversité et à l'embauche contenues dans des conventions collectives spécifiques.	P. et C.	2013
	Modifier la section portant sur la diversité du Guide des entrevues axées sur le comportement en y intégrant des éléments du document de la Commission canadienne des droits de la personne (CCDP) intitulé Guide de présélection et de sélection des employés et, le cas échéant, des pratiques exemplaires d'autres institutions fédérales	P. et C. – GTDO	2012

FORMATION ET PERFECTIONNEMENT

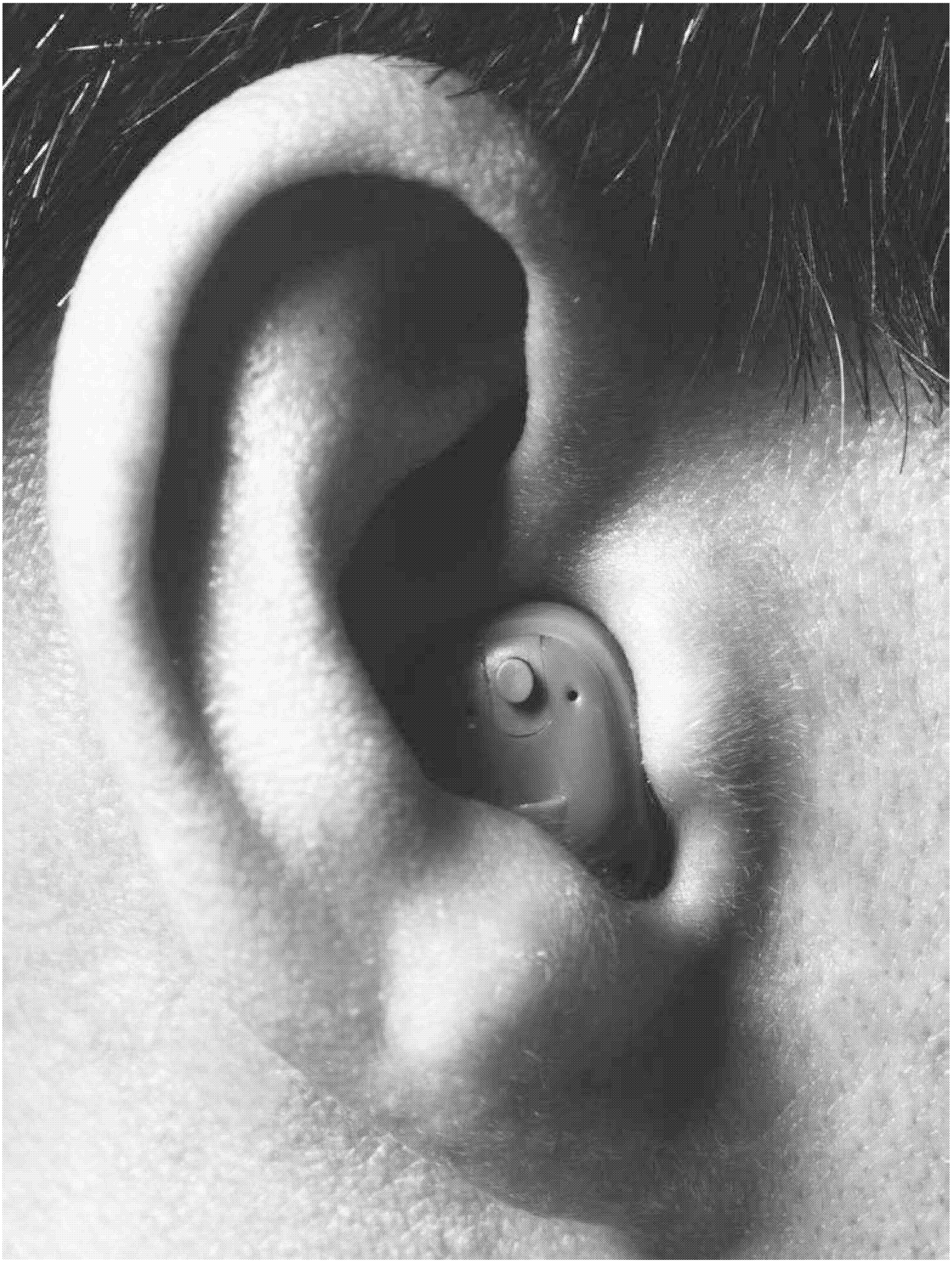
OBJECTIF	ACTIVITÉ	RESPONSABILITÉ	ANNÉE
Premier objectif : **Accroître la sensibilité et la connaissance de tous les employés en matière d'information, de politiques et de procédures concernant l'inclusion et la diversité.**	Développer et mettre à jour des programmes de formation destinés aux employés, aux gestionnaires recruteurs et au personnel des RH (p. ex., formation en ligne sur la sensibilisation à la diversité, à la politique sur la non-discrimination et l'obligation de prendre des mesures d'adaptation, aux outils du système de suivi des candidatures, etc.).	P. et C. – GTDO	2012-2015
Deuxième objectif : **Fournir la formation et l'information nécessaires aux personnes qui mettront en œuvre les initiatives du Plan.**	Intégrer de l'information dans la GRD afin d'encourager les gestionnaires à tenir des entretiens de rétroaction continue afin de cerner les employés qui pourraient profiter de cours de formation pour assurer leur développement et les encourager à les suivre, et discuter de leur perfectionnement professionnel.	P. et C. – GTDO	2013
	Mettre en œuvre des activités d'encadrement et de perfectionnement : - Encadrer les gestionnaires de première ligne sur les meilleures pratiques de sélection et recrutement. - Encadrer et sensibiliser les gestionnaires de première ligne à l'importance et à la valeur ajoutée d'une équipe diversifiée. - Codévelopper des recruteurs sur la recherche de candidats diversifiés, partage des meilleures pratiques de recrutement des personnes issues des groupes cibles.	SF – Centre de recrutement	2012-2013
	Former des groupes de discussion avec les employés de Radio-Canada issus de la diversité pour bonifier nos stratégies d'attraction et de recrutement.	SF – Centre de recrutement	2013
	Mettre en œuvre une planification de la relève qui tient compte des objectifs liés à la diversité, ainsi qu'une formation sur les sensibilités culturelles pour les entrevues d'embauche.	SA	2013-2014

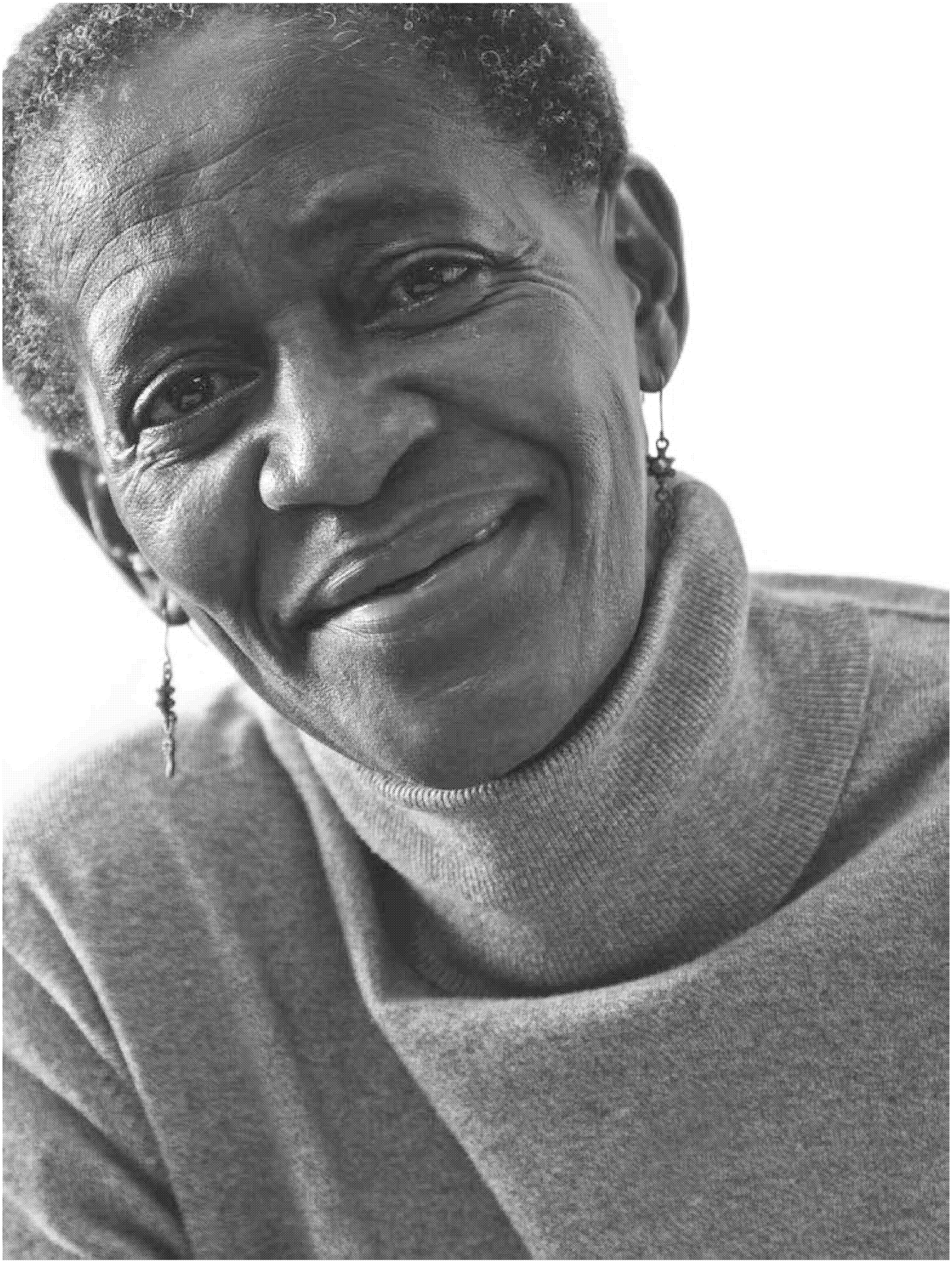
FORMATION ET PERFECTIONNEMENT (suite)

OBJECTIF	ACTIVITÉ	RESPONSABILITÉ	ANNÉE
	Mener une campagne de sensibilisation auprès des employés, du personnel RH et des gestionnaires (p. ex., module sur la diversité dans Prêt à gérer, réunion annuelle des RH, conférences, meilleures pratiques d'entrevue, dîners-causerie etc.).	SA – Comité sur l'inclusion et la diversité, GI	2012-2015
	Obtenir de l'aide pour créer une liste de références pratique, rapide et conviviale recensant les outils, les renseignements et les ressources disponibles immédiatement (aide-mémoire pour savoir où les trouver).	GI – Directeur RH	2012-2015
	Créer un dossier électronique qui deviendra un lieu de référence contenant les articles sur la diversité jugés pertinents par l'équipe des RH nationales. Fournir un résumé général, verbal et écrit, des ajouts à la liste des articles de référence aux conseillers des RH.	GI – Adjoint administratif du directeur RH	2012-2015

GESTION DES TALENTS

OBJECTIF	ACTIVITÉ	RESPONSABILITÉ	ANNÉE
S'assurer que la diversité fait partie de toutes les activités et de tous les programmes de la gestion des talents, de l'acquisition des talents aux stratégies de maintien des effectifs.	Développer un module/une composante sur la diversité pour le programme d'intégration et développer une stratégie de communication afin de s'assurer qu'il est offert à tous les nouveaux employés, partout au Canada.	P. et C. GTDO	2014
	Inclure des questions plus spécifiques liées à la diversité dans les questionnaires des entrevues de départ et ajouter au moins une question sur l'obligation de prendre des mesures d'adaptation pour aider les experts en diversité et en équité à cerner les obstacles possibles en matière de diversité à CBC/Radio-Canada	P. et C. GTDO	2013





COMMUNICATIONS, IMAGE DE MARQUE ET ACTIVITÉS EXTÉRIEURES

OBJECTIF	ACTIVITÉ	RESPONSABILITÉ	ANNÉE
Premier objectif : Augmenter la sensibilité des employés face aux initiatives de la Société en matière d'inclusion et de diversité.	Ajouter dans les affichages de postes ou dans les réponses automatiques transmises aux candidats et dans toutes les lettres d'offre d'emploi une déclaration faisant état de la volonté de CBC/Radio-Canada de prendre des mesures d'adaptation.	P. et C. – GTDO	2012
Deuxième objectif : Positionner CBC/Radio-Canada comme un leader et un employeur de choix pour la diversité en milieu de travail.	Continuer à souligner et à promouvoir cinq à sept événements soutenant la diversité tout au long de l'année.	P. et C. – GTDO	2012-2015
	Donner aux employés des comptes rendus sur les progrès du Plan au moyen des plateformes de communication interne.	P. et C. – GTDO	2012-2015
	Revoir et développer tout le matériel concernant le recrutement et les activités extérieures (communications, kiosques, brochures, affiches, feuillets d'information, vidéos, site Internet, portail IO! calendrier des activités extérieures, etc.) pour tenir compte de la diversité dans les effectifs.	P. et C. – GTDO	2013
	Élaborer une proposition de valeurs d'employés (PVE) pour la diversité et l'intégrer à l'image de marque d'employeur.	P. et C. – SA	2012-2015

ANNEXE 1 – PLAN D'ACTION EN MATIÈRE D'ACCESSIBILITÉ

INTRODUCTION

Les Services immobiliers de CBC/Radio-Canada reconnaissent l'importance d'offrir des installations bien adaptées et poursuivront leurs efforts dans les années à venir pour mettre en œuvre les meilleures pratiques d'aménagement intérieur en matière d'accessibilité, selon les fonds mis à leur disposition, les risques à gérer et les occasions qui se présentent. De plus, conformément à la législation, CBC/Radio-Canada continuera à être proactive pour ce qui est de l'accessibilité à ses immeubles.

Le présent document fait état du progrès réalisé en matière d'accessibilité dans les immeubles de CBC/Radio-Canada pour la période 2009-2012 et la projection pour 2012-2015.

CONTEXTE

CBC/Radio-Canada occupe 76 édifices au Canada. Nous sommes propriétaires de 27 d'entre eux et locataires de 49. Cela représente un total 4 120 000 pieds carrés. Divers codes, normes et lois s'appliquent lorsqu'on procède à la construction, à la rénovation ou au réaménagement de bureaux, notamment ceux-ci :

- le Code national du bâtiment;
- les codes du bâtiment provinciaux;
- la Loi canadienne sur les droits de la personne;
- la Politique sur la gestion des biens immobiliers du Secrétariat du Conseil du Trésor du Canada;
- la norme relative à la Conception accessible pour l'environnement bâti de l'Association canadienne de normalisation (CSA-B651);
- le Code national de prévention des incendies.

La politique du Conseil du Trésor s'applique aux sociétés d'État comme CBC/Radio-Canada. Conformément à cette politique, nous devons porter attention aux éléments suivants :

- les entrées d'immeuble;
- les ascenseurs;
- les espaces publics;
- les aires de travail et les salles de conférence;
- les portes et les couloirs intérieurs;
- les toilettes;
- les téléphones publics;
- les refroidisseurs d'eau et les fontaines;
- les sorties de secours de tous les secteurs accessibles;
- la signalisation spéciale;
- le nombre de places de stationnements accessibles.

LE POINT SUR LES RÉALISATIONS DEPUIS 2009

Depuis 2009, la Société a investi environ un million de dollars afin d'améliorer l'accessibilité pour les personnes à mobilité restreinte. Cet investissement était basé principalement sur les évaluations fournies par Les Entreprises Betty Dion ltée, reconnu dans le domaine de l'accessibilité et du design universel pour les édifices de Montréal et Toronto. On a également tenu compte des travaux effectués dans d'autres immeubles, comme ceux de St. John's et de Sudbury, où nous avons rénové avec succès les toilettes du rez-de-chaussée et du premier étage, et modifié les portes d'entrée, et ce, malgré un certain nombre de défis en matière d'accessibilité. Nous avons également fait des investissements additionnels – pour plus d'un million de dollars – afin de reconfigurer entièrement les immeubles de Sherbrooke, Trois-Rivières, Saguenay et Rimouski. Nous avons pris en considération la norme CAN/CSA-B651 pour tous ces travaux.

Un montant d'environ 100 000 dollars a aussi été investi dans les évaluations d'autres immeubles, notamment à Calgary, Edmonton, Yellowknife, Ottawa, Fredericton, Moncton et Charlottetown. Les rapports de ces évaluations nous ont été utiles pour déterminer l'ordre des priorités suivantes :

Catégorie 1 : Conditions liées à la santé et sécurité

Catégorie 2 : Situations à court et à moyen termes, lorsque des corrections rapides et à moindre coût seraient possibles

Catégorie 3 : Situations à long terme

Nous avons aussi incorporé des considérations ayant trait à l'accessibilité dans une évaluation de la signalisation bilingue. La signalisation à Sherbrooke, Trois-Rivières, Saguenay et Rimouski a été entièrement revue en raison de la nouvelle configuration de ces immeubles. A Montréal, lors du projet de revitalisation du corridor au Niveau A, la signalisation a été revue pour la nomenclature des locaux donnant sur le corridor ainsi que pour les aspects directionnels. La signalisation dans les immeubles suivants a également été revue : Saskatoon, Régina, Edmonton, Winnipeg, St. Boniface, Charlottetown, Fredericton et St. John's.

OBJECTIFS ET PLANS D'ACTION POUR LES TROIS PROCHAINES ANNÉES

Les budgets annuels ont été établis, mais ils sont sujets au financement disponible. Une somme de 250 000 dollars a été reportée pour 2012-2013, en plus de 125 000 dollars prévus pour l'installation, à une hauteur accessible, d'une signalisation bilingue en français, en anglais et en braille. La disponibilité de ces sommes est sujette à l'approbation finale du budget.

Comme nous l'avons mentionné précédemment, Les Entreprises Betty Dion ltée ont procédé à une inspection approfondie des établissements de Montréal, de Toronto, de Corner Brook, de Gander, de Grand Falls, de St. John's ainsi que plus récemment, des édifices de Calgary, Edmonton, Yellowknife, Ottawa, Fredericton, Moncton et Charlottetown, en fonction de la norme B651. Certains des éléments mentionnés dans l'inspection étaient liés à l'« exploitation » de l'immeuble : il s'agit d'éléments de base qui devraient faire l'objet d'une intervention de la part de l'équipe de l'Exploitation des immeubles des Services immobiliers. Même si certains de ces projets en immobilisations et ponctuels concernent le simple remplacement d'équipement, nous tenons compte de l'accessibilité.

Les projets présentés en 2009-2010 et qui ne sont pas terminés feront partie des travaux à compléter à partir de 2012.

Lors des déménagements d'Halifax, les nouveaux réaménagements tiendront également compte de l'accessibilité.

Vous trouverez ci-dessous nos objectifs et nos plans d'action :

1. Continuer d'intégrer à la liste de nos projets les éléments des rapports des Entreprises Betty Dion ltée de Betty Dion, résoudre prioritairement les situations énumérées de la catégorie 1, puis ensuite, selon une grille d'analyse de risques, procéder aux améliorations des catégo ries 2 et 3.

2. Continuer d'être vigilants et d'améliorer l'accessibilité dans tous nos aménagements et rénovations en utilisant la norme CAN/CSA-B651.

3. Continuer de renforcer et d'utiliser le guide de cette norme pour le nouvel affichage.

4. Continuer d'informer et de former le personnel et les médias des principes techniques à appliquer, notamment par l'entremise de formation en aménagement pour l'équipe de projet interne et celle de SNC-Lavalin O&M).

5. Lorsque les fonds le permettent, résoudre les situations des catégories 2 et 3 énoncées dans les rapports des Entreprises Betty Dion ltée.

6. Lorsque les fonds le permettent, continuer les évaluations des autres bâtiments appartenant à CBC/Radio-Canada ainsi que des espaces loués, pour ensuite procéder aux travaux requis par ordre de priorité et selon une approche fondée sur l'analyse de risques.

7. Élaborer un plan de communication relatif aux réalisations des Services immobiliers nation aux de CBC/Radio-Canada.

ANNEXE II
LISTE DES TRAVAUX RÉALISÉS DEPUIS 2009

VILLE	AMÉLIORATIONS	DATE D'ACHÈVEMENT
Calgary	Accessibilité de l'entrée nord	2011
	Remplacement du monte-escalier intérieur	2011
	Ajout d'une rampe en bordure du trottoir à l'entrée principale	2011
Iqaluit	Agrandissement du stationnement pour les personnes handicapées	2011
Montréal	Toilettes B74 (Radio)	En cours
	Marquage de couleur contrastante des marches et des rampes d'escalier	2011-2012
	Modifications de la hauteur des stations manuelles	En cours
	Développement d'un plan d'évacuation	En cours
	Signalisation des voies d'évacuation	En cours
	Marches et rampes d'escalier	2009-2010
St. John's	Abaissement des poignées d'alarme-incendie	2009-2010
	Plan de sécurité incendie pour les employés à mobilité réduite	2009-2010
Sudbury	Toilettes accessibles au rez-de-chaussée et premier étage, porte et voies de circulation vers le premier étage, entrée principale du rez-de-chaussée (rue MacKenzie).	2011
Toronto	Plan de sécurité incendie pour les employés à mobilité réduite	En cours
	Zones de refuge (signalisation, etc.)	En cours
	L4 Washroom operators pour les personnes handicapées	2011-2012
	Remplacement de l'ascenseur Simcoe avec Cadillac Fairview	En cours
	Ascenseur Glenn-Gould pour personnes handicapées	2011
	Remplacement des portes extérieures	2011
	Déplacement de la sortie d'urgence de l'entrée de la rue Front	2009-2010
	L1 (Musée et théâtre Graham-Spry) : peinture de la colonne/du rebord de la vitre	2009-2010
Vancouver	Toilettes, entrées, ascenseurs, salle des nouvelles, etc.	2009
Other	Installation d'une signalisation directionnelle bilingue à Sherbrooke	2009
	Installation d'une signalisation directionnelle bilingue à Saskatoon et Regina	2009-2010
	Installation d'une signalisation directionnelle bilingue à Trois-Rivières	2010
	Installation d'une signalisation directionnelle bilingue à Edmonton, Winnipeg, St.Boniface et Charlottetown	2010-2011
	Installation d'une signalisation directionnelle bilingue à Saguenay et à Montréal (corridor nord, niveau A)	2011
	Installation d'une signalisation directionnelle bilingue à Fredericton et St.John's	2011-2012
	Installation d'une signalisation directionnelle bilingue à Rimouski	En cours

ANNEXE III
LISTE DES PROJETS PRÉVUS POUR 2012-2013

Ville	Étage	Salle	No article du rapp.	Recommandations	Priorité	Commentaires	Description de la situation
			Betty Dion				
Toronto	Général	Poignées d'alarme-incendie, alarmes visuelles et sécurité des personnes	A33	Il faut élaborer un plan d'évacuation détaillé qui répond aux besoins des personnes handicapées. Un plan d'évacuation personnalisé devrait être établi pour chaque employé permanent qui se déclare handicapé, en collaboration avec celui-ci, le responsable de la sécurité incendie ainsi que toute l'équipe de la sécurité incendie sur le lieu de travail. Les personnes handicapées doivent exécuter leur propre plan d'évacuation dans le cadre des exercices d'évacuation périodiques.	1		Il semble que de nombreuses poignées d'alarme-incendie ont été installées partout au premier étage, mais beaucoup moins aux étages supérieurs. Les alarmes visuelles sont également installées principalement aux étages inférieurs. La procédure d'évacuation en cas d'urgence pour les personnes à mobilité réduite ou ayant besoin d'assistance n'est indiquée nulle part. Les cages d'escaliers semblent adéquates pour servir de zones de refuge. Il faudrait y installer un dispositif de communication et la signalisation appropriée, entre autres. Malheureusement, des ordinateurs, des bacs de recyclage et toutes sortes d'objets obstruent fréquemment les sorties de secours ou les corridors qui mènent à ces sorties.
Toronto	Niveau 1	Atrium central	2.7		1	L'activation des sous-titres sur les téléviseurs serait appréciée des malentendants, ainsi que des autres employés dans les zones bruyantes ou durant les périodes de forte affluence. Les odeurs de nourriture émanant des restaurants, particulièrement de Oh-La-La, se répandent toujours dans l'atrium, surtout aux étages supérieurs, ce qui laisse croire que le système de ventilation n'évacue pas les odeurs vers l'extérieur comme il se doit.	L'atrium est un grand espace ouvert jusqu'au sommet de l'immeuble. De nombreuses tables et chaises mobiles y sont disposées, ainsi que plusieurs divans et fauteuils, dont certains sont placés devant un grand écran de télévision. Des alarmes visuelles sont installées partout dans l'atrium en guise de signal pour les personnes malentendantes. Cependant, durant notre inspection, le signal d'alarme a été activé sans que les alarmes visuelles s'allument. L'immeuble est doté d'un système d'alarme en deux étapes, mais aucune directive n'est affichée à cet étage.
Toronto	G20 – Événements spéciaux et réceptions	1G-350 Émissions jeunesse	2.17	Une bordure d'au moins 25 mm de haut doit être installée de chaque côté de la rampe pour empêcher les fauteuils roulants de tomber.	1		La petite marche dans l'entrée est pourvue d'une rampe d'accès. Celle-ci devrait être munie de bordures protectrices. Il y a deux portes de sortie à cet endroit, l'une avec deux marches, l'autre une seule.
Toronto	A200 - Bureaux de l'émission The Hour		2.20	L'entrée des bureaux de l'émission The Hour doit être munie d'un éclairage d'au moins 100 lux.	1		L'éclairage est plutôt faible dans l'entrée, et les lampes semblent n'être jamais allumées. L'intensité lumineuse sur la rampe est de 0 lux.
Montréal	B	B26-26, B24-30	E.77	Voir les recommandations A.7 sur les escaliers et A.9 sur les mains courantes.	2		Studio B26-26 - Le plancher, légèrement en pente, s'élève de nouveau dans la régie. B24-30 Bureaux et escaliers - Cette zone comprend une série de locaux et de bureaux, ainsi que deux volées d'escalier qui descendent vers le studio 46. Aucun avertissement visible ni aucune barrière ne sont installés au haut de l'escalier pour prévenir les chutes. Le reste de la salle comprend des bureaux et de l'équipement de bureau.

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ANNEXE III
LISTE DES PROJETS PRÉVUS POUR 2012-2013

Ville	Étage	Salle	No article du rapp. Betty Dion	Recommandations	Priorité	Commentaires	Description de la situation
Montréal	B	B26-26 B24-30	E.78	Il faut installer une balustrade en haut de l'escalier pour prévenir les chutes accidentelles.	2		
Montréal	A	A48-9 A48-10	F.119	La zone au-dessus de l'ascenseur doit rester dégagée en tout temps. Les bacs de recyclage, les poubelles et les classeurs doivent être déplacés.	1		
Montréal	A	A13-1	F.40	La signalisation du parcours d'évaluation doit être accessible et placée méthodiquement dans toutes les cages d'escaliers et les autres parties du parcours d'évacuation.	1	Avec le plan d'évacuation – Voir A.32 2 panneaux à 500.$	
Montréal	A	A13-1	F.41	Les directives d'évacuation à l'intention des personnes incapables d'emprunter les escaliers doivent être fournies dans tout l'établissement. Voir A.24 et A.25.	1	Projet pour la sécurité – Voir A.24	
Montréal	A	Hall d'entrée	G.1	Les directives d'évacuation à l'intention des personnes qui ont besoin d'assistance doivent être indiquées avec les autres directives d'évacuation près des ascenseurs, des escaliers et des autres points d'évacuation.	1	Voir A.32	L'intensité de l'éclairage dans le hall des ascenseurs est de 200 lux uniformément. Les procédures d'évacuation ne sont pas indiquées pour les personnes handicapées ou qui ont besoin d'assistance.
Montréal	23	Hall d'entrée	G.2	Le plan de sécurité-incendie de l'établissement doit prévoir des mesures pour les personnes handicapées, ainsi que des zones de premiers secours.	1	Voir A.32	
Montréal	23	B74		Les toilettes seront réaménagées pour les rendre accessibles.			
Ottawa				Une somme de 40 000 dollars a été dépensée pour l'installation d'appareils de fermeture des portes pour les toilettes des personnes handicapées + signalisation directionnelle/ affichage d'information à inclure dans le projet d'accessibilité DIVERS	1		
Divers				Formation sur l'accessibilité offerte aux occupants de l'immeuble + évaluation d'un autre immeuble par Les Entreprises Betty Dion ltée.	1		

THE E-ARCHIVE PROJECT

PRESERVING OUR ELECTRONIC BUSINESS RECORDS:
A CRITICAL ASSET FOR CBC/RADIO-CANADA

March 5, 2015

ARCHIVEL
e-ARCHIVE
CBC Radio-Canada

WHAT *IS* THE E-ARCHIVE PROJECT?
WHAT DOES IT INVOLVE?

- The goal of the E-Archive project is to set up a folder structure in Livelink where electronic business records for each department can be preserved.
- In each department, a designated representative ("information steward") will work with the E-Archive project team to set up an appropriate folder structure and permissions for these records.
- Training and support will be provided for all employees.
- The project team can respond to questions from users about saving business records (pre-Google email, Google email, or other documents) in Livelink.

ARCHIVEL
e-ARCHIVE
CBC Radio-Canada

WHY IS THE E-ARCHIVE PROJECT IMPORTANT?

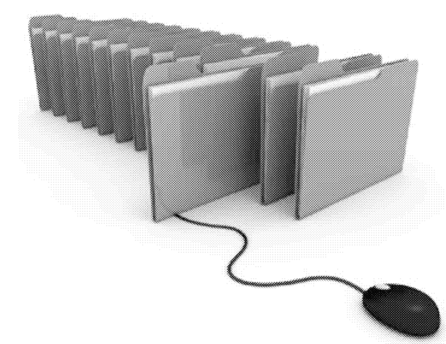
- As a Crown Corporation, we have a legal obligation to ensure the security and reliability of our business records, and to manage them in compliance with the *Library and Archives of Canada Act.*
- Your business records are a critical corporate asset and source of information. Our ability to conduct business in a timely and efficient manner depends on our being able to readily locate and access these records.
- How we manage records also has important implications for our ability to respond to legislative requirements such as privacy, access to information and whistleblower legislation.

ARCHIVEL
e-ARCHIVE
CBC Radio-Canada

WHAT *IS* A BUSINESS RECORD?

Business records document decisions, policies and processes that are unique to your department. They may be:

- key emails (e.g., approvals),
- contracts,
- proposals,
- project outlines,
- production pitches,
- reports,
- blueprints,
- etc.*



* For more examples, see Corporate Policy 2.9.6: Email Management.

ARCHIVEL e-ARCHIVE
CBC Radio-Canada

MOVING BUSINESS RECORDS TO LIVELINK

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CBC Radio-Canada

TIMELINE FOR E-ARCHIVE FRAMEWORK

- The E-Archive project team will work with each department to assess the time and effort required to implement proper classification and folder structure for preserving their business records in Livelink.
- Depending on the number of people and volume of records in a department, this process may take from 30 to 120 days.*
- Once a department's e-archive folder structure has been developed and is in place, employees will be responsible for saving their business records to Livelink, and for maintaining this process in the future.

* Here is our current roll-out plan, which shows the departments with completed folder structures. This information will be updated monthly.

ARCHIVEL e-ARCHIVE
CBC Radio-Canada

AN IMPORTANT DEADLINE

As of January 1, 2016:

- **Gmail:** Any emails older than 365 days in all Gmail accounts will be permanently deleted on a daily basis.
  Note: To preserve emails that are business records, you must move them into Livelink.

- **Pre-Google emails:** Any pre-Google (GroupWise) archived emails that have not been moved to Livelink will be permanently deleted.
  Note: Pre-Google email archives are available at https://archive.cbcrc.ca .

ARCHIVEL
e-ARCHIVE
CBC Radio-Canada

QUESTIONS?

Visit the E-Archive project page on iO! for more information, including training, links to Q&As, and a Livelink cheat sheet.

(To find this page, type "e-archive" in the search bar on iO!)

Or contact:

- Benoit Rainville, at ext. 6171 in Ottawa (Corporate Services)
- Cesar Cameirao, at ext. 3240 in Toronto (English Services)
- Dahlia Beristain Gil, at ext. 6025 in Montreal (French Services)

ARCHIVEL e-ARCHIVE
CBC Radio-Canada

THANK YOU

ARCHIVEL
e-ARCHIVE
CBC Radio-Canada

March 2015

2014/2015 Comms for E-Archive/RIM

(From August 2014 Good to Know):

Spotlight this month:

Save your older emails to Livelink before Jan. 1, 2016** or they'll be deleted

Your business records are a critical corporate asset and source of information. The E-Archive project team is setting up a folder structure in Livelink where electronic business records for each department can be preserved. As of January 1, 2016** any emails older than one year (365 days) will be automatically deleted from your Gmail account and pre-Google (GroupWise) archives. If you have older emails that are business records, you must transfer them to Livelink before this date.

Visit the E-Archive page to find out how to safeguard your business records and for further details about this project, including Q&As, contacts for support, an e-learning module on records management, and more.

** *Deadline revised as of November 2014.*

(From December 2014 Good to Know):

Did you know?

The E-Archive deadline has been extended in response to organizational changes.

As of **January 1, 2016** (new deadline), emails older than one year (365 days) will **automatically be deleted** from both your Gmail account and your pre-Google (GroupWise) archives.

If you have older emails that are **business records**, you must transfer them to Livelink before this date to save them. **The mandatory e-learning module** on records information management will help clarify which records are important to preserve.
If you have 500 or more email business records that must be saved, you may be eligible for **help with bulk migration**. Please contact your Information Steward or the ITSC (1-866-999-7888) to learn more.

Visit the new E-Archive page on iO! for further information including Q&As, training and quick tips for using Livelink, the project roll-out plan, and contact info for the E-Archive team.

January

From Good to Know:

Mandatory training for records and information management

2015 is the year of records and information management at CBC/Radio-Canada. As of January 1, 2016, emails older than one year (365 days) will be automatically deleted from your Google account each day. Your pre-Google (GroupWise) archives will also be deleted. To preserve important emails, you must transfer them to Livelink before this date.

Visit the e-archive page on iO! to find out more, and take the quick (15-minute) online training module on records and information management to learn how to handle confidential documents and make sure you save important files. This training is mandatory for all employees.

Getting your records straight (iO!)

http://io.cbcrc.ca/Pages/En/news/employee/2015/records-information-management.aspx

February

From Good to Know:

Who's your Information Steward?

2015 is the year of Records and Information Management at CBC/Radio-Canada. Each department has one or more designated information stewards. These individuals will work with the E-Archive team to set up a customized folder structure in Livelink for their department's electronic business records.

Not sure who your information steward is? You can check this list to find out, and visit the E-Archive page on iO! to learn how to preserve your business records by moving them to Livelink.

March

From March Good to Know:

Questions about archiving your email? Check out our Q&A page

2015 is the year of records and information management at CBC/Radio-Canada. As of January 1, 2016, emails older than one year (365 days) will be automatically deleted from your Google account each day. Your pre-Google (GroupWise) archives will also be deleted. To preserve important emails, you must transfer them to Livelink before this date.

If you have questions about archiving your emails in Livelink, consult the E-Archive page on iO! It's packed with useful information, training and tips, including a Q&A page that deals with questions such as:

- Can I keep emails in my account without archiving or filing/labelling them?
- How do I transfer an email to Livelink?
- What will happen to the emails I archived in GroupWise?
- What should I do with emails that contain important documents?
- What can I do to better manage my inbox?
- Who should I contact if I have other questions about archiving my emails?

Is your Gmail inbox out of control? (iO!, written by M. Miles)
http://io.cbcrc.ca/Pages/En/news/employee/2015/earchive-gmail-control.aspx

Preserving our electronic business records (iO!, written by M. Miles)
http://io.cbcrc.ca/Pages/En/news/employee/2015/preserving-electronic-business-records.aspx

2.9.1: Records and Information Management

References:

- Corporate Records and Information Management Procedures
- Corporate Classification and Retention Schedules
- CBC/National Archives Agreement

Definitions:

The term record includes any correspondence, memorandum, book, plan, map, drawing, diagram, pictorial or graphic work, photograph, film, microform, sound recording, videotape, machine readable record, and any other documentary material, regardless of physical form or characteristics, and any copy thereof.

The term authorized persons refers to individuals granted access to specific records by the President, Vice-Presidents or their delegates.

1. Scope

- The scope of the policy includes the maintenance of records from their creation to their disposal or permanent retention.

2. Statement of Policy

- It is the policy of the CBC to identify, maintain, protect and make accessible to authorized persons CBC records for legal, operational and historical purposes.
- All records are the responsibility of the CBC and should only be made accessible to authorized persons.
- Records should not be removed from CBC premises or destroyed without proper authorization.
- The CBC shall comply with all applicable legislation with respect to its records.
- Provided that the CBC complies with applicable legal requirements the CBC may dispose of paper records.
- Archival records identified in the CBC/National Archives Selection Criteria document will be considered for transfer to the National Archives of Canada.

2.1 Strategic Fit

- This policy promotes a management framework that supports efficiency, transparency, communication and accountability.

2.2 Responsibility

- The Vice President of the originating department is responsible for guaranteeing the identification, classification, arrangement, retention and disposal of their departmental records according to official CBC records management procedures and schedules.

- The Corporate Secretariat is responsible for overseeing and assisting in the implementation and monitoring of this policy within the corporation.

- The Corporate Secretariat is responsible for monitoring and coordinating agreements with outside archival institutions.

- The President, or his or her delegate, must approve all archival agreements.

3. Operating Principles

- Procedures, guidelines and schedules will be developed by the Corporate Secretariat to effect this policy.
- All questions related to the interpretation and application of this policy should be directed to the Corporate Secretariat.

LABOUR UPDATE

George Smith gave highlights of labour negotiations which resulted in 3 settlements – 1 each for English and French and 1 national settlement. The CEP agreement was reached before Christmas on Dec. 21. He reported that even though a strike had a one time cost the Corporation managed to negotiate significant savings. There will be a 5.5% wage increase over the next 24 months (3% as of June 30, 2001 and 2.5% on June 30, 2002).

The French producer's agreement had been expired for 3 years when the offer and demands were made in November 2001. The union went to Canada Labour Relations Board and challenged the legality of these demands. The Board ruled that several of the demands were illegal and required CBC to re-draft the offer without these demands, which was accepted by the union. This decision has been challenged on the basis the Board exceeded its jurisdiction by negotiating on our behalf. It is a five-year agreement with an 8.5% increase over 5 years.

APS unit – 564 employees – 5 year agreement in place until June 30,2005 with no substantial changes. Settled within the mandate established.

Mr. Smith noted that the most contentious agreement at the moment is the SCRC. Conciliation is ongoing with a right to strike on March 20, 2002.

He reported that journalists on the English side are expected to be less contentious with a hope to achieve something on an informal basis. Administrative and technical unions are not up for negotiation until next year.

Mr. Smith concluded his remarks by noting that the majority of the talent agreements are expired. The negotiating team will continue to work around issues of rights and how to negotiate and administer rights agreements. The main issue is use on Internet and rights associated therewith.

The Chair expressed appreciation to Mr. Smith and his team for their hard work.

CONSENT ITEMS

On a motion moved by Richard O'Hagan, seconded by Robert Lantos

> IT IS RESOLVED THAT Corporate Policy #15 – Preservation of CBC Programming and Records be repealed and replaced by the Corporate Policy "Records and Information Management".

MOTION CARRIED

ADJOURNMENT

Having no further business to discuss, the meeting adjourned at 3:05pm.

Chair

Secretary

325th MEETING OF THE BOARD OF DIRECTORS
CANADIAN BROADCASTING CORPORATION
MONTREAL, QUEBEC
January 22, 2002

PRESENT:

Ms. Carole Taylor	Chair
Mr. Robert Rabinovitch	President and CEO

Mr. Val Conway
Ms. Marie Giguère
Mr. Roy Heenan (by phone)
Mrs. Jane Heffelfinger
Mr. Robert Lantos
Mr. Clarence LeBreton
Mr. Richard O'Hagan
Mr. James Palmer
Mr. Thomas Wilson

REGRETS:

Mr. John Kim Bell

ALSO ATTENDING:

Mr. Harold Redekopp, Executive Vice-President, English Television
Mrs. Michèle Fortin, Executive Vice-President, French Television
Mr. George C B Smith, Senior Vice-President, Human Resources
Mr. Sylvain Lafrance, Vice-President, French Radio
Mr. Alex Frame, Vice-President, English Radio
Ms. Johanne Charbonneau, Vice-President and CFO
Mr. Pierre Nollet, Vice President, General Counsel and Corporate Secretary
Mr. Michel Tremblay, Vice President, Strategy and Business Development
Ms. Nancy Carrell, Assistant General Counsel and Assistant Corporate Secretary

Other participants as identified in the minutes.

2.9.1

Board of Directors

Subject matter

Policy to be repealed: Corporate Policy #15

Background

Corporate Policy #15 *"Preservation of CBC Programming and Records"* will be repealed and replaced with the *"Corporate Policy Records and Information Management"*.

Information on the matter

All elements of the former policy have been addressed by the new policy that is the responsibility of the Corporate Secretariat.

For decision

Prepared by:

Name: Edith Cody-Rice
Date: January 8, 2002

Management Recommendation

That Corporate Policy #15 be repealed and *Corporate Policy Records and Information Management* be adopted.

Last Discussed at the Board

Date: N/A
Decision made:

Next Steps

RESOLUTION OF THE BOARD OF DIRECTORS

date:

On motion moved by ____________________, seconded by ___________________

IT IS RESOLVED THAT Corporate Policy #15 entitled *Preservation of CBC Programming and Records* is hereby repealed and replaced by the *Corporate Policy Records and Information Management.*

CARRIED

MOTION DU CONSEIL D'ADMINISTRATION

Il est proposé par ____________________, appuyé par__________________________

IL EST RÉSOLU QUE la politique générale #15 intitulée *"Conservation des émissions et des documents de la SRC"* est par la présente abrogée et remplacée par la *"Politique de la gestion des documents et de l'information"*.

MOTION ADOPTÉE

C porate Policy

Number: CP no. 15

Effective: December 28, 1992

PRESERVATION OF CBC PROGRAMMING AND RECORDS

Preamble

The radio and television programs and program material of the Canadian Broadcasting Corporation, as well as its administrative, operational and production records, constitute a significant component of Canadian history and culture. The programs record important events, express the hopes and fears of Canadians, and reflect the perceptions Canadians have of their own society and of the world. The records document the preparation of programming, and decision-making about electronic communications, affecting all aspects of Canadian life in the 20th century.

CBC programming and records constitute a heritage which must be preserved and accessible as archives.

Policy

It is the policy of the Corporation to ensure the systematic retention of programming and records. The appropriate retention and disposal of CBC programming and records will ensure access to CBC's heritage for broadcasters and researchers, will protect the Corporation's interests, and will facilitate efficient administration.

All programming, related materials, data and records are the property of the Corporation, subject to the rights of third parties, and must not be made accessible to unauthorized persons, removed from CBC premises, or destroyed without proper authorization.

The Corporation will retain programming, related materials, data and records as required for operational and archival purposes. Schedules will be developed, and regularly updated, governing retention of programming and records required for operational purposes; interim storage and disposal of dormant programming and records; and archival preservation of selected programming and records.

Politique générale

Numéro : P.G. no 15

Prise d'effet : le 28 décembre 1992

CONSERVATION DES ÉMISSIONS ET DES DOCUMENTS DE LA SRC

Préambule

Les émissions de radio et de télévision, le matériel d'émissions, ainsi que les documents administratifs, d'exploitation et de production de la Société Radio-Canada constituent des témoignages importants de l'histoire et de la culture canadiennes. Les émissions relatent les grands événements, expriment les aspirations et préoccupations des Canadiens et des Canadiennes et reflètent la perception qu'ils ont de leur propre société et du reste du monde. Les documents, qui témoignent eux de la préparation des émissions et des décisions prises en matière de communications électroniques, touchent à tous les aspects de la vie contemporaine au pays.

Les émissions et les documents de la SRC constituent un patrimoine qui doit être préservé et rendu accessible en tant qu'archives.

Politique

La SRC se doit d'assurer la conservation systématique de ses émissions et documents. Par un choix judicieux des éléments à conserver, elle veille à rendre son patrimoine accessible aux radiodiffuseurs et aux chercheurs, à protéger ses propres intérêts et à assurer une administration efficace de ces biens.

Toutes les émissions, ainsi que le matériel, les données et les documents connexes sont la propriété de la Société, sous réserve des droits des tierces parties. Ils ne sont confiés qu'à des personnes autorisées et ne peuvent être sortis des locaux de la SRC ou détruits sans autorisation officielle.

La Société départage la conservation des émissions, du matériel, des données et des documents connexes selon les besoins d'exploitation et d'archivage. Des calendriers sont établis et régulièrement mis à jour pour la conservation des émissions et documents requis à des fins d'exploitation, pour l'entreposage provisoire et l'élimination des émissions et documents inactifs, ainsi que pour l'archivage d'émissions et de documents choisis.

Corporate Policy

Politique générale

To ensure that the public interest in the programming, related materials, data and records of the CBC is safeguarded, the Corporation has entered into archival agreements, including an agreement with the National Archives of Canada.

All archive agreements will require that Archives take on the permanent conservation responsibilities and provide public research access for CBC materials deposited with them. Archival agreements must reserve for the CBC rights of control over research access and copying or re-use as well as the protection of the rights of creators, performers or other third parties.

Responsibility

All departments of the CBC have the responsibility for the application of this policy in their own areas and the retention of records and information for their operational requirements.

Media Vice-Presidents have the responsibility for the application of this policy with respect to the permanent archival preservation of programming and related audio-visual material.

Finance and Administration is responsible to ensure the proper application of this policy with respect to the records management and storage of administrative, operational, production records and data beyond the operational requirements of departments.

The Corporate Archivist is responsible for developing corporate archival policies and corporate selection criteria, monitoring and coordinating archival activity within the Corporation, and approving records schedules for programming and records throughout the Corporation. The Corporate Archivist is responsible for interpreting this policy.

All archive agreements have to be approved by the President.

(Proposed revision for Corporate Policy # 15 - effective 27 June, 1980)

Corporate Secretariat
Ottawa, January 15, 1993

Afin de donner accès aux émissions de la SRC, ainsi qu'au matériel, aux données et aux documents connexes pouvant présenter un intérêt public, la Société a conclu des ententes archivistiques, notamment avec les Archives nationales du Canada.

Il incombe aux instances archivistiques avec lesquelles les ententes ont été conclues d'assurer la conservation permanente du matériel que leur confie la SRC et d'en donner l'accès au public à des fins de recherche. Conformément aux ententes archivistiques, la SRC est habilitée à contrôler cet accès, à limiter la copie ou la réutilisation du matériel, de même qu'à protéger les droits des créateurs, artistes et autres tiers.

Responsabilités

Il revient à tous les services de la SRC d'appliquer cette politique dans leurs secteurs respectifs, ainsi que de conserver l'information et les documents relatifs à leurs besoins d'exploitation.

Les vice-présidents des médias sont chargés d'appliquer cette politique en ce qui a trait à la conservation archivistique permanente des émissions et du matériel audiovisuel s'y rapportant.

Il incombe au service des Finances et administration d'assurer l'application appropriée de cette politique en ce qui concerne la gestion des documents et l'entreposage des données et dossiers administratifs, d'exploitation et de production, au-delà des besoins d'exploitation des autres services.

L'archiviste de la Société est chargé d'élaborer des politiques archivistiques et des critères de sélection à l'échelle institutionnelle, de surveiller et de coordonner les activités archivistiques au sein de la Société, et d'approuver les calendriers d'archivage des émissions et des documents dans toute la Société. Il lui appartient également d'interpréter la présente politique.

Toutes les ententes archivistiques doivent être approuvées par le président-directeur général.

(Révision proposée pour la politique générale n° 15, en vigueur depuis le 27 juin 1980)

Secrétariat général
Ottawa, le 15 janvier 1993

CORPORATE POLICY
RECORDS AND INFORMATION MANAGEMENT

References: Corporate Records and Information Management Procedures
Corporate Classification and Retention Schedules
CBC/National Archives Agreement

Definitions:

The term ***record*** includes any correspondence, memorandum, book, plan, map, drawing, diagram, pictorial or graphic work, photograph, film, microform, sound recording, videotape, machine readable record, and any other documentary material, regardless of physical form or characteristics, and any copy thereof.

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CBC\Radio-Canada E-Archive

Information Steward

Instructor Training Manual

National Records and Information Management

09/06/2015

TABLE OF CONTENTS

LESSON PLAN OUTLINE

TOTAL LENGTH - 90 MIN PART I : SUPPORT RIM – 40 min				
Time (min)	Objective	Content covered	Learning activity	Documentation
5	**Duty:** Describe what is EArchive and EArchives Deployment	**Introduction:** What is EArchives? What is an EArchives Deployment?	Explain Q&A	IS Instructor Training Manual (p. 6) IS Participant Training Manual (p.3)
10	**Duty or Ask:** Apply classification codes found or received from RIM	Classification of records in eArchives. - List classification codes	1. Explain 2. Demonstrate 3. Observe 4. Assess and Release (Appendix p. 20) Apply Learning Styles during demonstration (Appendix p. 21)	IS Instructor Training Manual (p. 7-10) IS Participant Training Manual (p.4-6)
10	**Duty or Ask:** Access Livelink through web browser and add or remove a user from a group	Groups in E-Archives - Access Livelink through web browser and add or remove a user from a group	1. Explain 2. Demonstrate 3. Observe 4. Assess and Release (Appendix p. 20) Apply Learning Styles during demonstration (Appendix p. 21)	IS Instructor Training Manual (p. 11-13) IS Participant Training Manual (p.7-9)
15	**Duty or Ask:** Explain what are permissions in EArchives Grant access permissions **Duty or Ask:** Edit access permissions	Manage access permissions -What are persmissions in EArchives? -How do I edits permissions on EArchives?	Explain Q&A 1. Explain 2. Demonstrate 3. Observe 4. Assess and Release (Appendix p. 20) Apply Learning Styles during demonstration (Appendix p. 21)	IS Instructor Training Manual (p. 14-18) IS Participant Training Manual (p.10-14)

Separate training session on Cognos system if needed by Steward, no need to detail here	**Duty or Ask:** Run reports or Followup on request from RM Officers on review audit reports			Cognos Reports Manual (Link to Cognos E-Archives manual)
Instructions will be given ad-hock when technical problem arise, no need to train on this.	**Duty:** Email RM officer or IT Apps when technical problem arise asking for help and answering any follow up questions from RM Officer or IT Apps to help solve the problem. Once fixed the Steward needs to test to make sure system is working.			Instructions will be received on call

PART II : SUPPORT USER – 20 Minutes				
Time (min)	Objectives	Content covered	Learning activity	Documentation
20	**Duty:** Act as a point of contact (on above duties) between between RM Officer/IT Apps and users	What is the eArchives micro-site? Explain what it means to " Act as liaison between RM Officer/IT Apps and users"	Explanation Q&A	eArchive micro-site
	Duty: Demonstrate application of job aids on Google, Livelink, Groupwise, web browser, and webdrive	Demonstrate application of job aids on Google, Livelink, Groupwise, web browser, webdrive	1. Explain 2. Demonstrate 3. Observe 4. Assess and Release (Appendix p. 20) Apply Learning Styles during demonstration (Appendix p. 21)	eArchive micro-site

PART III : SCENARIO – 15 minutes			
Time (min)	Content covered	Learning activity	Documentation
15	**Guided facilitation:** Provide a print out of the scenario from the instructor training manual and have the learner read it and answer the questions in front of you on the computer. Allow the Steward to make mistakes as this will help them learn. If they get stuck or ask for help guide them by asking them questions to get the solution. For example: When you create a group, what is most important… DO NOT SHOW THEM. LET THEM FIGURE IT OUT BY USING QUESTIONS. IF THEY ARE REALLY STUCK TELL THEM WHAT TO DO. NEVER TAKE OVER CONTROL OF THE MOUSE. THEY NEED TO EXPERIENCE CONTROLLING IT.	Evaluation	Scenario (Appendix p. 22)

PART IV : CONCLUSION – 5 Minutes			
Time (min)	**Content covered**	**Learning activity**	**Documentation**
5	Review all the topics covered in the training Identify who to contact in case of questions Ask them how they thought the training went and if they have any more questions Tips for success: Always expect the best from the Stewards The very best trainers are "high expectations" people. Encourage and empower the Steward by giving feedback using the sandwich technique. 1. Start with a positive. 2. Then constructive. 3. End with a positive. Ask them to fill in the evaluation form	Explain	Evaluation form (print of Appendix page 25)

ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM

WHAT IS AN INFORMATION STEWARD?

An Information Steward is a CBC/Radio-Canada employee who has been delegated to act as a liaison between their department/group and National Records and Information Management. An Information Steward will also be responsible within their group for granting access-permissions to electronic folders and documents in E-Archives, classifying electronic records, and answering questions from their group members regarding E-Archives and records and information management.

Activities:

- Ensure access to E-Archive for new user accounts as needed.
- Request the creation of new Livelink groups when necessary.
- Manage Livelink group memberships.
- Manage permissions to content.
- Functional support base (How do I do that).
- Assist in the evaluation of the Records Management in the department by RIM (via Cognos reports - such as a list of group members, permissions list, list of contents, etc).
- Participate in any user acceptance testing for configuration changes, upgrades, enhancements and new features.
- Continuous user training.

WHAT IS E-ARCHIVES?

The Electronic Document and Records Management System, or E-Archives, is the tool that is used at CBC/Radio-Canada to provide integrated management of electronic records (Word documents, Excel spreadsheets, email and images). E-Archives is a central, online storage area that allows employees to create, classify, share and maintain electronic records. Employees are granted permissions to see, modify, create or delete certain files depending on the job they hold within the corporation. E-Archives works in conjunction with the Records Classification and Retention Schedule so that electronic records are managed appropriately.

E-Archive assets:

- Consolidated view of information for business activities.
- Master record inventory to simplify Access to Information (ATI) searches.
- Faster access to specific documents (electronic and paper).

- Document retention scheduling will allow Records Managers to identify records that need to be reviewed with a view to destruction or archiving.
- Efficient and cost effective compliance with Government policies.
- Full audit capabilities to demonstrate compliance and accountability.
- The ability to share and link information between departments.

WHAT IS AN E-ARCHIVES DEPLOYMENT?

- The goal of the E-Archive project is to set up a folder structure in Livelink where electronic business records for each department can be preserved.
- In each department, a designated representative ("information steward") will work with the E-Archive project team to set up an appropriate folder structure and permissions for these records.
- Training and support will be provided for all employees.
- The project team can respond to questions from users about saving business records (pre-Google email, Google email, or other documents) in Livelink.

WHAT IS LIVELINK?

Livelink is an application that runs from CBC / Radio-Canada internal servers. This application allows document storage, workflow management (recording of leave, contracts, projects, etc.) and the integrated management of business records. Livelink is the practical application of the E-Archive program that allows us to meet our mandate in terms of managing our information with business value.

USING OTHER SYSTEMS?

Other systems contain operational information in a very specific format and their applications are known to their users. Popular examples are iNew, Avid, Dalet Plus, MAM, SAP and Remedy. The information contained in these systems does not have to be transferred to Livelink as it is already managed properly.

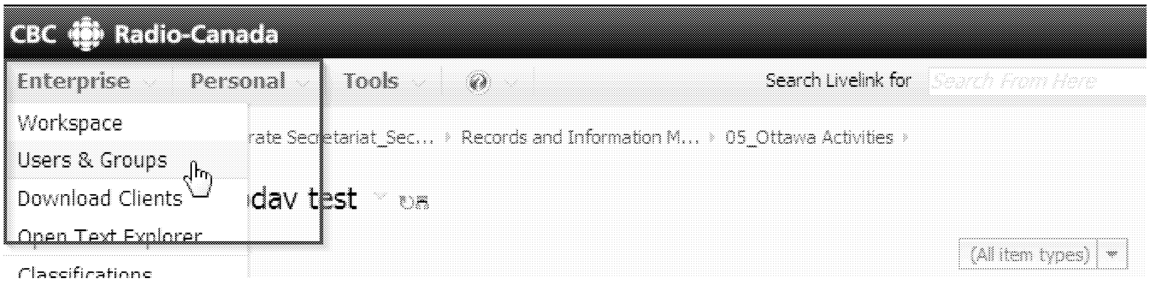
Other platforms used by most employees to handle information daily produce a large amount of information of different form and value. However, information of business value that comes from Google applications (Gmail and Drive), network drives or My Documents shall remain temporarily and be transferred to Livelink to be managed in compliance with laws and policies that apply.

The notion of temporary before transferring business records to Livelink vary with the nature of the affected projects, but keep in mind that the automatic destruction of emails on a yearly basis is applied every day. It is therefore recommended to follow good email management practices daily.

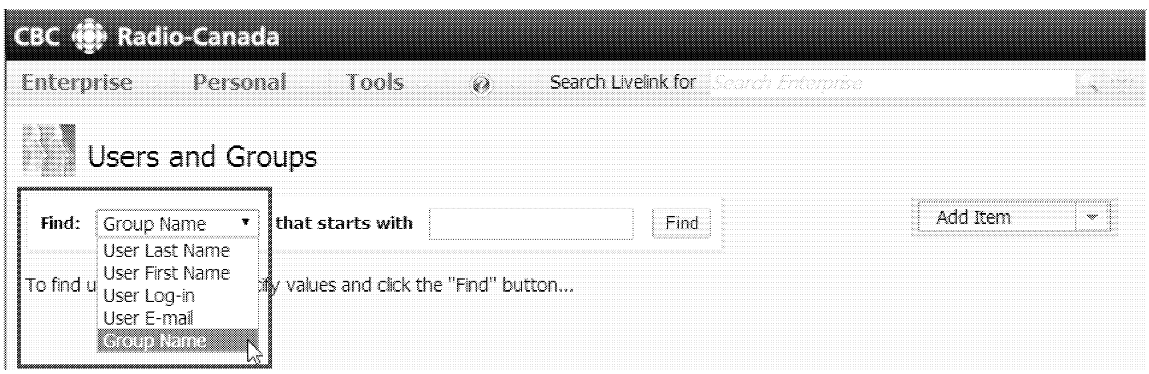
MANAGE GROUPS IN E-ARCHIVES

To manage user groups, you must have been appointed Group Leader therein. The group leader is the only one, apart from the system administrators who can add and remove members of a given group.

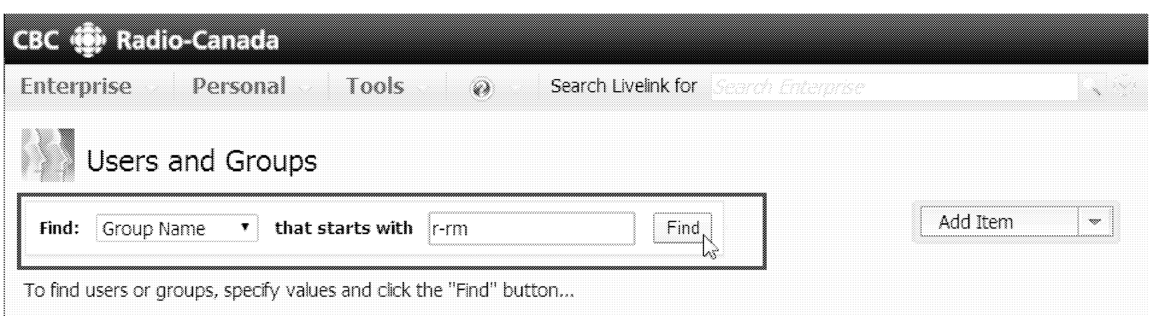
1. To manage a group, go to the top left corner of the page and select the link Users & Groups.



2. On the next page, click on the down arrow next to **Find** and select the option **Group Name**.



3. In the field **that starts with** type in a group name and click the **Find** button. Only the first letters should suffice.



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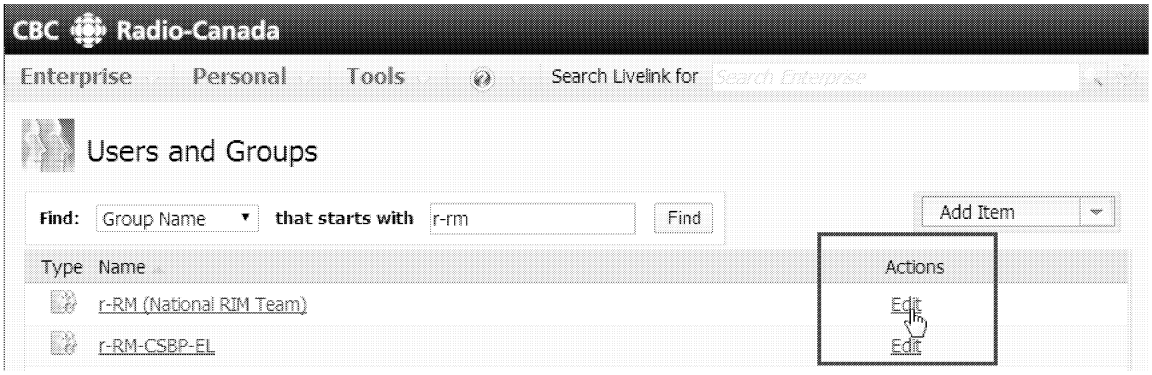
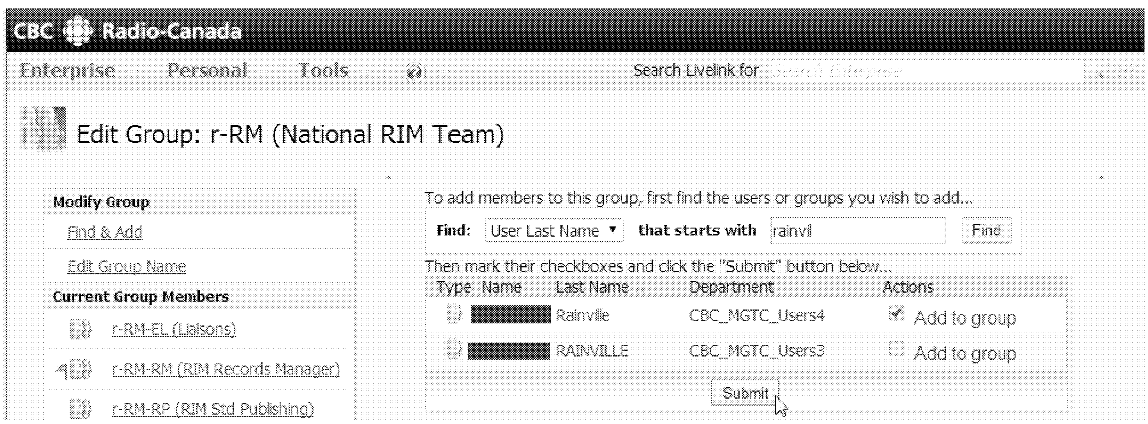
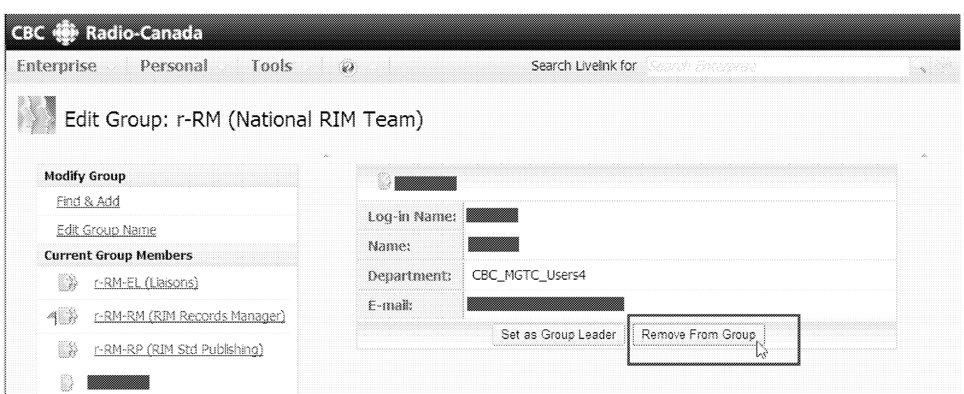
4. Take necessary precautions to select the correct group name by clicking the link **Edit** in the column **Actions** next to the appropriate group.



5. Type in the user name in the **that starts with** text field and click on the button **Find**. Click on the box next to the **Add to group** action for the appropriate user you want to add and click the button **Submit**. You can add other users by repeating the same steps.



6. If you need to remove a user from a group, click on the username you need to remove from the **Current Group Members** box and click on the button **Remove From Group.**



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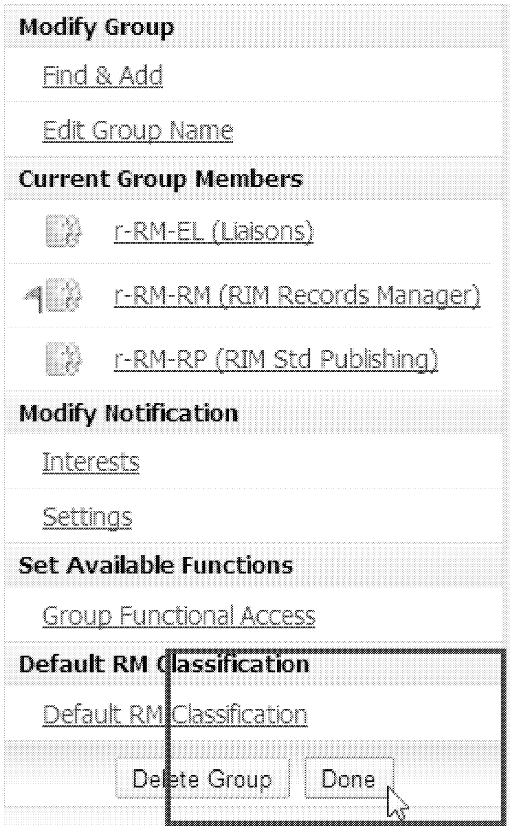
7. When you are finished, click **Done**.



WHAT ARE PERMISSIONS IN E-ARCHIVE?

Within E-ARCHIVES, the information stewards will be responsible for granting access permissions to employees within their department or group. The position you hold in your group/department will determine which records you have access to. Access control governs what you see in E-ARCHIVES. For example:

- If you do not have permission to see an item, the item is hidden from you when you open a folder or view a Search Results page.
- If you do not have permission to add items to a folder, the "**Add Item**" menu does not appear when you open that location.
- Only the functions that you have permission to perform appear on the "**Functions**" menu.

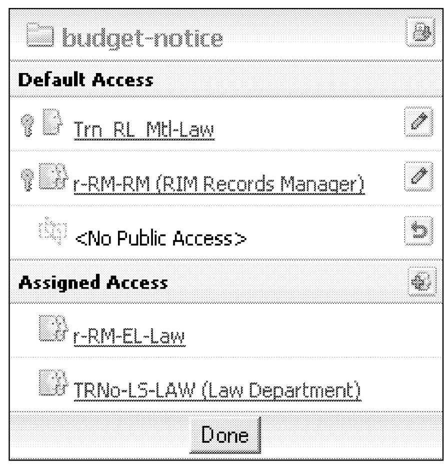
The following chart describes the permissions that may be applied to electronic records.

Permission	What the Permission Allows
See	You can see the folder but not the items inside.
See Contents	You can open the item and see its contents (i.e. view, open and download).
Modify	You can rename the item and modify some of its properties.
Edit Attributes	You can apply categories to the item or modify the item's categories or the attributes they contain.
Add Items	You can add items (folders, documents, etc.). This permission is only available for folder items.
Reserve	You can reserve (check-out) the document to prevent other users from modifying it while you modify its content.
Delete Versions	You can delete versions of the item. The Delete Versions permission is only available for items that have versions, such as Documents.
Delete	You can delete the item.
Edit Permissions	You can edit the permissions that other users or groups have on the item.

HOW DO I EDIT PERMISSIONS IN LIVELINK?

Information Stewards and members of the RIM Group are the only ones who have approval to grant or change access permissions for E-Archives. When a group or department is deployed to E-Archives, the RIM team will help to arrange your folder structure and your group permissions. Setting individual permissions for each folder added to Livelink can be a tedious and time-consuming process. That is why, in most cases, an item's permissions are inherited (based on the folder to which it is added). This means that if a record is added to a folder, the permissions granted to the records within that particular folder will be attributed to the record that is being added. However, if the inherited permissions are not what you require, you can still edit the permissions. You need to have the 'Edit Permissions' permission to be able to do this.

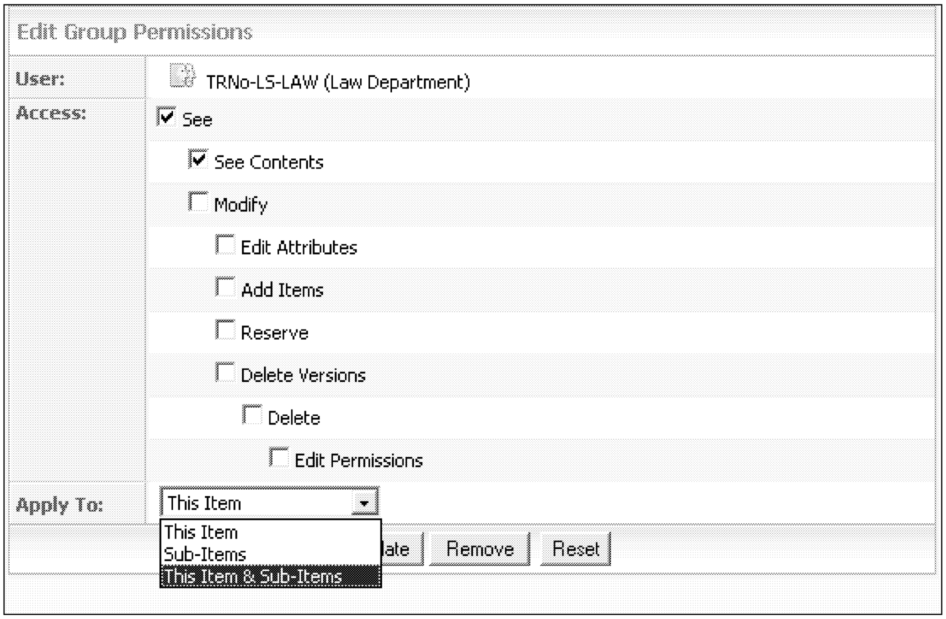
HOW TO EDIT PERMISSIONS:



1. Navigate to the folder or document.
2. Click the **Functions** icon ( ) and select **Permissions**. The Permissions page is displayed.
3. On the **Permissions** page, the Access Control List is displayed. The Access lists have already been defined. **Owner** ( ), is the user who has full permissions on the item. By default, the Owner is the user who created the item.

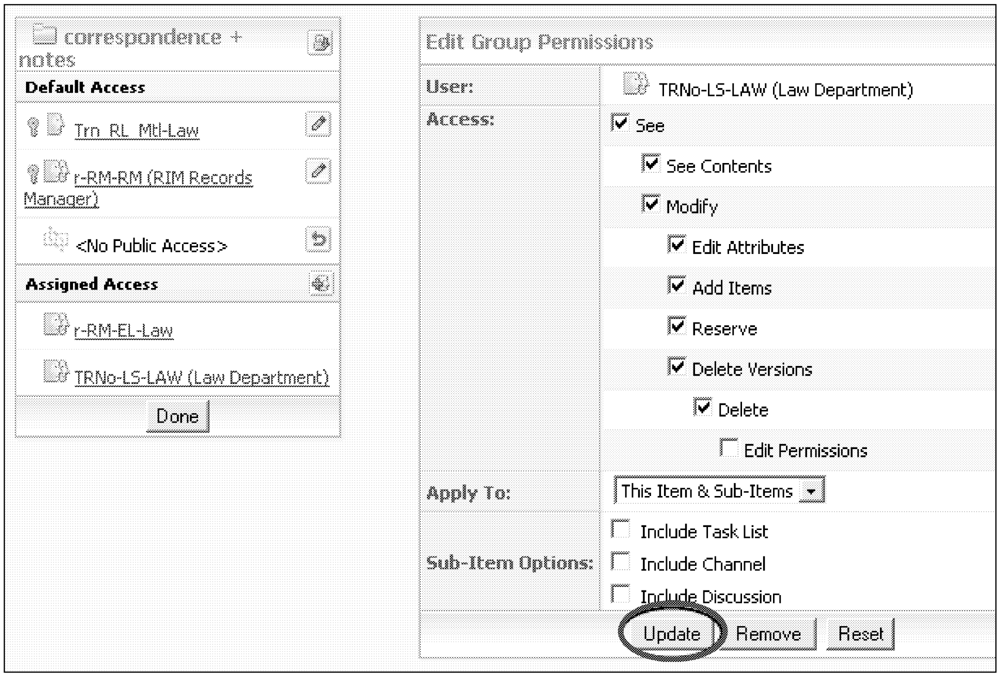
   Owner Group ( ), a group to which the item "belongs" and to which you want to assign extra permissions on the item.

4. Select a group by clicking on a name in the **Assigned Access** list.
   The **Edit Group Permissions** chart is displayed to the right.
5. Change the permissions in the **Edit Group Permissions** chart:



   a. Click on the box beside the permission to select it or deselect it (e.g. Modify, Edit attributes, Reserve, Delete). A checkmark indicates that the permission is selected (☑) and needed for the group.
   b. From the **Apply To** drop-down list, select **This Item & Sub-Items**.
      When you change the permissions on a folder, its sub-folders keep their original permissions unless you specify otherwise. Sub-Item Options are displayed upon making the selection. It is not necessary to select these options.

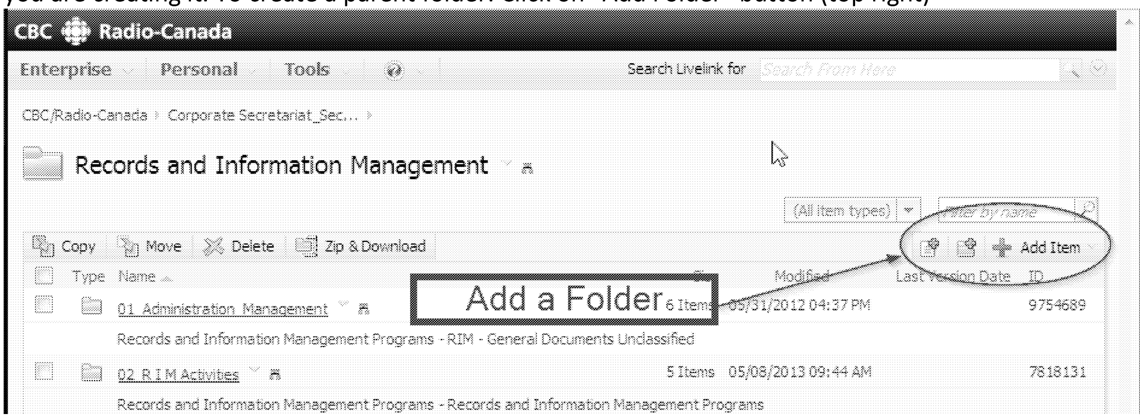
6. On the **Permissions** page, click **Update** to change the permissions.



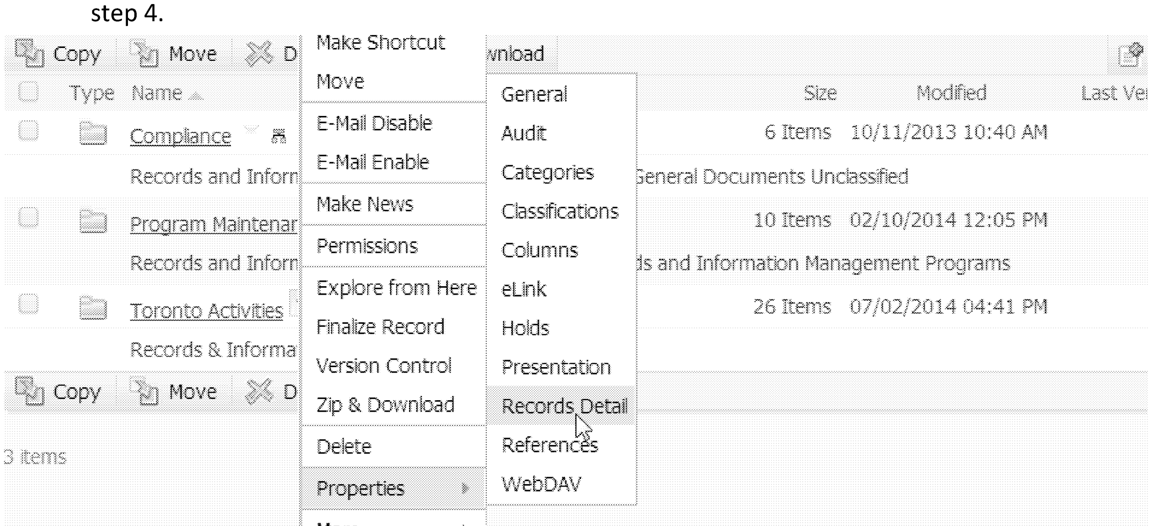
The permissions have now been applied to the item.

CLASSIFY RECORDS IN E-ARCHIVES

1. When a parent folder is created in E-Archives, you will be prompted to classify the folder while you are creating it. To create a parent folder: Click on "Add Folder" button (top right)



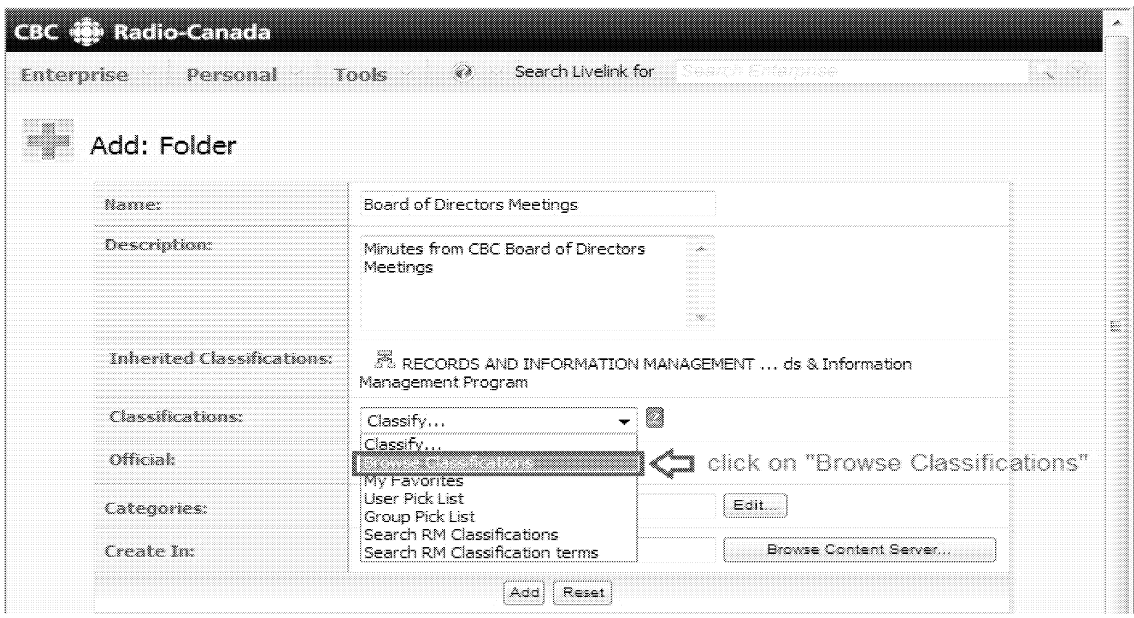
   a. If you created a parent folder from WebDrive, you will need to use your Web browser to access the folder's properties and select **Records Details**, and then skip to the following step 4.



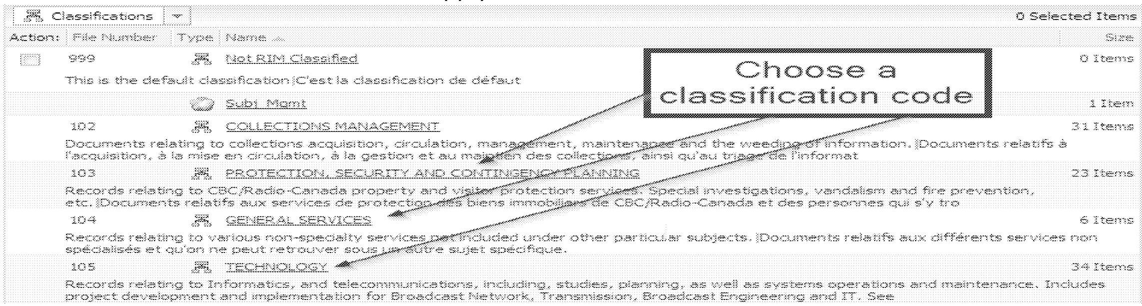
2. Fill in the "Name" and "Description" fields when prompted.

Ex. Name: Board of Directors Meetings

3. Description: Minutes from CBC Board of Directors MeetingsSelect "Browse Classifications" from the drop down menu under "Classification"

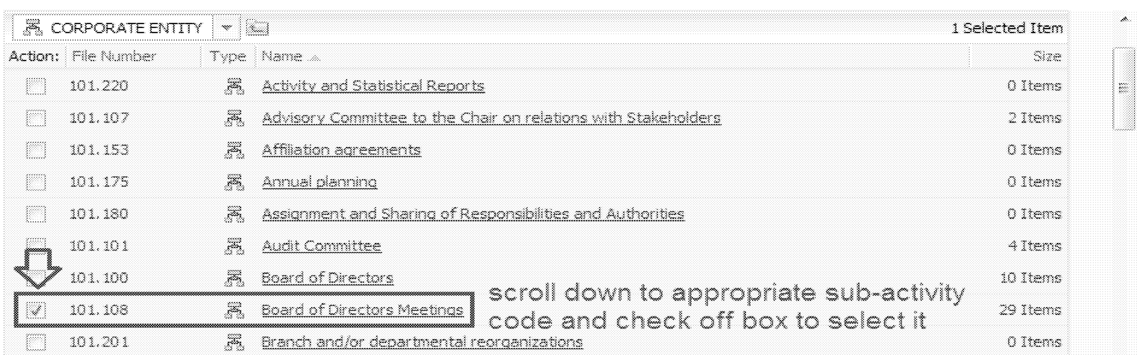


4. Choose a classification code to apply to the folder.

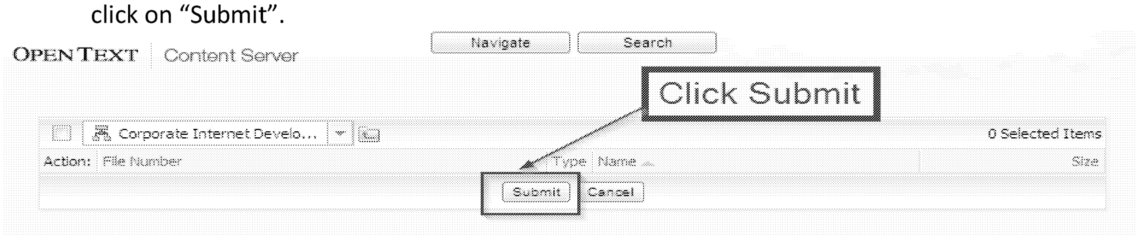


For example: If the folder will contain Minutes from the Board of Directors Meetings, use code 101.108 (Board of Directors Meetings: Documents relating to meetings of the Committee. Includes notices of meetings, agendas, meeting records, minutes and annexes, resolutions, meeting follow-ups.) Choose the appropriate code for the folder.

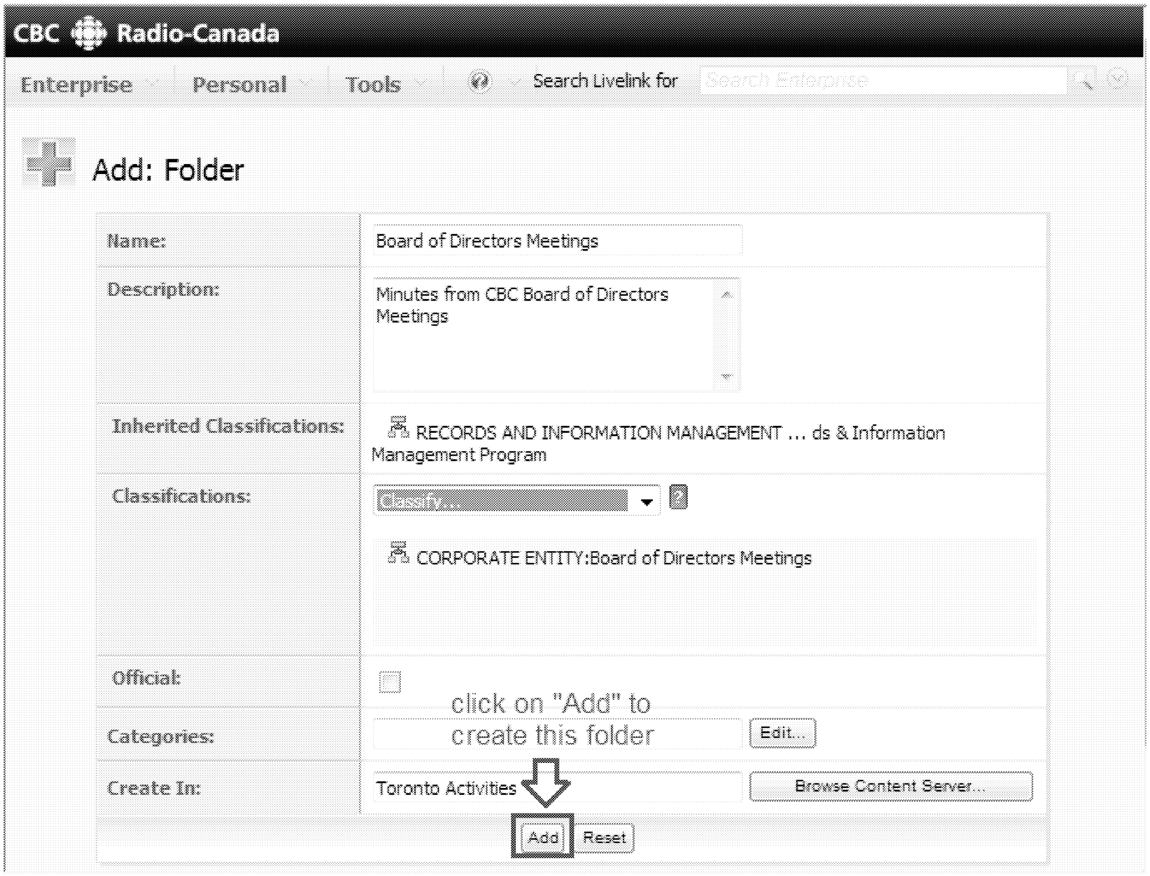
If there are sub-activity codes for you to choose from, the system will prompt you to choose once you have chosen the activity code.



5. Once you have selected your classification code, scroll down to the bottom of the window and click on "Submit".



Back in the "Add:Folder" window, click on the "Add" button at the bottom to create this folder with its assigned classification.

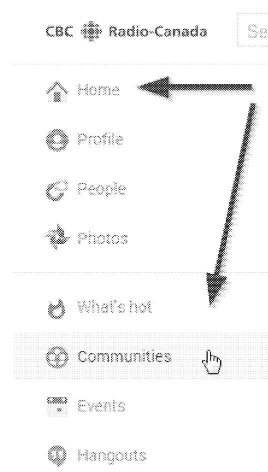


Once a folder is classified, it will automatically have a retention period and disposition applied to it based on the classification code. Any records placed in the folder will inherit the classification code that has been applied to the folder; this is why it is important to make sure that you file electronic records in the appropriate folders.

E-ARCHIVE COMMUNITY

E-ARCHIVE GOOGLE+ COMMUNITY FOR INFORMATION STEWARDS

1. Start by activating your Google+ profile, you can learn more about it here: https://sites.google.com/a/cbc.ca/google-toolbox/home-2/google (You can skip this step if you already activated your profile)



2. Once your profile is active, place your cursor over the Home icon and click on Communities

3. Go to **Search for communities** and type in **E-Archive / Archivel**

4. Select it and ask to join the community, you will receive a reply shortly welcoming you

SUPPORT AND INFORMATION

General Issues

Open a ticket with ITSC or your support group

Functional Questions

Contact the RIM Teams (see below for details)

Access related issues

Contact the Information Steward responsible for your team

RIM Team

National

Benoit Rainville
Head of National Records and Information Management Program / Corporate Secretariat

Montreal

Nathalie Lemay
Analyst, Document Management and Information / Media Libraries and Archives

Toronto

Cesar Cameirao
Coordinator / Records and Information Management

E-Archive Project Team

National

Benoit Rainville
Project Lead, Analyst and Configurator

Montreal

Dahlia Beristain Gil
Project Lead and Analyst

Michel Assante
Configurator

Toronto

Mark Grysiuk
Project Lead, Analyst and Configurator

APPENDIX

DEMONSTRATION: BEST PRACTICES

Explain: The mentor will explain the position and the procedure(s) in which to properly execute the task, in detail. The mentor will highlight the importance of key procedures. Mentors should be open to two way communication about the task. The mentors should not rush the explanation and encourage questions.

Demonstrate: The mentor will then demonstrate the procedure they have just explained. The mentor will continue to describe the procedure as they demonstrate.

Observe: At this point, the mentor will let the Steward perform the task while standing nearby and observing. If the Steward gets stuck, resist the urge to fix the problem for them. Instead, ask the Steward clarifying questions so that they come to the answer themselves. If Steward is really stuck mentor can tell them what to do but to allow the Steward to complete the task. NEVER TAKE OVER CONTROL OF THE MOUSE.

Assess and Release: After assessing that the Steward can competently perform the task, the Steward will be ready to perform the task solo. The mentor will complete the “Steward Training Record” form and evaluate the Stewards level of motivation and competency in the training to indicate that the Steward has successfully completed the OJT program and is competent in the position. If evaluation is a 3 or lower, then

Source: http://www.wtb.wa.gov/Documents/OJTBestPracticesManual_emailversion.pdf

LEARNING STYLES

Visual Major Learning Style Preference: This person learns best by seeing words in books, on the chalkboard, and in workbooks. They remember and understand information and instructions better if they read them. They don't need as much oral explanation as an auditory learner, and they can often learn alone, with a book. They should be encouraged to take notes of lectures and oral directions in order to better remember the information.
Application: Show training manual to Steward so they can read along with you

Auditory Major Learning Style Preference: This person learns best from hearing words spoken and from oral explanations. They may remember information by reading aloud, especially when they are learning new material. They benefit from hearing audio tapes, lectures, and class discussions. They benefit from making tapes to listen to, by teaching other students, and by conversing with their teacher.
Application: Have Steward read parts of the manual outloud and then discuss.

Hands-On Major Learning Style Preference: This person learns best through experience, by being involved physically in instruction. They remember information well when they actively participate in activities. A combination of stimuli--for example, an audiotape combined with an activity--will help them understand new material. Writing notes or instructions can help them remember information.
Application: Have the Steward practice each step on their own computer

Source: http://www.wtb.wa.gov/Documents/OJTBestPracticesManual_emailversion.pdf

SCENARIO

After a while using E-Archives, Mary receives these requests from users:

1. I need to access so and so files for X project, can you help me? (user is not part of the group who has normally access to that information, but will need access to it for the duration of a project)

2. I deleted X document by mistake, can you help me retrieve it?

3. I need to make updates to this document but it's reserved by someone else, can you unlock it for me?

4. Help! My archived emails only show a blank page when I open them.

5. Cognos help

How should you deal with these requests?

Typical interventions: (with use of Web Browser or Cognos)

1. An employee is moving laterally in the corporation and his present access rights must be removed. (Link to Cognos E-Archives manual)

2. A new employee has been hired in your team and will start in two weeks, what are the steps you need to follow to ensure he will be able to access the right information. (think of all possible groups involved) (Link to Cognos E-Archives manual)

3. A recent strategic change is forcing you to review the way you conduct business and how your information is organized. You need to have a good picture of the situation in E-Archives before you can rearrange the structure. How can you get a hand on that bigger picture? (Link to Cognos E-Archives manual)

Definitions

RECORDS AND INFORMATION MANAGEMENT: resource management function through which information resources of business value are created, acquired, captured, managed in departmental repositories and used as a strategic asset to support effective decision making and facilitate ongoing operations and the delivery of programs and services. Effective recordkeeping enables departments to manage their ongoing operations, deliver programs and services, and ensure key departmental capacities for accountability, stewardship, evaluation, audit, access to information, privacy, security and policy compliance. (Treasury Board of Canada Secretariat, 2011)

RECORDS CLASSIFICATION AND RETENTION SCHEDULE: list of classes of records arranged by function that describe the length of time a corporate record will be retained as an active record, as well as the final disposition of the record (retain, destroy, or transfer to archives). The classification and retention schedule used by CBC/Radio-Canada has been developed by National Records and Information Management in accordance with the guidelines set out in the *Library and Archives Act (2004).* The classifications and dispositions are to be applied to all corporate records, regardless of format, at CBC/Radio-Canada.

DISPOSITION: the action that will be taken on a record at the end of its retention period (retain, destroy, transfer to archives) and has met all of the institution's operational, administrative, and legal requirements. A record may have to be kept longer than its initial retention period because of a change in the business need, a legal requirement, i.e. a court case, or a pending ATIP request. The purpose of a disposition authority is to ensure that records are disposed of according to legal/legislative, policy, business and archival requirements. (Canada L. a., Government, 2007)

RETENTION PERIOD: the period of time that a corporate record must be retained in order to comply with legislation. Retention is set based on the Classification and Retention Schedule developed by RIM in accordance with the *Library and Archives Act (2004).*

PHYSICAL RECORDS/OBJECTS: a paper-based record produced or received in the initiation, conduct, or completion of an institutional or individual activity and that comprises content, context, and structure sufficient to provide evidence of the activity. (Canada L. a., Government, 2010)

E-ARCHIVES: (ELECTRONIC DOCUMENTS AND RECORDS MANAGEMENT SYSTEM): tool that provides integrated management of electronic records (Word documents, Excel spreadsheets, email and images). E-ARCHIVES is a central, online storage area that allows employees to create, classify, share and maintain electronic records. Employees are granted permissions to see, modify, create or delete certain files depending on the job they hold within the corporation. E-Archives works in conjunction with the Records Classification and Retention Schedule so that electronic records are managed appropriately.

INFORMATION STEWARDS: a CBC/Radio-Canada employee who has been delegated to locally support and coordinate RIM services within their department or group and to act as a liaison between their department/group and National Records and Information Management. An Information Steward will also be responsible within their group for granting access-permissions to electronic folders and documents in E-Archives, classifying electronic records, and answering questions from their group members regarding E-Archives and records and information management.

EVALUATION

Make a copy and provide to Steward directly after training

Please respond to the following questions.

1. I have a clear understanding of my responsibilities as a Steward

Strongly Disagree	Disagree	Agree	Strongly Agree
1	2	3	4

1. What were the most valuable parts of your training session?

2. What changes could be made to make the training more effective?

4. Additional comments:

WORKS CITED

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Canada, L. a. (2007, 07 22). *Government.* Retrieved 02 06, 2012, from Library and Archives Canada: http://www.collectionscanada.gc.ca/007/002/007002-5002.28-e.html

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Generic Valuation Tool (GVT)
ACQUISITION SERVICES

- This tool is designed for Information Management (IM) specialists to use with relevant business areas when identifying information resources of business value (IRBV) and retention specifications.
- The IRBV and retention specifications contained in this document are recommendations only and should be customized to apply in each institutional context. The complete document should be read before using any recommendations.
- **This GVT does not provide Government of Canada institutions with the authority to dispose of information**. GVTs are not Records Disposition Authorities (RDA) and do not replace the Multi-Institutional Disposition Authorities (MIDA).

1.0 Defining the Activity

1.1 Acquisition Services are identified at the sub-sub-activity level of the Treasury Board Secretariat's (TBS) *Profile of Government of Canada (GC) Internal Services* (Profile[1]) and are common across the Government of Canada. It is one of the three sub-sub-activities comprising the Asset Management sub-activity, the other two being Materiel Services and Real Property Services.
"Acquisition Services (formerly Procurement Services) involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract"[2].

1.2 It is intended that this tool will form part of an Asset Management suite of GVTs as the activities to procure a good, service or real property are an integral part of the asset management life cycle.

1.3 Procurement activities are somewhat unique in the GC as it is one of the few situations where the initiating department might not be in control of the process; procurements over a certain monetary value, complexity, or of a certain type (e.g. public opinion research) require the involvement of Public Works and Government Services Canada (PWGSC) procurement

[1] http://publiservice.tbs-sct.gc.ca/mrrs-sgrr/about-apropos/instructions-consignes/profil-eng.asp
[2] http://publiservice.tbs-sct.gc.ca/mrrs-sgrr/about-apropos/instructions-consignes/profil-eng.asp

officers / specialists from the outset of the activity. In many of the activities, the PWGSC procurement officer is the lead on the file and is also responsible for the creation of the procurement file; however there are also situations where the department is responsible for the creation of certain information resources. This GVT assumes that the department will be creating "shadow" files to document the process and to allow for the re-creation of all actions undertaken during the procurement activities for purposes of accountability. These files may contain a mix of original information resources or working copies.

The recommendations in this tool are designed to address the business value and retention for these shadow files.

1.4 "The Profile of Government of Canada (GC) Internal Services outlines a common vocabulary and taxonomy of the GC's internal services for supporting a common government-wide approach to planning, designing, budgeting, reporting and communicating GC internal services.[3]" It is LAC's intention that the GVTs for the internal services can be used by all departments regardless of their mandated activities. This tool is intended to be a starting point for those institutions mandated to acquire as they proceed with the identification of their IRBVs (Information Resources of Business Value) and can be used with close evaluation of the processes and IRBV to ensure that they are accurate for the activities of that institution.

As defined by the *Profile*, the service groupings for Acquisition Services are: Goods Acquisitions, Services Acquisitions, Construction Acquisitions and Other Acquisitions. The PWGSC website buyandsell.gc.ca details what items are covered in these service groupings.

1.5 Goods Acquisition

The Goods Acquisitions activity involves the definition of goods requirements, the selection of the sourcing method, the implementation of the sourcing method, the awarding of the contract, the administration of the contract and closure of the file. Goods acquisitions covers items in the following areas: Audiovisual, Projection, and Videoconferencing Equipment, Computers, Desktop and Network Printers, Fire Fighting, Safety and Rescue Equipment, Fuel, Furniture, Hand Tools, Passenger

[3] http://publiservice.tbs-sct.gc.ca/mrrs-sgrr/about-apropos/instructions-consignes/profil-eng.asp

Vehicles and Trucks, Photocopiers and Multifunction Devices, Security Equipment, Software, Tires and Tubes.

1.6 **Services Acquisition**
The Services Acquisitions activity involves the definition of the service requirements, the selection of the sourcing method, the implementation of the sourcing method, the awarding of the contract, the administration of the contract and closure of the file. Service Acquisitions covers services in the following areas: Central Removal Service, Centralized Professional Services, Learning Services, Professional Audit Support Services Supply Arrangement (PASS-SA), Solutions-Based Information Informatics, Professional Services (SBIPS), Task and Solutions Professional Services (TSPS), Clothing Advisory Service (CAS), Commissionaire Services, Communications and Printing, Cyber Protection Supply Arrangement - (CPSA), Freight and Courier Services (CFS), Professional Services: Professional Services Online (PS Online), SELECT (Construction, Engineering, Architecture Services), Task Based Informatics Professional Services (TBIPS), Temporary Help Services (THS), Technical, Engineering, and Maintenance Services (TEMS).

1.7 **Construction Acquisitions**
The Construction Acquisitions activity involves the definition of the service requirements, the selection of the sourcing method, the implementation of the sourcing method and the awarding of the contract. It may or it may not involve the administration of the contract or closure of the file.

1.8 **Other Acquisitions**
Other acquisitions include those which fall outside the definitions of goods and services above.

1.9 The acquisition services business processes defined in Section 3 are laid out in PWGSC's Supply Manual[4], and do not map directly to the service groupings above as these are not groupings of activities but rather groupings of service types.

2.0 Relationship to Other GVTs

[4] **Public Works and Government Services Canada – Policy and Process Directorate,** *Supply Manual*, Version 11-1, May 16th, 2011, 622p. http://www.tpsgc-pwgsc.gc.ca/app-acq/ga-sm/index-eng.html

2.1 Business processes and activities often overlap. When the IRBV for an activity is identified in another GVT, there is a note in the table to direct the user to the proper tool.

2.2 **Real Property and Materiel Services:** Acquisition Services complements the other internal services described in the Asset Management Services suite. Acquisition Services deals with the acquisition/procurement process component of asset management, while Real Property and Materiel Services deal with the management of assets after they are acquired. Each of these asset management services is addressed in separate GVTs.

2.3 **Financial Management Services:** Acquiring assets may involve functions, tasks, or activities related to the financial management or the Comptrollership of financial transactions as documented by contracts, purchase orders, or other financial records. These business processes and IRBVs are addressed in the Financial Management Services GVT.

2.4 **Management and Oversight:** All policy related to asset management are addressed in the Management and Oversight GVT.

2.5 **Human Resources Management:** Acquiring assets may involve functions, tasks, or activities related to human resources management. These business processes and IRBVs are addressed in the Human Resources Management GVT.

2.6 **Legal Services:** Acquiring assets may involve functions, tasks, or activities related to legal services. These business processes and IRBVs are addressed in the Legal Services GVT.

3.0 Business Processes

The acquisition services business processes are laid out in PWGSC's Supply Manual[5], with the exception of assessing and planning, Acquisitions activities are comprised of 7 sub-activities:

3.1 Assess and Plan

[5] **Public Works and Government Services Canada – Policy and Process Directorate,** *Supply Manual*, Version 11-1, May 16th, 2011, 622p. http://www.tpsgc-pwgsc.gc.ca/app-acq/ga-sm/index-eng.html

While assessing and planning the acquisition of goods or services is not expressly stated as a process in the PWGSC Supply Manual, it is necessary to perform an evaluation of existing assets and resources on an ongoing basis as well as conducting assessments of current and future organizational needs.

3.2 Requirements Definition

Requirements Definition involves identifying the needs of the requestor to ensure the goods or services being acquired is the best possible for the situation while adhering to a variety of legal frameworks. Developing the business case, the statement of work or the goods specifications, determining the security requirements and seeking approvals for expenditures are the main activities under Requirements Definition.

3.3 Procurement Planning

Procurement Planning (Procurement Strategy) defines in general terms how goods, a service or construction will be procured, and will include, at the highest level, the decision to proceed competitively or non-competitively and provide applicable details in support of industrial and regional benefits or other national objectives. The strategy could be quite basic, such as the decision to use a standing offer, or could be more detailed, which would be used for major projects. The planning phase involves reviewing the statement of work and determining the method of supply or the sourcing method, and it may also include seeking a variety of approvals or legal advice.

3.4 Solicitation Activities

Solicitation Activities involves defining the evaluation criteria of the bidders, preparing the selection methodology, soliciting bids from suppliers, responding to inquiries, evaluating submitted bids / proposals and determining the successful bidder in accordance with the evaluation and selection methodology.

3.5 Contract Award

Contract Award involves obtaining the various levels of approval for the project, awarding the project to the selected contractor, making the awarding of the contract public through official notices (i.e. MERX), debriefing the unsuccessful bidders and responding to challenges.

3.6 Contract Administration

Contract Administration, an important part of contract management, includes those activities performed after a contract award, to ensure files are properly maintained, that the contractor has met the requirements of the contract, and that payment is initiated.

3.7 Contract Close-out

Contract Close-out involves the completion of the acquisition activities, the financial aspects of the file and the evaluation of the contractor.

4.0 Validation

This GVT has been validated in consultation with:

5.0 Retention Specifications

The Acquisition of goods and services can fall under the North American Free Trade Agreement (NAFTA) or World Trade Organization (WTO) agreement. However, the only explicit retention recommendations in these agreements are for 3 and 5 years which is a shorter time than the recommendations made within this GVT.

It is our recommendation that all acquisition files be treated as a case file: all IRBV related to the procurement of an item should be retained in one repository so that disposition actions can be taken on all components of the file.

Note to users:

This GVT is in need of review and validation.There are areas which still need to be described or expanded.

Common Business Processes	Recommendations	
	Information Resources of Business Valueφ	Retention
3.1 Assess and Plan		
• Assess and plan requirements • Evaluate existing assets and resources • Assess of current and future organizational needs	– Planning and evaluation information resources – Needs assessment information resources – *See also Management and Oversight GVT for long term planning* information resources	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
3.2 Requirements Definition		
Initiate the project • Initiates contact with PWGSC if required for the scope of the project • Prepares a Specific Service Agreement and Project Charter	– Correspondence with PWGSC – Meeting agenda, notes, record of decision – Approved Specific Service Agreement (SSA) – Approved Project Charter	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Define the need§ • Develop the options analysis/business case • Validate the options analysis/business case	– Make or buy analysis – Options analysis/business case – Cost benefit analysis – Life cycle costing analysis	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Determine the method of supply§ • Justify need for sole source procurement (if required)	– Decision information resources – Sole source justification – Justification of non-competitive process – Acceptance / rejection of sole source decision	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Establish a budget and source of funds§ • Obtains expenditure approval	– Preliminary budget (preliminary cost estimates and schedules) – Expenditure approval	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial

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§ Activities undertaken in collaboration with PWGSC Procurement Officer/Project Manager
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Common Business Processes	Recommendations	
	Information Resources of Business Value φ	Retention
		transactions
Develop the Solicitation Documents§ • Defines the requirement • Develops Statement of Work • Identifies intellectual property considerations • Identifies environmental considerations • Ensures outgoing procurement documents are translated	– Translated, approved Statement of Work – Amendments to SOW – Foreground information (intellectual property) – Record of advice from Advertising Coordination and Partnerships Directorate (where applicable) – information resources relating to environmental considerations – Privacy impact assessment	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Assess Risk§	*See Management and Oversight GVT for Risk Management / Plan Risk assessment*	
Consult real property investment board (when acquisitions of real property are involved)§	– Correspondence with Real Property Investment Board	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Identify security requirements§	– Security requirements checklist (SRCL) signed by Project Authority, Security Authority, and Canadian Industrial Security Directorate (CISD) – Threat and Risk Assessment / Project Complexity and Risk Assessment (PCRA) – Correspondence with the Canadian Industrial Security Directorate – Correspondence with PWGSC – Designated Screening (DOS) application	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions

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Common Business Processes	Recommendations	
	Information Resources of Business Valueφ	Retention
	– Facility Security Clearance (FSC) application	
3.3 Procurement Planning		
Project Identification§ • Determine sourcing strategy/procurement strategy • Develop procurement plan • Secure appropriate reviews and approvals for preliminary planning documents	– Approved Preliminary Project Plan (PPP) (PPA) – Approved Feasibility Report (FR) – Project Charter – Centre of Expertise / Owner Investor / Analyst Report – Project complexity and risk assessment – Investment Analysis Report (IAR) – Lease Project Approval (LPA) – Approved procurement plan (copy of, or note to file with procurement number) – Identification Close Out Document (ICOD)	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Raise the Requisition§	– Acknowledgment of requisition – Original requisition and any requisition amendments, related correspondence – Price and Availability Enquiry (P&A) – Request for Information (RFI) – Letter of Interest (LOI) – Form: PWSGC 9200	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
• Validate the justification for exceptions to the Government Contracts Regulations and trade	– Exception justification documents (PWGSC-TPSCG 563, attestation form) – Documents related to obligations under Comprehensive Land Claim Agreements	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial

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Common Business Processes	Recommendations	
	Information Resources of Business Value φ	Retention
agreements[§]	– Documents relating to obligations under World Trade Organization – Agreement on Government Procurement (WTO-AGP) or North American Free Trade Agreement (NAFTA)	transactions
Approvals[§] • Seek TB approval as necessary • Seek Procurement Review Committee approval (if project is over $2M) • Seek project review by Senior Project Advisory Committee (SPAC) (when the procurement is more than $100 000 000, but not a MCP)	– Turn around Document / TB project approval (depending on the scope of the project) – Ministerial approval (where appropriate) – Procurement Review Committee (PRC) detail documents – PRC record of decision – Project Review Advisory Committee report	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Commit funds in Financial system	– Entries into SAP (contract/ commitment, amendment, call up, information, approval)	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Involvement of Fairness Monitor (as required by project size) [§]	– Reports from Fairness Monitor	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
3.4 Solicitation Activities		

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Common Business Processes	Recommendations	
	Information Resources of Business Valueφ	**Retention**
Develop Bid Evaluation Criteria§ • Establish the evaluation team members, their role & responsibilities • Develop the plan for bid evaluation • Develop the bid evaluation criteria • Develop the scoring grid	– Evaluation Criteria documents (criteria, scoring guide, evaluation plan, scoring sheets, rough notes, consensus scoring, technical evaluation report)	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Bid Solicitation§ • Invite tenders / proposals / bids in accordance with the procurement strategy • Prepare and issue bid solicitation documents	– Preparatory documents for MERX posting – Translated questions and answers from MERX – Bid Solicitation Documents including: Notice of proposed procurement (NPP); Advanced Contract Award Notice (ACAN)	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Engagement of Bidders§ • Respond to inquiries from interested suppliers • Hold bidders conference if required • Conduct site visit (if required) • Amend SOW (if required)	– Responses to interested suppliers – Documents from bidders conference/site visits (agenda, minutes of bidders conference) – Correspondence resulting from site visit – Amended SOW	
Bid Evaluation§ • Evaluate the suppliers • Evaluate bids, proposals and offers • Involvement with technical negotiations • Recommend a supplier to award	– Documents from evaluation meetings – Copies of responses to supplier inquiries – Copies of evaluations of financial & technical proposals – Copies of documents determining the successful bidder	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions

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Common Business Processes	Recommendations	
	Information Resources of Business Valueφ	**Retention**
the contract	– Copies of procurement agreements – Copies of Approval documents – Copies of approved contracts – Copy of Loan Agreement (where the Crown is obligated to provide the contractor with certain items), and related cost benefit analysis	
Confirm Security Clearances§	– Security Clearance documents	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
3.5 Contract Award		
Award Contract§	– Copy of winning bid – Notification to winning bidder – MERX entry of winning bidder	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Debrief unsuccessful bidders§	– Correspondence with unsuccessful bidders – Notes from oral debriefing (based on notes from the evaluation sessions)	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Respond to challenges to the procurement decisions§	– Challenge from supplier – Input into the legal responses as required – Validation of challenge from appropriate authority	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions

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Common Business Processes	Recommendations	
	Information Resources of Business Valueφ	**Retention**
3.6 Contract Administration		
Commencement of work, receipt of goods§ • Review and understand the contract • Initiate work • Receive goods	*For IRBV related to receipt of Goods, see Materiel Management GVT*	
Monitor progress§ • Attend progress review meetings • Brief, monitor and interact with suppliers • Document decisions and significant developments	– Progress review reports – Minutes from meetings with team/contractors – Documents resulting from examinations of the work in progress, examination of goods – Contract amendments as required – Project audits (financial and technical) – Copies of written notice from the Contractor in the event of a delay with a work-around plan – Copy of contract amendment – Correspondence indicating agreement with the amendment from the contractor	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Address Performance Issues§ • Notify the contractor of poor performance • Consult with Legal Services	– Copies of written notification from PWGSC regarding poor performance – Correspondence with the Procurement Officer in the event of issues with the commodity following delivery	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Payment on progress claims§	– *See Financial Management GVT* – Copy of invoice sent to finance (with	6 fiscal years after the end of the fiscal year after the last administrative

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Common Business Processes	Recommendations	
	Information Resources of Business Valueφ	Retention
	signature); progress claims	use, based on traditional practice applied to IRBV pertaining to financial transactions
Assign the contract (in specific circumstances, as detailed by the negotiated contract) §	– Correspondence with Legal Services – Formal assignment document assigning the contact to a third party	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Amend the contract§	– Design Change/Deviation form PWGSC/TPSGC 9038 – Formal Contract Amendment – Correspondence with Legal Services	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Dispute Resolution§	– Correspondence with the Contract Conflict Management Office – Copies of correspondence with contractor to resolve contract dispute	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Termination of contract§	– Notice of Termination – Correspondence with Legal Services – Correspondence with PWGSC procurement specialist – Copy of correspondence with contractor to terminate the contract in full or part – Stop Work Order / notice of suspension of services (and subsequent cancellation if the issue is resolved)	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions

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Common Business Processes	Recommendations	
	Information Resources of Business Value φ	Retention
	– Written notice of Crown's intent to terminate all or part of the contract for default, convenience or mutual consent – Correspondence with CISD – Correspondence with Contract Conflict Management Office.	
3.7 Contract Close-out		
• Approve final payments§ • Return contract financial security	– Copies of final payment claim, certified as per Section 34 – Copy of cost submission from contractor – Acquisition card statement (as received from Finance) – Verification documents of total time charged – Correspondence related to cheque requisition for bill of exchange – Correspondence related to release of letters of credit or other negotiable instruments deposited at the start of the process	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Evaluate Contract§ • Initiate an audit of a cost reimbursable contract (when clause in original contract) • Evaluate contractor performance • Assess environmental benefits • Complete a Client Satisfaction Survey	– Copy of audit report – Evaluation – Post contract report on Environmental Assessment – Client Satisfaction Survey – Termination for convenience audit	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions

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Common Business Processes	Recommendations	
	Information Resources of Business Value φ	Retention
Report on contracts§	– TBS datacap annual report – Decentralized activity report – TBS proactive disclosure – PSAB – Ad hoc reporting on standing offer – Spendcube data – Proactive disclosure documents – Annual report to TBS on intellectual property above 25K (will we collect this from TBS?) – Intellectual property disclosure – Annual performance report of the procurement strategy for aboriginal business units (PSAB) – Sustainable Development Strategies reports – Audit on cost reimbursable contract – Discretionary audit – Time verification audit	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions
Raise a warranty claim (when necessary) §	– Correspondence with Procurement Specialist regarding a warranty issue – Copies of correspondence with the contractor to resolve a warranty issue	6 fiscal years after the end of the fiscal year after the last administrative use, based on traditional practice applied to IRBV pertaining to financial transactions

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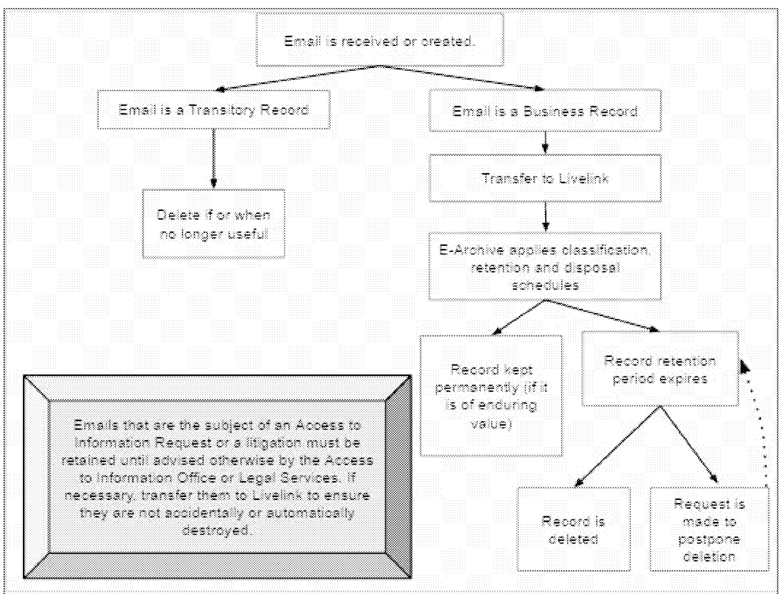
Archiving your emails in Livelink

Available In: EN FR Print

Livelink is the Corporation's electronic document and records management system (E-Archive).

Based on the corporate policy on email management, you are responsible for safeguarding emails that are "business records" by transferring them into Livelink. This will ensure that they are permanently stored, and will not be deleted as part of the automatic purge of older mail in your Gmail account, and your old GroupWise archives, that will begin in **January 2016.****

- About the email management policy
- Email management questions and answers
- Announcement of Livelink banner
- Saving and managing emails in Livelink (cheat sheet)



** Deadline revised in November 2014.

Archiving your emails – Questions and Answers

1. What should I do when I receive a new email?
You should determine whether it is a business record or a transitory message.

2. What exactly is a business record? What should I do with these?
An email that is material to a business decision or action is considered a "business record". Business records enable and document decision-making in support of programs, services and ongoing operations, and support departmental reporting, performance and accountability requirements. For a full description and examples of business records, see the new email management policy.

If the content of an email is important, if it provides you with an authorization, gives you a strategic direction to take, or will be needed for future reference, then you need to label it with a reminder that it needs to be transferred later to Livelink, for permanent storage.

3. What exactly is a transitory message? What should I do with these?
A transitory message is a record of a temporary nature, or one that is required for a short time only to ensure the completion of a routine action. It doesn't have any documentary, archival or evidential value. For a full description and examples of transitory records, see the new email management policy.

If you have determined that a single email or a whole email trail will not be needed for further consultation (e.g., a simple thank you, an external publication or confirmation of a meeting date), please discard it as soon as you are done with it.

By contrast, if you think it could be useful to keep an email for a short period of time, you can use the "Archive" feature in Google to move it from your inbox to the *All Mail* label (and any other label you have assigned it to), from where it will eventually be deleted (see following question).

4. How long will emails be stored in my Gmail account?
As of **January 1, 2016**,** our email system (Gmail) will permanently delete on a daily basis any email in your account that is more than one year (365 days) old, regardless of whether it is in your inbox, stored within a label that you created, or "archived"* in Gmail.

> ***NOTE: The "Archive" feature in Gmail moves an email from your inbox to the All Mail label (and any other label you have assigned it to). Email that is archived in Gmail will ultimately be deleted.***
>
> ***Email that is transferred to Livelink using the new Livelink button (see below) will <u>not</u> be deleted.***

5. Can I keep emails in my account without archiving or filing/labelling them?
Yes, you may keep emails in your email account for a period not exceeding one year (365 days) after their receipt or creation. As of **January 1, 2016**,** any emails older than one year will be deleted from your account on a daily basis.

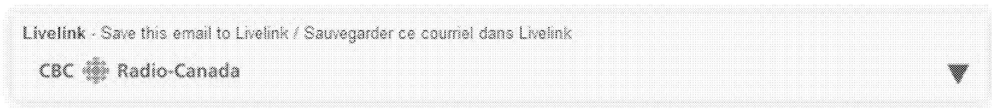
For this reason, it's especially important that you transfer business records to Livelink (both sent and received emails) in a timely manner, to ensure that they are not deleted after 365 days.

6. Access to information
If you are advised by CBC/Radio-Canada's Access to Information Office that a certain topic is the subject of an Access to Information Request, you must retain all emails relating to that topic until you are advised otherwise by them.

7. Litigation
If you are advised by CBC/Radio-Canada's Legal Services that a certain topic is relevant to an existing litigation or anticipated litigation, you must retain all emails relating to that topic until you are advised otherwise by them.

8. What is Livelink?
Livelink is a bilingual, web-based content management system that's used by CBC/Radio-Canada for time capture, contract management, document & records management, and collaboration. You can access it directly at http://livelink/livelinke/livelink.exe.

9. How do I transfer an email to Livelink?
When you open an email in Gmail, you will see a button just like this one at the bottom of your email, which will allow you to save it in Livelink for permanent storage.



A browser window will open, showing you a list of folders in Livelink where you can save your emails.

As noted above, if you "archive" an email in Gmail using the "Archive" button at the top of your Google screen, it will not be permanently saved. As of **January 1, 2016**,** any emails older than 365 days will automatically be deleted from your Gmail account on a daily basis.

10. What will happen to the emails I archived in GroupWise?
Your GroupWise archives will be accessible until **December 31, 2015**,** at https://archive.cbcrc.ca/ . If you had archived important business records (in the form of emails and/or attached documents) in GroupWise, or any emails that are the subject of an Access to Information request or litigation, it's important to transfer these to Livelink prior to **January 1, 2016**** in accordance with the corporate policy on email management.

As of **January 1, 2016**,** any emails previously archived in GroupWise that have not been transferred to Livelink will be deleted.

11. What should I do with emails that contain important documents?
If you receive an email with an attachment, and the email message itself is also of a business nature, you should save both the email and its attachment(s) in Livelink.

However, if you receive an email with an important attachment, but the email message itself is of transitory nature, you should save the attachment(s) separately in Livelink. After the attachment has been saved in Livelink, you may delete the email message.

12. What can I do to better manage my inbox?

- There is only one way to manage your inbox effectively. Follow these four easy steps: Read it, Action it, File it, Delete it.
- If you were copied on an email, delete it when you are finished reading it and it is no longer needed.
- Consider doing a little bit of email management before you start your work day.
- Please remember that there are more than 9,000 employees using CBC/Radio-Canada/Google's servers for our emails. Keeping your mailbox clean is the easiest way to keep our email system manageable.

13. Who should I contact if I have other questions about email management?
You can contact the IT Service Centre, at 1-866-999-7888 or itsc@cbc.ca .

*** Deadline revised in November 2014.*

Batch emails transfer eligibility & criteria

This is a one time offer to help you migrate in batch your emails from Pre Google Emails Archives and Gmail to Livelink. The RIM team and IT applications are joining their resources to help you meet the deadline of January 2016 and archive your business emails to Livelink. Once the bulk migration is complete, you will need to keep on saving your new business emails on a daily basis.

Criteria

The following criteria details the minimum conditions a user must meet to be eligible to the bulk migration process. Criteria are incremental and meant to restrict the migration process only to business records,absolutely needed to pursue your work. You may ask your Information Steward or manager to get support from the RIM team at this stage.

1. Emails must be organized by tags (folders), an unorganized Inbox will not be migrated.
2. Business emails to be migrated are to be tagged to be clearly identified.
3. The list of tags to be migrated must be provided to the IT team.

Possible tags: **Projects** (assuming your projects have a lifespan longer than a year), **Contracts**, **Authorisations**, **Claim**, **2 Years** (or more), **To Archive, Livelink**…

Users should complete the following preliminary/preparatory tasks when applicable:

- Apply tags to the emails in your inbox on matters you are responsible for to organize them.
- Remove all emails you were copied on that you don't need anymore.
- Use codes or specific names on tags for emails you need to keep longer than a year for clarity during the support phase.

Eligibility

The procedure is offered to those users/teams who have already a E-Archives folder structure, and who meet the following conditions :

1. Users who have access to folders in the E-Archive enterprise workspace.
2. Users with 500 or more business records to be migrated who will be leaving the Corporation.
3. Other users with 500 or more business records to be migrated will be contacted in turn based on the management level and business factors.

Request

Make a request to your Information Steward or support team to benefit from the one time business emails bulk transfer to E-Archives, providing the details for your business need.

Google Drive:
https://docs.google.com/a/cbc.ca/document/d/1Z3zzxZ-1M9jl-h_2yI5rh26-Bao4DWDi5rYxDLPgyLI/edit?usp=sharing

Item	**Bulk Email Migration**	**Gmail Transfer Agent**	**Gmail Gadget**
Intent	One-time transfer of historical Business Records from Pre-Google Email Archives and / or Gmail.	Continuous transfer of current Business Records from Gmail - complements a one-time transfer of historical gmail messages - and is an alternative to the Gmail Gadget.	Ad Hoc transfer of Business Records.
Source System(s)	Pre-Google Email Archives AND Gmail	Gmail Only	Gmail Only
Frequency	Once / On Request	Daily	On Demand / Real-Time
Responsibility	eArchive Project Team based on instructions from end-user.	End-User	End-User
Configuration	End-user describes which emails to transfer along with destination in Livelink. Expectation is that email has been organized at source.	End-user defines transfer “jobs” via Livelink web interface. Transfer “jobs” specify source Gmail label and destination Livelink folder. User may configure multiple “jobs”. Transfer agent runs nightly.	Operates from within the Gmail interface - operates on “current” email ony - user selects destination Livelink folder.
Audit	Transfer requests are reviewed and approved by the eArchive Project Team.	Transfer activities are monitored by Corporate Secretariat.	N/A
Limitations	Transfer requests may be declined or revised due to volume of emails, size of content (e.g. large attachments), type of content (e.g. not Business Records), etc.	100 email messages per job per day. Future limitations or restrictions may be imposed based on usage patterns.	One email message at a time.
Support	Supported by the eArchive Project Team through December 2015.	Supported by METS	Supported by METS

https://io.cbcrc.ca/Pages/En/services-departments/Corporate-secretariat/Records-Information-Management-Guidelines/records-retention.aspx

The Records Retention and Disposition sets out the periods of time for which corporate records must be retained before they can be disposed of. Library and Archives Canada has sets of "Disposition Authorities" specifying how and when a government institution may dispose of its records at the end of their disposition periods.

A note on the destruction of records: Institutions should note that Section 4 of the *Access to Information Act* states that subject to the provisions of the Act every person has a right to and shall, on request, be given access to any record under the control of a government institution. In Section 12(1) of the *Library and Archives of Canada Act* it says "no record under the control of a government institution shall be destroyed or disposed of without the consent of the Librarian and Archivist of Canada". 1

A **Records Disposition Authority (RDA)**, by which the Librarian and Archivist of Canada can require the transfer of records deemed archival or historical to Library and Archives and by which the National Archivist can grant consent to destroy other records or transfer them from the control of the Government of Canada.

The following rules apply to records retention and final Disposition at CBC:

- CBC Records and Information Management will ensure the retention of all business records for the period of time set out in the Records Retention Schedule regardless of format or media.
- Records and Information Management is responsible for the ongoing process of identifying CBC business records that have met the required retention period and recommending their disposition or archiving.
- The retention periods referred to in the Records Retention Schedule relate to business records in paper form and electronic form.
- Any document, due to age or status, not listed in the Records Retention Schedule shall be retained for a period of six (6) years from the date on which it was created unless any one or more of them should be retained for archival purposes.
- When records under the control of Records and Information Management have been identified as those to be disposed of and permission to do so has been given, disposition shall be according to the process detailed in this document.
- Where records are identified and deemed to be of historical value by Library and Archives Canada, they are to be sent to them according to the Act.

Records and Information Management must retain a record of all destroyed files following this disposition process.

Information Resources of Business Value
Generic Valuation Tool (GVT)
Finance and Administration Services

v to use this tool:

- This tool is designed for IM specialists to use with relevant business areas when identifying information resources of business value (IRBV) and retention specifications.
- The IRBV and retention specifications contained in this document are recommendations only and should be customized to apply in each institutional context. The complete document should be read before using any recommendations.
- **This GVT does not provide GC institutions with the authority to dispose of information.** GVTs are not Records Disposition Authorities and do not replace the Multi-Institutional Disposition Authorities (MIDA).

Defining the Activity

1.1. Governance Structure
1.2. Users, Roles and Responsibilities
1.3. Norms, Rules and Procedures
1.4. Technology and Infrastructures
1.5. Operations and Ongoing Projects
1.6. External Environment, Markets and Competitors

Business Processes Specifications

2.1. Overview and context

Within CBC, Finance and Administration's mandate is to ensure that management is provided with timely, relevant and sufficient information relating to all activities and decisions which have a financial impact on the Corporation. Once decisions are made and implemented, Finance and Administration must provide the necessary services and support to management to allow those decisions to be implemented. Specifically, this means that Finance and Administration must:

- Provide cost effective professional financial and administrative services
- Provide accurate and timely financial and management information
- Provide professional financial counsel and advice
- Discharge all regulatory and legal financial requirements
- Safeguard the assets of the Corporation
- Maintain the official Corporate Books of Account
- Administer the Finance and Administration function economically and efficiently
- Manage the Corporate disbursement activities (consolidated in the National Payment Centre in Ottawa) effectively and efficiently

This mandate is supported through regional and network Finance and Administration Offices across the coun Related activities which are carried out in the Corporate Finance & Administration Office in Ottawa at the Corporate level include banking and foreign exchange, tax, budgeting, insurance, internal control, policy development, and liaison regarding financial matters with external agencies such as Treasury Board, Department of Canadian Heritage, Statistics Canada, the C.R.T.C. and the Office of the Auditor General of Canad

2.2. Service groupings at the sub-activity level. [The Finance and Administration activity involves 7 sub-activities includin

- [Corporate Control]
- [Corporate Finance & Administration]
- [Supply Management]
- [Shared Services & Capital Process]
- [Corporate Business Partnerships]
- [Portfolio Project Management]
- [Internal Audit]

2.2.1. [Corporate Control Paragraph.]

- **Policy & Internal Controls**
- **Accounting & Corporate Reporting**
- **CRTC Reporting & Analysis**

2.2.2. [Corporate Finance & Administration: Within CBC, Finance and Administration's mandate is to ensur that management is provided with timely, relevant and sufficient information relating to all activities and decisions which have a financial impact on the Corporation. Once decisions are made and implemented, Finance and Administration must provide the necessary services and support to management to allow those decisions to be implemented. Specifically, this means that Finance and Administration must:

- Provide cost effective professional financial and administrative services
- Provide accurate and timely financial and management information
- Provide professional financial counsel and advice
- Discharge all regulatory and legal financial requirements
- Safeguard the assets of the Corporation
- Maintain the official Corporate Books of Account

- Administer the Finance and Administration function economically and efficiently
- Manage the Corporate disbursement activities (consolidated in the National Payment Centre in Otta effectively and efficiently

This mandate is supported through regional and network Finance and Administration Offices across the country. Related activities which are carried out in the Corporate Finance & Administration Office in Ottawa the Corporate level include banking and foreign exchange, tax, budgeting, insurance, internal control, policy development, and liaison regarding financial matters with external agencies such as Treasury Board, Department of Canadian Heritage, Statistics Canada, the C.R.T.C. and the Office of the Auditor General of Canada.]

- **Budgeting & Forecasting**
- **Insurance & Risk Management**
- **Cash Management**
- **Taxation**
- **Government Relations & Capital Reporting**

2.2.3. [Supply Management Paragraph.]

- **Strategic Sourcing**

2.2.4. [Shared Services & Capital Process Paragraph.]

- **H.R. & Administration:** Establish, organize and control specialized administrative procedures and practices for the processing and maintenance of employee information and pay & benefits related da and files. Provide advice and guidance to managers and employees with regards to submission of information and forms required to ensure proper pay and benefits entitlement. Ensure prompt processing and treatment of requests from employees and managers that concern employee information and pay & benefits related data into the HR systems. Provide administrative support on initiatives and programs. Ensure compliance to policies, legislative requirements, and collective agreements.

- **Business Intelligence**: Analyze data, provide reports, data sets, and reporting solutions to clients ir People and Culture and the Business on a wide range of subjects based on HR data found in VIP ar SAP systems. Support negotiations, and HR Corporate projects with data analysis.
- **Project Delivery**: Manage and implement projects related to process and system improvements on behalf of People and Culture and Shared Services. Establish project terms of reference and assume responsibility for all stages of project life cycle. Determine the project scope, timelines, human and financial resources to complete the project. Ensure that projects are completed in accordance with objectives and within budget. Liaise with internal and external implementers to develop solutions.
- **Customer Service**: Respond to inquiries in the fields of Finance, HR and Technology. Assist employees in the use of available on-line tools and actively promote its use by providing guidance ar training. Provide access control management to HR systems and other IT assets.
- **Systems Support**: Accountable for maintaining and evolving HR Systems through Availability, Capacity, Continuity and Security best practices. Monitor HR needs and lead upgrade activities to existing systems to meet changing requirements. Ensure normal operations of critical applications ar automated processes.
- **National Payment Centre (NPC)**: NPC represents an essential group of the Finance & Administrati division within Shared Services and is mainly responsible for the processing of all CBC/Radio-Canac invoices, electronic payments via the Accounts Payable Electronic Commerce system (APEC) and travel claims via the Travel & Entertainment Management System (TEMS). Each year, more than 25,000 travel claims, 120,000 paper invoices and the equivalent of 140,000 electronic invoices are processed by NPC with a value well exceeding $1 billion annually.
- **Payroll**: Payroll Services are responsible for processing pays (Corporate Pay, Executive Pay, Pensi Pay, Performers Pay and US Pay), remitting statutory deductions to Canadian and US governments remitting union dues to unions, remitting non statutory deductions to third parties, processing records

employments, reporting to Unions, HRDC, MRQ, CRA, IRS and US state tax departments. Over 10,(employees, 9,000 pensioners, 20,000 performers (annually) are paid on a regular basis by Payroll Services. Thousands of tax slips are processed in a timely manner at year-end.

- **Credit & Collection**: The Credit and Collection teams handle credit requests, past due account collection, billing for commercials and all other receivables, etc. for the Corporation.
- **Telecommunications:** Telecommunications connects CBC/Radio-Canada production centres to ea other for program gathering, and also distributes Television and Radio programs across Canada via terrestrial and satellite networks to the Corporation's transmitters, cable and satellite broadcast distribution undertakings. Telecommunications provides all the required corporate voice (telephone) and data networks services required by the national public broadcaster. The role of Telecommunications is to cost-effectively provision terrestrial and satellite telecommunications netw services required by CBC/Radio-Canada for:
    - the provision of voice and data networks;
    - the collection and distribution of its Television, Radio, Specialty Services and Digital Service programming to its various facilities as well as broadcast distribution undertakings across the country and, when required, around the world.

  These services include network planning, Engineering, implementation and management at a level c cost, quality and reliability required by CBC. This work is undertaken on behalf of the English and French Television and Radio Networks, Specialty Services and Digital Services.
- **Capital Process & Portfolio Management:** The mandate of the Capital Process (CP) department i ensure the effective management of CBC's Capital Process and to act in the capacity of Process Owner on behalf of the Vice-President and Chief Financial Officer (CFO).

2.2.5. [Corporate Business Partnerships Paragraph.]

- **Business Strategy**
- **Partnerships / CCG**

- **Business Partnerships**
- **Financial Analysis**

2.2.6. [Portfolio Project Management Paragraph.]

- **Financial Systems, Processes & Training**
- **Strategic Projects**

2.2.7. [Internal Audit The mandate of Internal Audit includes assisting management in accomplishing its objecti by using a systematic approach to assess and improve the effectiveness and efficiency of CBC/Radio-Canada's risk management, control, and governance processes. Internal Audit is responsible for providing both compliance and business process/efficiency audit services to CBC/Radio-Canada]

- **Compliance Audit Services:** Compliance audit services involve Internal Audit providing an objectiv assessment of internal control, risk management and/or governance practices, often involving the assessment of compliance with policies, procedures and standard operating practices.

  Assist management in identifying, evaluating and managing business risks through observations anc recommendations issued for management and Audit Committee review and consideration.

  Development of an annual Internal Audit Plan that provides coverage of the audit universe (e.g. locations, business processes, information technology systems, etc.) using an appropriate risk-base methodology that considers CBC/Radio-Canada's most significant risks and business plans and strategies. The Internal Audit Plan will also identify estimated timing and budget requirements to complete the planned audit activities. The Internal Audit Plan will be presented to the Audit Committe for review and approval annually. Any significant deviation from the Internal Audit Plan will be report to the Audit Committee through periodic activity reporting.

  Execution of internal audit projects per the approved Audit Plan and any additional specific Audit Committee-approved projects at the request of management or the Audit Committee.

  Verification that management action plans (in response to Internal Audit project recommendations) sufficiently address the findings and risk exposures noted; and periodic procedures to determine the status of management action plans developed in response to previously issued Internal Audit recommendations.

- **Business Process/Efficiency Audit Services:** These services focus on providing support to management in executing strategy, initiatives and improving business process performance. Internal Audit assistance typically involves the conduct of process reviews, risk assessments and related advisory projects which result in risk or process improvement recommendations to management. Wh performing these types of services, Internal Audit must maintain objectivity and not assume management responsibility for decision-making.

  Coordination of the scope of Internal Audit's activities with that of the Office of the Auditor General (OAG) as well as CBC/Radio-Canada's Internal Control Group, to avoid duplication, where possible, and to optimize, where practicable, the effectiveness of time spent by Internal Audit, the OAG, and CBC/Radio-Canada's Internal Control Group.

  Internal Audit responsibilities include meeting the differing needs and requirements of the following three distinct client groups:

  1. The Audit Committee of the Board of Directors
  2. Senior Management
  3. Line Management

2.3. Recommended information resources of business value (IRBV) were determined using a business process analysis approach, which examines the business processes that support an activity to determine business inputs and output CBC/Radio-Canada RIM Department determined inputs and outputs, which were then evaluated to identify those information resources that provide the best record of evidence within a business process.

Retention Specifications

3.1. Legislated retention specifications were identified by a thorough review of the Access to Information Act, the Privac Act, the Library and Archives of Canada Act, the Policy on Information Management, the Directive on Information Management Roles and Responsibilities, and the Directive on Recordkeeping.

3.2. All other recommended retention specifications were determined based on traditional or best practices established relative domains of expertise.

Business Value and Retention Recommendations

mmon Sub-Activities and their iness Processes	Information Resources of Business Value (IRBV)	Retention specifications
rporate Control		
• Policy & Internal Controls		
• Accounting & Corporate Reporting		
• CRTC Reporting & Analysis		
rporate Finance & ministration		
• Budgeting & Forecasting		
• Insurance & Risk Management		
• Cash Management		

• Taxation		
• Government Relations & Capital Reporting		
pply Management		
• Strategic Sourcing		
ared Services & Capital Process		
• H.R. & Administration		
• Business Intelligence		
• Project Delivery		
• Customer Service		
• Systems Support		
• National Payment Centre (NPC)		
• Payroll		
• Credit & Collection		
• Telecommunications		
• Capital Process & Portfolio Management		
rporate Business Partnerships		
• Business Strategy		
• Partnerships / CCG		

• Business Partnerships		
• Financial Analysis		
rtfolio Project Management		
• Financial Systems, Processes & Training		
• Strategic Projects		
ernal Audit		
• Compliance Audit Services		
• Business Process/Efficiency Audit Services		

Information Resources of Business Value
Generic Valuation Tool (GVT)
XYZ Services

v to use this tool:

- This tool is designed for IM specialists to use with relevant business areas when identifying information resources of business value (IRBV) and retention specifications.
- The IRBV and retention specifications contained in this document are recommendations only and should be customized to apply in each institutional context. The complete document should be read before using any recommendations.
- **This GVT does not provide GC institutions with the authority to dispose of information.** GVTs are not Records Disposition Authorities and do not replace the Multi-Institutional Disposition Authorities (MIDA).

Defining the Activity

1.1. Governance Structure
1.2. Users, Roles and Responsibilities
1.3. Norms, Rules and Procedures
1.4. Technology and Infrastructures
1.5. Operations and Ongoing Projects
1.6. External Environment, Markets and Competitors

Business Processes Specifications

2.1. Overview and context

2.2. Service groupings at the sub-activity level. [The XYZ activity involves X sub-activities including:]

- [Sub-Activity Title]
- [Sub-Activity Title]
- [Sub-Activity Title]
- [Sub-Activity Title]
- [Sub-Activity Title]

2.2.1. [**Sub Activity Title** Paragraph.]
- Business processes details

2.2.2. [**Sub Activity Title** Paragraph.]
- Business processes details

2.2.3. [**Sub Activity Title** Paragraph.]
- Business processes details

2.2.4. [**Sub Activity Title** Paragraph.]
- Business processes details

2.2.5. [**Sub Activity Title** Paragraph.]
- Business processes details

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3.2. All other recommended retention specifications were determined based on traditional or best practices established relative domains of expertise.

Business Value and Retention Recommendations

mmon Sub-Activities and their iness Processes	Information Resources of Business Value (IRBV)	Retention specifications

MEMORANDUM OF UNDERSTANDING (MOU)

Records Disposition Authority

1. Parties to the MOU

BETWEEN: **Canadian broadcasting Corporation – Société radio Canada**
National Records Information Management
181 Queen Street
Ottawa, (Ontario) K1P 1K9

Party of the first part (hereafter "CBC-SRC")

AND: **Library and Archives Canada**
Archival Operations Division
Government Records Branch
550 Place de la Cité
Gatineau (Québec) K1A 0N4

Party of the second part (hereafter "LAC")

2. Background

A lack of resources at LAC has resulted in delays in the archival appraisal of CBC-SRC records. This MOU was prepared after a meeting on 6 July 2009 between Richard Juneau, program manager of the National Records Information Management at CBC-SRC and LAC's Government Records Branch. Meeting participants identified the following steps and deadlines for undertaking an archival appraisal of CBC-SRC textual records, held mostly in the Ottawa, Toronto and Montreal production centres. The archival appraisal of CBC-SRC audio-visual records will take place under a separate MOU.

3. Purpose and Scope

The purpose of this Memorandum of Understanding is to create a comprehensive agreement between the two Parties to develop and issue *Records Disposition Authorities* to CBC-SRC covering all of its records, in all media, locations, and functions. These *Records Disposition Authorities* will provide CBC-SRC with the written consent of the Librarian and Archivist of Canada to dispose of its records having no operational and archival value at the end of their retention periods, and identify archival records to be transferred to the Library and Archives Canada. It will also ensure that Library and Archives Canada will acquire the best documentary heritage from CBC-SRC.

4. Legislative Framework

WHEREAS subsection 12. (1) of the *Library and Archives of Canada Act* stipulates that: ANo government or ministerial record, whether or not it is surplus property of a government institution, shall be disposed of, including by being destroyed, without the written consent of the Librarian and Archivist or of a person to whom the Librarian and Archivist has, in writing, delegated the power to give such consents."

AND WHEREAS subsection 12. (2) of the Act stipulates that subject to few exceptions: ADespite anything in any other Act of Parliament, the Librarian and Archivist has a right of access to any record to whose disposition he or she has been asked to consent."

AND WHEREAS subsection 12. (3) of the Act stipulates that AFor the purposes of this section, the Librarian and Archivist may have access to a record to which subsection 69(1) of the *Access to Information Act* applies, only with the consent of the Clerk of the Privy Council and to a government record that contains information the disclosure of which is restricted by or pursuant to any provision set out in Schedule II to that Act, only with the consent of the head of the government institution in question."

AND WHEREAS subsection 13. (1) of the Act stipulates that: AThe transfer to the care and control of the Librarian and Archivist of government or ministerial records that he or she considers to have historical or archival value shall be effected in accordance with any agreements for the transfer of records that may be made between the Librarian and Archivist and the government institution or person responsible for the records.@

AND WHEREAS subsection 13. (4) of the Act stipulates that: "Except as otherwise directed by the Governor in Council, the Librarian and Archivist shall have the care and control of all records of a government institution whose functions have ceased."

NOW, THEREFORE, this Memorandum of Understanding is made in light of the requirements of the *Library and Archives of Canada Act*.

5. Responsibilities of the Parties

CBC-SRC agrees to:

(1) Provide access to program managers and staff responsible for the business functions of the institution for consultation with the archivist.

(2) Provide information about the business functions and information assets of the institution.

(3) Provide access to any records (in all formats such as paper, electronic including institutional Intranet, audio-visual, etc.) the archivist may need to complete the

development and issuance of *Records Disposition Authorities*.

(4) Make reasonable efforts to obtain the consent referred to in subsection 12. (3) of the *Library and Archives of Canada Act*, if CBC-SRC has under its control record(s) referred to in that subsection.

(5) Ensure that documents requiring the institution's approval, such as an "Agreement for Transfer of Archival Records," are duly approved by the appropriate officials according to the time line established in the Implementation Arrangements.

(6) Provide the required resources for the work to continue, as described within the Implementation Arrangements.

(7) Provide a work station or normal office environment for the archivist to conduct work on-site.

Library and Archives Canada agrees to:

(8) Prepare, negotiate, and deliver documents requiring the institution and Library and Archives Canada's approval, such as the "Terms and Conditions for the Transfer of Archival Records" and "Agreement for Transfer of Archival Records," and ensure these are duly approved by the appropriate Library and Archives Canada officials according to the Implementation Arrangements timetable.

(9) Prepare and issue all *Records Disposition Authorities* signed by the Librarian and Archivist of Canada to CBC-SRC by 1 September 2011.

(10) Provide the required resources for the work to progress, as described within the Implementation Arrangements.

6. Duration, Amendment, and Termination of Memorandum of Understanding

(1) **Duration** — This Memorandum of Understanding agreement, upon signing by all Parties of both original versions, is valid for a duration of 2 years, commencing 1 September 2009 and ending on 1 September 2011.

(2) **Amendment** — This Memorandum of Understanding, including the Implementation Arrangements, may be amended or extended at any time by written mutual agreement between the co-signers, or their delegates.

(3) **Termination** — This Memorandum of Understanding may be terminated at any time by either Party upon three (3) months written notice from one co-signer, or delegate, to the other Party. The termination of this Memorandum of Understanding will not affect the validity or duration of projects that have been initiated under this agreement prior to such termination.

(4) **Annexes** — The Implementation Arrangements, annexed hereto, forms part of this Memorandum of Understanding.

7. Review Process

The co-signers, or their delegates, agree to review on 30 June 2010, or about the mid-way point of the Memorandum of Understanding duration, the results achieved by their mutual efforts against the goals set out by the terms of this Memorandum of Understanding and, if deemed appropriate, consider the need for renewed efforts or an amendment to this Memorandum of Understanding according to subsection 6. (2) above.

8. Resolution Process

Any disputes or hindrances to interpreting, implementing, or completing the terms of this Memorandum of Understanding including work under the Implementation Arrangements, and which remain unresolved at a working level below that of the co-signers of this Memorandum of Understanding, will be resolved only by consultation between the co-signers of this Memorandum of Understanding or their successors.

9. **IN WITNESS THEREOF** the Parties have executed this Memorandum of Understanding.

The provisions of this Memorandum of Understanding apply only between the Parties and shall not be construed as creating any binding obligation on the Parties. No legal claim by any Party may arise in the course of the implementation of this Memorandum of Understanding.

CANADIAN BROADCASTING CORPORATION – SOCIÉTÉ RADIO-CANADA

Signature: ______________________________ Date**:** ____________

Pierre Nollet
Vice-President, Corporate Secretary and Chief Legal Officer

LIBRARY AND ARCHIVES CANADA

Signature: ______________________________ Date**:** ____________

Jean-Stéphen Piché
Senior Director General
Government Records Branch

IMPLEMENTATION ARRANGEMENTS

1. Names and information about each “delegate” responsible for representing the wishes of, and conducting activities on behalf of, the co-signers under sections 6 and 7 of the Memorandum of Understanding.

2. Names and information about project managers (Institution & Library and Archives Canada) and institutional program managers, e.g. names, titles, mail and e-mail addresses, telephone and facsimile numbers by major function.

3. Specialised equipment for machine-readable records, e.g. video playback.

4. Security clearance and building passes.

5. Timetable of activities, tasks, and deliverable *Records Disposition Authorities* for the duration of the Memorandum of Understanding.

6. Travel arrangements and costs for Library and Archives Canada and/or institutional staff.

7. Financial cost sharing and budgetary transfer.

(19 October 2004)

From: RICHARD JUNEAU
To: Andrew.Horrall@lac-bac.gc.ca,
Date: 2009-10-19 17:21:35
Subject: CBC proposed amendment for the LAC/CBC MOU
GroupWise Folder: RICHARD JUNEAU/Mailbox/
Type: GW.MESSAGE.MAIL

Hello Andrew,

As discussed earlier, please find attached, the proposed MOU from CBC/Radio-Canada.

If you need more information, do not hesitate to contact me.

Regards,

Richard Juneau
National Records Information Management (RIM) Program Manager
Chef national du Programme de gestion des documents et de l'information (GDI)
CBC / Radio-Canada
181, rue Queen bureau 323
Ottawa ON K1P 1K9
Tel: 613-288-6280 FAX 613-288-6279 Cell: 613-327-1806
Email: richard.juneau@cbc.ca

CBC Radio-Canada **Benoit Rainville <benoit.rainville@cbc.ca>**

Bon à savoir - Mai 2015 | Good to Know - May 2015

1 message

People and Culture Personnes et Culture <peopleandculture@cbc.ca> 4 May 2015 at 15:36
To: People and Culture Personnes et Culture <peopleandculture@cbc.ca>
Bcc: Empwithoutreports@cbc.ca

Mai | May 2015

Voici le cinquème numéro de Bon à savoir pour 2015. *Les choses que vous devriez savoir ou que vous devriez faire au travail ce mois-ci.*

This is the fifth edition of Good to Know for 2015. *Things you should know or things you should do at work this month.*

En vedette ce mois-ci : **La nouvelle procédure de demande de remboursement des dépenses des employés est en vigueur**

Comme cela a été annoncé récemment, les employés doivent suivre un tout nouveau processus en ligne pour demander le remboursement des frais de **déplacement** et **d'autres** frais.

Ils doivent passer par le Système de gestion des frais et des déplacements (SGFD) pour

Spotlight this month: **New process for filing employee expense claims now in effect**

As recently announced, a completely online process has come into effect for employees to file expense reimbursement claims for both **travel** and **non-travel** expenses.

TEMS (Travel and Expense Management System) is now to be used also for most non-travel expenses, although a limited number of expense items—mostly deemed taxable demander le remboursement de la plupart des frais autres que de déplacement. Un nombre limité de dépenses, principalement celles qui sont considérées comme des avantages imposables, doivent être soumises dans le portail MaSource.

Dans le cadre de ce changement, la date limite pour faire des demandes de remboursement aux services de petite caisse ou par l'intermédiaire d'un formulaire de demande de chèque est fixée au vendredi 8 mai.

Lisez le récent article iO! pour des rappels, des conseils et d'autres détails concernant la procédure en ligne de demande de remboursement des dépenses

benefits—must be filed using the MySource portal.

As part of this change, Friday, May 8 is the last date to make claims using petty cash services or to file employee reimbursement through cheque requisitions.

Read the recent iO! article for reminders, tips and further details regarding the online expense claims process.

Mettez à jour vos renseignements personnels

Nous enverrons les relevés annuels de retraite à tous les participants du Régime. Veuillez vérifier la section Mon dossier dans MaSource et confirmer que vos renseignements personnels sont à jour, y compris votre adresse et votre état civil, d'ici le **lundi 25 mai**.

Update your personal information

We will be sending annual pension statements to all plan members. Please check MySource under My File and confirm that the information is current, including address and marital status, by **Monday, May 25**.

Communiqué trimestriel disponible sur le site du Régime de retraite de Radio-Canada

Le Conseil de fiducie du Régime de retraite de Radio-Canada, un groupe comprenant sept fiduciaires, est responsable de l'administration du Régime de retraite de Radio-Canada et de l'investissement des actifs. Le Conseil se réunit tous les trimestres pour discuter et prendre des décisions à propos de la caisse de retraite. Après chaque réunion, le Conseil publie un Communiqué qui comprend les faits saillants du Régime, un aperçu financier, le rendement et la stratégie des placements, ainsi que des questions de gouvernance.

Le communiqué de mars 2015 est maintenant

Quarterly Communiqué available on CBC Pension Plan site

The CBC Pension Board of Trustees, a group of seven trustees, is responsible for administering the CBC Pension Plan and investing the assets. The Board meets quarterly to discuss and make decisions about the pension fund. Following each meeting, the Board publishes a meeting Communiqué, which includes pension plan highlights, a financial overview, investment performance and strategy, and governance matters.

The March 2015 Communiqué is now available on the CBC Pension Plan website.

disponible sur le site web du Régime de retraite de Radio-Canada.

Nouvelle Politique sur les congés

Une nouvelle Politique sur les congés, en vigueur le 1er mai 2015, combine et remplace trois politiques des Ressources humaines (2.2.5 : Jours fériés, 2.2.6 : Congés et 2.2.7 : Protection du revenu).

Si vous avez des questions, communiquez avec votre représentant local des Ressources humaines ou avec le Centre des services partagés.

New Policy on Leave

A new Policy on Leave, effective May 1, 2015, combines and replaces three former HR policies (2.2.5: Holidays, 2.2.6: Leave, and 2.2.7: Income Protection).

Should you have any questions, please contact your local Human Resources representative or the Shared Services Centre.

Nouvelle adresse pour le Centre d'administration des pensions

Le nom de la rue où se trouve le Centre d'administration des pensions de CBC/Radio-Canada a changé récemment, la Ville de Montréal ayant renommé une partie de la rue University.

Voici la nouvelle adresse :

Centre d'administration des pensions de CBC/Radio-Canada, 1060, **boul Robert-Bourassa**, bureau 900 Montréal QC H3B 4V3

New address for Pension Administration Centre

The street name for the CBC/Radio-Canada Pension Administration Centre has recently changed, due to the City of Montreal renaming a portion of University Street.

The new address is now:

CBC/Radio-Canada Pension Administration Centre, 1060 **Robert-Bourassa Blvd**, Suite 900 Montreal QC H3B 4V3

Transfert des documents dans Livelink

Vous voulez apprendre à transférer vos documents opérationnels dans Livelink? Consultez la page Archivel sur iO! pour des instructions faciles à suivre et des conseils sur la manière d'archiver vos courriels et vos documents. Vous y trouverez également un court module de formation (obligatoire) sur la gestion des documents et des informations, qui vous aidera à déterminer quels types de documents méritent d'être conservés dans

Moving records to Livelink

Need to learn how to move your business records to Livelink? The "E-Archive" page on iO! offers easy-to-follow instructions and tips for archiving your emails and documents. It also links to the short (mandatory) training module on records and information management that will help you determine what kinds of records are worth saving in Livelink.

Need to save ***a lot*** of email business records (500 or more)? Contact your Information

Livelink.

Si vous avez ***beaucoup*** de courriels opérationnels à conserver (500 ou plus), communiquez avec votre intendant de l'information ou avec le CSTI (1-866-999-7888) pour déterminer si on peut vous aider à transférer en masse vos documents – ou si vous êtes un bon candidat pour le futur **outil de transfert massif** qui sera disponible plus tard ce mois-ci.

Restez à l'écoute! D'autres informations suivront sous peu.

Steward or the ITSC (1-866-999-7888) to find out if you're eligible for help with bulk migration -- or an ideal user for the **bulk transfer tool** that's coming later this month.

Watch for more information soon!

Le saviez-vous?

De nouvelles caractéristiques et fonctionnalités continuent d'être ajoutées à MaSource, le point d'accès unique pour les renseignements sur le personnel et plus encore.

Les employés peuvent maintenant **changer leur mot de passe universel** grâce au lien qui se trouve dans la section « Liens utiles » du portail Employé, sous Autres liens.

Par ailleurs, un lien vers les **archives des bulletins Bon à savoir** se trouve maintenant sous Liens vers iO! dans la section « Liens utiles » du portail Employé.

Le portail MaSource est toujours en transition, et de nouvelles mises à jour seront faites à mesure que d'autres fonctionnalités seront intégrées. Si vous n'avez pas encore exploré ce portail, commencez par regarder la courte vidéo promotionnelle qui se trouve sur la page d'accueil du portail Employé de MaSource.

Did you know?

New features and functionality continue to be added to MySource - the single entry point for accessing employee information and more.

Staff can now **change their universal password** via the link found in the Useful Links section of the Employee Portal, under Other Links.

On a related note, a link to the **Good to Know archive** is now found on the Links to iO! panel in the same section.

MySource remains a site in transition and further updates will be made as more functionality is introduced. If you haven't explored this portal yet, start today by checking out the short video found on the Employee Portal home page of MySource.

Cliquez ici pour accéder aux archives du bulletin Bon à savoir – vous trouverez également un lien dans le menu déroulant de l'onglet Ressources pour les employés sur la page d'accueil d'iO!

Des commentaires? Écrivez-nous à ***personnesetculture@radio-canada.ca****.*

Click here to access the archive for past Good to Know bulletins – also accessible under the Employee Resources drop-down menu on the iO! home page.

Feedback? Write us at ***peopleandculture@cbc.ca****.*

Liste de kiosques informatiques

Computer Kiosk List

CBC Radio-Canada

Benoit Rainville <benoit.rainville@cbc.ca>

Bulk Email Migration Requests vs. Gmail Transfer Agent vs. Gmail Gadget - Invitation to edit

4 messages

Carl Boldy (via Google Docs) <carl.boldy@cbc.ca> 25 May 2015 at 19:30
To: benoit.rainville@cbc.ca
Cc: elizabeth.forster@cbc.ca

Carl Boldy has invited you to **edit** the following document:

Bulk Email Migration Requests vs. Gmail Transfer Agent vs. Gmail Gadget

Hi,

My first kick at the can - hope this helps compare / contrast email transfer options - feel free to "collaborate".

C.

Open in Docs

Google Docs: Create and edit documents online.

Google

Elizabeth Forster <elizabeth.forster@cbc.ca> 25 May 2015 at 19:57
To: "Carl Boldy (via Google Docs)" <carl.boldy@cbc.ca>
Cc: Benoit Rainville <benoit.rainville@cbc.ca>

Hi Carl,

Thank you! This is a very useful chart, but more for the support teams and Information Stewards than for the general users.

People who contact either the SSC or their info steward regarding bulk migration help or the transfer agent can be briefed on the difference between the tools and their intended uses.

For the purposes of a short GTK note, I think the current version works.

By contrast, I can expand on the differences in the full "ta dah" announcement on io! the week of June 15, as discussed.

Regards,

Elizabeth

Elizabeth Forster
Advisor, Client Services / Conseillère, Services à la clientèle
Corporate Communications / Communications institutionnelles
CBC/Radio-Canada
416-205-5923
416-557-1955 (cell.)

[Quoted text hidden]

Carl Boldy <carl.boldy@cbc.ca> 25 May 2015 at 21:24
To: Elizabeth Forster <elizabeth.forster@cbc.ca>
Cc: Benoit Rainville <benoit.rainville@cbc.ca>

Hi,

I would hope knowing the difference between a one-time transfer of historical email messages vs. a continuous transfer of current gmail is also of interest to our users.

I agree we do not need to describe this in great detail in this next GTK - but expectations need to be set correctly out of the gate.

The current note is somewhat misleading - it suggests there are two options - A or B. But there are not two options - there are two complimentary tools that do different things. For power email users - its more like Tool A followed by Tool B. And we expect organized ("labelled") email regardless of tool used.

I suggest something along the following lines... insert better / more / less words as required... but would be ideal if the following key messages are delivered...

>>>

Need to transfer *a lot* of email business records to Livelink?

The following tools are available:

1. Bulk Email Migration Tool: one-time transfer of historical Pre-Google Email Archive and Gmail messages.

2. [new] Gmail Transfer Agent: A self-serve tool that enables users to create transfer rules based on gmail labels -

labelled messages are transferred to Livelink on a daily basis. The beta version of this tool is now available to a limited number of pioneers.

Contact your Information Steward or the Shared Services Centre (SSC) (1-866-999-7888) for additional information.

<<<

Let me know if you'd prefer to discuss rather than trade emails (my calendar is up-to-date).

C.

[Quoted text hidden]

Benoit Rainville <benoit.rainville@cbc.ca> 26 May 2015 at 09:49
To: Carl Boldy <carl.boldy@cbc.ca>
Cc: Elizabeth Forster <elizabeth.forster@cbc.ca>

Agree, its not as misleading and much more introductory, more suited for a GTK

Here's the bilingual version

Need to transfer *a lot* of email business records to Livelink?

The following tools are available:

1. Bulk Email Migration Tool: one-time transfer of historical Pre-Google Email Archive and Gmail messages.

2. [new] Gmail Transfer Agent: A self-serve tool that enables users to create transfer rules based on gmail labels - labelled messages are transferred to Livelink on a daily basis. The beta version of this tool is now available to a limited number of pioneers.

Contact your Information Steward or the Shared Services Centre (SSC) (1-866-999-7888) for additional information.

Besoin de transférer un grand nombre de courriels opérationnels dans Livelink?

Les outils suivants sont disponibles:

1. Migration de courriels en masse: transfert unique de courriels historique des archives pre-Google et Gmail.

2. [nouveau] Outil de transfert Gmail: un outil libre-service qui permet aux utilisateurs de créer des règles de transfert basées sur les libellés de Gmail - les courriels libellés sont transférés à Livelink sur une base quotidienne. La version bêta de cet outil est maintenant disponible à un nombre limité de pionniers.

Contactez votre intendant de l’information ou le Centre des services partagés (CSP) (1-866-999-7888) pour plus d'information.

Benoit Rainville, BA, Archivist, IGP, BPMS, SMGP
Program Leader, National Records & Information Management
Chef de programme, Gestion nationale des documents et de l'information
Google, Android, Livelink Guide

CBC Radio-Canada

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[Quoted text hidden]

CBC Radio-Canada

Benoit Rainville <benoit.rainville@cbc.ca>

Email Retention for Government Agencies

3 messages

Carl Boldy <carl.boldy@cbc.ca> 19 September 2014 at 14:54
To: "Rainville, Benoit" <benoit.rainville@cbc.ca>

Hi,

Hope all is well.

Hearing a fair bit about (Canadian) government agencies needing to retain email for a minimum of 5 years? Thoughts / insights? Impacts from a CBC perspective?

C.

Benoit Rainville <benoit.rainville@cbc.ca> 19 September 2014 at 15:12
To: Carl Boldy <carl.boldy@cbc.ca>
Cc: Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>

There is no single retention period that can apply specifically to emails.

Official documentation (page 5) from LAC says if no specific retention period is identified, policy related info is to be kept 5 years minimum, general routine information 2 years minimum and financial or usually audited information 6 years.

Moving from a 1 year to 2 years retention period in Gmail would at least ensure our compliance by default and give plenty of time to users to comply as well for the 5-6 years information that needs to go in Livelink.

It would also give us more time to develop a better tool for archiving gmails in time before the first purge come in effect...

http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16557&section=text#cha7

What about email messages?

Emails can also be of business value

Email messages that pertain to GC business are considered information resources of business value which are to be retained and managed accordingly, along with any attachments or metadata that contribute to their structure, context, and content. For more information, see the section on "Filing electronic information."

Generally, the originator of an email message will be responsible for retaining and filing the message (along with attachments). Sometimes, however, emails will be received from private citizens or from people in other government institutions who don't have access to the institutional filing system. In these cases, seek advice from your manager or IM specialists about who has the responsibility to retain and file the message.

File your email messages

Properly file email messages and attachments. It is not recommended to store them indefinitely in your email application or on your hard drive because it does not allow the messages to be incorporated into the institution's repository(ies). Nor should you simply rely on LAN backup tapes to store your email records. Information stored on backup tapes is not identified, organized, or inventoried to facilitate access and retrieval or timely disposition. Additionally, there is no mechanism to ensure the information is current, relevant, or accurate, and you have no control over how long backup tapes are retained. The volume and random nature of information on backup tapes makes retrieval laborious and imprecise. Therefore, it is recommended to follow the procedures outlined in the section on "Filing electronic information."

Benoit Rainville, BA, BPMS, SMGP
Head of National Records & Information Management Program
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[Quoted text hidden]

Carl Boldy <carl.boldy@cbc.ca> 19 September 2014 at 15:29
To: Benoit Rainville <benoit.rainville@cbc.ca>, Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>

Thanks Benoit - that's clear. So - are we considering a 2 year retention period?

C.
[Quoted text hidden]

CBC Radio-Canada **Benoit Rainville <benoit.rainville@cbc.ca>**

Fwd: [Update] E-Archive / Archivel Steering Committee Meeting

6 messages

Tranquillo Marrocco <tranquillo.marrocco@cbc.ca> 22 September 2014 at 10:38
To: "Rainville, Benoit" <benoit.rainville@cbc.ca>

Tranquillo Marrocco
Associate Corporate Secretary
Secrétaire général associé

CBC Radio-Canada

tranquillo.marrocco@cbc.ca
Office/Bureau: 613-288-6167
Cell: 613-406-2302
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

---------- Forwarded message ----------
From: **tranquillo.marrocco@cbc.ca** <tranquillo.marrocco@cbc.ca>
Date: Mon, Sep 22, 2014 at 10:38 AM
Subject: [Update] E-Archive / Archivel Steering Committee Meeting
To: "john.pisano-thomsen@cbc.ca" <john.pisano-thomsen@cbc.ca>, "amelie.dubord@radio-canada.ca" <amelie.dubord@radio-canada.ca>, "sylvain.perras@radio-canada" <sylvain.perras@radio-canada>, "guylaine.talbot@radio-canada.ca" <guylaine.talbot@radio-canada.ca>, "marie-claude.ferland@radio-canada.ca" <marie-claude.ferland@radio-canada.ca>, "elizabeth.forster@cbc.ca" <elizabeth.forster@cbc.ca>, "carl.boldy@cbc.ca" <carl.boldy@cbc.ca>, "Diane.Gelinas@radio-canada.ca" <diane.gelinas@radio-canada.ca>, "nathalie.forgette@radio-canada.ca" <nathalie.forgette@radio-canada.ca>, "patrick.monette@radio-canada.ca" <patrick.monette@radio-canada.ca>, "john.lee@radio-canada.ca" <john.lee@radio-canada.ca>, "linda.soper@radio-canada.ca" <linda.soper@radio-canada.ca>, "danielle.cormier@cbc.ca" <danielle.cormier@cbc.ca>, "paul.grenier@cbc.ca" <paul.grenier@cbc.ca>, "annie.gauthier@radio-canada.ca" <annie.gauthier@radio-canada.ca>, "jacinthe.beliveau@radio-canada.ca" <jacinthe.beliveau@radio-canada.ca>, "tranquillo.marrocco@cbc.ca" <tranquillo.marrocco@cbc.ca>
Cc: amelie.dubord@radio-canada.ca, jacinthe.beliveau@radio-canada.ca, nathalie.forgette@radio-canada.ca, diane.gelinas@radio-canada.ca, john.pisano-thomsen@cbc.ca, danielle.cormier@cbc.ca, linda.soper@radio-canada.ca, guylaine.talbot@radio-canada.ca, annie.gauthier@radio-canada.ca, john.lee@radio-canada.ca, elizabeth.forster@cbc.ca, carl.boldy@cbc.ca, patrick.monette@radio-canada.ca, marie-claude.ferland@radio-canada.ca, paul.grenier@cbc.ca, sylvain.perras@radio-canada

Good news, SET just approved moving the Jan 1, 2015 deadline for autodelete to Jan. 1 2016. Will share more at this Friday's meeting. Thanks to all those who persevered with date change request. See you Friday.

E-Archive / Archivel Steering Committee Meeting

An agenda and presentation will be a few days before the meeting.

Many thanks.

When	Fri 2014-09-26 1:30pm – 3:30pm Eastern Time
Where	MTL A12-26 | OTT RM 280 | TOR RM 5A112 (map)
Video call	https://plus.google.com/hangouts/_/cbc.ca/john
Who	• John Pisano-Thomsen - organizer • Amelie Dubord • Elizabeth Forster • Jacinthe Beliveau • Sylvain Perras • Guylaine Talbot • Linda Soper • John Lee • Diane Gelinas • Carl Boldy • Paul Grenier • Annie Gauthier • Danielle Cormier • MARIE-CLAUDE Ferland • Tranquillo Marrocco • Patrick Monette • Nathalie Forgette

---

Carl Boldy <carl.boldy@cbc.ca> 22 September 2014 at 12:23
To: "Rainville, Benoit" <benoit.rainville@cbc.ca>

Hi - are we also expecting to address the retention period - or will then stay 1 year?

C.
[Quoted text hidden]

Benoit Rainville <benoit.rainville@cbc.ca> 22 September 2014 at 12:43
To: Carl Boldy <carl.boldy@cbc.ca>

No other change expected in delays or retention years for now given that we provide users with a multiple to one save option in Gmail so one year won't be too short anymore.

Benoit Rainville, BA, BPMS, SMGP
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information
Google, Android, Livelink Guide

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181 Queen Street, Ottawa, ON, K1P 1K9

[Quoted text hidden]

Carl Boldy <carl.boldy@cbc.ca> 22 September 2014 at 13:09
To: Benoit Rainville <benoit.rainville@cbc.ca>

Hi,

Ok - thanks. This seems reasonable - as long as we all understand that any "multiple emails" functionality in GMAIL would not remove the need for the assisted bulk-loads currently under review - the "multiple emails" functionality would be a "move forward" feature - assuming that any mass migrations (thousands of email folders and contained emails) of historical content were managed by available bulk load tools.

And - of course - we need to first confirm a working model for such a feature in gmail (the current bulk load requests have led to some interesting use cases) - and then, find funding to build / deploy such a solution.

C.
[Quoted text hidden]

Benoit Rainville <benoit.rainville@cbc.ca> 22 September 2014 at 13:51
To: Carl Boldy <carl.boldy@cbc.ca>

Indeed, that's our understanding.

Benoit Rainville, BA, BPMS, SMGP
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information
Google, Android, Livelink Guide

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[Quoted text hidden]

Benoit Rainville <benoit.rainville@cbc.ca> 5 November 2014 at 11:41

To: Carl Boldy <carl.boldy@cbc.ca>

Got any of those interesting use cases to share?

Benoit Rainville, BA, BPMS, SMGP
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information
Google, Android, Livelink Guide

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[Quoted text hidden]

CBC Radio-Canada

Benoit Rainville <benoit.rainville@cbc.ca>

Good to Know - June 2015 | Bon à savoir - Juin 2015

1 message

People and Culture Personnes et Culture <peopleandculture@cbc.ca> 1 June 2015 at 15:41
To: People and Culture Personnes et Culture <peopleandculture@cbc.ca>
Bcc: Empwithoutreports@cbc.ca

June | Juin 2015

***This is the sixth edition of Good to Know for 2015**. Things you should know or things you should do at work this month.*

Spotlight this month:
Dialogue 2015 employee engagement survey coming later this month

CBC/Radio-Canada, in partnership with Gallup, will be conducting an employee engagement survey later this month.

This is a follow up on previous Dialogue surveys, to help gauge the perception among staff about their working environment and the direction of the organization. It is also reflective of management's commitment to ensuring a productive, collaborative and respectful working environment.

Watch for more details about this initiative, including an introductory email from Gallup later

***Voici le sixième numéro de Bon à savoir pour 2015.** Les choses que vous devriez savoir ou que vous devriez faire au travail ce mois-ci.*

En vedette ce mois-ci :
Sondage Dialogue 2015 sur la mobilisation des employés à venir plus tard ce mois-ci

CBC/Radio-Canada, en partenariat avec Gallup, procédera à un sondage sur la mobilisation des employés, plus tard ce mois-ci.

Ce sondage fait suite aux éditions précédentes de Dialogue et a pour objectif de nous aider à évaluer la perception qu'ont les employés de leur milieu de travail et de l'orientation de la Société. Il témoigne aussi de l'engagement qu'a pris la direction d'offrir un environnement de travail productif, collaboratif et respectueux.

Plus de détails vous seront communiqués sur cette this week, followed by an invitation to participate and add your voice to the conversation.

initiative, incluant un courriel d'introduction de Gallup plus tard cette semaine, suivi de votre invitation à participer et à ajouter votre voix à la conversation.

Pension Plan Highlights and Annual Report for 2014 now available

The CBC Pension Plan Highlights and Annual Report for 2014 are now available. The highlights document includes the following sections: Trustees report, Managing Director/CEO report, financial overview, investment overview, and member services overview.

The Annual Report contains the following sections: 2014 highlights, Trustees report, Managing Director/CEO report, management discussion and analysis, governance, and audited financial statements.

Visit the CBC Pension Plan website to access both documents.

Les faits saillants et le Rapport annuel 2014 du Régime de retraite sont maintenant disponibles

Les faits saillants et le Rapport annuel 2014 du Régime de retraite sont maintenant disponibles. Le document des faits saillants contient les sections suivantes : rapport des fiduciaires, rapport de l'administratrice déléguée et présidente-directrice générale, aperçu financier, aperçu des placements et aperçu des services aux participants.

Le Rapport annuel contient les sections suivantes : faits saillants de 2014, rapport des fiduciaires, rapport de l'administratrice déléguée et présidente-directrice générale, commentaires et analyse de la direction, gouvernance et états financiers vérifiés.

Rendez-vous sur le site web du Régime de retraite de Radio-Canada pour prendre connaissance de ces deux documents.

Booking annual leave

With summer approaching, you should remember to meet with your manager, if you haven't already done so, to plan and schedule any leave that must be used by March 31, 2016, or in accordance with your contract or collective agreement.

Go to HR @ my fingertips, under the Compensation tab, then Leave Bank to see your "balance to be taken". If you have recently returned from annual leave, please remember to report the leave you've already taken to ensure your leave banks are up-to-date.

It's important that you take the time to schedule and record your planned leave in advance. If you do not have a plan in place, your manager can reserve the right to schedule it in accordance with your collective agreement and/or policy.

If you have any questions, please talk to your manager or contact the Shared Services Centre at 1-866-999-7888.

Planification des congés annuels

Avec l'été qui approche, c'est le bon moment pour rencontrer votre gestionnaire – si ce n'est pas déjà fait – afin de planifier les congés annuels que vous devez prendre d'ici le 31 mars 2016 ou conformément aux conditions de votre contrat ou de votre convention collective.

Rendez-vous sur RH @ ma portée, onglet « Rémunération », puis « Banque de congés », pour vérifier votre solde de congés. Si vous rentrez d'un congé annuel, assurez-vous de déclarer les jours de congé que vous avez déjà pris afin que votre banque de congés soit à jour.

Il est important que vous preniez le temps de planifier vos congés. Si vous n'avez rien prévu, votre gestionnaire se réserve le droit de planifier vos congés conformément à votre convention collective ou à la politique sur les congés.

Si vous avez des questions, vous pouvez vous adresser à votre gestionnaire ou contacter le Centre des services partagés au 1 866 999-7888.

Need to transfer *a lot* of emails to Livelink?

As of January 1, 2016, emails older than one year (365 days) will be automatically deleted from your Google account each day. Your pre-Google (GroupWise) archives will also be deleted. To preserve important emails, you must transfer them to Livelink before this date.

If you need to save 500 or more email business records in Livelink, the following tools are available to help you. To take advantage of either tool, ***you must first sort and label your important emails in Gmail***.

1. Support teams can use the **bulk migration tool** to do a one-time transfer of your historical pre-Google (GroupWise) and Gmail messages.

2. You can use the new **Gmail Transfer Agent** to automatically transfer groups of up to 100 emails with the same label in Gmail each night into folders you've previously created in Livelink. This self-service tool is currently being beta tested by a limited number of users, but will be generally available in the coming weeks.

Contact your Information Steward or the Shared Services Centre (1-866-999-7888) for full details.

Besoin de transférer *beaucoup de courriels* à Livelink?

à compter du 1er janvier 2016, tous les courriels qui datent de plus d'un an (365 jours) seront automatiquement supprimés de votre compte Google tous les jours. Les archives de votre compte de courriel antérieur (GroupWise) seront aussi supprimées. Pour conserver les courriels importants, vous devez les transférer dans Livelink avant cette date.

Si vous avez au moins 500 courriels opérationnels à conserver dans Livelink, les outils suivants vous aideront à les transférer. Mais avant de pouvoir vous en servir, ***vous devez préalablement trier et étiqueter vos courriels importants dans Gmail***.

1. Les équipes de soutien peuvent utiliser **l'outil de transfert massif** pour transférer en une seule opération vos courriels antérieurs à Google (GroupWise) et vos messages Gmail.

2. Vous pouvez utiliser la nouvelle **fonction de transfert Gmail** pour transférer automatiquement toutes les nuits des lots pouvant contenir jusqu'à 100 courriels ayant la même étiquette dans Gmail vers des dossiers que vous avez créés préalablement dans Livelink. Une version bêta de cet outil libre-service est actuellement mise à l'essai par un nombre limité d'utilisateurs, mais sera disponible de manière générale dans les prochaines semaines.

Contactez votre agent d'information ou le Centre des services partagés (1 866 999-7888) pour plus de détails.

Did you know?

Air Canada is now enforcing its carry-on baggage policy. Next time you travel with Air Canada, oversize and/or excess carry-on baggage will be checked and fees may apply.

See Air Canada's carry-on baggage policy for more information.

Le saviez-vous?

Air Canada resserre sa politique sur les bagages de cabine. La prochaine fois que vous voyagerez avec Air Canada, vous devrez enregistrer vos bagages de cabine surdimensionnés / excédentaires et payer les frais qui s'appliquent.

Consultez la politique d'Air Canada sur les bagages de cabine pour plus de détails.

Click here to access the archive for past Good to Know bulletins - also accessible under the Employee Resources drop-down menu on the iO! home page.

Cliquez ici pour accéder aux archives du bulletin Bon à savoir – vous trouverez également un lien dans le menu déroulant de l'onglet Ressources pour les employés sur la page d'accueil d'iO!

Feedback? Write us at peopleandculture@cbc.ca.

Des commentaires? écrivez-nous à personnesetculture@radio-canada.ca.

Computer Kiosk List

Liste de kiosques informatiques

CBC Radio-Canada **Benoit Rainville <benoit.rainville@cbc.ca>**

Mise-à-jour mineure: 2.9.6 politique sur la gestion des courriels

3 messages

Benoit Rainville <benoit.rainville@cbc.ca> 13 November 2014 at 12:07
To: Marie-Ève Roy <marie-eve.roy@radio-canada.ca>
Cc: MARIE-CLAUDE Ferland <marie-claude.ferland@radio-canada.ca>, Elizabeth Forster <elizabeth.forster@cbc.ca>, Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>

Bonjour Marie-Ève,

Après confirmation auprès de Tranquillo Marrocco, la motion du SET de repousser la date de purge des courriels au 1er janvier 2016 sous-entendait la modification de la date mentionnée dans le texte officiel de la politique affichée sur le portail.

Étant donnée l'annonce imminente du changement de date en début de semaine prochaine et que la date a déjà été modifiée sur le site Archivel, il serait important de remplacer la mention de 2015 pour 2016 dans le second paragraphe de la section **Description** de la politique 2.9.6 également.

Merci et au revoir,

Benoit Rainville, BA, BPMS, SMGP
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information
Google, Android, Livelink Guide

CBC Radio-Canada

benoit.rainville@cbc.ca
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Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

Marie-Ève Roy <marie-eve.roy@radio-canada.ca> 13 November 2014 at 12:30
To: Benoit Rainville <benoit.rainville@cbc.ca>
Cc: MARIE-CLAUDE Ferland <marie-claude.ferland@radio-canada.ca>, Elizabeth Forster <elizabeth.forster@cbc.ca>, Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>

Bonjour Benoit, le changement a été fait. Merci,
Marie-Ève

Marie-Ève Roy
Superviseure, Équipe de création
Supervisor, Creative Team

Équipe Design web et graphique - Communications institutionnelles
Web and Graphic Design Team - Corporate Communications
[Quoted text hidden]

Elizabeth Forster <elizabeth.forster@cbc.ca> 13 November 2014 at 13:45
To: Marie-Ève Roy <marie-eve.roy@radio-canada.ca>
Cc: Benoit Rainville <benoit.rainville@cbc.ca>, MARIE-CLAUDE Ferland <marie-claude.ferland@radio-canada.ca>, Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>

Merci à tous!

Elizabeth

Elizabeth Forster
Advisor, Client Services / Conseillère, Services à la clientèle
Corporate Communications / Communications institutionnelles
CBC/Radio-Canada
416-205-5923
416-557-1955 (cell.)

Start a new project with me / Lancez un nouveau projet avec moi

[Quoted text hidden]

CBC Radio-Canada **Benoit Rainville <benoit.rainville@cbc.ca>**

Re: Obligations legales envers LAC-BAC

5 messages

Tranquillo Marrocco <tranquillo.marrocco@cbc.ca> 23 April 2015 at 17:54
To: "Rainville, Benoit" <benoit.rainville@cbc.ca>

Benoit: can you check response and correct accordingly. thanks

Toutes les ententes antérieurs avec BAC sont désuètes depuis que La loi sur l'accès à l'information, et par extension ainsi que la Loi sur la bibliothèque et les archives nationales du Canada, s'applique à la Société (soit, depuis 2007).

On a entamé le processus pour que BAC analyse nos collections d'information (y compris le matériel de production, de radiodiffusion, et de programmation), en détermine la valeur patrimoniale, y assigne des périodes de rétention afférentes, et nous délègue l'autorité de détruire en conséquence. C'est un très, très long processus -- ça pris 5 ans avant que BAC soient prêt à commencer le processus!

Pour le matériel qu'on produit ou qu'on diffuse, on envisage numériser le tout et le sauvegarder dans le MAM (Media Asset Management system). S'il y a intention de détruire quoi que soit, il faudrait consulter Benoit.

On n'est pas tenu de sauvegarder des collections de livres, disques vinyles ou CDs commerciaux qu'on a acquis au fils des années. Par contre, si on veut s'en départir, on peut consulter BAC pour voir s'ils ont un intérêt à les avoir et les sauvegarder.

J'ai mis Benoit en cc pour qu'il communique avec toi et en discuter plus en détail.

Tranquillo Marrocco
Associate Corporate Secretary
Secrétaire général associé

CBC Radio-Canada

tranquillo.marrocco@cbc.ca
Office/Bureau: 613-288-6167

Cell: 613-406-2302
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

2015-04-23 17:02 GMT-04:00 Patrick Monette <patrick.monette@radio-canada.ca>:

> Bonjour Tranquillo,
>
> Les services d'archives de CBC/Radio-Canada entament une démarche de gestion du patrimoine et des collections afin de se départir de certains pans de collections et d'étudier les differentes avenues pour gérer le tout en conformité avec nos obligations légales et les meilleures pratiques de l'industrie.
>
> Serais-tu en mesure de nous faire part des obligations qui nous lient à BAC svp? et toute autre obligation le cas échéant?
>
> Mon dossier contient des ébauches d'ententes non finalisées.
>
> Nous cherchons de l'information concernant nos collections réseau et régions audio, video, film, documentation écrite (dossiers) et leur destruction.
>
> Existe-t-il des obligations concernant les livres des bibliothèques, les partitions, la musique commerciale sur vinyles ou cd ou toute autre type de collection?
>
> Je reste disponible pour davanatge de details de vive voix.
>
> Merci
>
> Patrick

Benoit Rainville <benoit.rainville@cbc.ca> 24 April 2015 at 13:35
To: Mariline Laverdure <mariline.laverdure@radio-canada.ca>

Bonjour Mariline,

Je vois que le calendrier de Patrick semble bien rempli, pourrais-tu m'envoyer une invitation pour une discussion sur le sujet avec Patrick à sa convenance?

Merci et au revoir,

Benoit Rainville, BA, IGP, BPMS, SMGP
Program Leader, National Records & Information Management
Chef de programme, Gestion des documents et de l'information
Google, Android, Livelink Guide

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

est confidentiel, peut être protégé par le secret professionnel et est à l'usage exclusif du destinataire mentionné ci-dessus. Toute autre personne est par les présentes avisée qu'il lui est strictement interdit de diffuser, distribuer ou reproduire ce message. Si vous avez reçu ce message par erreur, veuillez nous en aviser immédiatement et en effacer toutes les copies. Merci.

[Quoted text hidden]

Patrick Monette <patrick.monette@radio-canada.ca> 27 April 2015 at 10:26
To: Benoit Rainville <benoit.rainville@cbc.ca>
Cc: Gaetane Theriault <gaetane.theriault@radio-canada.ca>, Marilie Houle <marilie.houle@radio-canada.ca>, Mariline Laverdure <mariline.laverdure@radio-canada.ca>

Bonjour Benoît,

je nous convoque un 30 minutes cette semaine.

merci!

patrick

Patrick Monette, M.Sc., CRHA
Directeur Médiathèque et Archives

Société Radio-Canada
1 400, boul. René-Lévesque Est, C59-1
Montréal (Québec) H2L 2M2
Téléphone: 514.597.7328 **Cellulaire:** 514.793.7328

ICI RADIO-CANADA

---------- Message transféré ----------
De : **Mariline Laverdure** <mariline.laverdure@radio-canada.ca>
Date : 24 avril 2015 16:06
Objet : Fwd: Obligations legales envers LAC-BAC
À : Patrick Monette <patrick.monette@radio-canada.ca>

Mariline Laverdure
Adjointe de Patrick Monette
Direction / Médiathèque et Archives
514 597-4776

RADIO-CANADA

---------- Message transféré ----------
De : **Benoit Rainville** <benoit.rainville@cbc.ca>
Date : 24 avril 2015 13:35
Objet : Fwd: Obligations legales envers LAC-BAC
À : Mariline Laverdure <mariline.laverdure@radio-canada.ca>
[Quoted text hidden]

Patrick Monette <patrick.monette@radio-canada.ca> 30 April 2015 at 07:39
To: Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>
Cc: Benoit Rainville <benoit.rainville@cbc.ca>, Emmanuelle LAMARRE CLICHE <elcliche@radio-canada.ca>

Merci Tranquillo.

Je fais le pont avec Benoit.

Patrick

Le 2015-04-24 16:06, "Mariline Laverdure" <mariline.laverdure@radio-canada.ca> a écrit :

> **Mariline Laverdure**
> Adjointe de Patrick Monette
> Direction / Médiathèque et Archives
> 514 597-4776
>
> RADIO-CANADA
>
> ---------- Message transféré ----------
> De : **Benoit Rainville** <benoit.rainville@cbc.ca>
> Date : 24 avril 2015 13:35
> Objet : Fwd: Obligations legales envers LAC-BAC
> À : Mariline Laverdure <mariline.laverdure@radio-canada.ca>
>
> [Quoted text hidden]

Patrick Monette <patrick.monette@radio-canada.ca> 22 May 2015 at 12:40
To: Benoit Rainville <benoit.rainville@cbc.ca>, Gregg Antworth <gregg.antworth@cbc.ca>
Cc: Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>, Emmanuelle LAMARRE-CLICHE <elcliche@radio-canada.ca>

Good afternoon,

As per yesterday conference call, I will advise Benoît, Tranquillo and Gregg when Radio-Canada (Montréal) would like to dispose material in the future.

Radio-Canada (Montréal) will not destroy commercial music on CDs after digitization.

I understood that Benoît will contact LAC-BAC to get written information about their practices and plan with CBC/Radio-Canada material (ex: to digitize or not).

This documentary evidence will be usefull to answer future question from Heritage Canada (example) and to plan next step if so.

Please do not hesitate to correct / add comments.

Thank you.

Patrick

Patrick Monette, M.Sc., CRHA
Directeur Médiathèque et Archives

Société Radio-Canada
1 400, boul. René-Lévesque Est, C59-1
Montréal (Québec) H2L 2M2
Téléphone: 514.597.7328 **Cellulaire:** 514.793.7328
ICI RADIO-CANADA

---------- Forwarded message ----------
From: **Patrick Monette** <patrick.monette@radio-canada.ca>
Date: 2015-05-14 9:18 GMT-04:00
Subject: Archives: Obligations légales envers LAC-BAC
To: Benoit Rainville <benoit.rainville@cbc.ca>, Gregg Antworth <gregg.antworth@cbc.ca>
Cc: Emmanuelle LAMARRE-CLICHE <elcliche@radio-canada.ca>

Good morning Benoît,

As per our conference call, please find the attached document.

Gregg: I will ask for translation and keep you in touch.

This document will be a good start for our conference call on next week with Legal and Corporate Secretariat (Benoît Rainville) to be in sync with each other.

Patrick

Patrick Monette, M.Sc., CRHA
Directeur Médiathèque et Archives

Société Radio-Canada
1 400, boul. René-Lévesque Est, C59-1
Montréal (Québec) H2L 2M2
Téléphone: 514.597.7328 **Cellulaire:** 514.793.7328
ICI RADIO-CANADA

---------- Message transféré ----------
De : **Patrick Monette** <patrick.monette@radio-canada.ca>
Date : 30 avril 2015 07:39
Objet : Re: Fwd: Obligations legales envers LAC-BAC
À : Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>
Cc : Benoit Rainville <benoit.rainville@cbc.ca>, Emmanuelle LAMARRE CLICHE <elcliche@radio-canada.ca>
[Quoted text hidden]

20150430_Appel conférence Obligations BAC (1).docx
16K

CBC Radio-Canada **Benoit Rainville <benoit.rainville@cbc.ca>**

Request # 3027 - Request for latest GVTs drafts on GCPedia

3 messages

Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca> 29 May 2014 at 07:41
To: "benoit.rainville@cbc.ca" <benoit.rainville@cbc.ca>

Good morning Mr. Rainville,

Thank you for contacting Library and Archives Canada.

You will find the most up to date drafts of the GVTs on GCPedia by clicking on the link below and by selecting drafts on the right side of the page:

http://www.gcpedia.gc.ca/wiki/Generic_Valuation_Tools_(GVT)_%E2%80%93_Library_and_Archives_Canada

If you have any questions or require the status of your inquiry at any time, please feel free to contact us.

Martine Paquette

Centre de contact | Contact Centre centre.liaison.centre@bac-lac.gc.ca

Initiatives stratégiques et relations avec les clients | Strategic Initiatives and Client Relations

Direction générale Évaluation et acquisitions| Evaluation and Acquisitions Branch

Bibliothèque et Archives Canada | Library and Archives Canada Gatineau QC K1A 0N4

Téléphone | Telephone 819-934-7519 ou | or 1-866-498-1148 Télécopieur | Fax 819-934-7535

Gouvernement du Canada | Government of Canada www.collectionscanada.gc.ca

From: Contact/Événements-Events
Sent: May-28-14 3:30 PM
To: Centre Liaison Centre
Cc: Dinelle, Christine; Maisonneuve, Kimberly
Subject: Request # 3027 - Request for latest GVTs drafts on GCPedia

Bonjour

Vous pouvez rediriger cette demande à la personne responsable.

merci

Line Joanisse

Support aux programmes / Program Support

Initiatives stratégiques et relations clientèle / Strategic Initiatives and Client Relations

Direction Évaluation et Acquisitions / Evaluation and Acquisitions Branch
Bibliothèque et Archives Canada / Library and Archives Canada
550 Boul. de la Cité, Gatineau, QC K1A 0N4 Canada

Pièce / Room 6-33
line.joanisse@baclac.lac.gc.ca

Téléphone / Telephone : 819-934-7240

Cel :613-979-9104
Télécopieur / Facsimile: 819-934-6828
Gouvernement du Canada / Government of Canada

www.collectionscanada.gc.ca

From: Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Sent: May-14-14 11:06 AM
To: Contact/Événements-Events
Subject: Request for latest GVTs drafts on GCPedia

Good day,

I would like to have a copy of the most up to date drafts of the GVTs on GCPedia that were not released on the RK portal.

Thanks,

Benoit Rainville

Guide Google, Android, Livelink Guide

Head of National Records & Information Management Program

Chef de programme, Gestion nationale des documents et de l'information

benoit.rainville@cbc.ca

Office/Bureau: 613-288-6171

Cell: 613-294-2766

Fax: 613-288-6279

181 Queen Street, Ottawa, ON, K1P 1K9

Benoit Rainville <benoit.rainville@cbc.ca> 29 May 2014 at 08:27
To: Library and Archives Canada <centre.liaison.centre@bac-lac.gc.ca>

I need the copies sent to me, I do not have access to gcpedia.

Thanks.

Benoit Rainville on Android

[Quoted text hidden]

Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca> 29 May 2014 at 08:44
To: "benoit.rainville@cbc.ca" <benoit.rainville@cbc.ca>

Good morning Mr. Rainville,

I have attached the 3 drafts that are available on GCPedia.

Have a great day!

Martine Paquette

From: Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Sent: May-29-14 8:28 AM
To: Centre Liaison Centre
Subject: Re: Request # 3027 - Request for latest GVTs drafts on GCPedia

[Quoted text hidden]

3 attachments

Information_Technology_GVT.rtf
532K

Real_Property_GVT_-_DRAFT_-_April_2013.rtf
425K

Acquistions_DRAFT_Generic_Valuation_Tool.rtf
460K

CBC Radio-Canada **Benoit Rainville <benoit.rainville@cbc.ca>**

status RC/CBC re application ADD

2 messages

Bélanger, Diane <Diane.Belanger@bac-lac.gc.ca> 28 July 2014 at 11:58
To: Benoit Rainville <benoit.rainville@cbc.ca>

Bonjour Benoît,

Ns ns sommes rencontrés lors de la Clinique de disposition et de tenue de document tenue le 5 décembre 2013.

Lors de notre rencontre, nous avons discuté brièvement que l'entente entre la Société Radio-Canada et Bibliothèque et Archives Canada, signé le 14 juin 2001, n'était plus valide et ce depuis que SRC est sous la *Loi sur l'accès à l'information* et la *Loi sur la protection des renseignements personnels* – donc sous la loi de BAC. Il a également été mention que des transferts à BAC avaient néanmoins été faits. À cet sujet vous me disiez que vous étiez clairement conscient que l'application de cette entente, ou toute autre entente ou autorisation de disposition, n'était pas valide, mais que les équipes régionales responsables de la gestion des documents et de l'information ne l'étaient pas nécessairement.

Je communique donc avec vous pour m'assurer que l'ensemble de ces équipes en soit maintenant également au courant – et que ceci signifie que l'ensemble des documents (sous toute ses formes), outre ceux qui sont couverts par une Autorisation pluriinstitutionnelle de disposer de document - APDD (Multi-Institutional Disposition Autorithy – MIDA), doivent être conservés. Ce n'est donc que lorsqu'une autorisation de disposition sera émise dans le cadre du Programme de disposition et de tenue de documents (PDTD) que l'on pourra se départir de ce qui n'est pas identifié comme étant archivistique/à valeur continue.

Merci de m'aviser à ce sujet.

Cordialement,

Diane Bélanger
Archiviste | Archivist

Arts et affaires culturelles | Arts and Cultural Affairs

Division Culture et société | Culture and Society Division

Direction générale évaluation et acquisitions | Evaluation and Acquisition Branch
Bibliothèque et Archives Canada | Library and Archives Canada

550, boul. de la Cité, Gatineau QC - Canada K1A ON4

Bureau/Office 7-79
819-934-7324;
819-934-6800 (télécopieur/fax)
Gouvernement du Canada / Government of Canada
http://www.canada.gc.ca/accueil.html

Benoit Rainville <benoit.rainville@cbc.ca> 18 September 2014 at 09:59
To: "Bélanger, Diane" <Diane.Belanger@bac-lac.gc.ca>

Bonjour Diane,

Nous avions bien donné des instructions claires à cet effet dans le passé aux employés des régions. Je vous confirme que rien d'autre que des documents couverts par les APDD n'ont été détruits depuis 2007 et tous est présentement conservé chez Iron Mountain (10 000 pieds cube) lorsque nous manquons d'espace d'entreposage à l'interne.

Merci et au revoir,

Benoit rainville

Benoit Rainville, BA, BPMS, SMGP
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information
Google, Android, Livelink Guide

CBC Radio-Canada

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[Quoted text hidden]

CBC Radio-Canada **Benoit Rainville <benoit.rainville@cbc.ca>**

Support physique: obligation légale?

4 messages

Patrick Monette <patrick.monette@radio-canada.ca> 26 September 2014 at 15:29
To: Benoit Rainville <benoit.rainville@cbc.ca>

Bonjour Benoît,

CBC/Radio-Canada est à planifier un projet de numérisation de ses collections audio, vidéo et film.

Suite à une rencontre avec Emmanuelle Lamarre-Cliche, chef de cabinet de Louis Lalande qui est mon patron, cette dernière demandait si nous étions éventuellement en droit de détruire nos supports physiques après numérisation.

Selon BAC, la loi ou d'autres institutions, sommes-nous obligés de conserver des supports physiques (rubans audio, vidéocassettes ou format) après numérisation?

Pour ton information, j'ai mentionné d'emblée que nous produisions depuis quelques années déjà des contenus uniquement numériques et que BAC procédait aussi à la numérisation de ses collections (du moins partiellement). BAC fait présentement une demande de propositions concernant la numérisation de supports 1 pouce et 1.5 pouce sans toutefois savoir si BAC prévoyait se départir de ces supports par la suite.

Pourrais-tu répondre au questionnement d'Emmanuelle svp?

Merci

Patrick

Patrick Monette, M.Sc., CRHA
Directeur Médiathèque et Archives par intérim

Société Radio-Canada
1 400, boul. René-Lévesque Est, C59-1
Montréal (Québec) H2L 2M2
Téléphone: 514.597.7328 **Cellulaire:** 514.793.7328
ICI RADIO-CANADA

Benoit Rainville <benoit.rainville@cbc.ca> 26 September 2014 at 15:56
To: Patrick Monette <patrick.monette@radio-canada.ca>, Emmanuelle LAMARRE-CLICHE <elcliche@radio-canada.ca>

Bonjour Patrick, Emmanuelle,

D'une part, les services juridiques ont confirmés par le passé la validité des documents numérisés en faveur de leur format original comme preuve admissible au tribunal.

Les principales conditions à respecter sont d'obtenir un résultat fidèle à l'original à 95% ou plus et que le processus de numérisation soit documenté et standard.

De plus, BAC a officiellement annoncé en 2012 que tout matériel devant leur être versé devra l'être sous format numérique à partir de 2017.

Donc, à condition de respecter les paramètres plus haut au cours du projet de numérisation, nous somme en fait encouragés à détruire les supports obsolètes tant pour les documents textuels qu'audio-vidéo.

Merci et au revoir,

Benoit Rainville, BA, BPMS, SMGP
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information
Google, Android, Livelink Guide

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

[Quoted text hidden]

Patrick Monette <patrick.monette@radio-canada.ca> 26 September 2014 at 15:59
To: Benoit Rainville <benoit.rainville@cbc.ca>

Merci Benoît.

Bon we.

Patrick Monette, M.Sc., CRHA
Directeur Médiathèque et Archives par intérim

Société Radio-Canada
1 400, boul. René-Lévesque Est, C59-1
Montréal (Québec) H2L 2M2
Téléphone: 514.597.7328 **Cellulaire:** 514.793.7328
ICI RADIO-CANADA

[Quoted text hidden]

Emmanuelle LAMARRE-CLICHE <elcliche@radio-canada.ca> 1 October 2014 at 09:50
To: Benoit Rainville <benoit.rainville@cbc.ca>
Cc: Patrick Monette <patrick.monette@radio-canada.ca>

Merci!

Emmanuelle Lamarre-Cliche
Chef de cabinet, Bureau du Vice-président principal des Services français
Chief of Staff, Office of the Executive Vice-President, French Services

CBC Radio-Canada

1400, boul.René Lévesque est
Montréal, Québec H2L 2M2
514-597-5462
elcliche@radio-canada.ca
www.radio-canada.ca

Devez-vous vraiment imprimer ce courriel?

Le 26 septembre 2014 15:56, Benoit Rainville <benoit.rainville@cbc.ca> a écrit :
[Quoted text hidden]

Technology
CBC Radio-Canada
Technologies

Business Intelligence Competency Center

E-ARCHIVES

User Guide

ProjectE-ARCHIVES
Released August, 2013
Version 1.0

Table of Content

1. Revision History

Version	Author	Date	Description
1.0	Rami J. Mourad	2013-08-25	Initial Version

2. Document Reviewers and Approvers

Role	Name	Title	Review Approve Date	Reviewer Approve Version
Approver	Rami Mourad	Cognos Developer		

3. Introduction

The purpose of this document is

- to present an overview of the E-ARCHIVES Cognos report
- to explain how to execute the E-ARCHIVES Cognos reports.

This document is based on the following documents:

- E-ARCHIVES technical document
- IBM Cognos 10 - Administration and Security Guide

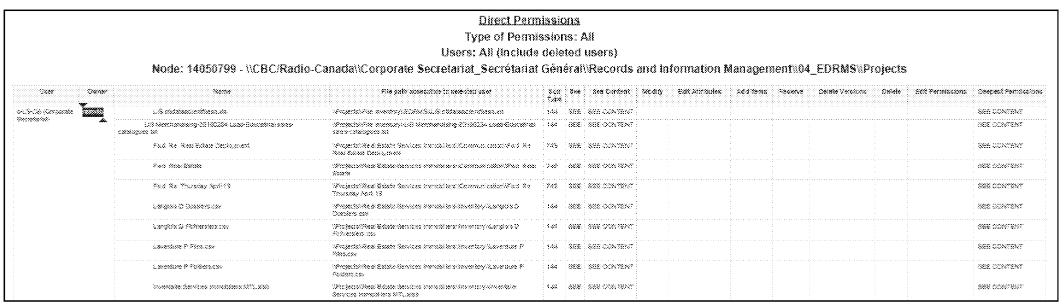
4. Overview of the E-ARCHIVES Cognos report

4.1 Direct permissions

List of permissions by user and object. It shows the user name that has permissions to an object, the object name, the owner of the object, the object's access path, the objects subtype and the permissions. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by any permission, deepest permission and user/group. It is possible to include or exclude the deleted users.

Package	Permissions
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pPermission	Optional	Permission on which the report will be filtered. If empty, all the permissions will be retrieved.
pOption	Mandatory	Specify whether the permission selected is the deepest permission or not.
pUser	Optional	User who has the permissions. If empty all users will be retrieved.
pDeleted	Mandatory	Specify whether the deleted users should be included or not.
pName	Mandatory	Nickname of the object that is the starting point to built the Livelink hierarchy.


Direct Permissions
Type of Permissions: All
Users: All (Include deleted users)
Node: 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

4.2 Audit events 1

Number of iterations for a specific event by year, month and user who performed the event. The data is extracted starting from the object's nickname or id specified by the user. The report can be filtered by audit dates, a specific event and users who performed events.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	Audit Event Details

Prompt		
Titre	**Usage**	**Description**
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pEvent	Optional	Event on which the report will be filtered. If empty, all the events will be retrieved.
pUser	Mandatory	User who performed the event and for which the report is filtered. If empty all users will be retrieved.
pName	Mandatory	Nickname of the objects which is the starting point to scan the Livelink hierarchy

Audit Event

From 28-Feb-08 to 14-Jun-13

Node: 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Event: AddVersion

User: rainvilb

Event	Year	Month	User	User Type	Number of Iteration
AddVersion	2008	Dec	rainvilb	User	3
	2009	Jan	rainvilb	User	2
		Feb	rainvilb	User	9
		May	rainvilb	User	2
		Jun	rainvilb	User	18
		Jul	rainvilb	User	46
		Aug	rainvilb	User	46
		Sep	rainvilb	User	20
		Oct	rainvilb	User	4
		Nov	rainvilb	User	5
		Dec	rainvilb	User	1

4.3 Audit events 2

Number of events iterations performed by user and presented by user, year, month and event. The data is extracted starting from the object's nickname or id specified by the user. The report can be filtered by audit dates, a specific event and users who performed events.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	Audit Event Details

Prompt		
Titre	**Usage**	**Description**
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pEvent	Optional	Event on which the report will be filtered. If empty, all the events will be retrieved.
pUser	Mandatory	User who performed the event. If empty all users will be retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy

Audit Event

From 28-Feb-08 to 14-Jun-13

Node: 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Event: AddVersion

User: rainvilb

User	User Type	Year	Month	Event	Number of Iteration
rainvilb	User	2008	Dec	AddVersion	3
		2009	Jan	AddVersion	2
			Feb	AddVersion	9
			May	AddVersion	2
			Jun	AddVersion	18
			Jul	AddVersion	46
			Aug	AddVersion	46
			Sep	AddVersion	20
			Oct	AddVersion	4
			Nov	AddVersion	5
			Dec	AddVersion	1
		2010	Jan	AddVersion	26

4.4 Versions

List of Top X files with most versions where X is the rank of the object. The rank is specified by the user. The data is extracted starting from the object's nickname or id specified by the user. The report can include or exclude the deleted users who are the owners of the files.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pRank	Mandatory	The top rank
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy
pDeleted	Mandatory	Specify whether the deleted users who own the files should be included or not.

Versions

Top 5 Items With Most Versions

Node 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Top X items with most versions	Access Path	Version iterations	User owner of item	User type	Rank
COrporate Finance Hallways inventory	\\Projects\\Corporate Finance\\inventory\\COrporate Finance Hallways Inventory	201	madorec	User	1
LIS_Inventory_Ottawa_Remuneration retirement and benefits.xls	\\Projects\\Personne et Culture 2010-2011\\Inventaire\\Physique\\LIS_Inventory_Ottawa_Remuneration retirement and benefits.xls	189	corbeidi (Delete) 15851853 (Deleted)	User	2
Francoise Dumont Inventory Final	\\Projects\\Corporate Finance\\inventory\\Francoise Dumont Inventory Final	135	madorec	User	3
LIS Human Resources File Inventory_RIM_Jan_12_2009.xls	\\Projects\\Personne et Culture 2010-2011\\Corporate Human Resources\\Inventory\\LIS Human Resources File Inventory_RIM_Jan_12_2009.xls	120	salgueis (Delete) 7688346 (Deleted)	User	4
LIS Inventory Ottawa Total Compensation.xls	\\Projects\\Personne et Culture 2010-2011\\Inventaire\\Physique\\LIS Inventory Ottawa Total Compensation.xls	117	corbeidi (Delete) 15851853 (Deleted)	User	5

4.5 Classifications

Number of events iterations performed on an object. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. For every object of the hierarchy, it shows its name, access path, creation date, number of objects children, and the RM classification numbers assigned. The report can be filtered by a specific event and audit dates.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	Classification Details

Prompt		
Titre	**Usage**	**Description**
pEvent	Mandatory	Event on which the report will be filtered.
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy

Classifications

From 28-Feb-08 To 14-Jun-13

Node: 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Event: RMClassificationChanged

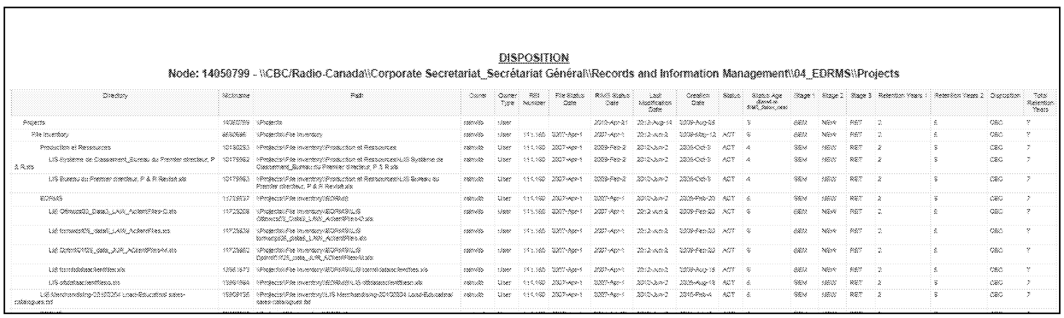
Directory	Path	Create Date	Amount of All Created Items	RM Classification Numbers Assigned	Iteration Breakdown by User
Projects	\\Projects	26-Aug-09 9:49:32 AM	19		1
Production et Ressources	\\Projects\\File Inventory\\Production et Ressources	3-Oct-08 10:43:16 AM	2	111.160.LL2008-0000150	1
LIS Système de Classement_Bureau du Premier directeur, P & R.xls	\\Projects\\File Inventory\\Production et Ressources\\LIS Système de Classement_Bureau du Premier directeur, P & R.xls	3-Oct-08 10:46:08 AM	0	111.160.LL2008-0000150	1
LIS Bureau du Premier directeur, P & R Revisé.xls	\\Projects\\File Inventory\\Production et Ressources\\LIS Bureau du Premier directeur, P & R Revisé.xls	3-Oct-08 11:19:42 AM	0	111.160.LL2008-0000150	1
On Air RIM project	\\Projects\\On Air RIM project	3-Oct-08 10:07:05 AM	1	111.160.LL2008-0000150	1
COR Archivage de données du system on air .fml	\\Projects\\On Air RIM project\\COR Archivage de données du system on air .fml	3-Oct-08 10:09:44 AM	0	111.160.LL2008-0000150	1
Real Estate Services Immobiliers	\\Projects\\Real Estate Services Immobiliers	28-Nov-08 1:49:31 PM	15	111.160.LL2008-0000150	2
Corp Real Estate_May_2011.doc	\\Projects\\Real Estate Services Immobiliers\\Communication\\Corp Real Estate_May_2011.doc	17-May-11 2:18:53 PM	0	111.160.LL2008-0000150	1
MEMORANDUM OF UNDERSTANDING_BO.doc	\\Projects\\Real Estate Services Immobiliers\\Charter\\MEMORANDUM OF UNDERSTANDING_BO.doc	19-Sep-11 10:56:09 AM	0	111.160.LL2008-0000150	1
DOC CBC.Records Management User Manual.20081003.doc	\\Projects\\Real Estate Services Immobiliers\\EDRMS RJ\\DOC CBC.Records Management User Manual.20081003.doc	28-Nov-08 1:56:41 PM	0	111.160.LL2008-0000150	2

4.6 Disposition

List of objects with the RSI informations for every objects. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report displays the following informations for every objects: name, nickname, path, owner, RSI number, file status date, RIMs status date, last modification date, creation date, status, status age, stages, retention years for every year and total of retention years.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pName	Mandatory	The nickname of objects that is the starting point to scan the Livelink hierarchy



4.7 Holds

List of objects that are on hold or were put on hold during a specific period. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by dates. The user can specified whether to include the active hold, the inactive hold or both.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy
phold	Mandatory	Specify whether to include the active hold, the inactive hold or both. If empty both will be selected.

4.8 Most or least accessed documents

List of X most or least accessed documents where X is the rank of the object. The rank is specified by the user. The user can also specify whether he wants the most or the least accessed documents. The data is extracted starting from the object's nickname or id specified by the user. The report can be filtered by audit dates.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	Most or Least Accessed Documents Details

Prompt		
Titre	**Usage**	**Description**
pRank	Mandatory	The rank
pSort	Mandatory	Specify whether to extract the most or least accessed documents
pName	Mandatory	The nickname of objects that is the starting point to scan the Livelink hierarchy
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.

Most accessed Documents

From 1-Jan-13 to 28-Jun-13

The 5 Most accessed documents

Node 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Node	Access Path	Iterations	Rank
CRO EDRMS Presentation.pptx	\\Projects\\Chief Regulatory Officer\\01_Assessment\\CRO EDRMS Presentation.pptx	10	1
EDRMS Assessment Questions - CRO.doc	\\Projects\\Chief Regulatory Officer\\01_Assessment\\EDRMS Assessment Questions - CRO.doc	4	2
EDRMS - Corp IT Users and Groups.xlsx	\\Projects\\Corporate IT\\01_Assessment\\EDRMS - Corp IT Users and Groups.xlsx	4	2
DFI Data Room MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\DFI Data Room MRC.vsd	3	4
DFI Data Room SI MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\DFI Data Room SI MRC.vsd	3	4
CRO Source File.xls	\\Projects\\Chief Regulatory Officer\\02_Inventory\\CRO Source File.xls	3	4
Folder Permissions and Classification Model - CRO.xlsx	\\Projects\\Chief Regulatory Officer\\04_Develop Stucture\\Folder Permissions and Classification Model - CRO.xlsx	3	4
EDRMS Assessment Questions - Corporate IT.doc	\\Projects\\Corporate IT\\01_Assessment\\EDRMS Assessment Questions - Corporate IT.doc	3	4

4.9 Documents with largest file size

List of top X documents with the largest file size. The rank is specified by the user. The data is extracted starting from the object's nickname or id specified by the user.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pRank	Mandatory	The rank
pName	Mandatory	The nickname of objects that is the starting point to scan the Livelink hierarchy

Documents With Largest File Size

Top 15

Node 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Node	Access Path	Size	User owner of item	User type	Rank
Camtasia Studio 7 Win 1U.7z	\\Projects\\Personne et Culture 2010-2011\\Formation\\Remote Training\\Production\\Capsules\\Camtasia Studio 7 Win 1U.7z	927,292,758	rainvilb	User	1
Dir Lister Listing Import.mdb	\\Projects\\Personne et Culture 2010-2011\\Inventaire\\Electronique\\01-Source\\Dir Lister Listing Import.mdb	477,339,648	rainvilb	User	2
Dir Lister Listing Import.mdb	\\Projects\\Business Rights Content Management\\Inventory\\Dir Lister Listing Import.mdb	326,995,968	mayrandr (Delete) 5658535 (Deleted)	User	3
LIS Tomwdpt05_Data5_HR_20100514.xls	\\Projects\\Personne et Culture 2010-2011\\Inventaire\\Electronique\\01-Source\\Folders Inventory\\LIS Tomwdpt05_Data5_HR_20100514.xls	247,753,728	rainvilb	User	4
DOC Master Corp Communications inventory table	\\Projects\\Corporate Communication Project May 2009\\Electronic Documents Inventory\\DOC Master Corp Communications inventory table	133,234,688	rainvilb	User	5
DOC Master Corp Communications inventory table	\\Projects\\Corporate Communication Project May 2009\\EDRMS Corp Comm\\WIP Electronic Inventory\\DOC Master Corp Communications inventory table	133,234,688	salgueis (Delete) 7688346 (Deleted)	User	5
Folders HR 20100302 shared to clean.xls	\\Projects\\Personne et Culture 2010-2011\\Inventaire\\Electronique\\01-Source\\Folders Inventory\\Total Compensation\\Folders HR 20100302 shared to clean.xls	119,440,896	rainvilb	User	7

4.10 Directory drill down structure

This report lists the directory structure starting from the object's nickname or id specified by the user. The data is presented as a hierarchy. The report can be filtered by object's subtype.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pType	Optional	Subtype of the objects. If empty all subtypes will be selected.
pName	Mandatory	Nickname of the object that is the starting point to built the Livelink hierarchy.

Directory Drill Down Structure

Objects Type Document

Node: 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Name	Full Path	Size	Sub Type	Version Number	Date Modified	Owner	Owner Type
LIS Système de Classement_Bureau du Premier directeur, P & R.xls	\\Projects\\File Inventory\\Production et Ressources\\LIS Système de Classement_Bureau du Premier directeur, P & R.xls	477,696	144	3	2-Jun-12	rainvilb	User
LIS Bureau du Premier directeur, P & R Revisé.xls	\\Projects\\File Inventory\\Production et Ressources\\LIS Bureau du Premier directeur, P & R Revisé.xls	463,872	144	3	2-Jun-12	rainvilb	User
LIS Ottnwos03_Data3_LAW_AclientFiles-O.xls	\\Projects\\File Inventory\\EDRMS\\LIS Ottnwos03_Data3_LAW_AclientFiles-O.xls	591,360	144	6	2-Jun-12	rainvilb	User
LIS tornwdpt05_data5_LAW_AclientFiles.xls	\\Projects\\File Inventory\\EDRMS\\LIS tornwdpt05_data5_LAW_AclientFiles.xls	551,424	144	3	2-Jun-12	rainvilb	User
LIS Dptmt01f25_data_JUR_AClientFiles-M.xls	\\Projects\\File Inventory\\EDRMS\\LIS Dptmt01f25_data_JUR_AClientFiles-M.xls	356,352	144	3	2-Jun-12	rainvilb	User
LIS tornmtidataaclientfiles.xls	\\Projects\\File Inventory\\EDRMS\\LIS tornmtidataaclientfiles.xls	5,626,368	144	3	2-Jun-12	rainvilb	User
LIS ottdataaclientfileso.xls	\\Projects\\File Inventory\\EDRMS\\LIS ottdataaclientfileso.xls	10,673,664	144	3	2-Jun-12	rainvilb	User
LIS Merchandising-20100204 Load-Educatinal sales-catalogues.txt	\\Projects\\File Inventory\\LIS Merchandising-20100204 Load-Educatinal sales-catalogues.txt	616,293	144	3	2-Jun-12	rainvilb	User
Inventory sheet (MTL model).xls	\\Projects\\File Inventory\\FORMS\\Inventory sheet (MTL model).xls	90,624	144	3	2-Jun-12	corbeidi (Delete) 15851853 (Deleted)	User
Christa doc inventory from desk (Autosaved).xls	\\Projects\\File Inventory\\Christa doc inventory from desk (Autosaved).xls	116,736	144	3	2-Jun-12	madorec	User
Diane Corbeil Inventory.xls	\\Projects\\File Inventory\\Diane Corbeil Inventory.xls	127,488	144	3	2-Jun-12	madorec	User
COR Archivage de données du system on air .fml	\\Projects\\On Air RIM project\\COR Archivage de données du system on air .fml	12,279	144	3	7-May-12	juneaur	User

4.11 Directory creation history

List of created objects during a period of time. The result is presented by year and month. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by user/group who created objects and by creation dates. It is possible to include or exclude the deleted users.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pUser	Optional	User who created objects. If empty all users will be retrieved.
pDeleted	Mandatory	Specify whether the deleted users should be included or not.
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy

Directory Creation History

From 1-Jan-13 to 14-Jun-13

Node: 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Users: All (Include deleted users)

Year	Month	Node	Full Path	User Creator ID	Create Date	User Type	Organization Unit	RM Classification
2013	1	Data Room	\\Projects\\Real Estate Services Immobiliers\\Data Room	rainvilb	14-Jan-13 11:35:53 AM	User		111.160.LL2009-0000160
		DFI Data Room MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\DFI Data Room MRC.vsd	rainvilb	14-Jan-13 12:13:59 PM	User		111.160.LL2009-0000160
		DFI Data Room MRC.pdf	\\Projects\\Real Estate Services Immobiliers\\Data Room\\DFI Data Room MRC.pdf	rainvilb	15-Jan-13 1:36:38 PM	User		111.160.LL2009-0000160
		Flow Chart DFI Data Room MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\Flow Chart DFI Data Room MRC.vsd	rainvilb	15-Jan-13 4:37:25 PM	User		111.160.LL2009-0000160
	2	Projet_DFI_MRC_DATA_ROOM.xlsx	\\Projects\\Real Estate Services Immobiliers\\Data Room\\Projet_DFI_MRC_DATA_ROOM.xlsx	rainvilb	1-Feb-13 10:17:14 AM	User		111.160.LL2009-0000160
		DFI Data Room SI MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\DFI Data Room SI MRC.vsd	rainvilb	1-Feb-13 11:34:04 AM	User		111.160.LL2009-0000160
	5	03_Analyze and Classify	\\Projects\\Corporate IT\\03_Analyze and Classify	rainvilb	21-May-13 10:58:52 AM	User		111.160.LL2009-0000160
		spreadsheet classifications.xlsx	\\Projects\\Corporate IT\\03_Analyze and Classify\\spreadsheet classifications.xlsx	rainvilb	21-May-13 10:59:54 AM	User		111.160.LL2009-0000160
		04_Develop Stucture	\\Projects\\Corporate IT\\04_Develop Stucture	rainvilb	21-May-13 10:58:54 AM	User		111.160.LL2009-0000160
		Folder Permissions and Classification Model - Corp IT.xlsx	\\Projects\\Corporate IT\\04_Develop Stucture\\Folder Permissions and Classification Model - Corp IT.xlsx	rainvilb	21-May-13 2:23:45 PM	User		111.160.LL2009-0000160
		05_Deploy and Migrate	\\Projects\\Corporate IT\\05_Deploy and Migrate	rainvilb	21-May-13 10:59:56 AM	User		111.160.LL2009-0000160
		06_Support and Evaluate	\\Projects\\Corporate IT\\06_Support and Evaluate	rainvilb	21-May-13 10:58:57 AM	User		111.160.LL2009-0000160

4.12 Items last accessed

List of documents that were last accessed since a specific date. The access is determined by the fetch event. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by audit dates.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pDate	Mandatory	Date since which the document was accessed for the last time
pName	Mandatory	Nickname of the object that is the starting point to built the Livelink hierarchy.

Items last accessed

Since: 1-Jan-13

Node 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Node	Full Path	Last Access Date	User	User Type
DFI Data Room MRC.pdf	\\Projects\\Real Estate Services Immobiliers\\Data Room\\DFI Data Room MRC.pdf	15-Jan-13 1:28:16 PM	rainvilb	User
DFI Data Room MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\DFI Data Room MRC.vsd	1-Feb-13 10:16:43 AM	rainvilb	User
Flow Chart DFI Data Room MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\Flow Chart DFI Data Room MRC.vsd	1-Feb-13 10:16:54 AM	rainvilb	User
Projet_DFI_MRC_DATA_ROOM.xlsx	\\Projects\\Real Estate Services Immobiliers\\Data Room\\Projet_DFI_MRC_DATA_ROOM.xlsx	1-Feb-13 11:33:15 AM	rainvilb	User
DFI Data Room SI MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\DFI Data Room SI MRC.vsd	5-Feb-13 3:04:52 PM	rainvilb	User
Sélection de texte du manuel de formation.doc	\\Projects\\Personne et Culture 2010-2011\\Formation\\Remote Training\\Production\\Story Boards\\Sélection de texte du manuel de formation.doc	5-Apr-13 3:38:50 PM	rossh	User
Corporate Finance box lists.xls	\\Projects\\Corporate Finance\\Inventory\\Corp Fin Box Inventory\\Corporate Finance box lists.xls	9-May-13 12:07:51 PM	rainvilb	User
Nata Maggio Box List	\\Projects\\Corporate Finance\\Inventory\\Corp Fin Box Inventory\\Nata Maggio Box List	9-May-13 12:09:03 PM	rainvilb	User
Milena Tolasi Box List	\\Projects\\Corporate Finance\\Inventory\\Corp Fin Box Inventory\\Milena Tolasi Box List	9-May-13 12:10:05 PM	rainvilb	User
Claire Bigras Box List	\\Projects\\Corporate Finance\\Inventory\\Corp Fin Box Inventory\\Claire Bigras Box List	9-May-13 12:10:38 PM	rainvilb	User
RIM - EDRMS - Shared Services - Project Charter - Shared Services - Draft - Rainvilb.DOC	\\Projects\\Shared Services Center\\Charte de Projet\\RIM - EDRMS - Shared Services - Project Charter - Shared Services - Draft - Rainvilb.DOC	10-May-13 9:56:58 AM	rainvilb	User
RIM - EDRMS - Deployment Framework - Project Kick-Off Meeting and Demonstration - Rainvilb.ppt	\\Projects\\Shared Services Center\\Charte de Projet\\RIM - EDRMS - Deployment Framework - Project Kick-Off Meeting and Demonstration - Rainvilb.ppt	10-May-13 9:56:57 AM	rainvilb	User
RIM - EDRMS - Deployment Framework - Folder Permissions and Classification Model - SSC	\\Projects\\Shared Services Center\\Structure\\RIM - EDRMS - Deployment Framework - Folder Permissions and Classification Model - SSC	10-May-13 9:57:55 AM	rainvilb	User

4.13 Items not accessed since a specific date

List of documents that were not accessed since a specific date. The access is determined by the fetch event. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by audit dates.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pDate	Mandatory	Date since which the document was not accessed
pName	Mandatory	Nickname of the object that is the starting point to built the Livelink hierarchy.

Items Not accessed

Since: 1-Jan-13

Node 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Node	Full Path
EDRMS Assessment Questions - CRO.doc	\\Projects\\Chief Regulatory Officer\\01_Assessment\\EDRMS Assessment Questions - CRO.doc
EDRMS CRO - Project Charter - Draft.DOC	\\Projects\\Chief Regulatory Officer\\EDRMS CRO - Project Charter - Draft.DOC
Implantation _Etapes-r-te.docx	\\Projects\\Chief Regulatory Officer\\Implantation _Etapes-r-te.docx
EDRMS - Corp IT Users and Groups.xlsx	\\Projects\\Corporate IT\\01_Assessment\\EDRMS - Corp IT Users and Groups.xlsx
EDRMS Assessment Questions.doc	\\Projects\\Corporate IT\\01_Assessment\\EDRMS Assessment Questions.doc
Initial Inventory Listing.xlsx	\\Projects\\Chief Regulatory Officer\\02_Inventory\\Initial Inventory Listing.xlsx
Second Documents Inventory Listing.xlsx	\\Projects\\Chief Regulatory Officer\\02_Inventory\\Second Documents Inventory Listing.xlsx
Flow Chart DFI Data Room MRC.vsd	\\Projects\\Real Estate Services Immobiliers\\Data Room\\Flow Chart DFI Data Room MRC.vsd
Corp IT EDRMS Presentation.pptx	\\Projects\\Corporate IT\\01_Assessment\\Corp IT EDRMS Presentation.pptx
Folder Permissions and Classification Model - CRO.xlsx	\\Projects\\Chief Regulatory Officer\\04_Develop Stucture\\Folder Permissions and Classification Model - CRO.xlsx
spreadsheet classfications.xlsx	\\Projects\\Chief Regulatory Officer\\03_Analyze and Classify\\spreadsheet classfications.xlsx
CRO EDRMS Presentation.pptx	\\Projects\\Chief Regulatory Officer\\01_Assessment\\CRO EDRMS Presentation.pptx

4.14 List of groups containing a specific user

List of groups containing one or many specific users or other groups. The result can grouped by members or by groups.

Package	Groups
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pGroup	Optional	Groups for which the data will be extracted. If empty, al groups will be selected.
pMember	Optional	Members for which the data will be extracted. If empty, all members will be selected.
pGroupBy	Mandatory	Specify whether the result will be grouped by members or by groups.

List of Groups Containing a Specific User / Group

By Group

Group	Member	Member Type
	pagec	User
	falondecl	User
	proteaua	User
	bellmac	User
	bergevim	User
	vallierec	User
0-All Users	o- (Internal users)	Group
	ll_em_archive	User
	Test_CT_WGC_4	User
	goudreal	User
	labbeec	User
	test_edrms	User
	ll_tipp_archive	User

4.15 List of groups managed by a specific user

List of groups managed by a specific group leader. It is possible to include or exclude groups without leader. It is also possible to extract only the list of groups without leader. The user can run the report for one or many group leader.

Package	Groups
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pMember	Optional	Group leaders for which the data will be extracted. If empty, all leaders will be selected.
pMissing	Mandatory	Specify whether to include or exclude groups without leader or to only extract the list of groups without leader

List of groups managed by a specific user

Include groups without leader

Leader	Leader Type	Group
agostini	User	ETN_DP&BD_P&O_WebDevelopmentTeam
allarso	User	HR_MTL
allenma	User	o-CRO-R&A-Admin
		o-CRO-RSA
ayotter	User	IT_QAWS_RFSO_Printers_2010
		IT_QAWS_Montreal
		IT_QAWS_Toronto
bco_admin	User	BCO_UserGroup

4.16 List of user creating least or most items

Number of created objects by year, month and user who created the object. The data is extracted starting from the object's nickname or id specified by the user. The report can be filtered by dates of creation, organization unit and the user who created the object. It is possible to include or exclude the deleted users.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	Directory Creation History

Prompt		
Titre	**Usage**	**Description**
pUser	Mandatory	User who created the objects and for which the report is filtered. If empty all users will be retrieved.
pDeleted	Mandatory	Specify whether the deleted users should be included or not.
pOrganization	Optional	Organization unit for which for which the report is filtered. If empty, all organizations units will be selected.
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy

List of User Creating least or Most Items

From 1-Jan-13 to 28-Jun-13

Node: 14050799 - \\CBC/Radio-Canada\\Corporate Secretariat_Secrétariat Général\\Records and Information Management\\04_EDRMS\\Projects

Users: All (Include deleted users)

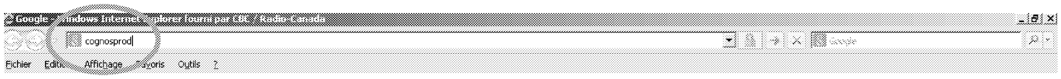
Organizations: All

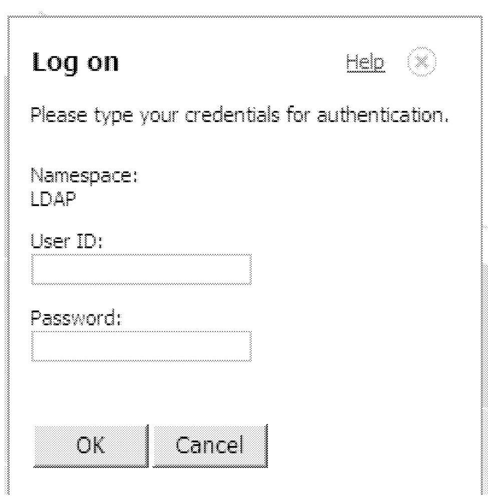
Year	Month	User Creator ID	User Type	Organization Unit	# of Created Items
2013	1	rainvilb	User		4
	2	rainvilb	User		2
	5	rainvilb	User		32

5. Accessing E-ARCHIVES Reports

IBM® Cognos® Connection is the portal to IBM Cognos reports. IBM Cognos Connection provides a single access point to all corporate reports available in IBM Cognos software. To access E-ARCHIVES Cognos reports you have first to login to IBM Cognos reports.

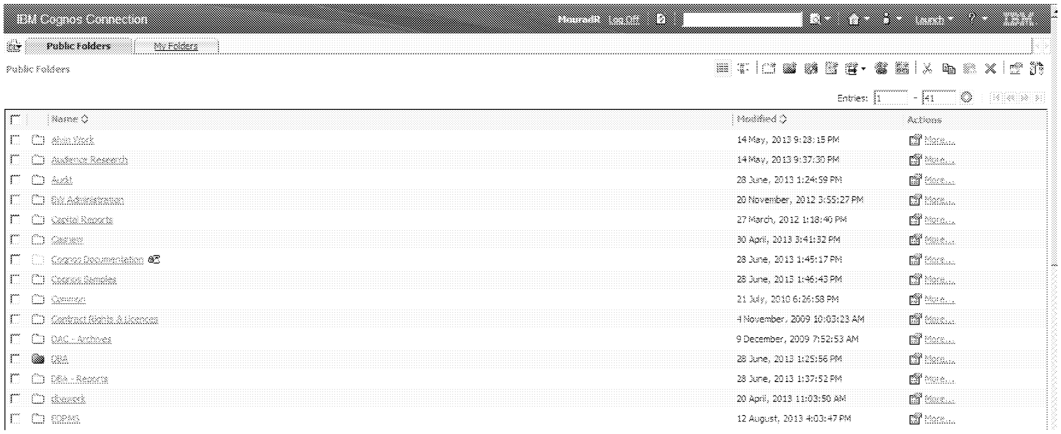
Steps

1. Open Internet Explorer
2. At the URL address enter **cognosprod**
3. 

4. Press Enter
5. 

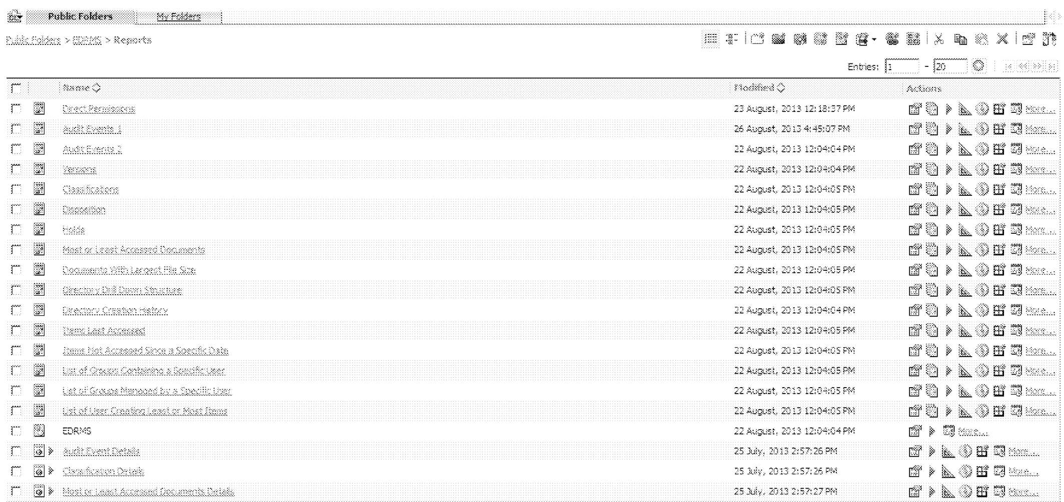
6. Enter your corporate Userid and Password

7. Click OK

8. 

9. From the public folder Click on E-ARCHIVES

10. Click on Reports

11. 

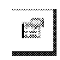
12. You can see now the E-ARCHIVES Reports.

6. Set Default Report Options

You can set one of the following actions as the default when a report is run:
- view the most recent report or run if it has not been previously run (default)
- run the report
- open the report in the authoring tool that was used to create it (not covered in this document)

You can set default report options such as format and language. You can also set the default to prompt for values and run as the owner.

Steps

1. In IBM Cognos Connection, click the set properties button  on the actions toolbar to the right of the report.

2. Click the Report tab

3. Under Default action, select the default action for when the report is run.

4. If you want to override report options, under Report options, click the Override the default values check box. You can change some or all of the options, such as format, language, and accessibility support.

5. If you want to prompt for values to filter the data in the report, click select the Prompt for values check box under Prompt Values. Note: You are prompted for values only if the report specification or model includes prompts or if you have access to multiple data source connections or signons.

6. Click OK.

7. Set Report Options for the Current Run

You can set the following options for the current run of a report:

- report output format
- language
- delivery method
- prompt for values

These options override the defaults for a report for a one-time run. You can change default run options for reports. If you change the delivery method while a report is running, the run operation is cancelled. The report is run again using the new delivery method that you select. This can be time-consuming for large reports. To save time, specify the delivery method before you run the report. To specify a time for the report to run, to choose additional formats or more than one language, or for additional delivery methods, use advanced run options

Steps

1. In IBM Cogno Connection, click the run with options button on  the actions toolbar to the right of the report you want to run.

2. Under Format, click the format that you want for the report output.

3. Under Language, click the language that you want for the report output.

4. Under Delivery, choose to view the report now, save the report, or send the report by email.

5. If you want to prompt for values to filter the data in the report, under Prompt Values, click the Prompt for values check box. You are prompted for values only if the report specification or model includes prompts or if you have access to multiple data source connections or signons.

6. Click Run.

8. Set Advanced Report Options for the Current Run

You can specify the following advanced run options for a report for the current run:
- time when the report should run
- multiple report output formats if you choose to run the report later and additional format choices for HTML and PDF
- one or more languages
- one or more delivery methods
- prompt for values

The report runs in the background if you run the report later, select multiple report formats or languages, select to save or email the report. When done, the output versions button appears next to the report on the **Actions** toolbar.

Steps

1. In IBM® Cognos® Connection, click the run with options button on the actions toolbar to the right of the report you want to run.

2. Click Advanced options.

3. Under Time and mode, click Run in the background, and then click Now or Later. If you specify Later, set a date and time for the report to run.

4. Under Format, click the formats you want for the report output.

5. If you want to select a different or additional languages for the report, under Languages, click Select the languages and use the arrow keys to move the available languages to the Selected languages box and click OK. To select multiple languages, use the Ctrl key or use the Shift key.

6. Under Delivery, choose the delivery method that you want:

   - If you schedule a report for a future time, select multiple formats or languages. You cannot view the report now. Select one of the other delivery methods.
   - If you choose to save using report view, you can change the name or destination folder of the report view. Click Edit the save as options, make the changes and click OK.
   - If you choose to email the report, proceed to next step

7. If you select Send the report by email, click Edit the email options and set the following options:

   - To display the blind copy field, click Show Bcc.
   - To choose IBM Cognos Business Intelligence recipients, click Select the recipients. Select the check box next to the names you want to include, and click To, Cc (copy), or Bcc (blind copy). The entries that you select are listed under Selected entries.
   - When you are done, click OK.
   - To send the email to other recipients, in the To:, Cc, or Bcc boxes, type the email addresses separated by semicolons (;).
   - Under Subject, type the subject of the email.
   - Under Body, type a message to be included in the email.
   - To include a hyperlink to the report, select the Include a link to the report check box. To include the report as an attachment, select the Attach the report check box.
   - Click OK.

8. If you want to be prompted for values to filter the data in the report, under Prompt Values, select the Prompt for values check box. If you run the report later, the prompt values you provide are saved and used when the report runs. You are prompted for values only if the report specification or model includes prompts or if you have access to multiple data source connections or signons, even if the Prompt for values check box is selected.

9. Click Run.

9. Create a report view

You can create a report view, which uses the same report specification as the source report, but has different properties such as prompt values, schedules, delivery methods, run options, languages, and output formats.

Creating a report view does not change the original report. You can determine the source report for a report view by viewing its properties. The report view properties also provide a link to the properties of the source report.

If the source report is moved to another location, the report view link is not broken. If the source report is deleted, the report view icon changes to indicate a broken link , and the properties link to the source report is removed.

Steps

1. In IBM® Cognos® Connection, locate the report you want to use to create the report view.
2. Under **Actions**, click the report view button next to the report.
3. In the **Name** box, type the name of the entry.
4. If you want, in the **Description** and in the **Screen tip** box, type a description of the entry. The description appears in the portal when you set your preferences to use the details view. The screen tip, which is limited to 100 characters, appears when you pause your pointer over the icon for the entry in the portal.
5. If you do not want to use the target folder shown under **Location**, click Select **another location** and select the target folder and click OK.
6. Click **Finish**.

10. Save output report

All report output is stored automatically in IBM® Cognos® Business Intelligence.

Steps

1. In IBM Cognos Connection, click the run with options button on the actions toolbar to the right of the report you want to run.

2. Click **Advanced options**.

3. Under **Time and mode**, click **Run in the background**, and then click **Now** or **Later**.

4. Under **Delivery**, choose where you want to save your report. To save a copy in IBM Cognos BI, click **Save**. Then, click **Save the report** or **Save the report as report view**. If you choose to save as report view, you can change the name or destination folder of the report view. Click **Edit the options**, make the changes and click **OK**.

6. Click **Run**.

Communications Plan **for Electronic Document Records Management System (EDRMS)**	
Date: October 11, 2013	**Version:** 9
Prepared by: Elizabeth Forster, Corporate Communications	

Background

Like most organizations, CBC/Radio-Canada is experiencing significant growth in our digital business records, and the use of electronic tools to create, document and communicate decisions, policies and processes. This has important implications for our ability to respond to legislative requirements such as Privacy, ATIP and whistleblower legislation.

Inadequate information management tools and practices have been negatively affecting our ability to conduct our business in a timely and efficient manner. Documents are difficult or impossible to locate and employees are spending an increasing amount of time searching for them.

In 2005, a Special Examination Report from the Officer of Auditor General recommended that we improve information management across the Corporation. CBC/Radio-Canada's General Counsel and Corporate Secretary similarly identified a serious problem with the proliferation of electronic documents, and the lack of classification and content management of important business records in both administrative and programming areas.

As a Crown Corporation, CBC/Radio-Canada has a legal requirement to comply with the Library and Archives Act by managing our electronic document records based on a standardized classification plan and retention schedule. CBC/Radio-Canada Policy 2.9.01 Records and Information Management directly reflects this requirement.

From 2007-2009, a centralised Record Information Management (RIM) position was created within the Corporate Secretariat, along with a standardized classification plan and retention schedule, and a successful pilot was conducted within Legal using Livelink, an electronic document records management system (EDRMS). Since 2009, the corporate roll-out of EDRMS has been slow because of operational constraints and lack of visibility for the project.

Electronic Business Records

To accelerate the completion of this project, an EDRMS project team has been working concurrently on a department-by-department basis since March 2013 to identify what constitutes important electronic business records for each department, and to map these to the classification plan and retention schedule set by Archives Canada.

In each department, senior management must identify an Information Steward(s) to work with this team to ensure that this process and structure is properly implemented and maintained for the future. The deadline to complete this work with all departments is December 31, 2014.

Email as a business record
The majority of important electronic business records within CBC/Radio-Canada consist of emails and attached electronic documents.

On March 1, 2013, CBC/Radio-Canada's corporate email system changed from Novell's GroupWise to Google's Gmail. In April 2013, a new policy on email management was introduced that focuses on ensuring business-related emails are appropriately classified, stored, and retained. Employees across the Corporation have been directed to transfer any emails that constitute "business records" into Livelink, our corporate EDRMS, for archival storage.

Based on the new policy, any "business records" older than 365 days will be automatically deleted from an employee's Gmail account as of January 1, 2015. All email previously archived in GroupWise, which continues to be available, will be subject to this same policy.

Communications Objectives

- Reinforce for employees the need to safeguard our corporate information;
- Provide visible support from senior management for this project;
- Reinforce the need for an Information Steward from each department to take ownership of that department's record management;
- Reinforce the need for all departments to be flexible in their schedules to allow the EDRMS team to work with them to implement records management for their employees;
- Confirm for employees that EDRMS representatives will visit each department and meet with them to help prepare them for the roll-out of this project;
- Ensure that employees are aware of the training/support available for use of Livelink;
- Ensure that communications to staff reflect the viewpoints of the various components across the Corporation – including news and media departments – on what "business records" are for them (e.g., "I'm a journalist - what should I archive?");
- Convince employees that the process to archive in Livelink current emails and GroupWise archives that represent "business records" is manageable, provided that it's done incrementally;
- Provide timely reminders over the next 18 months of the upcoming January 1, 2015 deadline to archive "business records" older than 365 days, and the ongoing need for incremental archiving before and after this date.

Key Messages

- Like other organizations, CBC/Radio-Canada has come to depend on electronic tools to create, document and communicate decisions, policies and processes. The result has been an explosive growth in our digital business records in recent years.
- Our information management tools and practices have been getting in the way of our ability to locate important documents, and we're spending an increasing amount of time searching for them. This threatens our ability to conduct our business in a timely and efficient manner, and to respond to legislative requirements such as Privacy, ATIP and whistleblower legislation.
- As a Crown Corporation, we're legally required to comply with the Library and Archives Act by managing our electronic document records based on a standardized classification

plan and retention schedule. CBC/Radio-Canada Policy 2.9.01 Records and Information Management directly reflects this requirement.

- A dedicated project team has recently begun working in consultation with various departments to confirm what their "essential business records" are, and how to archive these in Livelink, our electronic document records management system (EDRMS).
- This team will work with all departments to help ensure that the Corporation's important business records - including emails - are identified, classified and transferred to Livelink before January 1, 2015.
- Beginning on that date, any emails older than 365 days in your Gmail account will be purged on a daily basis. You must transfer any "business record" emails into Livelink before they are one year old to prevent them from being automatically deleted as part of this process.
- Your "pre-Google" (i.e., GroupWise) email archives, which are currently available via a separate platform, will also be deleted on January 1, 2015. To preserve emails in your GroupWise archives that represent "business records," you must transfer them into Livelink before this date.

Target Audiences

- CBC/Radio-Canada Senior Executive Team
- CBC/Radio-Canada Executive Assistants
- CBC/Radio-Canada news and media departments
- CBC/Radio-Canada staff across the organization

Strategic Considerations

- Migrating to a new email system after some 15 years at CBC/Radio-Canada raises the opportunity / spectre of addressing the tremendous volume of email archived in GroupWise. Much of this material is no longer relevant, but employees are too busy to sort through it.
- The new policy directs employees to archive only essential "business records." This differs from the company's traditional approach to archiving, which relied on employees to decide which of their emails/documents were important to retain.
- To date, only a few corporate departments have used Livelink for archiving. It's essential that the balance of CBC/Radio-Canada departments (especially the news and media areas) be consulted to confirm what essential "business records" are for them.
- It's equally essential that senior management visibly support this project, and supply an Information Steward(s) in each department to take ownership of that department's record management at the beginning of the project and after its implementation.
- The bulk of employees will require training and/or support to use Livelink.
- Pre-Google email archives (i.e., emails previously archived in GroupWise) continue to be available at https://archive.cbcrc.ca/ for employees to review and transfer to Livelink.
- As of January 1, 2015 any pre-Google emails that have not been transferred to Livelink will be deleted.
- Also as of January 1, 2015, any Google emails older than 365 days that have not already been transferred to Livelink will be automatically deleted on a daily basis.

- To date, it has not been confirmed how many emails can be transferred in bulk to Livelink: i.e, whether it will be possible to transfer a single email, a maximum number of emails, a single folder of emails, etc.

Tools and tactics to date

- iO! Top Story announcing new policy for email management, new tool for archiving (Livelink) and important dates for archiving. Story featured messages of support from VPs of English/French Services, and included links to full policy and related Q&As;
- Gmail note to staff confirming upcoming implementation of Livelink banner to support Livelink as new archiving tool for CBC/Radio-Canada email, with link to recent announcement of new policy;
- iO! Top Story confirming Livelink banner had been implemented and containing links to request Livelink account and access to training material;
- Updated Livelink training material posted on Going Google and Virage Google sites, reflecting upgraded version implemented May 18-20.
- Creation of Archiving your emails in Livelink page on iO!, with aggregate information (Q&As; training material for Livelink; information on how to access GroupWise archives; reminder of automatic deletion process for older emails beginning January 1, 2015; importance of retaining emails that are subject to an ATI request or may be relevant to existing/anticipated legislation). Page to be updated as required by EDRMS project team;
- Note to staff announcing continuing access to GroupWise archives until 2015, which included reference to new iO! page.

Timeline for future tools and tactics

Timeline	Activity	Responsibility
Late October 2013	iO! Top Story reinforcing: • SET endorsement for EDRMS (based on result of Oct. 15 presentation to SET), and the priority for this initiative for: - Our ability to conduct our business in a timely and efficient manner by being able to readily locate important electronic business records; - Our ability to meet our	Corporate Communications (Elizabeth Forster); SET sponsors (ideally, Neil and Louis)

	legal requirements in addressing ATIP, Privacy and whistleblower legislation; - Effective centralized record management in compliance with Library and Archives act. • The need for all departments to be flexible in their schedules to allow the EDRMS team to come in and provide their assistance on its implementation. • The need for senior management in each department to supply an Information Steward(s) who will take ownership of the department's record management at the beginning of the project and after implementation • That EDRMS representatives will make staff / department meeting visits on an individual basis to better prepare the departments for their implementation. • Information on current/upcoming work by EDRMS team with each department, • January 1, 2015 deadline for archiving important business	

	records in Livelink; (any pre-Google archives and older Gmails (365+ days) not transferred to Livelink will be automatically deleted. Daily purge of older Gmails will continue permanently thereafter.) ● Training resources available via the Archiving your emails in Livelink site on iO!	
Ongoing (Note that this is a project, vs. a comm., initiative)	Information sessions given by EDRMS team members to departmental managers/supervisors/staff, to reinforce the importance of the new archiving policy and clarify what type of content is appropriate for their team to archive as "business records." Employees must also be advised to retain any email that they have been advised is subject to an ATI request, or may be relevant to existing/anticipated legislation, until they are otherwise advised.	EDRMS Project Team
November 2013 to December 2014.	NTS/iO! stories re success stories based on EDRMS, (Doing Things Better series?), reminders re new email management policy, countdown to January 1, 2015 deadline for deletion of GroupWise archives and start of daily automatic	Corp. Comm.

	deletion of older email (365+ days) in Gmail.	

****

Questions and Answers about the new email management policy

1. What should I do when I receive a new email?
You should determine whether it is a business record or a transitory message.

2. What exactly is a business record? What should I do with these?
An email that is material to a business decision or action is considered a “business record”. Business records enable and document decision-making in support of programs, services and ongoing operations, and support departmental reporting, performance and accountability requirements. For a full description and examples of business records, see the new email management policy.

If the content of an email is important, if it provides you with an authorization, gives you a strategic direction to take, or will be needed for future reference, then you need to label it with a reminder that it needs to be transferred later to Livelink, for permanent storage.

3. What exactly is a transitory message? What should I do with these?
A transitory message is a record of a temporary nature, or one that is required for a short time only to ensure the completion of a routine action. It doesn’t have any documentary, archival or evidential value. For a full description and examples of transitory records, see the new email management policy.

If you have determined that a single email or a whole email trail will not be needed for further consultation (e.g., a simple thank you, an external publication or confirmation of a meeting date), please discard it as soon as you are done with it.

By contrast, if you think it could be useful to keep an email for a short period of time, you can use the “Archive” feature in Google to move it from your inbox to the *All Mail* label (and any other label you have assigned it to), from where it will eventually be deleted (see following question).

4. How long will emails be stored in my Gmail account?
As of January 1, 2015, our email system (Gmail) will permanently delete on a daily basis any email in your account that is more than one year (365 days) old, regardless of whether it is in your inbox, stored within a label that you created, or “archived”* in Gmail.

NOTE: The “Archive” feature in Gmail moves an email from your inbox to the All Mail label (and any other label you have assigned it to).

Email that is archived in Gmail will ultimately be deleted.

Email that is transferred to Livelink using the new Livelink button (see below) will <u>not</u> be deleted.

5. Can I keep emails in my account without archiving or filing/labelling them?
Yes, you may keep emails in your email account for a period not exceeding one year (365 days) after their receipt or creation. As of January 1, 2015, any emails older than one year will be deleted from your account on a daily basis.

For this reason, it's especially important that you transfer business records to Livelink (both sent and received emails) in a timely manner, to ensure they're not deleted after 365 days.

6. Access to information
If you are advised by CBC/Radio-Canada's Access to Information Office that a certain topic is the subject of an Access to Information Request, you must retain all emails relating to that topic until you are advised otherwise by them.

7. Litigation
If you are advised by CBC/Radio-Canada's Legal Services that a certain topic is relevant to an existing litigation or anticipated litigation, you must retain all emails relating to that topic until you are advised otherwise by them.

8. What is Livelink?
Livelink is a bilingual, web-based content management system that's used by CBC/Radio-Canada for time capture, contract management, document & records management, and collaboration. You can access it directly at http://livelink/livelinke/livelink.exe.

9. How do I transfer an email to Livelink?
When you open an email in Gmail, you will see a button just like this one at the bottom of your email, which will allow you to save it in Livelink for permanent storage.

A browser window will open, showing you a list of folders in Livelink where you can save your emails.

As noted above, if you "archive" an email in Gmail using the "Archive" button at the top of your Google screen, it will not be permanently saved. As of January 1, 2015, any emails older than 365 days will automatically be deleted from your Gmail account on a daily basis.

10. What will happen to the emails I archived in GroupWise?
Your GroupWise archives will be accessible until **December 31, 2014** at https://archive.cbcrc.ca/ . If you archived business records in GroupWise, or emails that are the subject of an Access to Information request or a litigation, it's important that you transfer them to Livelink in accordance with the corporate policy on email management. As of January 1, 2015, any emails previously archived in GroupWise that have not been transferred to Livelink will be deleted.

11. What should I do with emails that contain important documents?
If you receive an email with an attachment, and the email message itself is also of a business nature, you should save the email with its attachment(s) in Livelink.
However, if you receive an email with an important attachment, but the email message itself is of transitory nature, you should only save the attachment in Livelink. After the attachment has been saved in Livelink, you may delete the email message.

12. What can I do to better manage my inbox?

- There is only one way to manage your inbox effectively. Follow these four easy steps: Read it, Action it, File it, Delete it.
- If you were copied on an email, delete it when you are finished reading it and it is no longer needed.
- Consider doing a little bit of email management before you start your work day.
- Please remember that there are more than 9,000 employees using CBC/Radio-Canada/Google's servers for our emails. Keeping your mailbox clean is the easiest way to keep our email system manageable.

13. Who should I contact if I have other questions about email management?
You can contact the IT Service Centre, at 1-866-999-7888 or itsc@cbc.ca .

Sample questions received from staff

1. I have about 15 years of archived GroupWise mail that is well over 25 GB. How will Gmail handle a transfer of that size?

Answer : Emails that were previously archived in GroupWise will not be transferred into Gmail. Instead, they will continue to be available via a separate platform (outside of Google) for employees to review and transfer to Livelink.

2. I have archived thousands of emails over those years. I do not intend to go through each once again. Will I be able to batch archive them this time?

Answer : We will work with the recommendation of the Gmail Advisory Committee.

3. Where can I find information about Livelink search functionality? Boolean searches?

Answer : Information about the search capabilities will be provided. Time table has not been set yet.

Comment [1]: I made a cheat sheet on advanced search in Livelink, it might only need a few picture updates.

4. Can relevant archived mail be emailed directly from Livelink - as can be currently done with M+ Analytics? (I am NOT asking about cutting and pasting text.)

Answer : The procedure to forward a document from Livelink to alternate destination will be documented and communicated to all users.

Comment [2]: Short answer is NO, Need to download and attach.

5. What about retrieving attachments from archived email in Livelink?

Answer : An HTML format of the email is saved, the original message format is saved and all email attachments are saved.

6. Will the ORIGINAL date stamp be preserved as a search parameter?

Answer : The email metadata (Date stamp, Object ,etc) will be conserved as search and retention criteria.

7. Will our show accounts also have Livelink settings to easily archive our emails from listeners? Or will those automatically be saved? Right now, the Livelink option doesn't seem to appear in our show account.

Answer : This feature will need to be looked at in order to provide the best solution. It was not part of the original scope. Other archiving alternatives for show accounts will need to be considered.

8. There are a number of things that we manage in our department that run on an annual cycle. Annual leave is one that applies to all of the CBC/SRC. Specific to us, we have hundreds of business contracts that are annual. There are dozens, if not hundreds, of items of correspondence that may or may not be relevant to a given partner deal... until there is a business issue with the partner, and we need a given record to protect the Corporation's best interests.

Can our "levelling pool" of emails stored in Gmail be 18 months instead of 12 months? This will help us over contract end dates, in those "just in case" unpredictable situations where we need written points on what might be an obscure aspect or topic that becomes critical upon contract maturity.

Comment [3]: Contracts are already saved in Livelink via Vision, Ixos.

Comment [4]: The management of emails related to those would need a clear establishment of internal guidelines by a department identifying keywords for potential need of reference.

Comment [5]: We could consider a semi-active period of 6 months passed the initial 12 months extending the hard line at 18 months, but the message should be clear on the hard line and not show any sign of flexibility in any given future.

Answer : This item will be part of the discussion of the Gmail Advisory Committee.
The following note was sent to all IT staff after EDRMS was implemented in their department:

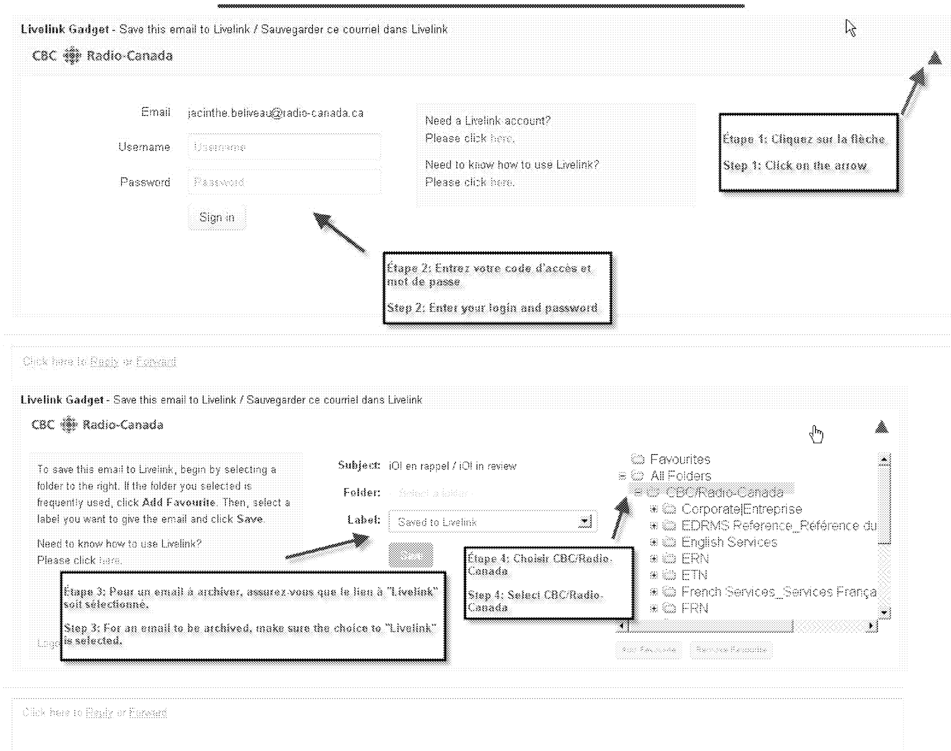
Étapes à suivre pour archiver un courriel dans la nouvelle structure Livelink /
Steps to follow to archive an email into the new Livelink structure

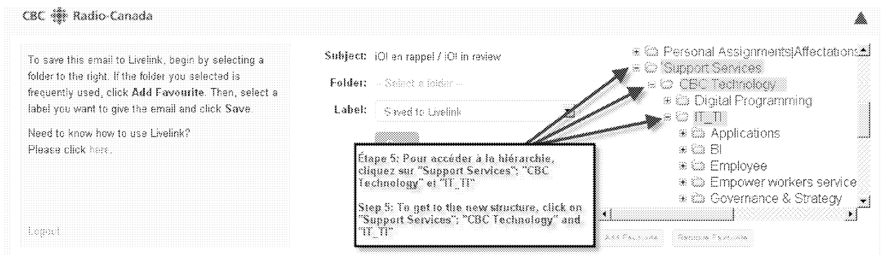
Pour faire suite au courriel du 11 septembre concernant la mise en place de SGDDE (Système de Gestion des Documents et Dossiers Electroniques) au sein de notre composante, voici la procédure à suivre afin d'archiver un courriel dans notre nouvelle structure Livelink:

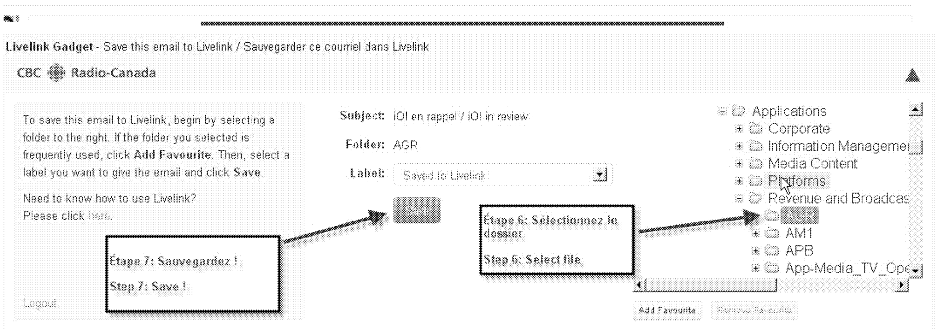
"Les utilisateurs s'attendent à effectuer ce qu'ils ont toujours fait (tout sauvegarder)... mais la nouvelle approche est de tout supprimer sauf les documents opérationnels." Voir lien ci-bas dans IO!

To follow up on September 11th email regarding the implementation of EDRMS (Electronic Document and Records Management System) within our team, here's the procedure to follow in order to archive an email in our new Livelink structure:

"Users are expecting a new way to do what they have always done (save everything)... but the new approach is to delete everything except Business Records." See link below in IO!







***Rappel important:* Veuillez consulter le lien dans iO! pour revoir la politique de CBC/Radio-Canada concernant la gestion des courriels:**
http://io.cbcrc.ca/Pages/Fr/services-technologies/livelink-archiving-fr/archivage-livelink.aspx

***Important reminder:* You are invited to consult the link in iO! to review the CBC/Radio-Canada email management policy:**
http://io.cbcrc.ca/Pages/En/technology-services/livelink-archiving/livelink-archiving.aspx

Pour toutes questions, merci de contacter Jacinthe Béliveau notre coordonnatrice SGDDE.

If you should have any questions, please contact Jacinthe Béliveau our EDRMS coordinator.

Merci,
France

From: "Centre Liaison Centre" <centre.liaison.centre@lac-bac.gc.ca>
To:
BC: RICHARD JUNEAU, RICHARD.JUNEAU@CBC.CA,
Date: 2009-06-19 15:33:11
Subject: Consultation sur le Lignes directrices de la valeur opérationnelle des ressources documentaires / Consultations on Guidelines on Business Value of Information Resources
GroupWise Folder: RICHARD JUNEAU/Cabinet/LAC - BAC/
Type: GW.MESSAGE.MAIL.Internet

> Message bilingue // Bilingual Message
>
> Chers collègues,
>
> Dans le contexte du lancement de la Directive sur la tenue de documents émise par le Secrétariat du Conseil du Trésor du Canada, nous avons élaboré les lignes directrices s> '> y rattachant concernant la valeur opérationnelle. Afin de vous offrir de plus amples détails sur l> '> initiative qui a créé pour la présente directive et le groupe de travail des SMA sur la tenue de documents, menés par BAC depuis les deux dernières années, nous incluons un document d> '> information ci-joint concernant le Régime de tenue de documents. La présente documentation est affichée sur GCPEDIA :
http://www.gcpedia.gc.ca/wiki/Recordkeeping_/_Tenue_de_documents.
>
> Nous vous encourageons à nous remettre vos commentaires sur la ligne directrice, soit par l> '> entremise d> '> une séance de consultation, ou bien par écrit.
>
> Pour ceux qui préfèrent nous remettre des commentaires par écrit, veuillez utiliser la grille de commentaires fournit à cet effet et la faire parvenir au centre.liaison.centre@lac-bac.gc.ca. Pour être considérés, vos commentaires devront être reçus avant le 4 août 2009.
>
> Pour ceux qui préfèrent participer à des séances de consultation, veuillez réserver auprès du Centre de liaison en tenue de documents à centre.liaison.centre@lac-bac.gc.ca. Nous prévoyons près de 40 participants de ministères et organismes centraux. Puisque le nombre de places est restreint, veuillez nous aviser avant le 8 juillet 2009.
>
> Séance 1 :
> Date et heure : le 15 juillet de 9 h à 12 h
> Endroit : Bibliothèque et Archives Canada, 395 Wellington, pièce 156
>
> Séance 2 :
> Date et heure : le 4 août 2009 de 13 h à 16h
> Endroit : Bibliothèque et Archives Canada, 395 Wellington, pièce 156
>
> ***********************************
>
> Dear Colleagues,
>
> As part of the launch of the Directive on Recordkeeping issued by the Treasury Board of Canada Secretariat, we have drafted the accompanying Guidelines for Identifying Business Value, attached below. In order to provide you with additional details on the initiative that created this Directive, and the ADM Task Force on Recordkeeping that LAC has led over the last two years, we also included a background document on The Recordkeeping Regime. These documents can also be found in GCPEDIA at the following location:
http://www.gcpedia.gc.ca/wiki/Recordkeeping_/_Tenue_de_documents.
>
> We would appreciate it if you could provide us with comments on the guidelines, which you may do by submitting your feedback in writing or by attending a consultation session.
>

> For those who prefer to comment on the document in writing, we ask that you use the attached form to provide your feedback. Comment sheets can be sent to centre.liaison.centre@lac-bac.gc.ca. The deadline for comments is August 4, 2009.
>
> For those who prefer to provide feedback during one of the consultation sessions, please RSVP with the Recordkeeping Liaison Centre at centre.liaison.centre@lac-bac.gc.ca. Please note that we are expecting about 40 participants from departments and central agencies. Space is limited, so kindly let us know of your intention to attend one of the sessions no later than July 8, 2009.
>
> Session 1:
> Date and time: July 15, 9:00 > -> 12:00
> Location: Library and Archives Canada, 395 Wellington, Room 156
>
> Session 2:
> Date and time: August 4, 1:00-4:00 PM
> Location: Library and Archives Canada, 395 Wellington, Room 156
>
>
> > <<090611_comments_template.doc>> > > <<Guidelines on business value_v5-EN.pdf>> > > <<Guidelines on business value_v5-FR.pdf>> > > <<090615_RK Story_f.pdf>> > > <<090615_RK Story_e.pdf>>
>

Corporate Records Storage

Available In: EN FR Print

Storage of physical records is a major concern for any organization. Unlike electronic records, physical records are always visible wherever they are. In Records Management, we are aware of the limitations of CBC`s many sites across Canada.

Local CBC offices are responsible for the on-site storage of active and semi-active records under their control. Where space requirements necessitate alternative storage arrangement, off-site storage with an approved vendor is encouraged.

The following procedures should be followed when preparing and sending inactive business records to off-site storage. 1.1 ft3 Bankers' boxes are to be used. They can be ordered from the Ottawa RIM Office.

Files should be organized according to CBC/Radio-Canada's File Classification Plan and Retention Schedule. Ensure that the records inside the files are organized in a consistent manner (i.e. chronologically, alphabetically or numerically, etc).

1. "Weed" the records to be stored. Separate transitory records and/or convenience information from Business Records. Non-business records are never stored. It is strongly recommended that Transitory records or convenience information be destroyed if no longer needed.
2. Put the files in the Bankers box ensuring that files of similar function and activity are grouped together, sorted by file number, to facilitate the disposal process. Pack the files loosely in the box, leaving approximately one inch, facing in the same direction and in proper filing sequence, with the file number and/or name visible to the opening face of the box. Do not invert files.
3. Close the box but do not seal them by taping or any other method.
4. Make a list of the box's contents by using the **Iron Mountain File Template** and the box's description in the **Iron Mountain Box Template**. (Use only the 6 digits for the record code) This information is used to efficiently locate files if retrieval is required. It is not necessary to identify specific folders in the box. However, an inventory of the box's contents should be made and kept in a safe location. Note: Write the Records Classification Codes (related Retention Periods and Disposition Recall Dates) clearly on the Iron Mountain forms to allow the them to indicate, in their automated system when boxes' contents are at the end of their retention period.. This will then allow RIM to extract and issue periodically, a Disposal Eligibility Report from the Iron Mountain system.
5. Ensure any access restrictions by clearly indicating your department ID on the forms to protect files from unauthorized access and disclosure.
6. Send the **Iron Mountain Forms** correctly filled to Benoit Rainville, at the Ottawa RIM Office, for confirmation (if needed).
7. Go to instructions on how to order Iron Mountain bar code labels and a Transmittal Sheets; or prepare an e-mail with the **Iron Mountain Forms** attached.
8. Enclose a copy of the file list in each box.
9. Include a copy of the records and boxes lists with the Transmittal Sheet; attached to the email.
10. Label boxes using a two-part bar code stickers provided by Iron Mountain. Note: The bar code is imprinted on both the large and small portions of the sticker.
11. Insert your account number in the Customer ID field on the larger part of the sticker.
12. Affix the larger sticker on the front right side of the box to facilitate access and retrieval by the Iron Mountain staff.
13. Affix the smaller part of the sticker onto the Transmittal Sheet.
14. Complete the Transmittal Sheet provided by Iron Mountain as follows:
    a. Insert your Customer ID in the Customer ID field.
    b. Identify the department, as well as the person sending the material in the Completed By field.
    c. Enter the date and phone number in the appropriate fields.
    d. Keep a copy of the Transmittal Sheet for reference and retrieval purposes.
15. Contact Iron Mountain to arrange for shipment to the storage facility.
16. Log in at www.ironmountainconnect.com
    a. Enter the Record Center
    b. Go to "Orders" and proceed by clicking *Create pickup order (Storage).*

An Iron Mountain representative will show up within 48 hours to pick up the order.

(If you do not already have an Iron Mountain account, contact Benoit Rainville, at the Ottawa RIM Office to set up a user name and password.)

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MEMORANDUM OF UNDERSTANDING (MOU)

Records Disposition Authority

1. Parties to the MOU

BETWEEN: **Canadian Broadcasting Corporation – Société Radio-Canada**
National Records Information Management
181 Queen Street
Ottawa, (Ontario) K1P 1K9

Party of the first part (hereafter "CBC-SRC")

AND: **Library and Archives Canada**
Archival Operations Division
Government Records Branch
550 Place de la Cité
Gatineau (Québec) K1A 0N4

Party of the second part (hereafter "LAC")

2. Background

CBC-SRC and LAC concluded an agreement on June 14, 2001 which agreement was to be reviewed every five years and to be renegotiated should CBC-SRC become subject to the Access to Information Act. CBC-SRC was made subject to the Access to Information Act on September 1, 2007. Records that relate to CBC-SRC's journalistic, creative and programming activities are excluded from the application of the Access to Information Act. No review of the CBC-SRC/LAC agreement has taken place to date but the agreement is still in force. A lack of resources at LAC has resulted in delays in the archival appraisal of CBC-SRC records. This MOU was prepared after a meeting on 6 July 2009 between Richard Juneau, program manager of the National Records Information Management at CBC-SRC and LAC's Government Records Branch.. Meeting participants identified the following steps and deadlines for undertaking an archival appraisal of CBC-SRC textual records, held mostly in the Ottawa, Toronto and Montreal production centres. The archival appraisal of CBC-SRC audio-visual records will take place under a separate MOU.

3. Purpose and Scope

The purpose of this Memorandum of Understanding is to create a comprehensive agreement between the two Parties to develop and issue *Records Disposition Authorities* to CBC-SRC covering all of its records, other than those that relate to CBC-SRC's journalistic, creative and programming activities, in all media, locations, and functions. These *Records Disposition Authorities* will provide CBC-SRC with the written consent of the Librarian and Archivist of Canada to dispose of its records having no operational and archival value at the end of their retention periods, and identify archival records to be transferred to the Library and Archives Canada. It will also ensure that Library and Archives Canada will acquire the best documentary heritage from CBC-SRC. CBC-SRC also welcomes a review of its records that relate to CBC-SRC's journalistic, creative and programming activities by LAC to assist in determining which of these records would be of interest to the LAC, however such records shall not be the subject of a Records Disposition Authority.

4. Legislative Framework

WHEREAS subsection 12. (1) of the *Library and Archives of Canada Act* stipulates that: No government or ministerial record, whether or not it is surplus property of a government institution, shall be disposed of, including by being destroyed, without the written consent of the Librarian and Archivist or of a person to whom the Librarian and Archivist has, in writing, delegated the power to give such consents."

AND WHEREAS subsection 12. (2) of the Act stipulates that subject to few exceptions: Despite anything in any other Act of Parliament, the Librarian and Archivist has a right of access to any record to whose disposition he or she has been asked to consent."

AND WHEREAS subsection 12. (3) of the Act stipulates that For the purposes of this section, the Librarian and Archivist may have access to a record to which subsection 69(1) of the *Access to Information Act* applies, only with the consent of the Clerk of the Privy Council and to a government record that contains information the disclosure of which is restricted by or pursuant to any provision set out in Schedule II to that Act, only with the consent of the head of the government institution in question."

AND WHEREAS subsection 13. (1) of the Act stipulates that: AThe transfer to the care and control of the Librarian and Archivist of government or ministerial records that he or she considers to have historical or archival value shall be effected in accordance with any agreements for the transfer of records that may be made between the Librarian and Archivist and the government institution or person responsible for the records.@

AND WHEREAS subsection 13. (4) of the Act stipulates that: "Except as otherwise directed by the Governor in Council, the Librarian and Archivist shall have the care and control of all records of a government institution whose functions have ceased."

NOW, THEREFORE, this Memorandum of Understanding is made in light of the requirements of the *Library and Archives of Canada Act*.

5. Responsibilities of the Parties

CBC-SRC agrees to:

(1) Provide access to managers and staff responsible for the business functions of the institution for consultation with the archivist. Such access will be coordinated by CBC/Radio-Canada's National RIM Program Manager

(2) Provide information about the business functions and information assets of the institution.

(3) Provide access to any records (in all formats such as paper, electronic including institutional Intranet, audio-visual, etc.) the archivist may need to complete the development and issuance of *Records Disposition Authorities*.

(4) Make reasonable efforts to obtain the consent referred to in subsection 12. (3) of the *Library and Archives of Canada Act*, if CBC-SRC has under its control record(s) referred to in that subsection.

(5) Ensure that documents requiring the institution's approval, such as an "Agreement for Transfer of Archival Records," are duly approved by the appropriate officials according to the time line established in the Implementation Arrangements.

(6) Provide the required resources for the work to continue, as described within the Implementation Arrangements.

(7) Provide a work station or normal office environment for the archivist to conduct work on-site.

Library and Archives Canada agrees to:

(8) Prepare, negotiate, and deliver documents requiring the institution and Library and Archives Canada's approval, such as the "Terms and Conditions for the Transfer of Archival Records" and "Agreement for Transfer of Archival Records," and ensure these are duly approved by the appropriate Library and Archives Canada officials according to the Implementation Arrangements timetable.

(9) Prepare and issue all *Records Disposition Authorities* signed by the Librarian and Archivist of Canada to CBC-SRC by 1 September 2011.

(10) Provide the required resources for the work to progress, as described within the Implementation Arrangements.

6. **Duration, Amendment, and Termination of Memorandum of Understanding**

(1) **Duration** — This Memorandum of Understanding agreement, upon signing by all Parties of both original versions, is valid for a duration of 2 years, commencing 1 September 2009 and ending on 1 September 2011.

(2) **Amendment** — This Memorandum of Understanding, including the Implementation Arrangements, may be amended or extended at any time by written mutual agreement between the co-signers, or their delegates.

(3) **Termination —** This Memorandum of Understanding may be terminated at any time by either Party upon three (3) months written notice from one co-signer, or delegate, to the other Party. The termination of this Memorandum of Understanding will not affect the validity or duration of projects that have been initiated under this agreement prior to such termination.

(4) **Annexes** — The Implementation Arrangements, annexed hereto, forms part of this Memorandum of Understanding.

7. **Review Process**

The co-signers, or their delegates, agree to review on 30 June 2010, or about the mid-way point of the Memorandum of Understanding duration, the results achieved by their mutual efforts against the goals set out by the terms of this Memorandum of Understanding and, if deemed appropriate, consider the need for renewed efforts or an amendment to this Memorandum of Understanding according to subsection 6. (2) above.

8. **Resolution Process**

Any disputes or hindrances to interpreting, implementing, or completing the terms of this Memorandum of Understanding including work under the Implementation Arrangements, and which remain unresolved at a working level below that of the co-signers of this Memorandum of Understanding, will be resolved only by consultation between the co-signers of this Memorandum of Understanding or their successors.

9. **IN WITNESS THEREOF** the Parties have executed this Memorandum of Understanding.

The provisions of this Memorandum of Understanding apply only between the Parties and shall not be construed as creating any binding obligation on the Parties. No legal claim by any Party may arise in the course of the implementation of this Memorandum of Understanding.

CANADIAN BROADCASTING CORPORATION – SOCIÉTÉ RADIO-CANADA

Signature: ____________________________________ Date**:** ____________

Maryse Bertrand
Vice-President Real Estate, Legal Services and General Counsel

LIBRARY AND ARCHIVES CANADA

Signature: ____________________________________ Date**:** ____________

Jean-Stéphen Piché
Senior Director General
Government Records Branch

IMPLEMENTATION ARRANGEMENTS

1. Names and information about each “delegate” responsible for representing the wishes of, and conducting activities on behalf of, the co-signers under sections 6 and 7 of the Memorandum of Understanding.

2. Names and information about project managers (Institution & Library and Archives Canada) and institutional program managers, e.g. names, titles, mail and e-mail addresses, telephone and facsimile numbers by major function.

3. Specialised equipment for machine-readable records, e.g. video playback.

4. Security clearance and building passes.

5. Timetable of activities, tasks, and deliverable *Records Disposition Authorities* for the duration of the Memorandum of Understanding.

6. Travel arrangements and costs for Library and Archives Canada and/or institutional staff.

7. Financial cost sharing and budgetary transfer.

(19 October 2004)

Canadian Broadcasting Corporation
Société Radio-Canada

CBC Radio-Canada
Law Department/Service juridique
250 avenue Lanark Avenue
C.P./P.O. Box 3220, Station 'C'
Ottawa, Ontario
K1Y 1E4
Tel : (613) 724-5373
Fax : (613) 724-5453

BY PUROLATOR

June 19th, 2001

Ms. Betty Kidd
National Archives of Canada
334, Wellington Street
Ottawa, Ontario
K1A 0N3

Dear Ms. Kidd:

Re: National Archives of Canada, Our file: 2001-00498

Please find enclosed a copy of the agreement executed by the President of CBC, Mr. Robert Rabinovitch, on June 14th, 2001. This copy combined with the copy signed by Mr. Wilson, both together constitute an agreement between the CBC and the National Archives of Canada. I note that you provided us with a xerox copy of Mr. Wilson's signature, I should appreciate your providing us with one copy of a document originally signed by Mr. Wilson, so that each party may have a fully executed original agreement.

I look forward to hearing from you and I am pleased that this matter has been concluded satisfactorily. It has been a pleasure working with you.

Yours very truly,

Chantal Bouvier

Chantal Bouvier, Legal Assistant
for:
Edith Cody-Rice
Senior Legal Counsel

"Dictated but not read"

ECR/cb

K:\SER\cb\EDITH.CODY.RICE\CHRONS.JUIN.2001\LETTER\LETTER.Betty Kidd.National Archives.2001-00498.June 19.2001.doc

AGREEMENT

SETTING OUT PRINCIPLES AND POLICIES RELATING TO THE CONSERVATION BY THE NATIONAL ARCHIVES OF CANADA OF CBC RECORDS OF NATIONAL SIGNIFICANCE

AGREEMENT made in duplicate in Ottawa

BETWEEN:

CANADIAN BROADCASTING CORPORATION,
a corporation constituted under the Broadcasting Act, S.C. 1991, c. B-11,
as represented by its President

(hereinafter called "CBC")

AND:

HER MAJESTY THE QUEEN IN RIGHT OF CANADA
as represented by the National Archivist of Canada
on behalf of the National Archives of Canada

(hereinafter called "NA")

WHEREAS the provisions of the *National Archives of Canada Act,* R.S.C. 1985, (3rd Supp.), c.1 the *Access to Information Act* and the *Privacy Act* do not apply to the material placed in the NA by the CBC as it is not a government institution under those specific Acts;

WHEREAS it is mutually agreed that an Agreement is required containing statements of principle and policy by the NA and CBC relating to the preservation of CBC Records of national significance;

WHEREAS it is mutually agreed that the parties will carry out this Agreement in good faith by cooperating in fulfilling the many undertakings contained herein;

AND WHEREAS it is mutually agreed that administrative details and arrangements will be developed on an ongoing basis based upon the principles and policies *mutually agreed to.*

NOW THEREFORE the parties hereto agree as follows:

1. DEFINITIONS

Unless the context requires otherwise, the expressions listed below have the following meaning for the purposes of this Agreement:

1.1 "Audio-Visual Record" includes films, video and sound recordings, but is not limited to those generated for broadcast purposes.

1.2 "CBC Record" means any Record as defined in section 1.4 which is owned by the CBC or controlled by the CBC to the extent necessary to transfer such Records to the Permanent Custody of the NA.

1.3 "Permanent Custody" means having the complete and permanent physical care and control of a Selected Record but does not include control and ownership of, or any rights in or to, the intellectual property subsisting in the Selected Record. For greater certainty, any CBC Records in Records Centres Services are not part of the Permanent Custody of the NA unless otherwise agreed to by the parties.

1.4 "Record" means any audio-visual record, policy, operational or production record, any correspondence, memorandum, book, plan, map, drawing, diagram, pictorial or graphic work, photograph, film, microform, sound recording, videotape, machine readable record, and any other documentary material, regardless of physical form or characteristics and any copy thereof.

1.5 "Selected Record" means any CBC Record, which has been or will be transferred to the NA.

2. PRESERVATION OF ARCHIVAL RECORDS

2.1 Program Archives

A) The CBC agrees to continue to develop an internal program archives service.

B) With respect to the archival heritage of CBC, the NA aims at the following objectives:

(i) ensuring the preservation and accessibility of the production, operational and administrative Records of national significance produced by CBC across Canada and deemed to have a permanent value because of their archival and historic importance;

(ii) assisting CBC in the management of its Records through the provision of specific services; and

(iii) co-operating with CBC to the enrichment of the Canadian Audio-Visual Heritage through joint projects on preservation and diffusion of audio-visual archives of interest to both organizations.

2.2 Selection Criteria

The CBC agrees to transfer its Selected Records according to the criteria mutually agreed upon by the parties; however, the CBC shall retain absolute discretion over which of its records will be transferred for accession to the NA.

The selection criteria are appended as Appendix A to this Agreement and form part of this Agreement. The purpose of the selection criteria is to enable the identification of Records suitable for transfer to the NA.

2.3 Transfer to the Permanent Custody of the NA

The details of the transfer of the Selected Records to the Permanent Custody of the NA will be in accordance with the terms and conditions of specific agreements, as amended from time to time, to be negotiated by the parties.

2.4 Costs

Costs associated with any Record prior to its transfer to the Permanent Custody of the NA will be paid by the CBC. Costs associated with any Selected Record after its transfer to the Permanent Custody of the NA will be paid by the NA.

3. ACCESS TO AND USE OF CBC RECORDS

3.1 Copyright status

The transfer of a CBC Record to the Permanent Custody of the NA does not by that act alone in any way affect or transfer the copyright or affect moral rights subsisting in the CBC Records transferred.

3.2 NA Copying of Selected Records

The CBC authorizes the NA, as represented by its officers, servants, employees, duly authorized agents and contractors to make preservation, reference and research copies of Selected Records in which the CBC owns all the copyrights. In addition, the CBC will assist the NA in obtaining access clearances, copyright clearances and moral rights waivers, as the case may be, in Selected Records in which the copyright is held by third parties.

3.3 Recall of Audio-Visual Records

The CBC and the NA agree that the terms and conditions in relation with recall of audio-visual CBC Records shall be governed by Appendix B of this Agreement, as amended from time to time.

3.4 Use of the Selected Records by the Public

Since some of the provisions of the *National Archives of Canada Act*, as well as the *Access to Information Act* and the *Privacy Act* do not apply to CBC Records or Selected Records, the CBC agrees to establish the terms and conditions of any use or public access to Selected Records in the Permanent Custody of the NA, including the terms and conditions under which the NA may reproduce, publicly perform or do any other copyright, judicially, contractually or statute restricted act in relation to the CBC Records. The CBC agrees to establish such terms and conditions after having consulted with the NA with respect to their content. The terms and conditions in relation with the use or public access to Selected Records are set out in Appendix C to this Agreement, as amended from time to time.

3.5 The CBC shall exercise reasonable efforts to provide the NA with production credit acknowledgements for each and every broadcast use of any CBC Selected Record in the Permanent Custody of the NA, using the words "The National Archives of Canada".

4. RESOURCES AND COOPERATION

4.1 Co-operative Preservation Projects

The NA and the CBC agree to cooperate, as resources permit, in cost sharing projects of mutual benefit.

4.2 Cooperation Relating to Technology

The NA and the CBC agree to exchange information reflecting their respective knowledge and experience with any technology.

4.3 Cooperation relating to acquisitions from third parties

NA will advise an individual designated by the CBC when it enters into negotiations with any third party for the acquisition of CBC Records no longer under CBC control, as well as the result of such negotiations.

The CBC recognizes that the NA has an interest in CBC Records of national significance and will advise the NA of any agreement that it has with other archival institutions and of its expiration or renewal dates. Appendix D is the list of agreements in force at the date of execution of this Agreement.

5.0 RECORDS CENTRES SERVICES

5.1 Starting one month after the execution of this Agreement, the NA will offer *Federal Records Centres Services on a cost recovery basis according to a fee* schedule and services standards mutually acceptable to both parties. The fee schedule, appended as Appendix E to this Agreement, reflects the costs for services in relation to accession, reference and disposal of Records. The NA will not charge CBC for storage space.

5.2 The NA will accept in its Federal Records Centres only Records that have been properly scheduled for retention and disposal and physically arranged according to mutually agreed guidelines.

5.3 The CBC will take immediate action to determine before December 31, 2001 the retention and the disposition of the Records currently located at no cost in the NA Records Centres.

6. GENERAL

6.1 This Agreement shall be renegotiated should the CBC become a government institution listed in Schedule I to the federal Access to Information Act.

6.2 Reproduction of Audio-Visual Records

When CBC requests copies of Audio-Visual Records in the Permanent Custody of the NA which were transferred by an entity other than the CBC, the NA agrees to reproduce such Records at usual commercial rates, where the NA has the necessary legal authority. The CBC agrees that the NA decides where and by whom the reproduction will be made. The NA agrees to consider CBC reproduction facilities in Toronto, Montreal or Ottawa and other approved private sector production houses in making its decision. Cost of reproduction will be paid by the CBC.

6.3 Termination

The terms and conditions of this Agreement may only be amended by mutual consent of the parties. All terms and conditions of this Agreement regarding the recall of, access to, copying of, and use of Selected Records in the Permanent Custody of the NA shall survive the termination of this Agreement unless otherwise agreed to by the parties.

6.4 Notices

Any notice, information or document required under this Agreement shall be deemed given if it is delivered, sent by facsimile, telex or mail (stamped or pre-paid). Any notice delivered, sent by facsimile or telex shall be deemed to have been received one working day after it is sent; any notice that is mailed shall be deemed to have been received right (8) calendar days after it is mailed.

6.4.1 Either party may change the address shown in this Agreement by informing the other party of the new address, and such change shall take effect 15 days after the notice is received.

6.4.2 All notices must be sent to addresses to be provided in writing by each institution to the other:

To the NA:

Attention: Assistant National Archivist
395 Wellington Street
Ottawa, Ontario
K1A 0N3

To the CBC:

Attention: Corporate Secretary, CBC
250 Lanark Avenue
P.O. Box 3220, Station C
Ottawa, Ontario
K1Y 1E4

6.5 Monitoring and Review

The parties agree to monitor this Agreement on a yearly basis and to make such amendments to it, as they deem necessary.

6.6 Mandatory Five year Review

It is in the best interest of both NA and CBC that this Agreement be reviewed once every five years jointly by both parties to ensure that it suits the requirements of both parties as thoroughly as possible. The Chief Executive Officer of each organization shall, twelve months prior to the end of each five year period, designate a representative who shall be responsible for undertaking the joint review with the other party. Their separate or joint reports as the case may be will be submitted to each party at least six months prior to the expiry of each five-year period. This agreement may be terminated by either party by giving sixty days' written notice to the other within six months of the fifth anniversary date of the execution of this agreement or of any renewal date.

6.7 *Previous Agreements*

This Agreement supersedes any other agreement of any nature entered into by the parties on the subject matter of this Agreement. All Records or CBC Records transferred under previous agreements are hereby deemed to have been transferred under this Agreement, the provisions of which apply mutatis mutandis.

6.8 No Member of the House of Commons is eligible to participate in this Agreement or to receive any benefit from it.

6.9 This Agreement and the benefits arising from it are not assignable except with the prior written consent of the parties.

6.10 The parties acknowledge that this Agreement does not constitute an association for the purpose of establishing a partnership or joint venture and does not create an agency relationship between the NA and the CBC.

6.11 This Agreement is for the benefit of the parties to it, their successors and permitted assigns and is binding on them.

6.12 This Agreement shall be governed by and interpreted in accordance with the applicable laws in the Province of Ontario, and the parties agree that the superior court of that province and the appeal courts shall be competent to hear any case relating to a dispute under this Agreement.

6.13 The headings that appear at the beginning of a section do not form part of the Agreement, but are inserted for convenience of reference only.

6.14 The English and French versions of the Agreement shall be read and construed altogether, however, in cases where there are conflicts in the interpretation of this Agreement, the English version shall prevail.

6.15 This Agreement will be executed by the parties in counterpart.

IN WITNESS WHEREOF, the parties have signed this Agreement at Ottawa, this 14th th day of June, 2001.

Canadian Broadcasting Corporation	**National Archives of Canada**
Robert Rabinovitch, President	**National Archivist**

APPENDIX A

NA SELECTION CRITERIA FOR CBC RECORDS

Introduction

This document articulates selection criteria for CBC records in all media for potential transfer to the NA. The development of detailed and complete selection guidelines is dependent upon the implementation of authorized retention schedules at the CBC and the consequent creation of a comprehensive inventory of CBC holdings in all media. As a preliminary step, general acquisition targets are outlined below.

Principles

Neither the CBC nor the NA has the resources necessary to preserve all records created by the CBC. The volume of records created by the CBC necessitates selection in order to ensure the best use of public resources.

There will be some categories of records, particularly broadcasts, for which it is justifiable to maintain copies both at the CBC and at the NA. Other program elements or program types will be held in one institution or the other.

The CBC is responsible for maintaining its own archives as day-to-day resources and needs to maintain some records for ongoing operations, programming use and research.

Records created and owned by the CBC are the primary acquisition focus, but records pertaining to partnerships and co-productions are also potential archival records, provided that ownership is clearly identified and that all partners and co-producers agree to their transfer to the NA.

Records produced by CBC regions are of potential interest to the NA to the extent that they pertain to CBC activities at a national or network level. Regional CBC studios and facilities which produce programs primarily for regional broadcast are outside the scope of potential NA acquisition.

The CBC and the NA shall work together to arrange coordinated transfers of related records in all media, so as to best elucidate and maintain the context of the records and the CBC activities they document.

General Acquisition Targets

The NA seeks to acquire CBC records of national significance. Throughout this document the term record is defined as *any correspondence, memorandum, book, plan, map, drawing, diagram, pictorial or graphic work, photograph, film, microform, sound recording, videotape, machine readable record, and any other documentary material, regardless of physical form or characteristics and any copy thereof.* (Section 2 of the National Archives of Canada Act) CBC records of national significance include selected general policy, administrative and programming records as well as visual and sound recordings and related textual and other media records on CBC productions broadcast on the national networks and any international distribution service such as short-wave.

There are two major types of CBC records addressed in this set of criteria: first, the radio and television documents themselves which seek to express and document the Canadian experience and second, the textual and electronic records which document the operations of the CBC as a government institution. Records in other media, which require further study due to less-developed knowledge and understanding of CBC records of these types, are addressed in Section 3 of this document.

I. Selection Criteria for Visual and Sound Recordings and Related Production Files

The production and transmission of television and radio programs is the major operational area of CBC, producing an archival record itself, which documents Canadian history in its political, economic, cultural and social aspects, as presented to the Canadian audience by CBC. These productions also provide documentation on every day life and social issues. The following identifies records, equally from both the English and French networks, of interest to the NA in order of priority.

A. Media, Version and Degree of Completeness

1. complete broadcast versions of radio and television programs on the original physical format (if prior to obsolescence and serious deterioration) or the closest generation to the original.

2. non-broadcast formats such as off-air recordings, VHS videocassettes or logger tapes only when there are no originals or copies on better formats and the program content is exceptionally important.

3. program excerpts and pre-production or unbroadcast elements (out-takes, inserts, edit packs, work prints) only if the complete version no longer exists and the program content is of outstanding significance.

4. unedited records only of events of national significance, particularly proceedings of events such as royal commissions and other inquiries.

B. Content

5. broadcasts which provide a record of Canadian history and actuality (a minimum of one complete newscast from the English and French radio and television networks per day, and a selection of news specials and current affairs specials and series).

6. broadcasts about the arts and culture (drama specials, dramatic series, examples of dance and music programs, interviews with performers, artists, writers and other figures in the creative process, and some examples of standard genres such as situation comedies).

7. broadcasts of acknowledged merit for subject matter, artistic or technical merit (as indicated, for example, by broadcast industry awards).

8. *a selection of other information programs and light entertainment programs* to provide examples of different series and specials produced by the CBC English and French networks, documenting different program genres, styles, audience interests (religion and society, science and the environment, consumer issues, health, gardening and leisure activities, for example) and target audiences (for example, children, youth, women) (minimum two examples per broadcast season per series, first and last program).

9. a selection of CBC-produced sports specials and series, including one home game per season plus all playoffs for regularly scheduled team sports such as baseball and football, involving Canadian teams.

C. Related Production Files

The most valuable source for documenting individual CBC radio and television productions are broadcast recordings themselves. Certain production files can be an important complement to individual programs, but their selection is essential due to the vast number of such records at the production level, and the uncertainty of their overall archival value.

The CBC and the NA shall cooperate to develop a better understanding of the range of information contained in production files and to coordinate their selective acquisition in relation to broadcast recordings and to administrative records that pertain to the overall activities of the production departments concerned.

The type of information contained in production files which have been offered, in the past, to the NA is predominantly illustrative of content (scripts and transcripts) and provides relatively little documentation on the creative process (memoranda, research notes or correspondence).

D. Potential Archival Records

10. a selection of individual production files pertaining to specific programs from the network production centres documenting the process of production, and in some unusual cases such as controversial documentaries, for their information value.

11. a selection of production records for which the CBC does not have comprehensive *acquisition arrangements with other archival institutions.*

12. a selection of production files for all relevant program departments in CBC (minimum two files per season).

13. a more comprehensive selection of production files for broadcasts which have not survived (provided that those broadcasts would have been acquired under the criteria for visual and sound recordings, for example, comprehensive acquisition of scripts for television news broadcasts from the 1950s to the 1970s, for which either no or few recordings were made or survived).

E. Preferred Content of Production Files:

14. correspondence, detailed research notes and/or memoranda.

15. scripts annotated by producer, director or other production staff, or cast, particularly if scripts include both text to be spoken and directions for staging and camera work.

Notes:

- In general, cue sheets are not of interest (if such documents are interfiled with other types of records in a selected production file, the file will be retained intact).

- The CBC will retain music clearances and other records pertaining to copyright (if such documents are interfiled with other types of records in a selected production file, the file will be retained intact).

- Production files consisting only of verbatim transcripts are of lesser interest, particularly if a recording of the broadcast has been transferred to the NA and a program summary or cataloguing is already available.

II. Selection criteria for Other Textual and Electronic Records

The NA acquires records that document the institutional history of agencies such as CBC. Key policy and operational records that reflect the functions, structures and mandate of CBC are to be identified and transferred to the NA. Both parties will mutually agree to the terms of transfer and disclosure.

The NA's first priority is to document the decision-making process that leads to policy formulation. Consequently, all records generated within corporate or network departments developing policy are considered nationally significant. The potential archival records of the Board of Directors, Chairman of the Board and the President and CEO are as follows:

A. Board of Directors
  - Meeting Minutes of the BOD
  - BOD Decisions
  - Executive Committee (historical)

B. Chairman of the Board
  - Speeches
  - Correspondence
  - Chronological Files

C. Office of the President/CEO
  - Speeches
  - Correspondence
  - Chronological Files
  - Parliamentary Committee Meeting Minutes
  - Mandate Review Committee Meeting Minutes
  - Executive Steering Committee on Compensation Meeting Minutes
  - President's Standing Committee on Equity Meeting Minutes
  - BOD Meeting Minutes
  - Office of the Ombudsman Annual Report
  - Media Committee
  - Senior Management Committee
  - All News Channels Board of Management (historical)
  - Communications Committee

D. Corporate Secretariat
- Committee Minutes and Reports
- Joint Operations Committee (historical)
- Project Development Committee (historical)
- Audit Committee
- Management Executive Committee (historical)
- Corporate Steering Committee (historical)
- HR and Compensation Committee
- Standing Committees on English and French Language Broadcasting
- Nominating and Governance Committee
- Transformation Committee
- Corporate Policies
- Operational Policies
- Departmental Policies

The NA's secondary priority is to document both the administrative history of the institution and the legal, technological, political, regulatory, and programming evolution of communications in Canada. The NA will consider acquiring these textual and electronic records from the following CBC departments:

Corporate Communications and Public Affairs
Planning and Business Development (including Planning and Allocation Committee (historical))
Ombudsman
English Television
French Television
English Radio
French Radio
RCI and International Relations
Research
New Media
Business Systems Integration Group
Business Transformation Office
Corporate Engineering
Information Technology
Galaxie

The NA is also interested in acquiring records relating to new technologies and facilities, special projects, special events of national and international importance, and the development of standards in broadcasting and related technologies.

Programming and transmission is the principal operational area of CBC. Radio and television production centres develop programming concepts and genres in response to CBC's statutory mandate and in response to public expectations. This process can be documented by the NA's retention of CBC's programming policy and development files.

The production centre for English Language network programming is in Toronto and the production centre for French Language network programming is in Montreal. The NA will strive to document production primarily through production policy, or programming records, insofar as any programming records are located at Head Office in Ottawa. These records document policy decisions rather than the day to day operation of individual productions. Network programming policy and development files, generated in other locations, will be considered by the NA for archival retention as well. Selection criteria for production files are discussed in Section 1 in relation to the acquisition of visual and sound recordings.

III. Selection Criteria for Photographs, Documentary Art, Cartographic and Architectural Records

The CBC is responsible for maintaining those collections of still images (such as photography, graphic design, documentary art, cartography and electronic imaging) kept on CBC premises for ongoing programming needs and the promotion of programming.

Photographs, documentary art, cartographic and architectural records no longer required by the CBC for ongoing use will be selected according to the following basic criteria:

A. Media

- originals are the preferred form of the record, except in cases of obsolete or near-obsolete formats or serious deterioration

- photographic prints and negatives will be considered for acquisition (there may be prints for negatives which no longer exist or prints for which negatives are not in the possession of the CBC, prints may bear additional information, prints can be used as finding aids, prints are more easily consulted by researchers and the acquisition of both prints and negatives makes it possible to determine which of a number of negatives of the same subject was printed and/or used)

- still video electronic photography artwork in its original format and in the latest electronic format and version

- finding aids, including paper finding aids, such as index cards and assignment books, and electronic finding aids (on CD-ROM or video disc, for example) in latest electronic format and version

Notes:

- Identification plans, diagrams, charts, etc. in reproduction form are not of interest, unless the material is the only surviving record of an artwork design used in the production of a program or in public relations work

- Duplicate maps and maps annotated with routine or unknown additions are not of interest.

B. Content

- CBC photographs and other still image records which document CBC programs, program creators and performers, and other aspects of CBC operations, notably administration, technology, physical facilities and studios (all photographs and documentary art should be identified as to production name, date, place, producer, director and principal actors)

- art work developed or created as part of the production of CBC programming, including costume and set designs, logos, overlays, lighting plans, lettering, and other graphics; and publicity material used to enlarge the scope of knowledge about the work of the CBC, including posters, caricatures, and other graphic productions, as well as related design work

- exemplary selection of photographs and documentary art related to productions, under the same consideration as those applied to programs and production files (minimum first and last productions of a given program per season)

- publicity photographs identifying the actors and characters of a production (one set per production per season)

- production photographs for special productions and publicity photographs for special productions

- assignment books or copies related to artwork and photographic records which are selected for acquisition by the NA

- architectural, engineering and cartographic records dealing with CBC properties, buildings and production facilities, with a lower priority given to structural, electrical, mechanical and accommodation plans

Conclusion

The NA and the CBC will meet annually to establish terms and conditions for the transfer of specific groups of records offered by the CBC to the NA, in accordance with the selection criteria and general acquisition strategy outlined in this document.

APPENDIX B

NA LOANS TO CBC

Eligible Records

The CBC may request the one-time temporary loan of audio-visual records in the form in which they were donated originally by the CBC. The NA agrees to provide the CBC with the actual audio-visual record transferred from the CBC, which is in the permanent custody of the NA subject to the exceptions listed below:

- recordings made by the NA from satellite feeds and off-cable;
- records acquired from sources other than the CBC;
- records purchased by the NA;
- very fragile records or records in an advanced stage of deterioration;
- records previously loaned to the CBC.

As an alternative to the loan of an original recording donated by the CBC, the NA will consult with the CBC to establish a means of making the information on the audio-visual record available to the CBC.

Other Records

CBC programming held at the NA but not donated by the CBC, as well as any other records held at the NA, are accessible to the CBC (including the ordering of copies) through the usual channels of the NA, i.e. for research and copies by contacting Researcher Services Division at (613) 992-3884, or for loans of such original materials, through the usual NA loan procedures by contacting the Loans Coordinator of the Preservation Branch (819) 953-2379.

Other Provisions for the Protection of Records

When multiple elements exist for a program and are requested for loan by CBC, the NA and the CBC will jointly determine a methodology of separated shipment to protect the document against loss.

Due to their fragility, audio discs will first be copied onto a NA conservation format.

Second-time Loans

The NA will consider loaning original records a second time only in occasional and exceptional circumstances, such as copying required due to changing technology standards.

Requests from CBC Regions

Requests from CBC regions or local stations should be directed to the NA through the appropriate CBC network contacts. The CBC will monitor the handling and return of all records borrowed on behalf of regional or local CBC producers.

Form of Request

All requests for the loan of a record shall be made in writing by designated contacts at the CBC network level (see below). CBC undertakes to provide to the NA as complete information as possible on the record to be loaned.

Information must be clear and concise, preferably typed. Processing will be more efficient and prompt if CBC is able to provide shelf numbers, titles and broadcast dates, in order to assist NA in locating the exact material requested. The NA website http://www.archives.ca contains a searchable database of a portion of CBC holdings, including shelf numbers, and this database is updated on a regular basis.

The NA will not undertake detailed research or confirm contents of programming when insufficient descriptions exist.

A copy of the original loan request will be forwarded to CBC with the shipment, along with a NA control number. This form must be returned to the NA with the return of the loaned material.

Response Timeframe

The CBC will make loan requests, and the NA will service the requests, during the normal staffed business hours of the NA, Monday to Friday, 8:30 to 16:30.

The NA undertakes to make timely delivery of loaned records, normally within 5 working days of receiving the request. The timeframe will depend on the quantity, nature and condition of records being loaned and on any extenuating or exceptional circumstances.

The NA will respond to loan requests in the order that they are received.

Costs and Liability

The cost of transportation, copying and the assumption of responsibility for damage to borrowed records will be borne entirely by the CBC.

- **Shipment and Handling of Records while on Loan**

Records borrowed by the CBC will be returned in their original state and original containers, with all labels and barcodes intact, to the Gatineau Preservation Centre, 625 Blvd. du Carrefour, Gatineau, PQ, J8T 8L8.

The CBC undertakes to maintain such loaned materials in stable, environmentally controlled conditions.

Whenever possible, the CBC will return the shipments as received (e.g. if 12 kinescopes were sent to CBC, the same 12 kinescopes should be returned together), because partial shipments are more difficult to track and control.

CBC Copying of Loaned Records

CBC will make its best efforts to make a complete broadcast quality copy of loaned material, insofar as its resources permit, for retention at CBC premises prior to the return of the record to the NA. This is to reduce or eliminate requests for second-time loans.

Deadlines for the Return of Loaned Records

The standard time period of a loan will be three (3) months, unless otherwise negotiated at the time of the loan. If CBC subsequently needs the material for a longer period of time, it will make the request for an extension to the NA in writing as soon as possible.

The NA will verify all outstanding loans on a quarterly basis and a written request for return of late loans will be forwarded to the appropriate authorized person at CBC for action.

Contact Addresses

NA authorized contacts:

The authorized personnel at CBC are to fax or mail all loan requests, on the appropriate request form, to: Brian Burke, Nicole Malette or Carole Berthiaume, Gatineau Preservation Centre, fax: (819) 953-1049.

Loaned material must be returned via courier prepaid to: Gatineau Preservation Centre, 625 Blvd. du Carrefour, Gatineau, PQ, J8T 8L8 (Attn: Sam Fotia).

- *CBC authorized contacts:*

The NA will loan original material only to the persons authorized by CBC as specified below (or whomever they delegate/authorize), as amended from time to time:

Laurie Nemetz (416 205-2733) at CBC Program Information for all of CBC Television.

Gail Donald (416 205-5880) for English network radio.

Michelle Bachand (514 597-6242) at Services de références or all French network radio and television programming.

The material will be delivered via courier collect to:

Montreal Television
Room A-41-4, 1400 René Lévesque, Montréal
Attn: Serge Bélanger (514) 597-6245

Montreal Radio
Room A-41-4, 1400 René Lévesque, Montréal
Attn: Suzanne Gagnon (514) 597-6244

Toronto Television
Program Information, 7F202
205 Wellington St. West, Toronto, ON, M5V 3G7
Attn: John Sabourin (416) 205-7383

Toronto Radio
S1G102, CBC Broadcast Centre
205 Wellington St. West, Toronto, ON, M5V 3G7
Attn: Gail Donald (416) 205-5880.

or such other address as indicated in writing by CBC.

APPENDIX C

ACCESS TO AND USE OF CBC AUDIO-VISUAL RECORDS IN THE PERMANENT CUSTODY OF THE NA

Both the CBC and the NA have a mandate to serve the public.

The CBC serves the public by broadcasting programs of national interest and the NA by making its holdings available to the public.

The NA and CBC agree to the following procedures with respect to the access to CBC audio-visual records in the permanent custody of the NA.

DEFINITIONS:

Research use: Research use is defined as use of CBC records for research or study purposes.

Educational use: Educational use is defined as use of CBC records for the purpose of classroom study.

Non-commercial use: Non-commercial use is defined as use of CBC records for non-profit organizations, such as museums.

Commercial use: Commercial use is defined as use of CBC records for commercial benefit or gain.

USE OF CBC RECORDS FOR RESEARCH USE:

The NA will make available copies of CBC records for research and study purposes under the following provisions:

i) that the CBC is the sole copyright holder.

ii) that the copy is provided on a non professional audio-visual format (e.g. VHS videotape, cassette).

iii) that a copyright infringement warning and a statement that the record is provided by the NA for research and study purposes only be included at the beginning of each videotape copy or a label placed on the cassette.

iv) that the client confirms in writing that the copy will be used for research purposes only.

USE OF CBC RECORDS FOR EDUCATIONAL USE AND NON-COMMERCIAL USE:

The NA will require that clients obtain a written permission from the CBC for any non-commercial use and educational use of a CBC record under copyright protection before any reproduction is made. The CBC will endeavour to permit the use of its records for legitimate classroom study and for non-profit organizations. The authorization letters will be provided to clients within two weeks of initial request.

USE OF CBC RECORDS FOR COMMERCIAL USE:

The NA will require that clients obtain a written permission from the CBC for any commercial use of CBC records under copyright protection before any reproduction is made.

COPYRIGHT ACT:

The CBC and NA will make copies available in accordance with the provisions of the Copyright Act and the definitions provided above.

THIRD PARTIES RIGHTS

The NA recognizes that the CBC may not be the sole rights holder for many CBC records in NA holdings.

In order to assist the NA in identifying the rights holders for the CBC records in its holdings, the CBC will provide the NA within six months of the signing of the agreement a list of categories, where possible, in which the CBC is the sole copyright holder. For those records of which CBC is not the sole rights holder, the CBC agrees to provide to the NA or to a NA client, upon request, the names of rights holders for follow up contact. This information will be provided within two weeks of the initial request.

The CBC and the NA agree to work together to promote arrangements with third party rights holders to facilitate access to CBC records at the NA for research and classroom study purposes.

For the purpose of this agreement, broadcast records are considered unpublished records unless copies have been provided for public distribution or sale. In order that the NA may properly administer the terms of the Act, the CBC will provide to the NA within six months of the signing of the agreement a list of all programs for which made copies have been available for public distribution or sale and which henceforth are to be considered published records. The CBC will also notify the NA at each subsequent annual review of the Agreement of any new programs, which fall under this category.

The CBC also acknowledges that the terms of 30.21 of the Copyright Act (Authority of archives to provides copies for research purposes) apply to the unpublished CBC records at the NA and provides authority to the NA to apply this provision to those CBC records for which it is the sole rights holder.

APPENDIX D

ARCHIVAL INSTITUTIONS USED BY CBC

English networks

Yukon Archives
Friends of the Yukon Archives (FOYAS)
400 College Drive
Whitehorse YT
Y1A 3K6
Attention: Heather Leduc
Fax (867) 393-6253

Thunder Bay Museum Project
213 Miles Street East
Thunder Bay ON
P7C 1J5
Attention: Dr. Thronrude

Memorial University of Newfoundland
Folklore and Language Archives (MUNFLA)
Education Building E4038
St. John's NF
A1B 3X8
Attention: Patti Fulton
Telephone (709) 737-8401

Prince of Wales Northern Heritage Centre
Government of Northwest Territories
Box 1320
Yellowknife NT
X1A 2L9
Attention: Richard Valpy
Fax (867) 873-0205

Saskatchewan Archives
3301 Hillsdale Street
Regina SK
S4S 0A2
Attention: Chris Gebhard
Telephone (306) 787-4068

Public Archives of Nova Scotia
6016 University Avenue
Halifax NS
B3H 1W4
Attention: Rosemary Barbour
Fax (902) 424-0628

Provincial Archives of Alberta
Coronation Centre Warehouse
11628 142nd St
Edmonton AB
T5M 1V4
Attention: Marlena Wyman
Telephone (780) 427- 1767; Fax: (780) 427-4646
Note: Now holds the CBC collection that was at the Glenbow Museum in Calgary.

University of New Brunswick Campus
Provincial Archives of New Brunswick
23 Dineen Drive
Fredericton NB
E3B 5H1
Attention: Allen Dorion
Telephone (506) 444-4143
Note: English language only.

CBC Prince Rupert
Prince Rupert City Archive Project
222 3rd Ave. West - Suite #1
Prince Rupert BC
V8J 1L1
Attention: Barbara Sheppard

British Columbia Archives and Records Service
Project for 2000-01
Victoria BC
Note: Old agreement - little catalogued.

Provincial Archives of Manitoba
Winnipeg MB
Note: New agreement-only TV deposited as yet

French Radio

Sudbury:	l'Université Laurentienne (600 tapes) Centre de Folklore à Sudbury (300 tapes)
Chicoutimi:	Archives Nationales du Québec (2429 tapes), tapes bequeathed to La Société historique du Saguenay (1891)
Edmonton:	Archives Provinciales d'Alberta (850 tapes)
Moncton:	Centre d'Etude Acadiennes à l'Université de Moncton (3500 tapes)
Québec:	Université Laval (156 tapes)
St-Boniface:	Centre du Patrimoine/Société Historique de Saint-Boniface (1310 tapes)

French Television

Cinémathèque Québécoise
335, boul. De Maisonneuve Est
Montréal (Québec)
H2X 1K1

APPENDIX E

COSTS FOR FRC SERVICES TO CBC

Starting one month after the signature of the Agreement to March 31, 2002, the Federal Records Centres of the NA will charge the CBC the following for the services provided:

Accession: $1.10 per standard 1 cubic foot box (or .33 linear metre).

References: $0.60 for each request or refile or interfile.

Disposal: $0.80 per standard 1 cubic foot box (or .33 linear metre).

In the case of Accessions and References, all the material will be delivered and/or picked up at the FRC premises at CBC expense (not included in the above rates).

Examples of costs

Based on these costs, from January 1 to December 31, 1999, it would have cost the CBC the following for the services that were provided by the FRCs in Toronto, Ottawa and Montreal for the year:

Accession:	2,648 boxes	@ $1.10	=	$ 2,912.80
References:	24,119 references	@ $0.60	=	$14,471.40
Disposal:	1,967 boxes	@ $0.80	=	$ 1,537.60
		Total:		$18,921.80

If CBC wishes to continue to avail themselves of FRC services, the above per activity costs will be subject to revision every year based on real costs to the FRCs.

E-ARCHIVE / ARCHIVEL STEERING COMMITTEE

Update Meeting – March 4, 2015

Prepared by:

John Pisano-Thomsen, Senior Project Manager, METS

Carl Boldy, Director (interim), APM - Corporate, METS

Amélie Dubord, E-Archive/Archivel Change Management Committee

ARCHIVEL
e-ARCHIVE

AGENDA

1. Operational Items (Boldy)
2. Action Items Follow-up (Pisano-Thomsen)
3. Change Management & Communication Updates (Dubord/Forster)
4. Sector Statuses, Issues and Planning (Pisano-Thomsen)
5. Budget Status (Pisano-Thomsen)
6. Q&A

1.0 Key Operational Items

Item	Type	Status	Date
1. Support Livelink shortcuts via WebDrive	Request	Rolled back due to issue with WebDrive v10 and some shortcuts; requires WebDrive v11 - to be rolled-out with Livelink 10.5.	Winter 2014
2. Standard drive mapping for WebDrive (rather than O:\ or L:\ depending on department).	Request	Drive Letter Z:\ confirmed available across the Enterprise. Need to assess migration from O:\ or L:\ TO Z:\ for existing WebDrive users as part of WebDrive v11 upgrade later this fiscal.	Winter 2014
3. Archived email messages (*.html) files cannot be opened with Microsoft IE.	Issue	Protocol used by MS IE to open these files is not currently supported by WebDrive. Update expected to be delivered via WebDrive v11 upgrade later this fiscal (AGV-224-98798). Work-around: Right Click / Open With Chrome (and set Chrome as default app for these files).	Winter 2014
4. Livelink 10.5 upgrade	Maintenance	Complete.	Jan 30 2015

Updates in GREEN

2.0 COMPLETED ACTION ITEMS

- Records Coordinators have completed pre-analysis.
  - **Based on the re-estimates provided to PM, all departments should be able to complete implementations by end of October 2015.**
  - **All remaining French and English Service new clients who remain have been engaged and are aware of their planned windows of assessment and implementation.**
  - **Project plan recalibrated.**
  - **Those business that have refused to engage within the planned window of time have been notified that they will have to incur the cost of completing anything that remains to be done.**

2.1 Outstanding Action Items

- Receipt of E-mail migration forms and processing bulk e-mail migrations (in progress
- Continued routine alerts and communiqués from Corporate Communications & Corporate Secretariat
- Implementation of Security Information Sensitivity Policy. *(Rainville/Arredondo/Foster)*
    - **RIM Office awaiting** Communications to confirm availability for communication plan on this and implementation of Information Classification (Sensitivity?) Policy.

3.0 Change Management Committee

Latest meeting as of February 19th, 2015

Change management committee focus for 2015

Follow-up on Performance Indicators	
1- Project roll-out and timeline	Green - On going follow-up and readjustment
2- E-learning completion	Improvement - E-learning completion
3- E-mail move to Live-Link	Indicator discussed and defined - will start in March - Cognos reports
4- E-archive use post implementation	Indicator discussed and defined - will start in March - Cognos reports

Other initiatives:

1- All e-archive training and tools on Ed

2- Ongoing risks and issues follow-up

3- On-going communication on the project

ARCHIVEL e-ARCHIVE

4.0 SECTOR ENGAGEMENT REPORT CARDS

AS OF MARCH 4, 2015

CORPORATE	Start	Finish	Status
Real Estate	03 Mar '14	27 Feb '15	Completed
Media Technology	26 May '14	20 Feb '15	Completed
Ottawa-Gatineau Ici	05 Jan '15	30 Apr '15	Assessment
Regions (Eng & French)	1 Oct '14	31 Aug '15	Assessment

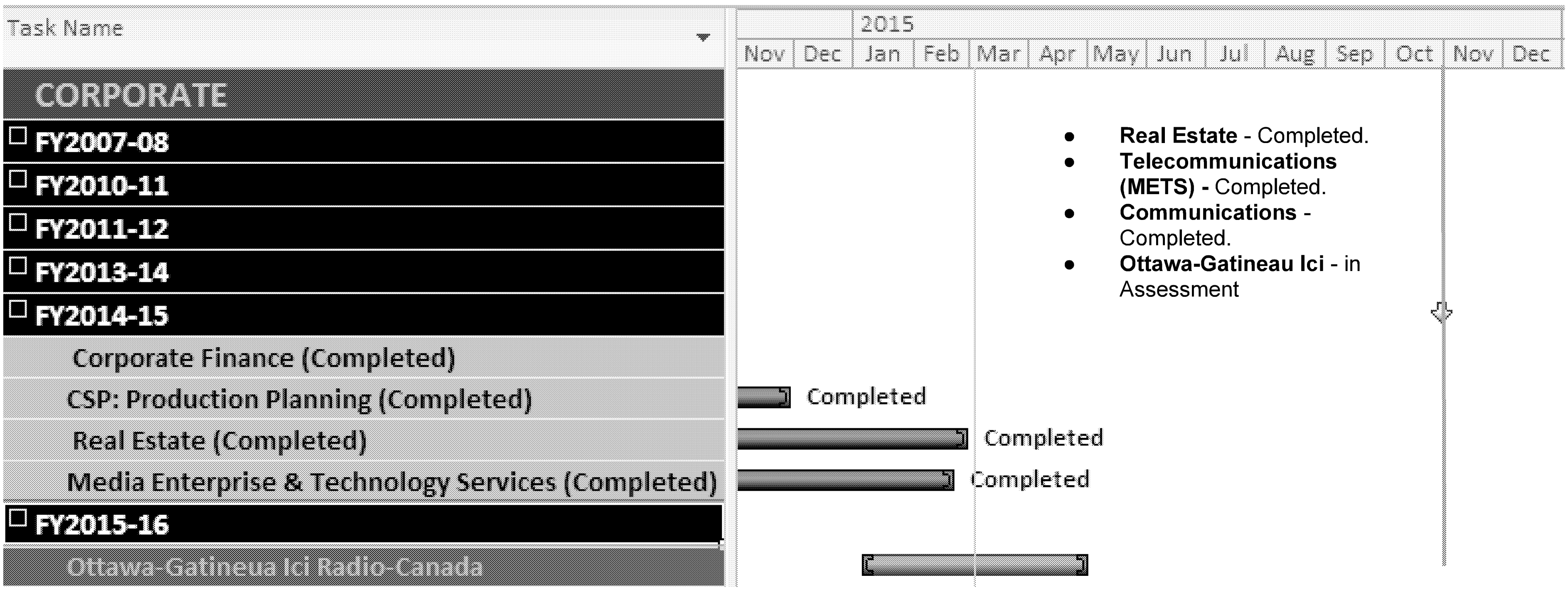
ENGLISH SERVICES REPORT CARD	Start	Finish	Status
Communications, Marketing and Brand	01 May '14	28 Feb '15	Completed
Studio & Unscripted Programming	28 Jan '14	16 Mar '15	Close to Migration
Radio & Audio	23 Feb '15	23 Apr '15	Assessment
CBC News	24 Apr '15	25 Jun '15	
Media Operations & Technology (remaining)	26 Jun '15	25 Aug '15	
Finance and Strategy	26 Aug '15	26 Oct '15	

FRENCH SERVICES REPORT CARD	Start	Finish	Status
Communication (8 subsectors)	06 Jan '14	31 Mar '15	3 subs delayed
Services numériques	14 Jan '15	29 May '15	Assessment
ICI Radio-Canada Première	16 Feb '15	31 Jul '15	Assessment
Information	23 Mar '15	04 Sep '15	

= Lack of engagement = Engagement but delays = Engagement with no delays

4.1 E-Archive / Archivel Rollout Plan

Corporate Sector as of March 4, 2015



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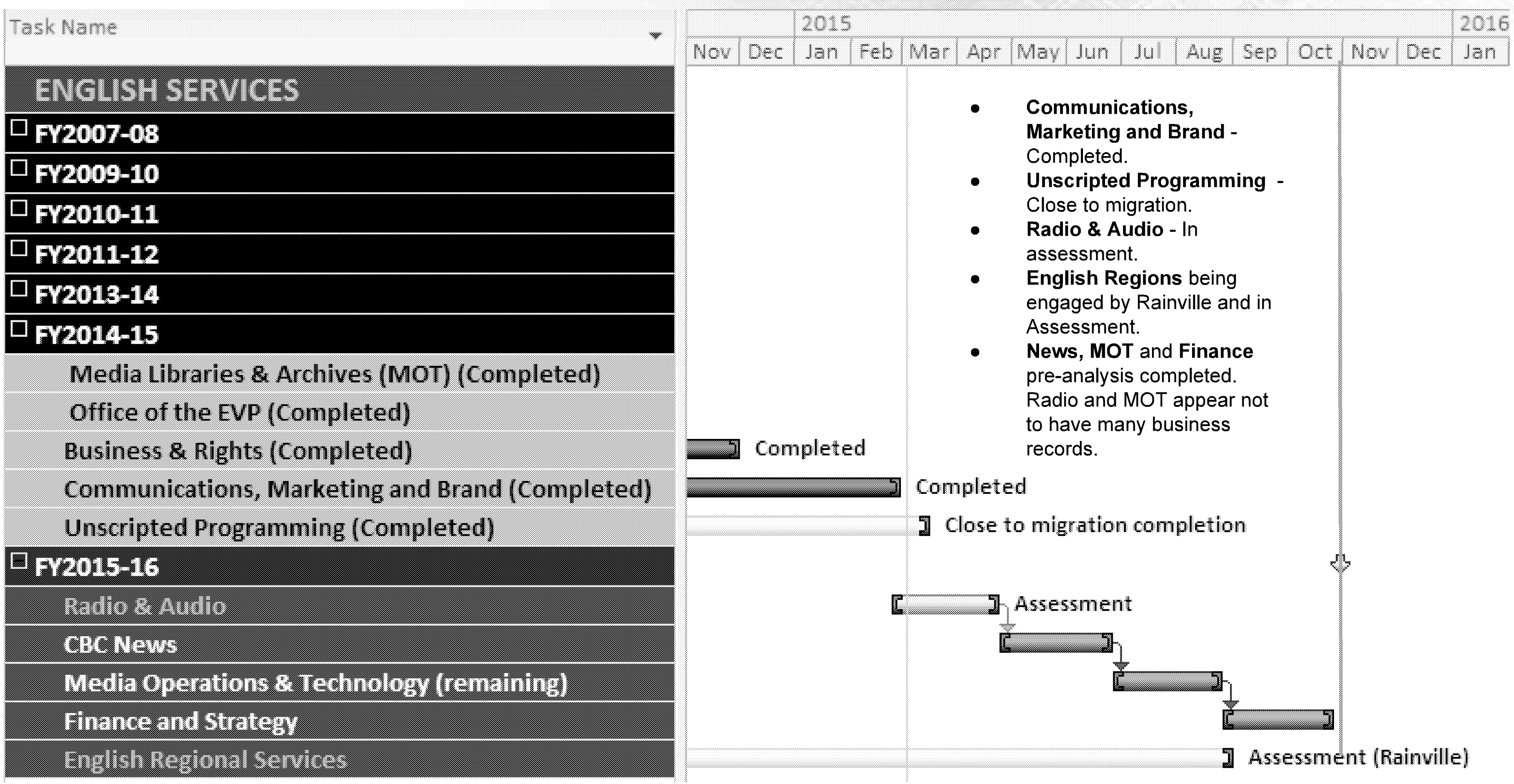
4.2 E-Archive / Archivel Rollout Plan

English Services Sector as of March 4, 2015



ARCHIVEL
e-ARCHIVE

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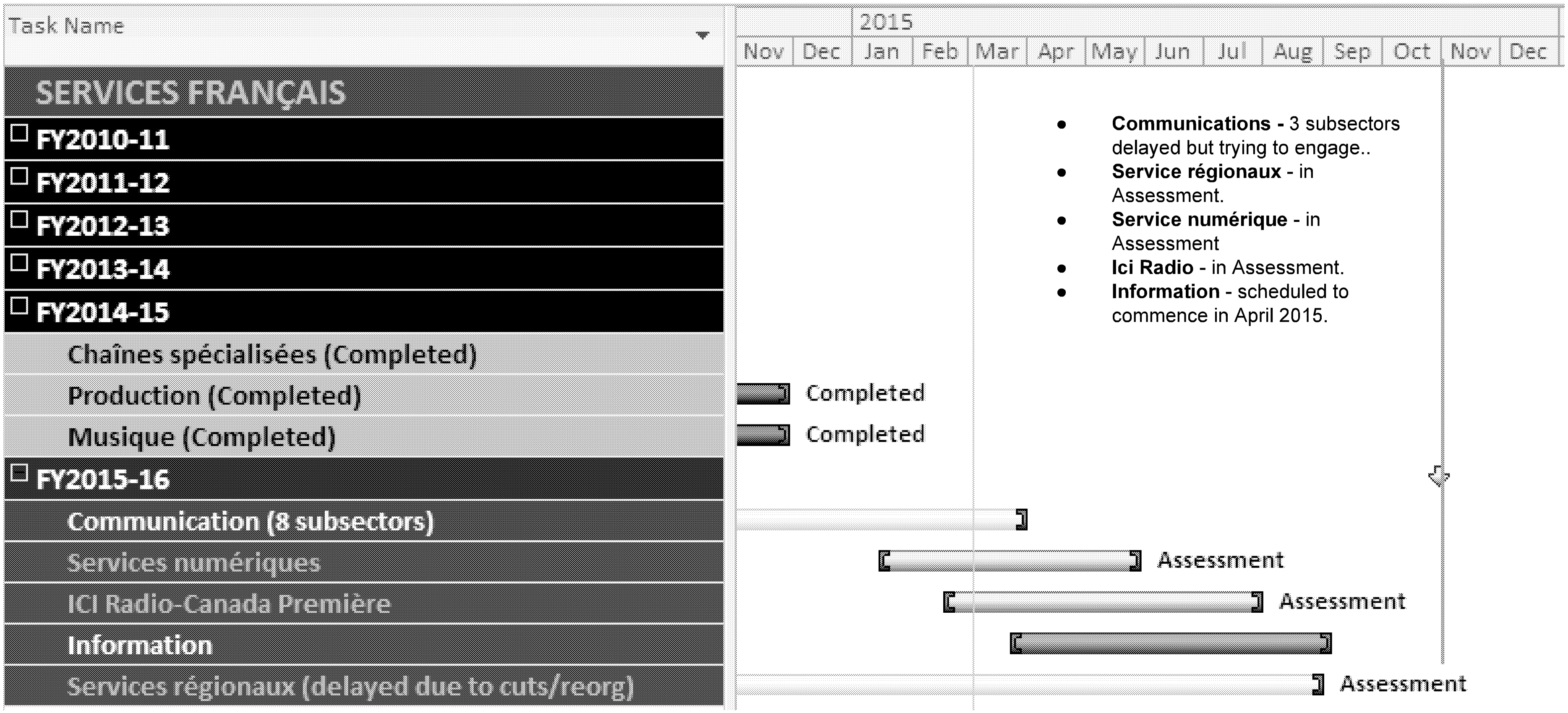
4.3 E-Archive / Archivel Rollout Plan

French Services Sector as of March 4, 2015



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6.0 CURRENT E-ARCHIVE / ARCHIVEL CAPITAL BUDGET

ACTUALS AND FORECAST AS OF MARCH 4, 2015

e-Archives Project - K budget	Baseline	Actuals	Forecast	Variance
Rollout (Livelink licences and infrastructure)	$442,000	$332,686	$352,686	$89,314
Business Intelligence (Add. B) - Work completed	$263,000	$160,415	$225,890	$37,110
BI Team Labour	$168,000	$131,890	$131,890	$36,110
Project Management	$26,000	$25,000	$25,000	$1,000
Licences (SharePoint: $20K; Mobile: $24K)	$44,000	$0	$24,000	$20,000
SharePoint Connect licenses -> Rollout Project Mgmt.	$0	$0	$20,000	($20,000)
Sundry	$7,000	$3,525	$7,000	$0
Contingency	$18,000	$0	$18,000	$0
K002089 Totals	$705,000	$493,101	$578,576	$126,424

e-Archives Project - L Budget	Baseline	Actuals	Forecast	Variance
Rollout Support and Training				
Training (Addendum A)	$48,000	$58,700	$80,000	($32,000)
Support (Addendum C and future)	$428,000	$314,862	$520,664	($92,664)
FY2014 - (Addendum C)				
Project Management	$50,000	$42,248	$42,248	$7,752
French Services RIM Project Lead\Analyst	$70,000	$92,716	$92,716	($22,716)
Travel & Sundry	$0	$3,700	$3,700	($3,700)
FY2015 (Addendum C)				
Project Management	$60,000	$34,472	$50,000	$10,000
French Services RIM Project Lead\Analyst	$140,000	$140,500	$185,000	($45,000)
Travel & Sundry	$0	$1,226	$10,000	($10,000)
FY2016 (Ending Nov 1, 2015)				
Project Management	$31,000		$25,000	$6,000
French Services RIM Project Lead\Analyst	$70,000		$112,000	($42,000)
Travel & Sundry	$0		$0	$0
L002089 Totals	$476,000	$373,562	$600,664	($124,664)
GRAND TOTALS:	$1,181,000	$866,663	$1,179,240	$1,760

ARCHIVEL e-ARCHIVE

E-Archive / Archivel Q&A

Questions & Answers

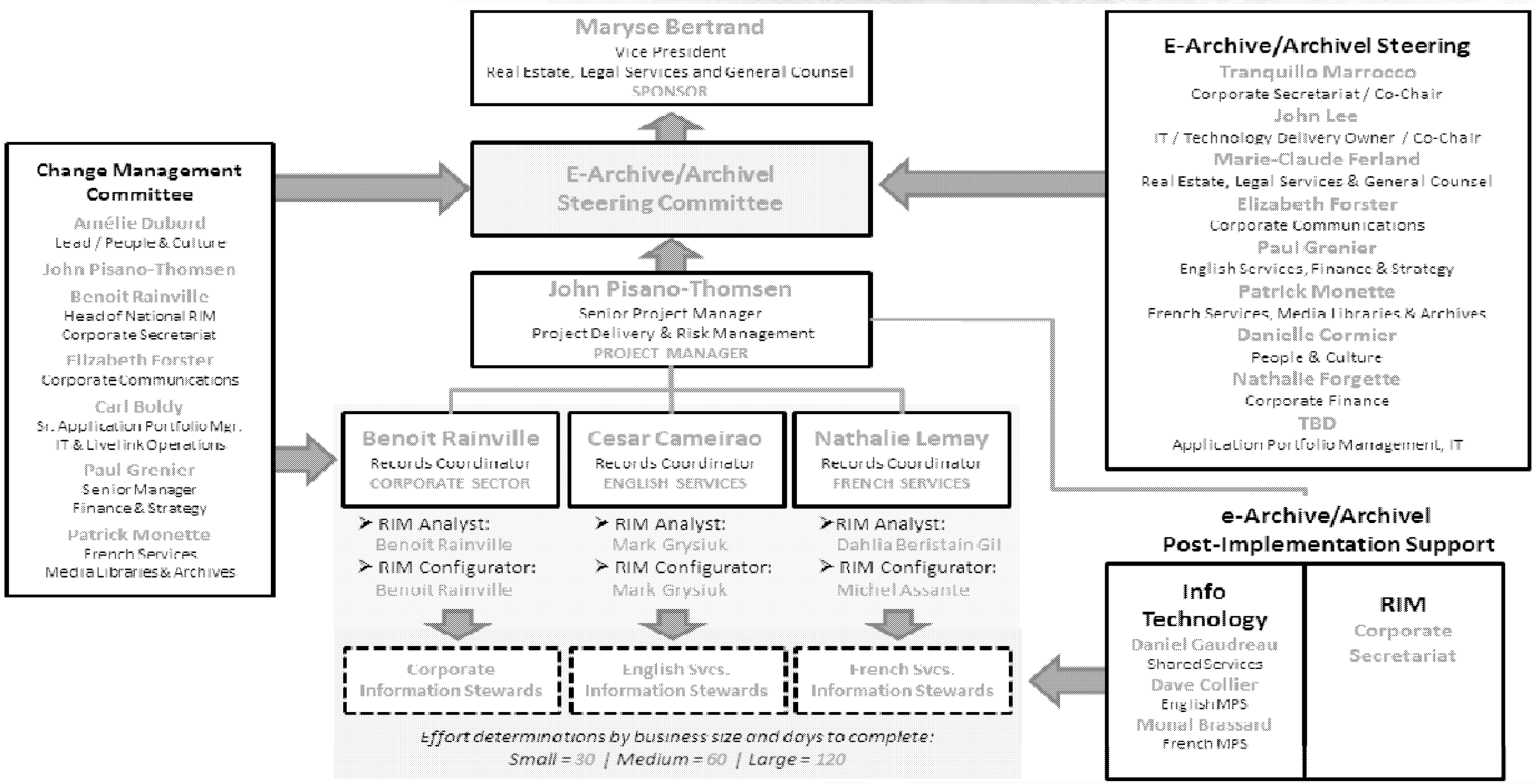
Appendices

A1. E-ARCHIVE/ARCHIVEL OBJECTIVE RECAP

- To manage Business Records in compliance with CBC/Radio-Canada's Record Management policies under the supervision of Corporate Secretariat.
  - Policy 2.9.01: Records and Information Management. It is the policy of the CBC to identify, maintain, protect and make accessible to authorized persons CBC records for legal, financial and historical purposes.
- To ensure a single, secure instance of a Business Record is managed in E-Archive / Archivel; accessible Anytime, Anyway, Anywhere fully supporting all Business Records Management needs.
- To provide easier access, an improved user experience, to CBC / Radio-Canada business records through collaboration systems.
- To effectively manage E-Archive / Archivel by ensuring that owners, Liaison Officers, implementers and end-users are able to easily and rapidly:
  - Understand and Manage Holdings and Usage
  - Identify System or Holdings Issues (e.g. Permissions)
  - Assess Quality and Compliance

A2. E-Archive / Archivel Project Team

AS OF OCTOBER 29, 2014



A3. E-Archive / Archivel BI Objective Recap

- To efficiently monitor E-Archive / Archivel system usage and conduct periodic audits to proactively evaluate that users are complying with the Information Management policies and guidelines at CBC / Radio-Canada, and with the Library and Archives of Canada Act.
- To provide the National RIM Program, Corporate Secretariat, deployed organization management, and Executive team members with easy to access and interpret usage statistics in order to report back on project success and their own organizations' historical usage data.
- To provide the National RIM Program with data to use in conducting quality audits of E-Archive / Archivel deployments to ensure compliance with regulatory instruments.
- To allow the RIM group to be more autonomous to meet auditing and monitoring requirements.
- To provide the National RIM Program the capability to show records management compliance to Library and Archives Canada
- To provide departmental Information Stewards with tools to help manage content structure and security

A4. E-Archive / Archivel BI Project Plan Scope

- **Security/audit reporting on:**
  - ✓ Quality of usage E-Archive / Archivel deployment
  - ✓ Permissions to folders
  - ✓ Access history for a specific user
- **Monitoring reporting on:**
  - ✓ E-Archive / Archivel usage statistics
  - ✓ E-Archive / Archivel access point statistics
  - ✓ E-Archive / Archivel holdings
- **Key Performance Indicator (KPI) reporting on:**
  - ✓ Personal Workspace Growth Ratio
  - ✓ Classification Ratio
- **User audience:**
  - ✓ Corporate Secretariat (dashboards, summary reports)
  - ✓ E-Archive / Archivel Implementation Team (ad hoc queries)
  - ✓ Liaison Officers (event notifications, holdings information)

13 reports covering the following themes:

- ❑ Audit Event: Creation
- ❑ Audit Event: Access
- ❑ Classification Report
- ❑ RSI Report
- ❑ Inventory Report
- ❑ Document Holds
- ❑ Folder Structure Insights
- ❑ User and Group Insights
- ❑ Permission Insights
- ❑ Content Type Insights

A6.2.0 PROJECT RECALIBRATION AND RISK MITIGATIONS

It remains imperative to accelerate completion of the E-Archive/Archivel roll-out across the organization as much as possible. **However…**

- The **January 1, 2015** completion deadline is **not** realistic due to **5 major risks facing this project** (as identified within this presentation).
- An estimated 10 extra months was recommended to Executive Management to ensure that the project is successfully implemented across the Corporation by the end of **October 2015**.

A6.2.1 Top Risks Facing This Project

1. Constraints of January 1, 2015 deadline - (Quality and Delivery Risk)

- Original timeline was set for completion in Fall 2015. In Fall 2013, the directive was given to complete the project by January 1, 2015. The project schedule was accelerated in response to the decision to delete all pre-Google (GroupWise) e-mail archives not transferred to Livelink before this date.
- There is no additional cost to extend the deadline for deletion of pre-Google e-mail archives.
- Quality and efficient delivery are only as good as the commitment and availability of each department's Information Steward(s) and the staff who work with that department's records. Executive Sponsorship is critical.
- Both ES and FS Exec VPs would prefer to extend the deadline to ensure a proper implementation.

Mitigation:

Extend the deadline another 10 months to November 1, 2015

A6.2.2 Top Risks Facing This Project

2. Successful adoption and use of Livelink – (Quality and Delivery Risk)

- The commitment and rigour of each department with a designated Information Steward is critical, as is understanding the inventory and volume of records in each department.
  - *This is especially true regarding deployment to all <u>English and French regions</u> which have different business infrastructures compared to the Corporate offices.*

Mitigations:

- Successful E-Archive / Archivel engagement, adoption and record storage will be tracked and monitored on a routine basis by:
  - *Establishing and employing impactful communication plans from Corporate and Service Communications aligned to promote knowledge and awareness.*
  - *Aligning communications and planning with People & Culture's Change Management, Information Technology Shared Services and French & English Media Production Support teams.*
  - *Providing up-to-date report cards to the whole corporation on the progress of departmental engagement. This will ensure that all department's meet their deadlines via "peer pressure" and transparency of progress.*
  - *Establishing a post-project governance committee to address ongoing issues after the project's completion.*
- Corporate Secretariat will monitor and report back usage statistics to each department to monitor the success and usage of the E-Archive/Archivel structure in Livelink.

A6.2.3.1 Top Risks Facing This Project

3A. Pre-Google e-mail archives

- On **January 1, 2015**, **all pre-Google e-mail archives were planned for permanent deletion.**
    - *This deadline imposes a risk for business records stored within the pre-Google Archives for businesses who do not have E-Archive/Archivel implemented yet.*

Mitigation:

- **Given the extension required to deliver E-Archive/Archivel, the following mitigation is proposed:**
    - All departments in which E-Archive/Archivel has been implemented prior to **September 2014** will be subject to the **January 1, 2015** deadline for deletion of pre-Google e-mail archives.
        - ✓ Livelink team will collect a list of implemented departments and match those department members who have pre-Google e-mail archive accounts.
        - ✓ On January 1, 2015, those matched accounts will be permanently removed from the Pre-Google e-mail archives.
    - Departments where E-Archive/Archivel is implemented after **September 2014** will be allowed to maintain their pre-Google e-mail archives until **90 days** after scheduled implementation (the plan).
        - ✓ **90 days after E-Archive/Archivel is implemented in each of these departments, all pre-Google e-mail archive** accounts matched to that department will be permanently deleted.

A6.2.3.2 Top Risks facing this project

3B. Year-old Google Mail (January 1, 2014 >)

- The decision to begin daily purging of Google Mail on January 1, 2015 was recently reviewed by Executive VPs, Maryse Bertrand and Steven Guiton, and it was re-confirmed. There will therefore be no change to this date.
- Policy has already been sent out regarding this last year and users are already expected to store their important Google Mails in their Personal Livelink Folder. When the respective E-Archive / Archivel teams are engaged the businesses, they will assist in moving these records to the new structure.
- The assumed volume of "records" within a user's Google Mail over the last year (2014-2015) should not be that large.
- Current Issues:
  - The Livelink operational team is receiving an increasing number of questions from users about how to save Google mail to their Livelink Personal Workspace.
  - More training and change management is needed to ensure end-users are aware of this functionality and how to use it.

A6.2.4 TOP RISKS FACING THIS PROJECT

4. Resource funding is extremely tight – (Cost, Delivery and Resource Risk)

- The Project Manager's labour/time has been cut to accommodate regional travel needs and to address the funding gaps facing the FS RIM Project Lead\Analyst.

- The original hourly rate budgeted for the FS RIM Project Lead\Analyst (external consultant) was $85/hour for two years. The project team has since determined that quality RIM Analysts cannot be obtained for less than $105/hour. Funding today for the current French Services RIM Project Lead\Analyst is forecasted to last up to May 31, 2015.

- The current French Services RIM Configurator (a resource providing Livelink technical support) will have to take on the extra role of RIM Project Lead\Analyst in June 2015 to finish remaining FS businesses.

Mitigation:

- Additional support from the Change Management team, ITSC and MPS should be strong and in place by the end of FY2014-15.

A6.2.5 Top Risks Facing This Project

5. Complexity of project governance (Quality, Adoption and Delivery Risk)

- Although ultimately a Corporate Secretariat initiative, the E-Archive/Archivel project is being managed through IT.
- This project will ultimately touch every employee, the project team and stakeholders extend across the entire Corporation.

Mitigations:

- Executive sponsorship must be clearly communicated to support IT's ability to lead this project and ensure employee buy-in.
- Post-project governance committee should be put in place to ensure that all departments are effectively using and maintaining their E-Archive/Archivel structure.

A.7.1 CONTENTS OF ENGLISH/FRENCH IO! MICROSITES: AN OVERVIEW

Record & Information Management

- What you need to know
- What information system should I use?
- Link to policies
- Good practice tips

E-Archive / Archivel

- What it is and what it involves
- Why it's important (what's in it for me?)
- What are important business records and what file formats can be stored?
- Timeline and keydates for project
- Contacts
- Q&A

What is important to know (key messages from Steering)

- Visual lifecycle of a document from creation to disposal showing 3-5% will be business records.
- E-mail conservation (rules and policies around Pre-Google archive mail and Google Mail)
- The uses of Livelink, Google Mail and Google Drive in regards to record information management.
- Record file format storage exceptions (relational spreadsheets/databases, files 300MB+, and from iNews, Avid, MAM, SAP, Remedy etc.)

A.7.1 CONTENTS OF ENGLISH/FRENCH IO! MICROSITES AN OVERVIEW (CONTINUED)

How to manage your business records (recommendation for end-users only)

- **Google (Drive and G-Mail)**
- **Pre-Google E-Mail Archives (Groupwise, et al.)**
- **Network Drives (A:-Z:)**

How to use Livelink

- **Livelink alone**
- **Using WebDrive**
- **Accessing through the Internet**

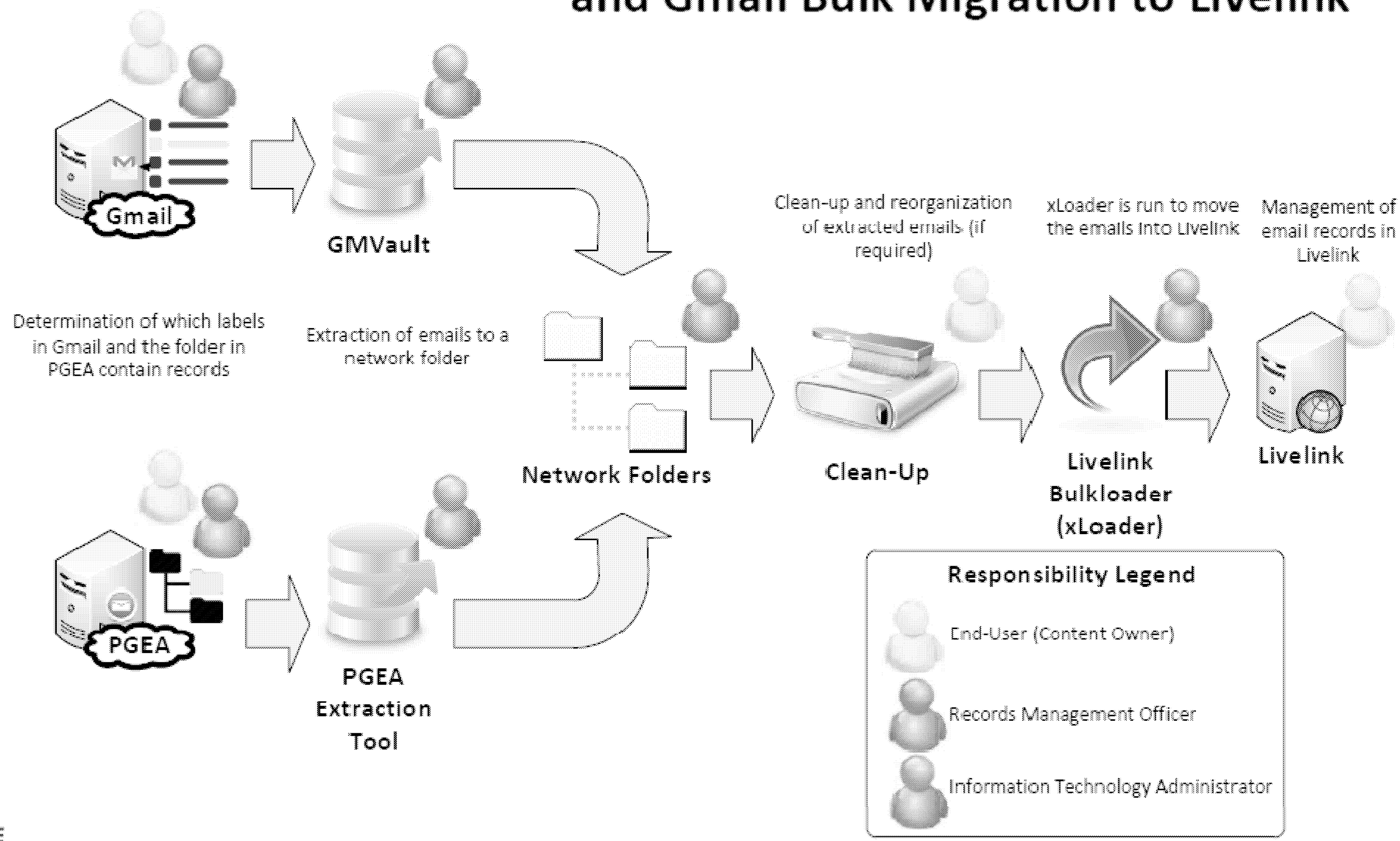
End-user Support (How to get assistance)

- **1st Level - Information Stewards**
- **2nd Level - MPS or ITSC**
- **Option: Connect to an E-Archive community or Google Circle.**

Project Zone (only for project members)

- **Communications**
- **Change documentation**
- **RIM documentation**
- **Steering presentations**
- **Latest project plans/statuses**

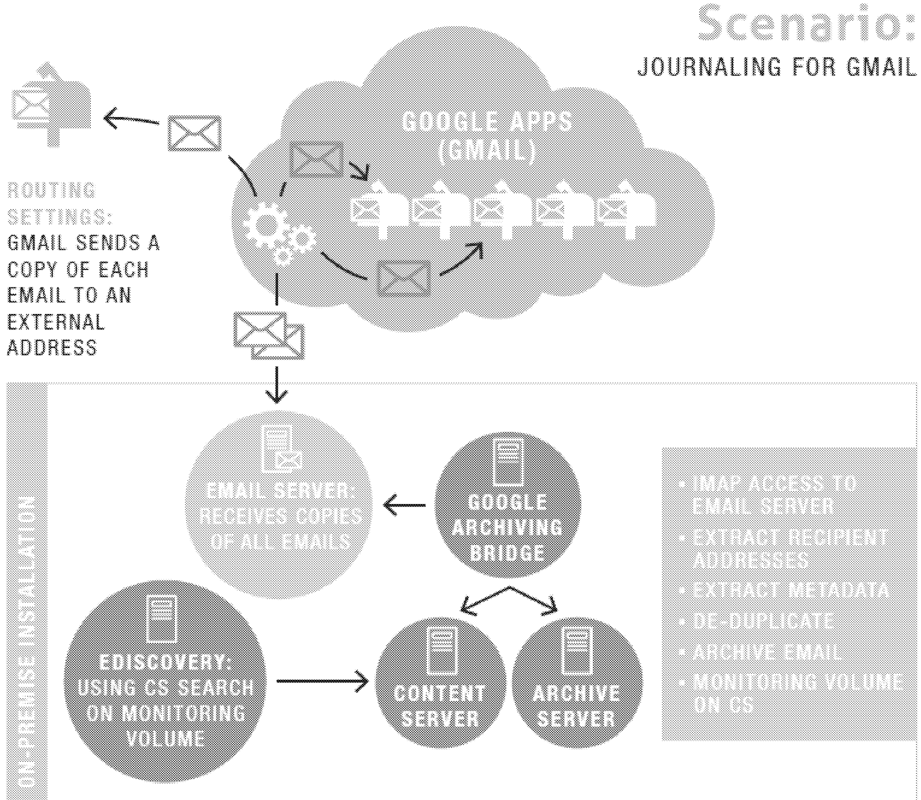
Procces for Pre-Google Email Archive(PGEA) and Gmail Bulk Migration to Livelink

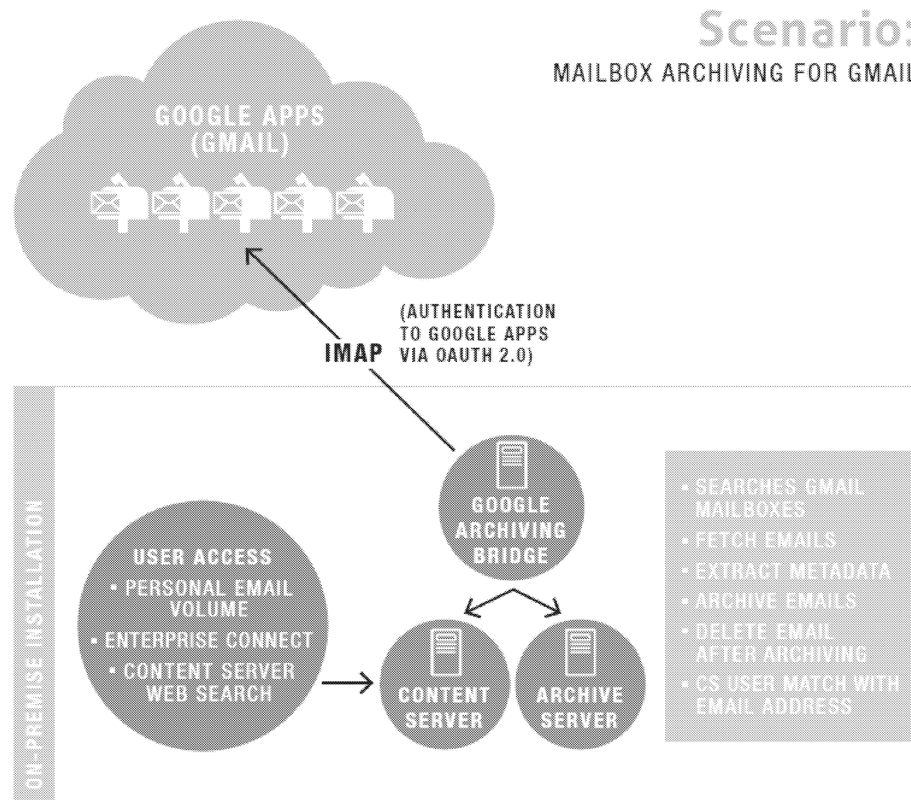


ARCHIVEL e-ARCHIVE

1.2 KEY OPERATIONAL ITEMS:
ENHANCING THE GMAIL - LIVELINK INTEGRATION - OPTIONS

1. OpenText Archive for Google Apps (for Livelink 10.5) - two scenarios:





1.2 Key Operational Items:
ENHANCING THE GMAIL - LIVELINK INTEGRATION -

2. A custom application to extract email messages from gmail to folders in Livelink on a scheduled basis

- user can configure multiple “extract jobs” in Livelink - search criteria plus destination folder
- extract job uses gmail search query (e.g. to, from, subject, dates, tags, etc.) to locate emails to transfer
- re-label in gmail and / or delete when successfully transferred to Livelink
- ability to apply thresholds (e.g. limit number of messages per job)
- notifications for successful / failed transfer attempts
- full audit for reporting purposes
- could extend to Google Drive content
- $30K development (reuse existing code from gmail gadget, bulk load tools, etc.) + additional compute for processing + additional storage for content (already a concern with manual bulk transfers)

3. A custom web application that permits interaction with gmail in order to locate / transfer multiple emails to Livelink

- similar cost to above but users will likely not go to a separate app to manually archive emails via a locate-and-select approach

E-Archive: Preserving your electronic business records

Available In: EN FR Print

Why E-Archive?

- Whether they're emails or documents, your electronic business records are a critical corporate asset and source of information.
- The E-Archive team will work with an "Information steward" in your department to create a customized folder structure in Livelink that you can use to preserve these records.
- Once your department's folder structure is in place, you will be responsible for saving your business records there, and for maintaining this process in the future.
- Here is the current E-Archive **project roll-out plan**. (This will be updated monthly.)
- (Here's an easy way to **find out** if you already have a Livelink account.)

AN IMPORTANT DEADLINE
As of January 1, 2016:

- **Gmail:** Any emails older than 365 days in all Gmail accounts will be permanently deleted on a daily basis. *Note: To preserve emails that are business records, you must move them into Livelink.*
- **Pre-Google emails*:** Any pre-Google (GroupWise) archived emails that have not been moved to Livelink will be permanently deleted. *Note: Pre-Google email archives are available at https://archive.cbcrc.ca.*

Why is Managing Business Records Important?

Our ability to conduct business in a timely and efficient manner depends on our being able to readily locate and access our business records. We have a legal obligation to ensure the security and reliability of these records, and to manage them in compliance with the *Library and Archives Act*. How we manage records also has important implications for our ability to respond to legislative requirements such as privacy, access to information and whistleblower legislation.

(Visit **Records and Information Management** for an **e-learning module** and tips on best practices for records management.)

What Is a Business Record?

Business records document decisions, policies and process that are unique to your department. They may be:

- key emails (e.g., approvals)
- contracts
- proposals
- project outlines
- production pitches
- reports
- blueprints, etc.

For more examples, see Corporate Policy 2.9.6: Email Management

Moving Business Records to Livelink

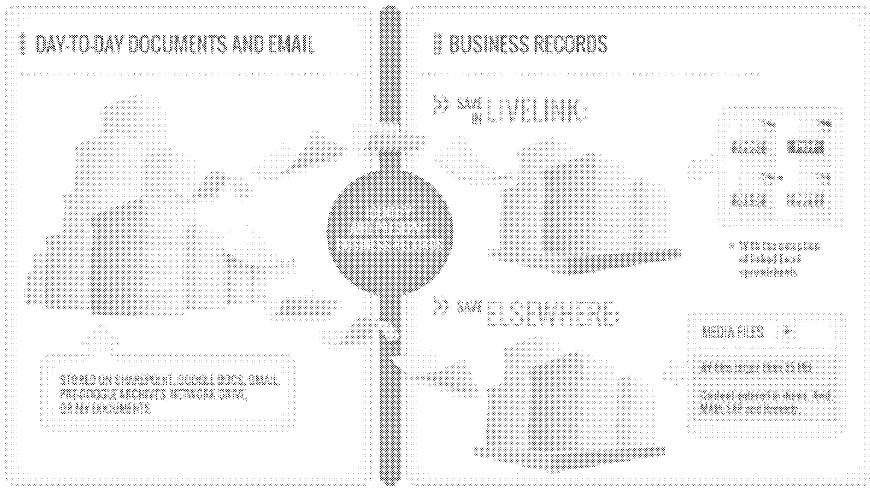
MySource

Your source for information.
Access MySource

HR @ my fingertips
For Employees
For Managers

CEO's Corner

Latest notes from Hubert
CEO's Corner



* **Click here for larger image**

Training and Quick Tips for Using Livelink:

Most employees already have a Livelink account. If you're not sure you do, here's an easy way to **find out**.

If the folder structure for your department isn't yet in place, you can archive emails and documents in a personal folder within Livelink. (The E-Archive team can help you to move them into the folder structure for your department after it's set up.)

Just make your user name (e.g., smithj) the name of the folder where you'll transfer your business records (from Gmail, Google Docs, pre-Google archives or other sources) into Livelink to save them.

NOTE: Please use **Google Chrome** to view these documents, to avoid technical issues associated with using Internet Explorer.

How to manage information

- E-learning module Transcript
- Introduction to Livelink

How to Archive Emails

- Managing and labelling emails for archiving in Livelink (cheat sheet)
- Saving Business Emails to Livelink **
- Saving Pre-Google Archived Emails to Livelink **

How to Archive Google Docs

- Saving Google Docs to Livelink

Archiving documents from other sources

- The E-Archive team (see below) can install WebDrive for you, to move documents from your hard drive or other servers into Livelink.**

How to access documents already archived in Livelink

- How to access Livelink with a Web Browser
- Share a Livelink document in Gmail
- Open an email saved to Livelink with WebDrive
- Access Livelink documents offline with WebDrive

*** If you need to save 500 or more email business records, you may be eligible for help with **bulk migration**. Please contact your **Information steward** or the ITSC (1-866-999-7888) to learn more.*

Information Stewards Resources

- Shared Documentation

Q&As

- Archiving your emails – Questions and Answers

Need help? Contact:

- The E-Archive Team (for questions about the E-Archive project)

    - Benoit Rainville, 1-150-6171 (for Corporate Services)
    - Cesar Cameirao, 1-151-3240 (for English Services
    - Dahlia Beristain Gil, 1-141-6025 (for French Services)

- The ITSC at 1-866-999-7888, or itsc@cbc.ca (for technical issues with Livelink)
- Your usual **technology support team** (for technical issues with Livelink)

Technology

CBC Radio-Canada

Technologies

Business Intelligence Competency Center

EDRMS

Technical Specification Document

Project EDRMS
Released July, 2013
Version 1.0

Table of content

1 Revision History

Version	Author	Date	Description
1.0	Rami J. Mourad	2013-07-25	Initial Version
2.0	Rami J. Mourad	2013-10-10	Add section 10.1 for row security

2 Document Reviewers and Approvers

Role	Name	Title	Review Approve Date	Reviewer Approve Version
Approver	Rami Mourad	Cognos Developer		

3 Introduction

This document describes the Data warehouse and reporting solution for EDRMS, which was proposed and recommended in the document ***BC 2013-038 K002737-EDRMS Access Enhancements & BI.docx***. The objectives of this solution are also described in that document.

The solution will be developed using the BI tool at CBC:

- Source system: Livelink
- Database: Oracle
- ETL: Informatica
- Reporting: Cognos

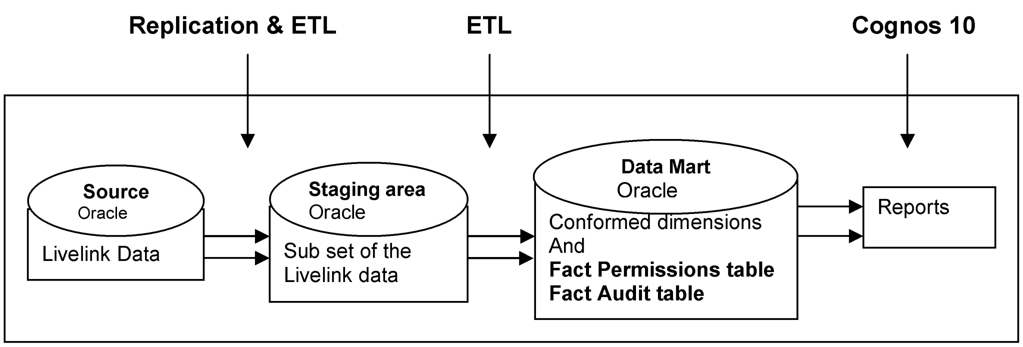
4 Assumptions

- Only the Livelink tables required to populate the data mart will be replicated in the staging area.
- The load of the data mart will be incremental and on a weekly basis.
- Only the direct permissions will be loaded in the datamart
- The data mart will contain only the current image of the direct permissions.
- The permissions can be analysed by objects, users/groups and ACL types.
- Only the permissions <> 128 with ACL Type in (0,1,2,3) will be loaded in the data mart.
- The audit fact will be loaded starting from 2007.
- The audit can be analysed by date, objects, users/groups and events.
- If any object, user or group is deleted in Livelink, it will remain in the data mart but will be indicated as deleted.
- The permissions of any deleted object or user will be deleted from the data mart, but its audits records will remain.

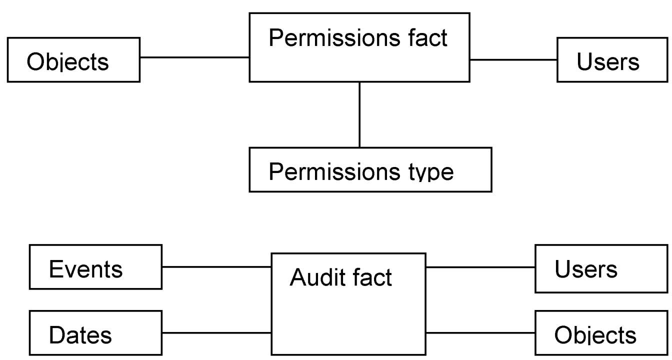
5 Data Warehouse Model

5.1 Conceptual Model

The following diagram provides conceptual schema of the data warehouse. It contains a staging area and a data mart. The data mart contains 2 facts tables and few conformed dimensions.



5.2 Logical Model



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5.3 Physical Model

The information required to connect to the EDRMS data mart is:

- user / group : OPS$EDRMSZERO
- database: DMSPRO

5.3.1 Time dimension - CDM_DATE_DIM

The time dimensions can be accessed through the synonym CDM_DATE_DIM which is pointing to OPS$CDMZERO.DATE_DIM. This is the corporate dimension used for all data marts at CBC.

5.3.2 Events dimension – EDRMS_EVENT_DIM

This dimension contains the events logged in the audit table. Example: AddHold, AddVersion, PermChange, etc…

Column Name	ID	Pk	Null?	Data Type
AUDIT_ID	6		Y	NUMBER
AUDIT_STR	7		Y	VARCHAR2 (32 Char)
EVENT_SK	5	1	N	NUMBER
LOAD_DATE	2		N	DATE
LOAD_ID	1		N	NUMBER
LOAD_UPD_DATE	4		Y	DATE
LOAD_UPD_ID	3		Y	NUMBER

Logical Primary Key: AUDIT_ID
Surrogate Key: EVENT_SK

5.3.3 ACL type dimension – EDRMS_ACL_TYPE_DIM

This dimension contains the permissions type. Example: Owner, Owner Group, Public Access and Others.

Column Name	ID	Pk	Null?	Data Type
ACL_TYPE	6		Y	NUMBER
ACL_TYPE_DESC	7		Y	VARCHAR2 (50 Char)
ACL_TYPE_SK	5	1	N	NUMBER
LOAD_DATE	2		N	DATE
LOAD_ID	1		N	NUMBER
LOAD_UPD_DATE	4		Y	DATE
LOAD_UPD_ID	3		Y	NUMBER

Logical Primary Key: ACL_TYPE
Surrogate Key: ACL_TYPE_SK

5.3.4 Objects dimension – EDRMS_OBJECTS_DIM

This dimension contains a row for every object in Livelink. Every record has a parent record identified by the field PARENT_ID. The deleted records, have as parent the record with the NAME = ‘Recycle Bin’.

Column Name	ID	Pk	Null?	Data Type
ACTIVE_HOLD	21		Y	NUMBER
CHILD_COUNT	14		Y	NUMBER
CREATE_DATE	13		Y	DATE
CREATED_BY	34		Y	NUMBER
CUR_DATA_SIZE	29		Y	NUMBER (19)
DATA_ID	7		Y	NUMBER
DATE_APPLIED	22		Y	DATE
DATE_REMOVED	26		Y	DATE
DATE_TO_REMOVE	25		Y	DATE
DISPOSITION_1	41		Y	VARCHAR2 (32 Char)
DISPOSITION_2	42		Y	VARCHAR2 (32 Char)
DISPOSITION_3	43		Y	VARCHAR2 (32 Char)
FILE_NUMBER	15		Y	VARCHAR2 (4000 Char)
FILE_STATUS	17		Y	VARCHAR2 (32 Char)
FILE_STATUS_DATE	18		Y	NUMBER
HOLD_COMMENT	23		Y	VARCHAR2 (255 Char)
HOLD_TYPE	24		Y	VARCHAR2 (32 Char)
LOAD_DATE	2		N	DATE
LOAD_ID	1		N	NUMBER
LOAD_UPD_DATE	4		Y	DATE
LOAD_UPD_ID	3		Y	NUMBER
MAX_DATA_SIZE	30		Y	NUMBER (19)
MAX_VERC_DATE	33		Y	DATE
MAX_VERM_DATE	32		Y	DATE
MODIFY_DATE	12		Y	DATE
NAME	8		Y	VARCHAR2 (255 Char)
NUM_VERSION	31		Y	NUMBER
OBJECTS_SK	5	1	N	NUMBER
OWNER_ID	9		Y	NUMBER
PARENT_ID	6		Y	NUMBER
REMOVAL_COMMENT	28		Y	VARCHAR2 (255 Char)
REMOVAL_PATRON	27		Y	VARCHAR2 (32 Char)
RETYEARS_1	38		Y	NUMBER
RETYEARS_2	39		Y	NUMBER
RETYEARS_3	40		Y	NUMBER
RIMS_STATUS_DATE	19		Y	NUMBER
RSI	16		Y	VARCHAR2 (32 Char)
STAGE_1	35		Y	VARCHAR2 (32 Char)
STAGE_2	36		Y	VARCHAR2 (32 Char)
STAGE_3	37		Y	VARCHAR2 (32 Char)
SUBJECT	20		Y	VARCHAR2 (2000 Char)
SUBTYPE	11		Y	NUMBER
USER_ID	10		Y	NUMBER

Logical Primary Key: DATA_ID
Surrogate Key: OBJECTS_SK

5.3.5 Users/Groups dimension – EDRMS_USER_GROUP_DIM

This dimension contains a row for every user or group. The deleted records are flagged using the field called DELETED, which is equal to 1 when a record is logically deleted.

Column Name	ID	Pk	Null?	Data Type
BIRTHDAY	31		Y	DATE
CELLULAR_PHONE	37		Y	VARCHAR2 (64 Char)
CONTACT	21		Y	VARCHAR2 (128 Char)
DELETED	13		Y	NUMBER
FAVORITES1	40		Y	VARCHAR2 (255 Char)
FAVORITES2	41		Y	VARCHAR2 (255 Char)
FAVORITES3	42		Y	VARCHAR2 (255 Char)
FAX	26		Y	VARCHAR2 (64 Char)
FIRST_NAME	19		Y	VARCHAR2 (64 Char)
GENDER	30		Y	NUMBER
GROUP_ID	15		Y	NUMBER
HOME_ADDRESS1	33		Y	VARCHAR2 (255 Char)
HOME_ADDRESS2	34		Y	VARCHAR2 (255 Char)
HOME_FAX	36		Y	VARCHAR2 (64 Char)
HOME_PHONE	35		Y	VARCHAR2 (64 Char)
HOMEPAGE	39		Y	VARCHAR2 (255 Char)
ID	6		Y	NUMBER
INTERESTS	43		Y	VARCHAR2 (4000 Char)
LAST_NAME	17		Y	VARCHAR2 (64 Char)
LEADER_ID	12		Y	NUMBER
LOAD_DATE	2		N	DATE
LOAD_ID	1		N	NUMBER
LOAD_UPD_DATE	4		Y	DATE
LOAD_UPD_ID	3		Y	NUMBER
MAIL_ADDRESS	20		Y	VARCHAR2 (255 Char)
MIDDLE_NAME	18		Y	VARCHAR2 (32 Char)
NAME	10		Y	VARCHAR2 (255 Char)
OFFICE_LOCATION	27		Y	VARCHAR2 (255 Char)
ORGUNIT	44		Y	VARCHAR2 (255 Char)
OWNER_ID	7		Y	NUMBER
PAGER	38		Y	VARCHAR2 (64 Char)
PERSONAL_EMAIL	32		Y	VARCHAR2 (255 Char)
PHOTO_ID	29		Y	NUMBER
PWD_EXPIRE_DATE	23		Y	DATE
PWD_EXPIRE_MODE	24		Y	NUMBER
SETTINGS_NUM	25		Y	NUMBER
SPACE_ID	9		Y	NUMBER
TIME_ZONE	28		Y	NUMBER
TITLE	22		Y	VARCHAR2 (64 Char)
TYPE	8		Y	NUMBER
USER_DATA	11		Y	VARCHAR2 (4000 Char)
USER_GROUP_SK	5	1	N	NUMBER
USER_PRIVILEGES	16		Y	NUMBER
USER_PWD	14		Y	VARCHAR2 (64 Char)

Logical Primary Key: ID
Surrogate Key: USER_GROUP_SK

5.3.6 EDRMS_USER_GROUP_CHILDREN_DIM

This table defines the relationship:

- between users and groups
- between groups in groups

5.3.7 Permissions facts – EDRMS_PERMISSIONS_FACT

This fact table contains the current image of the direct permissions. It is dimensioned by EDRMS_USER_GROUP_DIM, EDRMS_OBJECTS_DIM and EDRMS_ACL_TYPE.

Column Name	ID	Pk	Null?	Data Type
ACL_TYPE_SK_FK	5	4	N	NUMBER
LOAD_DATE	2	1	N	DATE
LOAD_ID	1		N	NUMBER
OBJECTS_SK_FK	4	3	N	NUMBER
P_ADD_ITEMS	10		Y	NUMBER
P_DELETE	13		Y	NUMBER
P_DELETE_VERSIONS	12		Y	NUMBER
P_EDIT_ATTRIBUTES	9		Y	NUMBER
P_EDIT_PERMISSIONS	14		Y	NUMBER
P_MODIFY	8		Y	NUMBER
P_RESERVE	11		Y	NUMBER
P_SEE	6		Y	NUMBER
P_SEE_CONTENT	7		Y	NUMBER
USER_GROUP_SK_FK	3	2	N	NUMBER

Granularity: OBJECTS_SK_FK, USER_GROUP_SK_FK, ACL_TYPE_SK_FK

5.3.8 Audit facts – EDRMS_AUDIT_FACT

This fact table contains all the audit records of Livelink

Column Name	ID	Pk	Null?	Data Type
AUDIT_DATE	8		Y	DATE
AUDIT_DATE_KEY_FK	7		N	NUMBER (10)
EVENT_ID	3	1	N	NUMBER
EVENT_SK_FK	4		N	NUMBER
LOAD_DATE	2		N	DATE
LOAD_ID	1		N	NUMBER
OBJECTS_SK_FK	5		N	NUMBER
USER_GROUP_SK_FK	6		N	NUMBER

Granularity: AUDIT_DATE_KEY_FK, OBJECTS_SK_FK, USER_GROUP_SK_FK. EVENT_SK_FK

6 Staging Area

Only the Livelink tables required to populate the data mart will be replicated in the staging area. Upon every load the tables in the staging area will be truncated and populated again. The staging area will contain the following Livelink tables:

- ***Dtree***: contains a row for every object in Livelink.
- ***DversData:*** contains a row for every version of every versionable object
- ***RimsNodeClassification:*** defines the RM information attached to an object
- ***RM_Classification:*** contains the classification object details
- ***DtreeACL***: contains a row for every direct permissions set on an object
- ***DauditNew***: contains a row for every audit
- ***Kuaf***: contains a row for each user or group
- **DispositionHold:** contains information related to files on Hold
- **Rm_ObjectHold:** contains information related to files on Hold
- **KuafChildren:** defines the relationship between users and groups (and groups in groups)
- **RSIEventSched**
- **RetStage**

To be completed by Pierre if needed.

7 Mapping

To be completed by Pierre

7.1 Objects dimension – EDRMS_OBJECTS_DIM

7.2 Events dimension – EDRMS_EVENT_DIM

7.3 Users/Groups dimension – EDRMS_USER_GROUP_DIM

7.4 ACL type dimension – EDRMS_ACL_TYPE_DIM

7.5 Permissions facts – EDRMS_PERMISSIONS_FACT

7.6 Audit facts – EDRMS_AUDIT_FACT

8 Framework Manager

The Framework Manager model is designed according to the best practices suggested by the vendor, which is based on the following levels: DB View, Business View and Presentation View.

8.1 DB View

It contains one query subject for every table in the data mart. The definition of every query subject is an SQL as follow:

*select * from Table*.

However, there is an exception for the query subject that point to the table EDRMS_OBJECTS_DIM. The name of this query subject is EDRMS_OBJECTS_CHILD and is defined as follows:

```
Select
EDRMS_OBJECTS_DIM.*,
Level RelativeLevel,
lpad(' ', 5*level) || EDRMS_OBJECTS_DIM.NAME NameIdented,
rownum sortOrder,
CONNECT_BY_ROOT EDRMS_OBJECTS_DIM.OBJECTS_SK ROOT_SK,
SYS_CONNECT_BY_PATH(EDRMS_OBJECTS_DIM.NAME, '\\') FULL_PATH
From
"OPS$EDRMSZERO".EDRMS_OBJECTS_DIM EDRMS_OBJECTS_DIM start with
EDRMS_OBJECTS_DIM.DATA_ID = #prompt('pName','number')# connect by prior
EDRMS_OBJECTS_DIM.DATA_ID = EDRMS_OBJECTS_DIM.PARENT_ID
```

Every time a report will point to this query subject, the user will be asked to enter the nickname or the id of an object using the parameter (#prompt('pName','number')#). The query subject will then build the Livelink's hierarchy starting from that object.

8.2 Business View

Every query subject in Business view correspond to one query subject in DB View, except for EDRMS_USER_GROUP_DIM for which there is many query subjects.

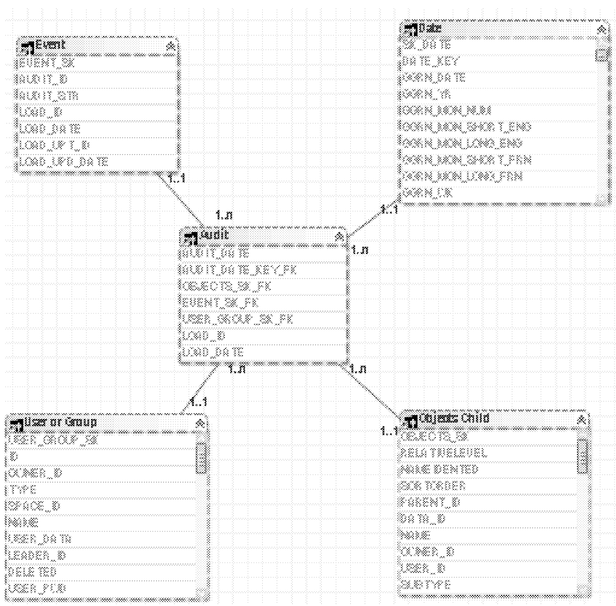
- ***User or Group***: main dimension.
- ***Owner***: joined on Objects query subject, in order to identify the owner of an object.
- ***Creator***: joined on Objects query subject, in order to identify the creator of an object.
- ***Groups***: filtered on type = 1 in order to have the groups only.
- ***Members***: joined on User or Group Children query subject in order to identify the members of a group.
- ***Leaders***: joined on Groups query subject in order to identify the leader of a group.

8.3 Presentation View

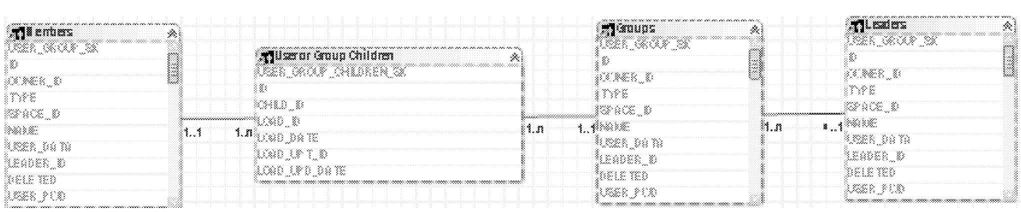
It contains the following access paths. For each access path corresponds a package having the same name.

- ***Objects:*** used to build reports to analyse the Livelink's objects and its owners and/or creators.

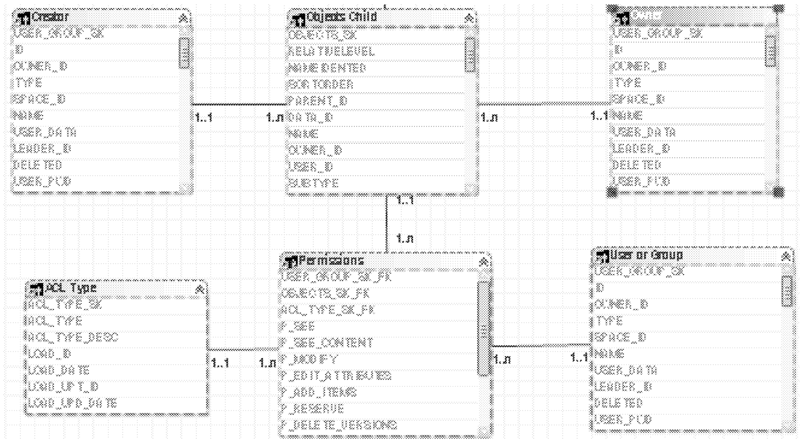
- ***Audit:*** used to build reports to analyse the Livelink's audit informations.



- ***Groups:*** used to build reports to analyse the groups and its members and leaders.



- ***Permissions:*** used to build reports to analyse the objects direct permissions.



9 Reports

9.1 Direct permissions

List of permissions by user and object. It shows the user name that has permissions to an object, the object name, the owner of the object, the object's access path, the objects subtype and the permissions. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by any permission, deepest permission and user/group. It is possible to include or exclude the deleted users.

Package	Permissions
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pPermission	Optional	Permission on which the report will be filtered. If empty, all the permissions will be retrieved.
pOption	Mandatory	Specify whether the permission selected is the deepest permission or not.
pUser	Optional	User who has the permissions. If empty all users will be retrieved.
pDeleted	Mandatory	Specify whether the deleted users should be included or not.
pName	Mandatory	Nickname of the object that is the starting point to built the Livelink hierarchy.

9.2 Audit events 1

Number of iterations for a specific event by year, month and user who performed the event. The data is extracted starting from the object's nickname or id specified by the user. The report can be filtered by audit dates, a specific event and users who performed events.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	Audit Event Details

Prompt		
Titre	**Usage**	**Description**
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pEvent	Optional	Event on which the report will be filtered. If empty, all the events will be retrieved.
pUser	Mandatory	User who performed the event and for which the report is filtered. If empty all users will be retrieved.
pName	Mandatory	Nickname of the objects which is the starting point to scan the Livelink hierarchy

9.3 Audit events 2

Number of events iterations performed by user and presented by user, year, month and event. The data is extracted starting from the object's nickname or id specified by the user. The report can be filtered by audit dates, a specific event and users who performed events.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	Audit Event Details

Prompt		
Titre	**Usage**	**Description**
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pEvent	Optional	Event on which the report will be filtered. If empty, all the events will be retrieved.
pUser	Mandatory	User who performed the event. If empty all users will be retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy

9.4 Versions

List of Top X files with most versions where X is the rank of the object. The rank is specified by the user. The data is extracted starting from the object's nickname or id specified by the user. The report can include or exclude the deleted users who are the owners of the files.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pRank	Mandatory	The top rank
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy
pDeleted	Mandatory	Specify whether the deleted users who own the files should be included or not.

9.5 Classifications

Number of events iterations performed on an object. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. For every object of the hierarchy, it shows its name, access path, creation date, number of objects children, and the RM classification numbers assigned. The report can be filtered by a specific event and audit dates.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	Classification Details

Prompt		
Titre	**Usage**	**Description**
pEvent	Mandatory	Event on which the report will be filtered.
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy

9.6 Disposition

List of objects with the RSI informations for every objects. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report displays the following informations for every objects: name, nickname, path, owner, RSI number, file status date, RIMs status date, last modification date, creation date, status, status age, stages, retention years for every year and total of retention years.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pName	Mandatory	The nickname of objects that is the starting point to scan the Livelink hierarchy

9.7 Holds

List of objects that are on hold or were put on hold during a specific period. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by dates. The user can specified whether to include the active hold, the inactive hold or both.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy
phold	Mandatory	Specify whether to include the active hold, the inactive hold or both. If empty both will be selected.

9.8 Most or least accessed documents

List of X most or least accessed documents where X is the rank of the object. The rank is specified by the user. The user can also specify whether he wants the most or the least accessed documents. The data is extracted starting from the object's nickname or id specified by the user. The report can be filtered by audit dates.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	Most or Least Accessed Documents Details

Prompt		
Titre	**Usage**	**Description**
pRank	Mandatory	The rank
pSort	Mandatory	Specify whether to extract the most or least accessed documents
pName	Mandatory	The nickname of objects that is the starting point to scan the Livelink hierarchy
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.

9.9 Documents with largest file size

List of top X documents with the largest file size. The rank is specified by the user. The data is extracted starting from the object's nickname or id specified by the user.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pRank	Mandatory	The rank
pName	Mandatory	The nickname of objects that is the starting point to scan the Livelink hierarchy

9.10 Directory drill down structure

This report lists the directory structure starting from the object's nickname or id specified by the user. The data is presented as a hierarchy. The report can be filtered by object's subtype.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pType	Optional	Subtype of the objects. If empty all subtypes will be selected.
pName	Mandatory	Nickname of the object that is the starting point to built the Livelink hierarchy.

9.11 Directory creation history

List of created objects during a period of time. The result is presented by year and month. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by user/group who created objects and by creation dates. It is possible to include or exclude the deleted users.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pUser	Optional	User who created objects. If empty all users will be retrieved.
pDeleted	Mandatory	Specify whether the deleted users should be included or not.
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy

9.12 Items last accessed

List of documents that were last accessed since a specific date. The access is determined by the fetch event. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by audit dates.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pDate	Mandatory	Date since which the document was accessed for the last time
pName	Mandatory	Nickname of the object that is the starting point to built the Livelink hierarchy.

9.13 Items not accessed since a specific date

List of documents that were not accessed since a specific date. The access is determined by the fetch event. The data is extracted starting from the object's nickname or id specified by the user and presented as a hierarchy. The report can be filtered by audit dates.

Package	Audit
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pDate	Mandatory	Date since which the document was not accessed
pName	Mandatory	Nickname of the object that is the starting point to built the Livelink hierarchy.

9.14 List of groups containing a specific user

List of groups containing one or many specific users or other groups. The result can grouped by members or by groups.

Package	Groups
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pGroup	Optional	Groups for which the data will be extracted. If empty, al groups will be selected.
pMember	Optional	Members for which the data will be extracted. If empty, all members will be selected.
pGroupBy	Mandatory	Specify whether the result will be grouped by members or by groups.

9.15 List of groups managed by a specific user

List of groups managed by a specific group leader. It is possible to include or exclude groups without leader. It is also possible to extract only the list of groups without leader. The user can run the report for one or many group leader.

Package	Groups
Studio	Cognos 10, Report Studio
Format	List
Drill through	N/A

Prompt		
Titre	**Usage**	**Description**
pMember	Optional	Group leaders for which the data will be extracted. If empty, all leaders will be selected.
pMissing	Mandatory	Specify whether to include or exclude groups without leader or to only extract the list of groups without leader

9.16 List of user creating least or most items

Number of created objects by year, month and user who created the object. The data is extracted starting from the object's nickname or id specified by the user. The report can be filtered by dates of creation, organization unit and the user who created the object. It is possible to include or exclude the deleted users.

Package	Objects
Studio	Cognos 10, Report Studio
Format	List
Drill through	Directory Creation History

Prompt		
Titre	**Usage**	**Description**
pUser	Mandatory	User who created the objects and for which the report is filtered. If empty all users will be retrieved.
pDeleted	Mandatory	Specify whether the deleted users should be included or not.
pOrganization	Optional	Organization unit for which for which the report is filtered. If empty, all organizations units will be selected.
pDateDebut	Mandatory	Start date period for which the data is retrieved.
pDateFin	Mandatory	End date period for which the data is retrieved.
pName	Mandatory	Nickname of the objects that is the starting point to scan the Livelink hierarchy

10 Security

Security will be implemented for:

- rows or datas;
- reports;

10.1 Row Security

When a user run a report, the data will be filtered as follows:

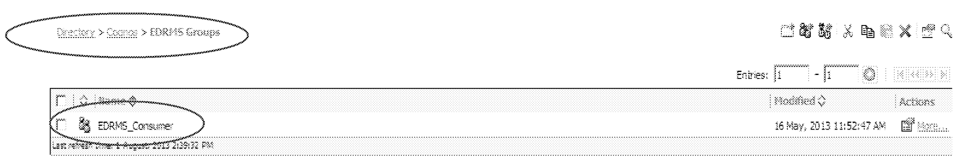
- the user have direct permission to the object;
- or the user is the owner of the object;
- or the user is the team leader of a group which has a direct permission to the object.

The filter will be based on the user id, as defined in the LDAP (corporate authentication source). The main user will be defined as EDRMS reports administrator and will have full access to the data. In other words, if he runs a report, it will never be filtered.

10.2 Reports Security

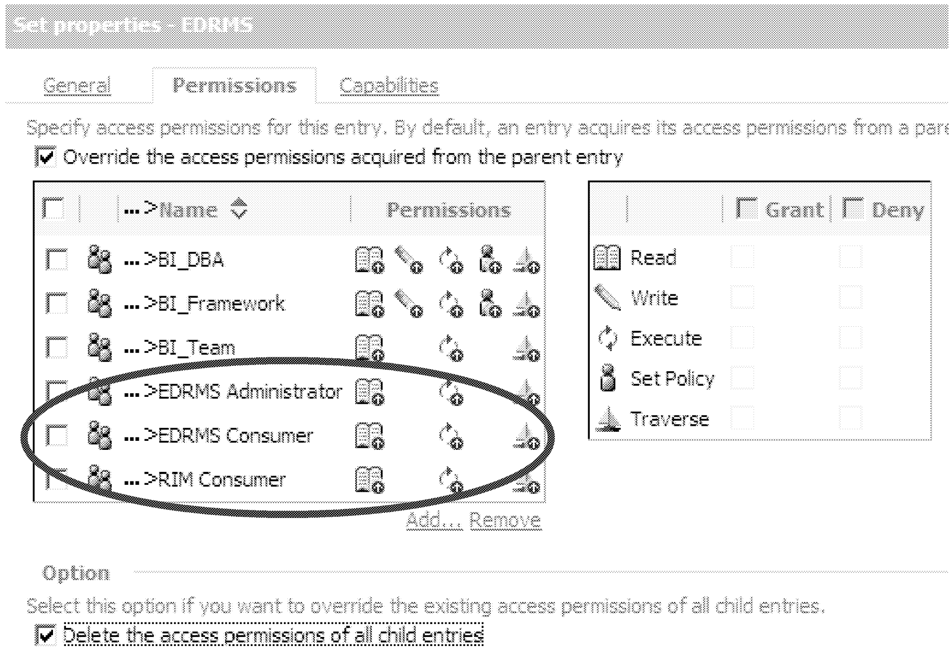
In order to secure the reports the following steps should be performed:

1. Create the user group *EDRMS_Consumer* in the Cognos namespace as follow:

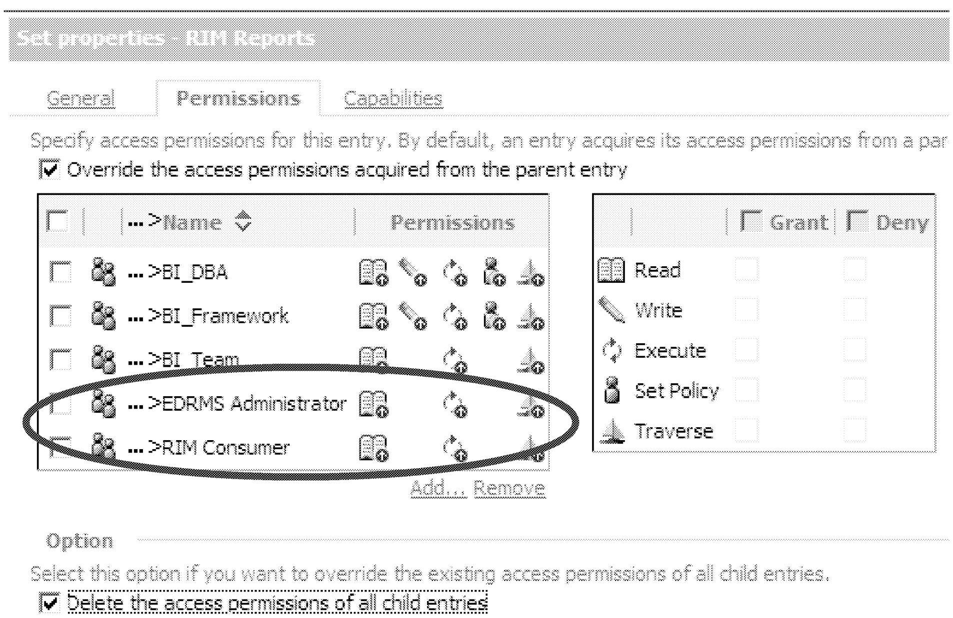


2. Create the user group *RIM_CONSUMER*
3. Create the user group *EDRMS_Administrator*
4. Add members to *EDRMS_Consumer* and *RIM_CONSUMER.* Those members are the users who will have access to the EDRMS reports.
5. Add the user class *EDRMS_Administrator, EDRMS_Consumer* as a member of the user class *CBC_Consumer* located in the Cognos namespace: Directory > Cognos > CBC Main Groups.

6. Secure the folder *Public Folders > EDRMS* as follow:



7. Secure the folder *Public Folders > EDRMS > RIM Reports* as follow:



11 Volume

EDRMS_OBJECTS_DIM

The current number of records is around 12 millions.
The following table shows the number of records created every year in this table:

Year	Number of created records
2003	194244
2004	376445
2005	959278
2006	348598
2007	576870
2008	740987
2009	770718
2010	1737121
2011	2340204
2012	1797583
2013	1333102

EDRMS_AUDIT_FACT

The current number of records is around 233 millions.
The following table shows the number of records created every year in this table:

Year	Number of created records
2007	2354927
2008	17241586
2009	21770153
2010	27913870
2011	62466143
2012	59366915
2013	42068130

EDRMS_PERMISSIONS_FACT

The current number of records is around 95 millions.
This table is not dimensioned by date and keep the current image of the permissions.

PROJECT KICKOFF FOR
EDRMS ROLLOUT & BUSINESS INTELLIGENCE
(K002089 & K002737)

John Pisano-Thomsen, Senior Project Manager, PDRM, IT

Carl Boldy, Senior Application Portfolio Manager, IT

Eric Martel, Senior Application Manager, IT

Tuesday, April 2, 2013

AGENDA

- **Recap on EDRMS**
  - ✓ **Objectives, Context & Usage**
  - ✓ **Product Evolution & Issues**
- **EDRMS Governance**
- **Review of Preliminary Project Plans for**
  - ✓ **EDRMS Rollout**
  - ✓ **EDRMS BI and Reporting**
- **EDRMS Budget**
- **Next steps & steering**

000313

Recap on EDRMS

EDRMS Objectives

- A Records Management system to help CBC/Radio-Canada manage
  - Access, use and re-use of Business Records in a controlled and efficient manner
  - Compliance with all regulatory and statutory requirements

Considerations (circa 2007)

- Leverage best-of-breed, off-the-shelf, bilingual, web-based solution
  - Open Text was – and remains – a leader in the Content Management space
- Work with existing technologies at CBC/Radio-Canada
  - SAP, Microsoft, Oracle and other Open Text solutions (e.g. IXOS)
- Leverage existing technology investments
  - Open Text Livelink was purchased by the Vision Project in 2002 ($Ms)

Result

- Based on a pilot with the Law Department, EDRMS - powered by the Open Text Enterprise Content Management engine - became the official Corporate Electronic Document and Records Management System

000314

Recap on EDRMS

Records Information Management context

- The Records Information Management (RIM) function falls under the Corporate Secretariat
  - Its mandate is *"…to oversee and implement records information management to the Corporation."*

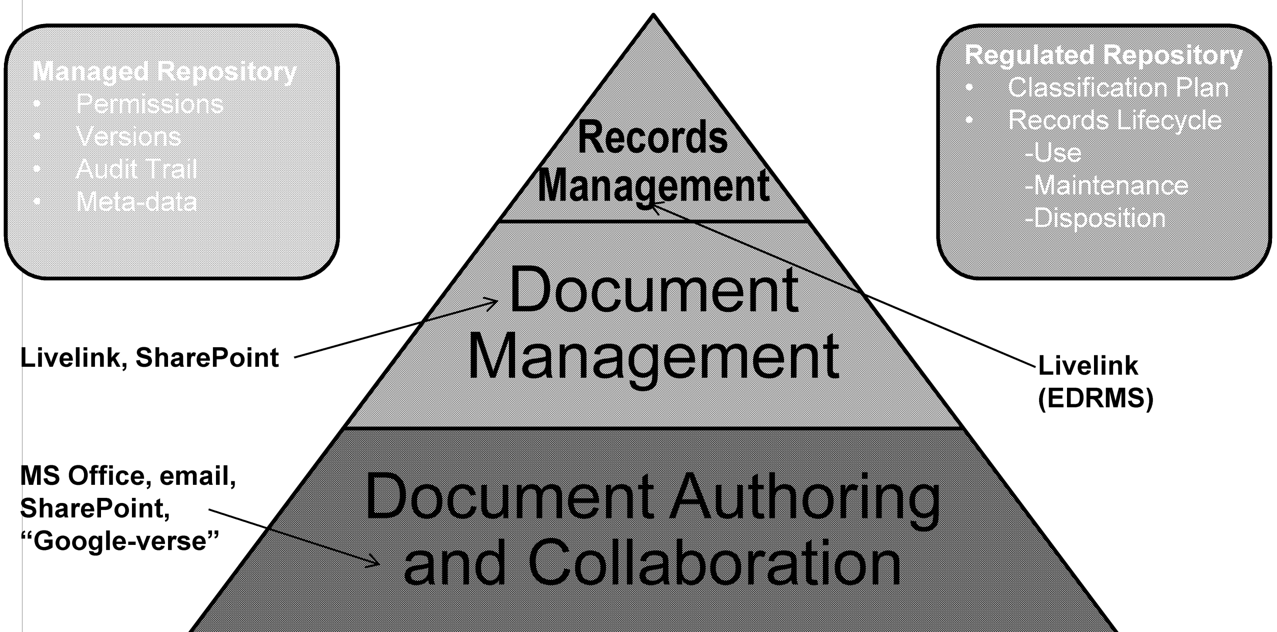
- RIM manages the Corporation's information assets in compliance with the *Library and Archives Act* and the CBC/Radio-Canada's policies.
  - **Policy 2.9.01: Records and Information Management.** It is the policy of the CBC to identify, maintain, protect and make accessible to authorized persons CBC records for legal, financial and historical purposes.

- RIM – in partnership with Information Technology - manages EDRMS, educates employees, and ensures compliance.

000315

Recap on EDRMS

Document vs Records management



Recap on EDRMS

File Classification Plan example

Classification Plan / TRANSMISSION AND BROADCASTING TECHNOLOGIES OPERATIONS

701.000 - PLANNING AND COORDINATION - TRANSMISSION AND BROADCASTING TECHNOLOGIES OPERATIONS
701.100 - Planning
701.110 - Marketing of Transmission and Broadcasting Services

Retention schedule detail

NUMBER	TITLE	DESCRIPTION	OFFICE OF PRIMARY INTEREST (OP)
701.100	Planning	Use to file all National Alarm Service documentation. Includes all outages and reports. May also include correspondence with the service provider as well as documentation of negotiations or issues between the NAS and CBC/Radio-Canada.	Transmission

ACTIVE PERIOD (YEARS)	ACTIVE PERIOD NOTE	SEMI-ACTIVE PERIOD (YEARS)	SEMI-ACTIVE PERIOD NOTE
2		8	

DISPOSITION	DISPOSITION NOTE	CITATIONS
REVIEW		

Record Officer:	<None>
Record Date:	April 23 2012
Status:	ACT...ACTIVE|ACTIF
Status Date:	April 23 2012
Received Date:	
Essential:	NO...NOT ESSENTIAL|NON ESSENTIEL
Official:	
Storage Medium:	MIX...ELECTRONIC & PHYSICAL|ÉLECTRONIQUE ET PHYSIQUE
Accession:	<None>
Subject:	Tariff - Copyright|Tarifs - droits d'auteur
RM Classification:	LEGAL AFFAIRS > Tariff - Copyright
File Number:	106.267
RSI:	106.267 Select RSI... Remove RSI View Details

	Stage	Stage	Stage
Stage:	ACTIVE| ACTIF	SEMI ACTIVE|SEMI ACTIF	DISPOSITION
Retention Rule:	Event Based	Status Date + 7Y	Event Based

Recap on EDRMS

EDRMS & Livelink usage

Many Livelink-based Systems at CBC

- Contract / Rights Management Systems
  - Personal Services, Programs
- Process Management Systems
  - Delegations, Ordinary Capital Requests, Case Track
- Data Capture Systems
  - Time Cards, Ombudsman, Audience Services
- Document Management
- …and **EDRMS**

Usage

- Approx. 7200 Livelink users
- Over 10M objects managed in Livelink
  - ~ 3.5M are classified (EDRMS)
  - ~ 220K archived GW emails
- Over 6.5M documents (2.8 Tb)
  - 150K documents uploaded/mth.
  - 270K documents downloaded/mth.
- **EDRMS represents approx. <u>1/3</u> of Livelink content and typical usage**
  - This gap will be addressed with the on-going EDRMS roll-out

Recap on EDRMS

EDRMS Product Evolution

- WebDrive deployment
  - Livelink as a mapped drive to provide familiar “Windows” features
- Mobile version (to be assessed)
  - COTS module or leverage Corporate API / Mobility initiatives
- Interfaces with the Google-verse
  - Gmail (available) and Google Docs (to be investigated)
- Livelink upgrade for Q1 2013
  - No change for WebDrive / Explorer Pro / Enterprise Connect users

EDRMS Issues

- Training: Transition to WebDrive
  - Power Users require familiarity with web interface or Enterprise Connect
- Training: missing or different features between Explorer Pro and Enterprise Connect
  - Enterprise Connect is the upgrade from Explorer Pro required for Windows 7 (64 bit)
- Performance issues in Montreal (under investigation – highlights need for EDRMS CAB)
  - Combination of network, workstation readiness, content organization, large and / or linked Excel files, Office 2010 settings, WebDrive configuration and uncoordinated IT changes.
- Law Department

EDRMS Governance

Governance

Sponsor	Maryse Bertrand	Vice-President of Real Estate, Legal Services and General Counsel
Process Owner	Tranquillo Marrocco	Associate Corporate Secretary, Corporate Secretariat
Steering Committee	France Bigras	Executive Director, Information Technology
	Danielle Cormier	Director, HR Technology, People and Culture
	Neil McEneaney	General Manager, Finance and Strategy, Finance and Strategy
	Louise De Chevigny	French Services
	Tranquillo Marrocco	Steering Chair
	Emmanuelle Lamarre-Cliche	French Services
	Kaval Pannu	Senior Director, Portfolio Project Management, Corporate Finance
	Sylvain Perras	Senior Director, Application Portfolio management, Information Technology
Project Manager	John Pisano-Thomsen	Senior Project Manager, Project Delivery and Risk Management, Information Technology
Rollout Lead Implementer & Vendor Management	Carl Boldy	Senior Application Portfolio Manager, Information Technology
Business Intelligence Lead Implementer	Eric Martel	Senior Application Portfolio Manager, Information Technology

EDRMS ROLLOUT PROJECT PLAN REVIEW

(K002089 FOR FY2013-2014)

Objective

(Business objectives related to the EDRMS Rollout remain unchanged)

- **To ensure a single, secure instance of a Business Record is managed in EDRMS; accessible Anytime, Anyway, Anywhere fully supporting all Business Records Management needs.**
- **To provide easier access, an improved user experience, to CBC / Radio-Canada business records through collaboration systems.**
- **To ensure CBC/Radio-Canada will effectively manage EDRMS by ensuring that EDRMS owners, Liaison Officers, implementers and end-users are able to easily and rapidly.**

EDRMS ROLLOUT PROJECT PLAN REVIEW

(K002089 FOR FY2013-2014)

Scope of Delivery: Deployment of roughly 1,500 licences (since 2009)

Departments with access to EDRMS:

- ✓ Law Department
- ✓ Corporate Communications
- ✓ Corporate Finance (partial)
- ✓ Corporate Strategy & Business Partnerships
- ✓ Merchandising
- ✓ People & Culture
- ✓ Shared Services (HR, IT & Finance)
- ✓ English Business Rights and Content Mgmt.
- ✓ French Post-Production: Sous-titres Services français
- ✓ French Service Média et Archives – Montréal
- ✓ French Services Finance and Administration

Departments without EDRMS access:

- ✓ **Chief Regulatory Officer (Regulatory Affairs)**
- ✓ **Corporate IT (Livelink DM)**
- ✓ **Real Estate (in progress)**
- ✓ **Media Technology Services (Livelink DM)**
- ✓ **English Services (11 areas)**
- ✓ **French Services (8 areas)**

Preliminary implementation / delivery schedule as of March 2013 reflected in slides 13-15.

EDRMS ROLLOUT PROJECT PLAN REVIEW
(K002089 FOR FY2013-2014)

EDRMS Rollout status

2009 - 2012 Target: total of ~1000 users (mostly Corporate groups)

- Complete: 10 groups / ~550 users (e.g. Law, P&C, SSO, etc.)
- In Progress: 2 groups / ~320 users (e.g. Transmission via TAS, Real Estate)
- To Be Done*: 3 groups / ~160 users (e.g. Corporate Finance)

2013 - 2015 Target: cumulative total of ~1500 users (over next 2-3 years)

- French Services (3 groups in progress – remainder to follow)
  - Finance et Administration
  - TVG - Opérations, Finances et Relations d'affaires
  - TVG - Culture et Variétés et Opération
- English Services (11 areas identified - assessment of first 3 groups started in February)
  - Commissioned & Scripted Programming
  - Content Planning
  - Business & Rights

*** Impacts to plan:** *roll-out issues and DRAP / Departmental Re-organizations*

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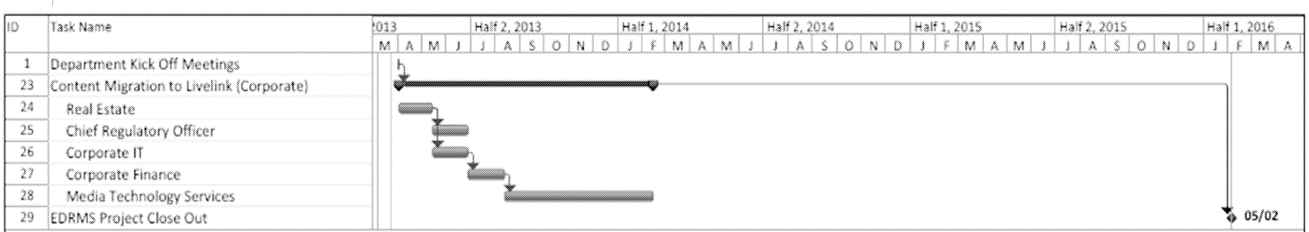
EDRMS ROLLOUT PROJECT PLAN REVIEW

Corporate Services

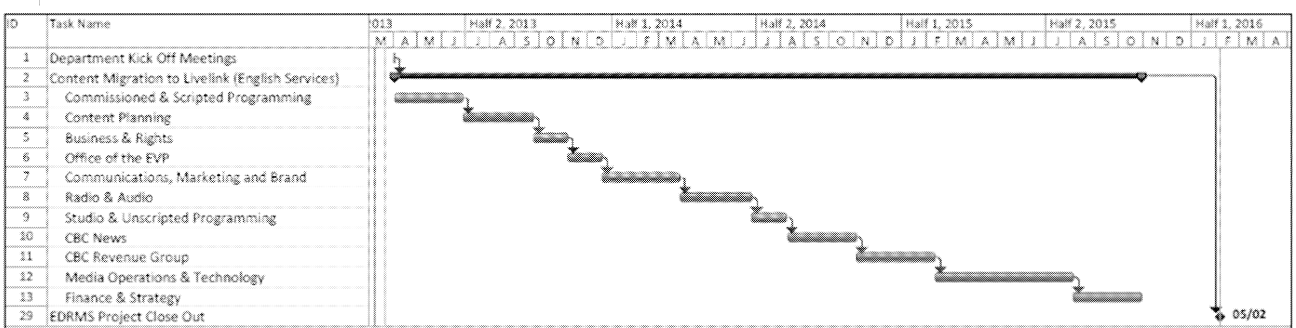
Preliminary Schedule of Delivery (to be confirmed)



EDRMS ROLLOUT PROJECT PLAN REVIEW

English Services

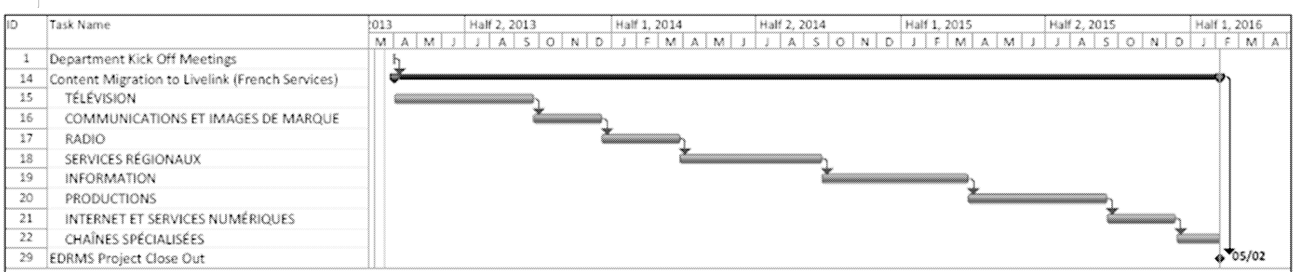
Preliminary Schedule of Delivery (to be confirmed)



EDRMS ROLLOUT PROJECT PLAN REVIEW

French Services

Preliminary Schedule of Delivery (to be confirmed)



EDRMS BI PROJECT PLAN REVIEW

(K002737 FOR FY2013-2014)

Objective

- **To efficiently monitor EDRMS system usage and conduct periodic audits to proactively evaluate that users are complying with the Information Management policies and guidelines at CBC / Radio-Canada, and with the Library and Archives of Canada Act.**

- **To provide the National RIM Program, Corporate Secretariat, deployed organization management, and Executive team members with easy to access and interpret usage statistics in order to report back on project success and their own organizations' historical usage data.**

- **To provide the National RIM Program with data to use in conducting quality audits of EDRMS deployments to ensure compliance with regulatory instruments.**

- **To allow the RIM group to be more autonomous to meet auditing and monitoring requirements.**

- **To provide the National RIM Program the capability to show records management compliance to National Archives**

- **To provide departmental Liaison Officers with tools to help manage content structure and security**

EDRMS BI PROJECT PLAN REVIEW
(K002737 FOR FY2013-2014)

Scope:

- **Insight into:**
  - ✓EDRMS Holdings (volume, structure, security) - WHAT and WHERE
  - ✓EDRMS Penetration and Usage - WHO and HOW MUCH
  - ✓Records Management Compliance - HOW WELL

- **New functionality:**
  - ✓A dashboard interface to provide users with an easy to understand summary view of key metrics
    - Organization based access permissions (vertical view)
    - Job function based access permissions (horizontal view)
  - ✓Ability to drill down through summary data to the underlying details
  - ✓Ability to execute canned queries with preset variables for producing lists / other simple result sets

EDRMS BI Project Plan Review
(K002737 FOR FY2013-2014)

Scope *(continued):*

- **Security/audit reporting on:**
  - ✓ Quality of usage EDRMS deployment
  - ✓ Permissions to folders
  - ✓ Access history for a specific user
- **Monitoring reporting on:**
  - ✓ EDRMS usage statistics
  - ✓ EDRMS access point statistics
  - ✓ EDRMS holdings
- **Key Performance Indicator (KPI) reporting on:**
  - ✓ Personal Workspace Growth Ratio
  - ✓ Classification Ratio
- **User audience:**
  - ✓ Corporate Secretariat (dashboards, summary reports)
  - ✓ EDRMS Implementation Team (ad hoc queries)
  - ✓ Liaison Officers (event notifications, holdings information)

13 reports covering the following themes:

- ❑ **Audit Event: Creation**
- ❑ **Audit Event: Access**
- ❑ **Classification Report**
- ❑ **RSI Report**
- ❑ **Inventory Report**
- ❑ **Document Holds**
- ❑ **Folder Structure Insights**
- ❑ **User and Group Insights**
- ❑ **Permission Insights**
- ❑ **Content Type Insights**

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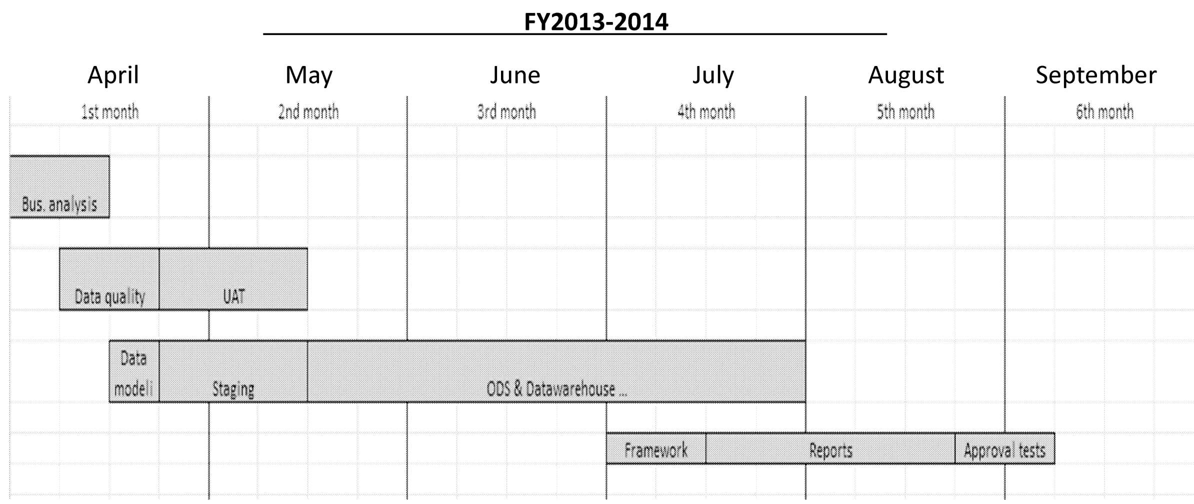
EDRMS BI PROJECT PLAN REVIEW
(K002737 FOR FY2013-2014)

Preliminary Schedule *(per the BC Addendum B)*



EDRMS Rollout & Business Intelligence budget

(K002089 and K002737 FOR FY2013-2014)

Budget (as identified in BC Addendum B – as of March 21, 2013):

K002089	Baseline	Actuals	Remaining
Rollout (licences and hardware)	*$ 442,000*	*$ 330,423*	*$ 111,577*
Business Intelligence (aka K002737)	*$ 252,000*	*$ 27,954*	*$ 224,046*
K002089 Totals	$ 694,000	$ 358,377	$ 335,623

L002089	Baseline	Actuals	Remaining
Rollout	*$ 80,000*	*$ 57,776*	*$ 22,224*
BI	*$ 7,000*	*$ -*	*$ 7,000*
L002089 Totals	$ 87,000	$ 57,776	$ 29,224
TOTALS:	**$ 781,000**	**$ 416,153**	**$ 364,847**

M710408-20000	Baseline	Actuals	Remaining
OpEx (support for temporary RIM staff)	$ 314,391	$ 269,391	$ 45,000

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Next steps & Steering

Next steps

- Validate & confirm preliminary Rollout Planning
- Confirm EDRMS preliminary BI Planning
- EDRMS Mobility assessment
- Livelink upgrade: communication and UAT activities

Next Steering

- Rollout & BI Status
- Product evolution debriefing including Mobility for EDRMS & Livelink upgrade status

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EDRMS Q&A

Question & Answers

S.E.T. PresentationElectronic Document and Records Management System (EDRMS)

Presented by:

Tranquillo Marrocco, Corporate Secretariat

France Bigras, Information Technology

October 15, 2013

AGENDA

- Project Objectives
- Business Context
- Problem Summary
- Recommendation
- Key Messages
- Appendixes
  - Project Team Structure
  - Project Status
  - Project Roll-Out Plan
  - Financials
  - Project Scope
  - EDRMS Statistics

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Project Objectives

- Implement a centralized Record Information Management function (RIM) reporting to Corporate Secretariat that will:
  - Sponsor and govern Records Management on behalf of the organization;
  - Complete, maintain and communicate a standardized Classification Plan and Retention Schedule for the organization in compliance with the Library and Archives Act and CBC/Radio-Canada policy (2.9.01 Records and Information Management)

- Implement an EDRMS solution that will:
  - Create a trusted and secure environment to manage records from creation to disposition;
  - Utilize OpenText Livelink technology, a proven leader in content management solutions.

Business Context

In 2007, as part of the original EDRMS business case, CBC/Radio-Canada identified the following problems and opportunities which are increasingly valid today:

- Like most organizations, CBC/Radio-Canada is experiencing **significant growth in its digital information holdings** and the use of electronic tools to create, document and communicate decisions, policies and processes, and to respond to legislative requirements such as Privacy, ATIP and whistleblower legislation.
- **Inadequate information management tools and practices** negatively impacts the conduct of CBC/Radio-Canada's business in a timely and efficient manner because documents are difficult or impossible to locate and an increasing amount of employee time is spent searching for documents.
- The **2005 Special Examination Report from the Officer of Auditor General** recommended to improve information management across the organisation

Business Context (cont'd)

Furthermore:

- CBC/Radio-Canada is implementing a **new email policy** (1-year retention) to be fully operational by January 1, 2015. All employees will then be asked to keep in EDRMS any emails that are older than 1 year and that are considered business records. It is to be noted that:
  - All employees already have the capability to transfer emails that are business records from Google to Livelink. As such, the implementation of the new email policy can be done even if EDRMS is not implemented.
  - However, any late EDRMS implementations (beyond Jan. 1st, 2015) will require employees to move their business records (in Livelink) to the new EDRMS structure defined in their department, which is feasible but not ideal.
- There is an **internal audit** in progress on how CBC/Radio-Canada manages its information. Preliminary findings already emphasize the importance of completing EDRMS for an improved information management across the organisation.

Problem Summary

As of today:

- From 2007 to 2009, a centralised Record Information Management function (RIM) reporting to Corporate Secretariat was created along with a standardized classification plan and retention schedule and a successful pilot of EDRMS was deployed within Legal.
- Since 2009, the corporate roll-out of EDRMS has been slow due to **operational constraints** and **lack of visibility** for the project. At the current rate it is planned to be completed in 2018 which exposes CBC/Radio-Canada to the following risks:
  - Inability to respond in a timely manner to the current legislative and regulatory requirements (such as Privacy, ATIP and whistleblower legislation)
  - Increased amount of time and costs related to managing records (such as employee time spent searching for records and some storage costs)
  - Inability to implement the new email management policy (1-year retention) which is planned to be fully operational by January 1, 2015
  - Inability to respond to recommendations of the external and internal auditors to improve information management

Recommendation

- It is therefore imperative to **accelerate** the completion of the roll-out of EDRMS project across the organisation

- To achieve this goal, it was determined that the project needed to be formally managed and controlled by a Project Manager to ensure that delivery expectations are met. In addition, it was determined through workshops and ramping up on the project that French Services requires an additional RIM Analyst and Configurator to accelerate the work that must be completed by **January 1, 2015**.

- Additional funding of $400k was found from re-prioritized IT project investments to meet these additional requirements.

Key Messages

Endorsement from Senior Executive Team will ensure a successful implementation:

- ◆ **Communication stressing importance and adherence.**

- ◆ **Selection of committed "Information Stewards" (i.e. departmental liaison officers) who have knowledge of their departmental records to:**
  - Assess and identify their specific departmental business records.
  - Direct how these records should be stored and accessed in EDRMS.
  - Map records to classification schedule (provided by Corporate Secretariat)
  - Create retention and disposition schedules for these records (with assistance from Corporate Secretariat office)
  - Serve as ongoing Departmental Subject Matter Expert after implementation
  - Ensure that the department incorporates and utilizes EDRMS in their day-to-day record management needs.

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Steps Required to Implement EDRMS for Each Business Unit with "Information Stewards"

1) Assessment - *(Records Coordinator)*
Make educated guesses about where your documents and records are and how much information you have.

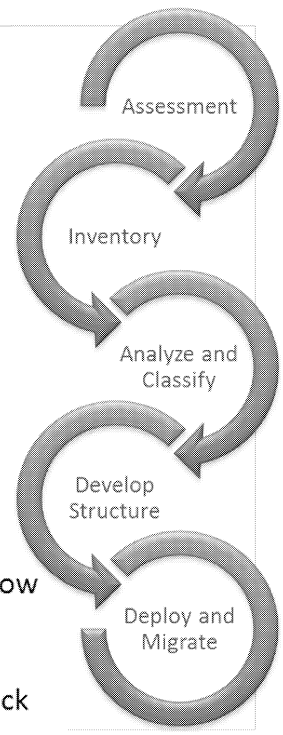
2) Inventory - *(RIM Analyst)*
A detailed accounting of the folder structure on your network drive and a listing of documents within these folders

3) Analyze and Classify - *(RIM Analyst)*
Determine what will be migrated to EDRMS and how the documents will be classified.

4) Develop Structure - *(Records Coordinator, RIM Configurator)*
Determine the folder structure in EDRMS for the document to be migrated from the network drives and assign access rights to these folders

5) Deploy and Migrate - *(RIM Configurator)*
Move the documents from the network drive to Livelink and train staff on how to work with the system.

6) Support and Evaluate – *(Records Coordinator, IT Support)*
Determine transitional Support process and obtain user evaluation / feedback



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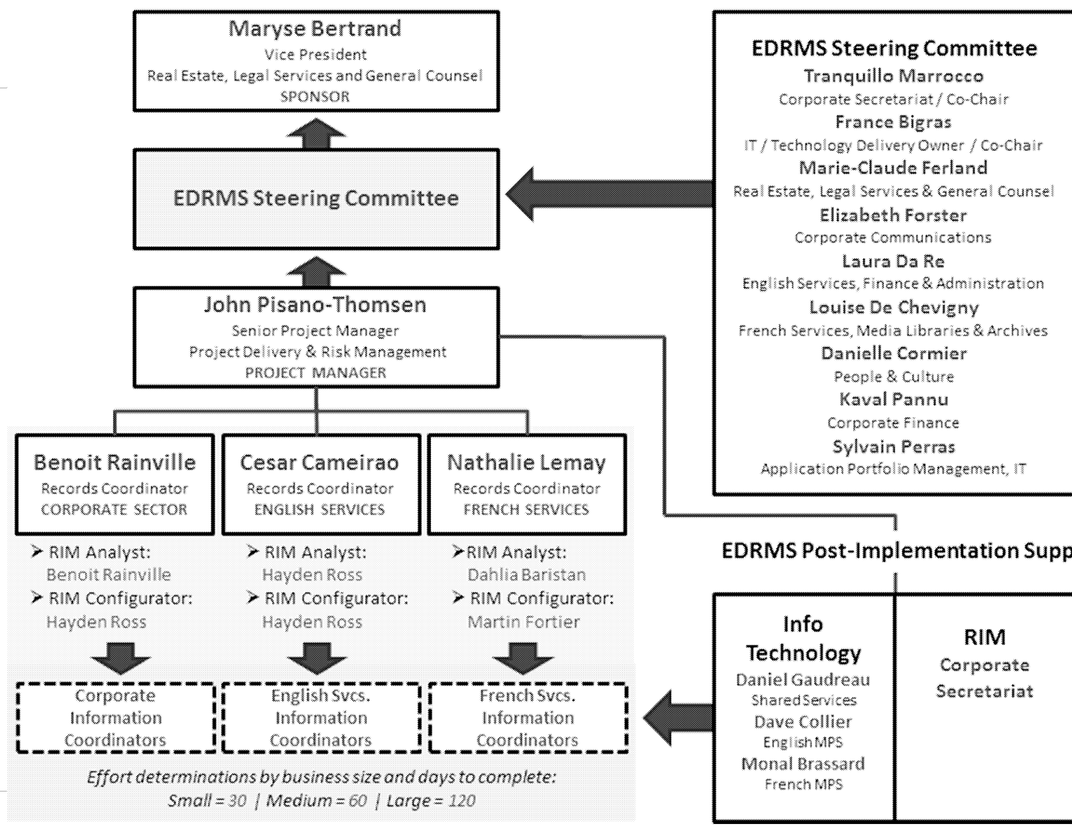
Question & Answers

EDRMS PROJECT TEAM



EDRMS Project Status
What has been done so far

Since 2007:

- Centralised Record Information Management function (RIM) reporting to Corporate Secretariat
- Standardized Classification Plan and Retention Schedule
- Successful pilot and implementation in Legal Services including development of training plan and tools
- First phase roll-out implementation:
  - People & Culture
  - Corporate Communications
  - Corporate Research
  - Shared Services
  - Information Technology
  - Regulatory Affairs

EDRMS Project Status
What is in progress

- Roll out of “business intelligence” reporting tools to better manage the collection (access rights, volume and access metrics, record classification and disposal, etc.)
- Corporate-wide communications, training plan and tools
- Project roll-out completion
  - French Services
  - English Services
  - Media Technology Services
  - Real Estate
  - Corporate Finance
- Post-project governance

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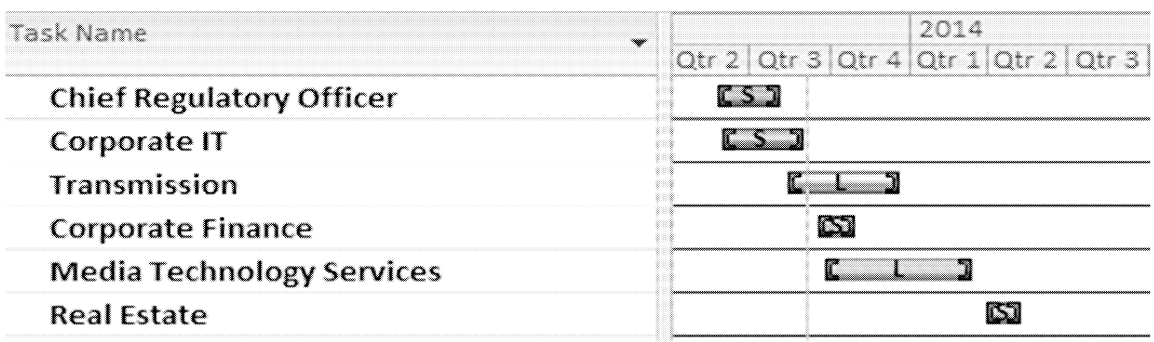
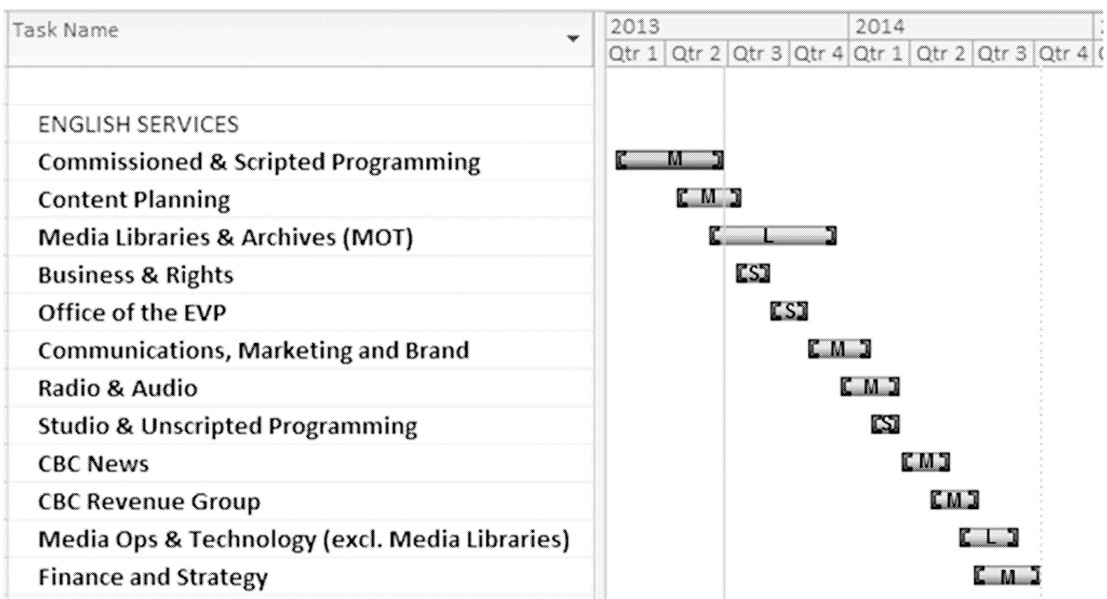
EDRMS ROLLOUT PROJECT PLAN REVIEW*Corporate as of September 16, 2013*

Current Forecasted Schedule of Delivery



EDRMS ROLLOUT PROJECT PLAN REVIEW*English Services as of September 16, 2013*

Current Forecasted Schedule of Delivery (by December 31, 2014)



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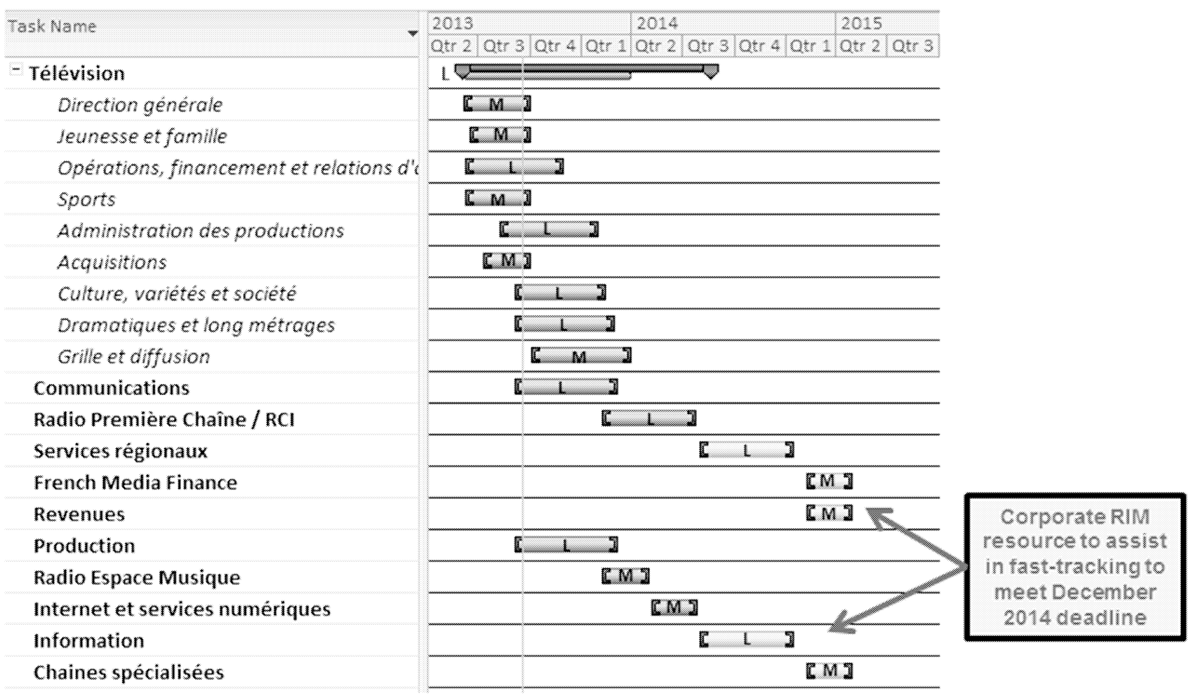
EDRMS ROLLOUT PROJECT PLAN REVIEW*French Services as of September 16, 2013*

Current Forecasted Schedule of Delivery with 2 RIM Analyst/Configurators



EDRMS Total Project Investmentas of September 2013

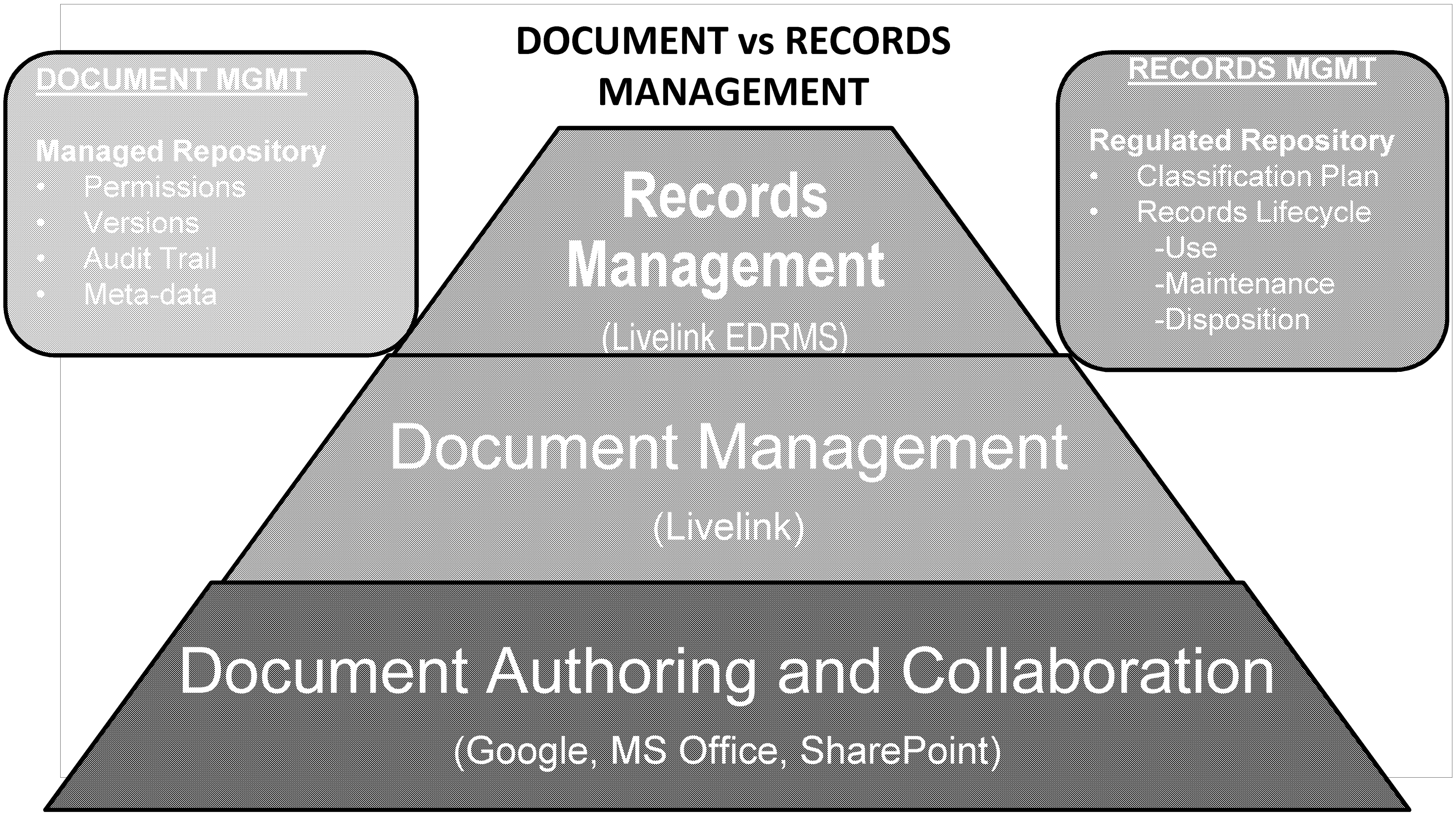
Product Acquisition - 2002 to 2005	Baseline	Actuals	Forecast	Variance
1000 Livelink Document Management licences	*$885,000*	*$885,000*	*$885,000*	*$0*
Additional Licences (from 1000 to 8000)	*$350,000*	*$350,000*	*$350,000*	*$0*
1-Year Maintenance	*$67,646*	*$67,646*	*$67,646*	*$0*
Totals	$1,302,646	$1,302,646	$1,302,646	$0

EDRMS Pilot Project (K001326) - March 2007	Baseline	Actuals	Forecast	Variance
IT-Related Equipment	*$156,350*	*$90,773*	*$90,773*	*$65,577*
Labour & Tax	*$1,090,508*	*$1,238,823*	*$1,238,823*	*-$148,315*
Training, Support, Sundry & Contingency	*$432,706*	*$39,581*	*$39,581*	*$393,125*
Totals	$1,679,564	$1,369,177	$1,369,177	$310,387

EDRMS Corporate Rollout (in progress)	Baseline	Actuals	Forecast	Variance
Livelink licences and infrastructure	*$442,000*	*$330,482*	*$442,000*	*$0*
Project Management	*$120,000*	*$6,997*	*$120,000*	*$0*
Additional RIM Analyst	*$280,000*	*$0*	*$280,000*	*$0*
Business Intelligence (Reporting)	*$252,000*	*$104,996*	*$202,000*	*$50,000*
Training	*$87,000*	*$61,322*	*$87,000*	*$0*
Totals	$1,181,000	$503,797	$1,131,000	$50,000

GRAND TOTALS:	$4,163,210	$3,175,620	$3,802,823	$360,387

EDRMS Scope (Records Management)



EDRMS Statistics

EDRMS & Livelink usage

Many Livelink-based Systems at CBC

- Contract / Rights Management Systems
  - Personal Services, Programs
- Process Management Systems
  - Delegations, Ordinary Capital Requests, Case Track
- Data Capture Systems
  - Time Cards, Ombudsman, Audience Services
- Document Management
- …and **EDRMS**

Usage

- Approx. 6100 Livelink users
- Over 11M objects managed in Livelink
  - ~ 4M are classified (EDRMS)
  - ~ 240K archived GW emails
- Over 7M documents (3.7 Tb)
  - ~ 150K documents uploaded/mth.
  - ~ 270K documents downloaded/mth.
- **EDRMS represents <u>over 1/3</u> of Livelink content and typical usage**
  - This gap will continue to be reduced with the on-going EDRMS roll-out

Policy 2.9.06 – Email Management

V.2013-01-24

Effective date: March 1, 2013

Responsibility: Vice-President, Real Estate Services, Legal Services and General Counsel

Statement of Policy

It is the responsibility of all employees to safeguard emails that are “Business Records” by transferring them into the *Livelink* repository for storage as soon as practicable in order to avert their untimely destruction and to enable subsequent management via the Electronic Document and Records Management System (*EDRMS*).

Application

This Policy applies to all CBC/Radio-Canada employees.

Description

Business Records – including emails that are or contain Business Records – are stored in *Livelink* so that *EDRMS* can then be used to apply appropriate classification, retention and disposal procedures.

Employees may keep “transitory emails” in their email accounts for a period not exceeding one year following the emails’ receipt or creation. Effective **January 1, 2015,** the email system will automatically purge any emails in the users’ email accounts that are more than one year old.

If there is an Access to Information Request, emails, like any other document, whether they are business or transitory records, must be retained (by transferring them into *Livelink)* until advised otherwise by the Access to Information Office.

Interpretation and application

The Corporate Secretariat is responsible for the interpretation and application of this policy.

History

This is the first iteration of this policy.

References

Policies:

- 2.5.01 -Corporate Information Technology (IT) Security and Employee Use of IT Assets
- 2.9.01 -Records and Information Management
- 2.9.02 -Personal Information and Privacy Protection
- 2.9.05 -Access to Information

Procedures and Guidelines

Emails that are or contain “Business Records” (i.e., emails that are material to a business decision or action) must be transferred into the *Livelink* repository for storage. CBC/Radio-Canada’s Electronic Document and Records Management System (*EDRMS*) will then be used to apply appropriate classification, retention and disposal procedures.

Definitions

BUSINESS RECORDS: Records that are created or acquired, regardless of their medium, because they enable and document decision-making in support of programs, services and ongoing operations, and support departmental reporting, performance and accountability requirements. Examples of Business Records include:

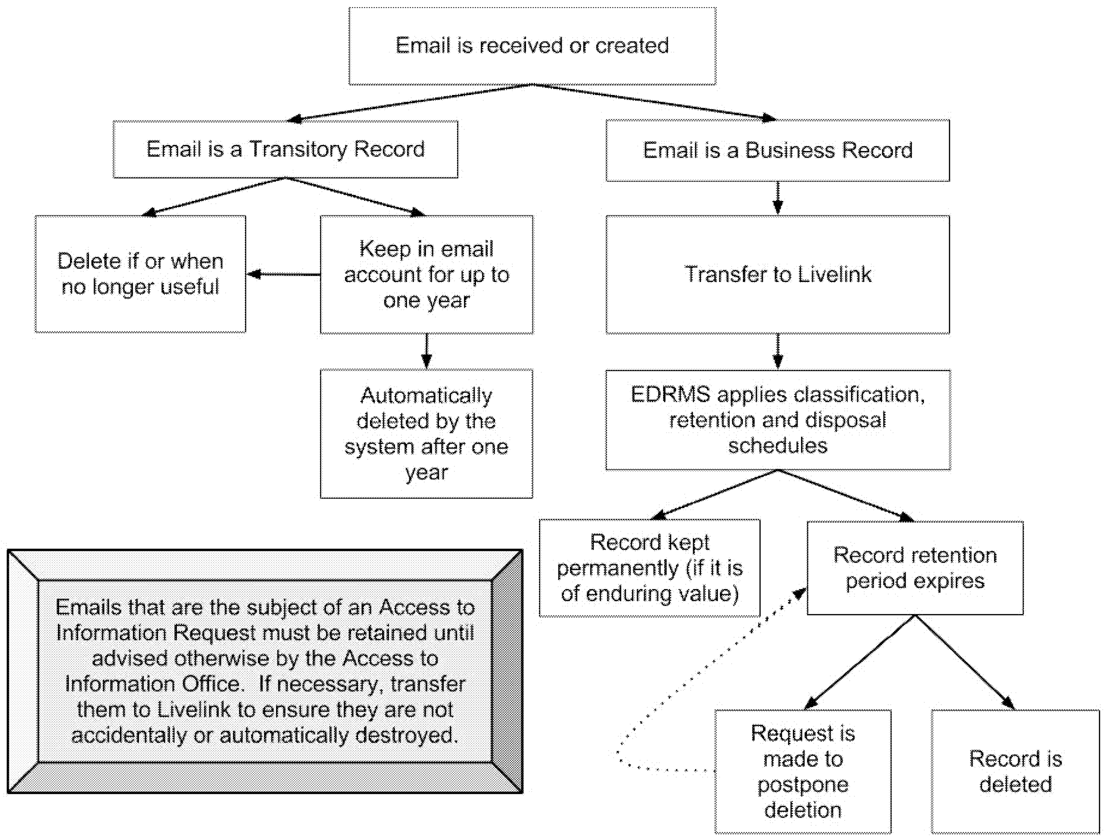
- transactions: orders, receipts, requests, confirmation
- interactions between clients, vendors, partners, or other departments and agencies
- planning documents: budgets, forecasts, work plans, blueprints, schematics
- reports, policy, briefing notes, memoranda, or other papers supporting business activities-all significant versions (including those that were circulated for comment or that contain comments related to the substance of the content and provide evidence of the document's evolution), the final product, distribution information
- meeting documents: agendas, official minutes, records of decision
- committee documents: terms of reference, list of members
- client records: applications, evaluations, emails, assessments, and so on;
- records of discussions, deliberations, or any situation related to any of the above that further documents the decisions made along with the logic used

TRANSITORY RECORDS: Records of a temporary nature, regardless of their medium, which are required for a short time to ensure the completion of a routine action. They do not document the initiation or conduct of CBC/Radio-Canada's business and are not needed for statutory, legal, fiscal, administrative, operational or archival purposes. Transitory records do not set policy; establish guidelines or procedures; document core functions or activities of the corporation; require official action or have any documentary, archival or evidential value. Examples of Transitory Records include:

- working drafts of no particular significance that were never formally circulated
- annotated drafts where annotations become part of a subsequent version and do not provide evidence of decisions related to the evolution of the final document
- a copy of a document kept for ease of reference or convenience only
- data that has been extracted from an existing business record
- casual communications such as invitations to meetings or lunch

Email Management Process

The following diagram illustrates the required process for handling emails.



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Email Management – Questions and Answers

1. What should I do when I receive a new email?
You should identify whether it is a business record or a transitory message.

2. What exactly is a business record? What should I do with these?
An email that is material to a business decision or action is considered a "business record". Business records document decisions, policies and processes, and support departmental reporting, performance and accountability requirements. For a full description and examples of business records, see the email management policy.

If the content of an email is important, if it provides you with an authorization, gives you a strategic direction to take, or will be needed for future reference, then you need to label it in Gmail and save it in Livelink.

3. What exactly is a transitory message? What should I do with these?
A transitory message is a record of a temporary nature, or one that is required for a short time only to ensure the completion of work. It doesn't have any documentary, archival or evidential value. For a full description and examples of transitory records, see the email management policy.

If you have determined that a single email or a whole email trail will not be needed for further consultation (e.g., a simple thank you, an external publication or confirmation of a meeting date), please discard it as soon as you are done with it.

4. How long will emails be stored in my Gmail account?
As of January 1, 2015, our email system (Gmail) will permanently delete on a daily basis any email in your account that is more than one year (365 days) old, regardless of whether it is in your inbox, stored within a label that you created, or "archived"* within Gmail.

NOTE: The "Archive" feature in Gmail moves an email from your inbox to the All Mail label (and any other label you have assigned it to). Email that is archived in Gmail will ultimately be deleted after 365 days.

Emails that are transferred and saved to Livelink using the new Livelink button (see below) will not be deleted.

5. Can I keep emails in my account without archiving or filing/labelling them?
Yes, you may keep emails in your email account for a period not exceeding one year (365 days) after their receipt or creation. As of January 1, 2015, any emails older than one year will be deleted from your Gmail account on a daily basis.

For this reason, it's especially important that you save emails that are business records to Livelink (both sent and received emails) in a timely manner, to ensure that they are not deleted after 365 days.

6. Access to information
If you are advised by CBC/Radio-Canada's Access to Information Office that a certain topic is the subject

of an Access to Information Request, you must retain all emails relating to that topic until you are advised otherwise by them.

7. Litigation
If you are advised by CBC/Radio-Canada's Legal Services that a certain topic is relevant to an existing litigation or anticipated litigation, you must retain all emails relating to that topic until you are advised otherwise by them.

8. What is Livelink?
Livelink is a bilingual, web-enabled content management system that's used by CBC/Radio-Canada for time capture, contract management, document & records management, and collaboration. You can access it directly at http://livelink/livelinke/livelink.exe.

9. How do I save an email to Livelink?
When you open an email in Gmail, you will see a button just like this one at the bottom of your email, which will allow you to transfer and save it to Livelink for record retention.

A browser window will open, showing you a list of folders in Livelink where you can save your emails.

As noted above, if you "archive" an email in Gmail using the "Archive" button at the top of your Google screen, it will not be permanently saved. ***As of January 1, 2015, any emails older than 365 days will automatically be deleted from your Gmail account on a daily basis.***

10. What will happen to the emails I archived in GroupWise?
Your GroupWise archives will be accessible until December 31, 2014, at https://archive.cbcrc.ca/ . If you had archived important business records (in the form of emails and/or attached documents) in GroupWise, or any emails that are the subject of an Access to Information request or litigation, it's important to transfer these to Livelink prior to January 1, 2015 in accordance with the corporate policy on email management.

As of January 1, 2015, any emails previously archived in GroupWise that have not been transferred to Livelink will be deleted.*

***NOTE: The only exception** will be for departments that do not have a Livelink classification structure by September 30, 2014. For people in these departments, the deadline will be 90 days after the deployment date for this structure indicated in the project roll-out plan.

11. What should I do with emails that contain important documents?
If you receive an email with an attachment, and the email message itself is also of a business nature, you should save both the email and its attachment(s) in Livelink.

However, if you receive an email with an important attachment, but the email message itself is of transitory nature, you should save the attachment(s) separately in Livelink. After the attachment has been saved in Livelink, you may delete the email message.

12. What can I do to better manage my inbox?

- There is only one way to manage your inbox effectively. Follow these four easy steps: Read it, Action it, File it, Delete it.
- If you were copied on an email, delete it when you are finished reading it and it is no longer needed.
- Consider doing a little bit of email management before you start your work day.
- Please remember that there are more than 8,000 employees using CBC/Radio-Canada/Google's servers for our emails. Keeping your mailbox clean is the easiest way to keep our email system manageable.

13. Who should I contact if I have other questions about email management?
You can contact the IT Service Centre, at 1-866-999-7888 or itsc@cbc.ca .

Gestion des courriels – Questions et réponses

1. Que dois-je faire lorsque je reçois un nouveau courriel?
Demandez-vous s'il s'agit d'un document opérationnel ou d'un document temporaire.

2. Qu'est-ce exactement qu'un document opérationnel? Que dois-je en faire?
Un courriel est un « document opérationnel » s'il porte sur des décisions ou des mesures opérationnelles. Ce type de document rend compte des décisions, des politiques et des processus, et appuie les exigences des services en matière de rapports, de rendement et de responsabilisation. Pour une description complète des documents opérationnels et des exemples, consultez la politique sur la gestion des courriels.

Si le contenu d'un courriel est important, s'il vous fournit une autorisation ou vous donne une orientation stratégique à prendre, ou encore s'il doit être conservé à des fins de référence ultérieure, vous devez alors lui attribuer un libellé Gmail et le sauvegarder dans Livelink pour le conserver.

3. Qu'est-ce exactement qu'un document temporaire? Que dois-je en faire?
Un document temporaire est un document de nature provisoire, qui n'est nécessaire que durant une brève période, le temps de terminer le travail. Il n'a pas de valeur de référence, de preuve ou d'archive. Pour une description complète des documents temporaires et des exemples, consultez la politique sur la gestion des courriels.

Si vous avez déterminé qu'un courriel ou qu'une suite de courriels ne sera pas nécessaire aux fins de consultation ultérieurement (par exemple, un simple remerciement, une publication externe ou une confirmation d'une date de rendez-vous), vous devez les supprimer dès que vous n'en aurez plus besoin.

4. Pendant combien de temps les courriels seront-ils conservés dans mon compte Gmail?
À partir du 1er janvier 2015, notre système de courriel (Gmail) supprimera quotidiennement et de manière permanente tout courriel se trouvant dans votre compte depuis plus d'un an (365 jours), peu importe qu'il soit dans votre boîte de réception, conservé dans un libellé que vous avez créé ou « archivé »* dans Gmail.

NOTA : La fonction Archiver dans Gmail déplace un courriel de votre boîte de réception dans le libellé Tous les messages (ou dans tout autre libellé que vous lui aurez attribué). Les courriels archivés dans Gmail finiront par être supprimés.

Les courriels qui seront transférés et sauvegardés dans Livelink à l'aide du nouveau bouton Livelink (voir ci-dessous) ne seront pas supprimés.

5. Est-ce que je peux conserver des courriels dans mon compte sans les archiver ni les classer dans un libellé?
Oui, vous pouvez conserver des courriels dans votre compte de courriel pour une période ne dépassant pas un an (365 jours) après leur réception ou leur création. À partir du 1er janvier 2015, tous les courriels se trouvant dans votre compte depuis plus d'un an seront supprimés quotidiennement.

Pour cette raison, il est particulièrement important que vous sauvegardiez rapidement les courriels qui constituent des documents opérationnels dans Livelink (tant les courriels envoyés que ceux reçus) afin de vous assurer qu'ils ne sont pas supprimés après 365 jours.

6. Accès à l'information
Si le Bureau de l'accès à l'information de CBC/Radio-Canada vous informe qu'un certain sujet fait l'objet d'une demande d'accès à l'information, vous devez conserver tous les courriels sur ce sujet jusqu'à avis contraire du Bureau.

7. Litiges
Si les Services juridiques de CBC/Radio-Canada vous informent qu'un certain sujet est en relation avec un litige en cours ou anticipé, vous devez conserver tous les courriels sur ce sujet jusqu'à avis contraire des Services juridiques.

8. Qu'est-ce que Livelink?
Livelink est un système bilingue de gestion du contenu adapté pour le Web qui est utilisé par CBC/Radio-Canada pour la consignation du temps de travail, la gestion des contrats, et la gestion des documents et des dossiers. Vous pouvez y accéder directement à l'adresse http://livelink/livelinkf/livelink.exe.

9. Comment sauvegarder un courriel dans Livelink?
Lorsque vous ouvrez un courriel dans Gmail, un bouton comme celui-ci apparaît en bas de votre courriel pour vous permettre de transférer le courriel dans Livelink afin de le conserver pour la période prescrite au calendrier de conservation.

Une fenêtre de navigation s'ouvrira pour vous montrer une liste de dossiers dans Livelink où vous pourrez sauvegarder vos courriels.

Comme nous l'avons mentionné ci-dessus, si vous « archivez » un courriel dans Gmail à l'aide du bouton *Archiver* dans le haut de votre écran Google, il ne sera pas sauvegardé de façon permanente. ***À partir du 1er janvier 2015, tous les courriels se trouvant dans votre compte depuis plus de 365 jours seront supprimés quotidiennement de votre compte Gmail.***

10. Que se passera-t-il pour les courriels que j'ai archivés dans GroupWise?
Vos courriels archivés précédemment dans GroupWise seront accessibles jusqu'au 31 décembre 2014, à https://archive.cbcrc.ca/. Si vous avez archivé dans GroupWise des documents opérationnels importants (sous forme de courriels ou de documents en pièce jointe) ou tout autre courriel faisant l'objet d'une demande d'accès à l'information ou d'un litige, il est important de les transférer dans Livelink avant le 1er janvier 2015, conformément à la politique institutionnelle sur la gestion des courriels.

À partir du 1er janvier 2015, tous les courriels archivés précédemment dans GroupWise et qui n'ont pas été transférés dans Livelink seront supprimés.*

***NOTA : Une seule exception** pourra être faite dans le cas des services qui ne disposent pas d'une structure de classification dans Livelink d'ici le 30 septembre 2014. Dans ce cas, le délai sera prolongé de 90 jours après la date prévue pour la mise en œuvre de leur structure dans le plan de déploiement du projet.

11. Que devrais-je faire des courriels contenant des documents importants?
Si vous recevez un courriel avec une pièce jointe et qu'il s'agit d'un courriel de nature opérationnelle, vous devriez le sauvegarder, ainsi que sa pièce jointe dans Livelink.

Toutefois, si vous recevez un courriel comportant une pièce jointe importante, mais que le courriel est de nature temporaire, vous devriez conserver la pièce jointe séparément dans Livelink. Après avoir sauvegardé la pièce jointe dans Livelink, vous pouvez supprimer le courriel.

12. Que puis-je faire pour mieux gérer ma boîte de réception?

- Il n'y a qu'une seule manière de gérer votre boîte de réception efficacement. Suivez ces quatre règles simples concernant les messages : lisez-les, donnez-y suite, classez-les et supprimez-les.
- Si vous avez été mis en copie d'un courriel, supprimez-le quand vous avez fini de le lire et qu'il n'est plus nécessaire.
- Pensez à faire un peu de gestion de vos courriels avant de commencer votre journée de travail.
- Rappelez-vous que plus de 8 000 employés utilisent les serveurs de CBC/Radio-Canada/Google pour gérer leurs courriels. Faire le ménage de vos courriels est la façon la plus facile de bien gérer notre système.

13. Avec qui devrais-je communiquer si j'ai d'autres questions sur la gestion des courriels?
Vous pouvez communiquer avec le Centre des services TI au 1-866-999-7888 ou à csti@radio-canada.ca.

EMAIL POLICY

TO:	Senior Executive Team
MEETING:	January 29, 2013
FROM:	Maryse Bertrand, Vice-President, Real Estate Services, Legal Services and General Counsel
DECISION SOUGHT:	Inform SET on the proposed Email Policy
NEXT STEPS:	Communicate new policy to employees in conjunction with the deployment of Google mail
DATE:	2013-01-24

A1. CONTEXT

- CBC/Radio-Canada is migrating from *GroupWise* to Google mail, which provides, among other things, better mechanisms to transfer emails to the *Livelink* repository and subsequently bring them under *EDRMS*(*) for optimal management
  - There are 11 Tb of emails in the current *GroupWise* archives (due to the absence of user friendly tools to transfer emails from *GroupWise* to *Livelink* and an email policy)
- An Email Policy, which is aligned with the Record and Information Management Policy, is required to ensure that emails which are, or contain, "Business Records" are appropriately managed in order to:
  - Comply with statutory requirements (i.e., the *Library and Archives Act*)
  - Reduce legal risks
  - Facilitate responding to Access to Information requests
  - Eliminate costs associated with maintaining separate email archives
  - Increase operational efficiencies

(*) Livelink is the document "repository"; EDRMS is an overlay that manages the documents stored in Livelink (by assigning classifications, retention schedules, & access permissions)

A2. KEY POLICY ELEMENTS

- Current *GroupWise* emails (including those in the archives) will be transferred to the users' Google email accounts for review and disposal
- Unless disposed off earlier, emails in the Google email accounts will be automatically deleted after one year
- The effective date of the first purge will occur on January 1, 2015, to provide ample time for employees to review, store and purge emails previously stored in the *GroupWise* archives

A3. KEY BENEFITS

- Emails will be managed appropriately – no unnecessary and costly retention of transitory emails/records
- Existing *Livelink* licences (approx. 8000) will be sufficient to meet the document management needs of most employees – no additional licences will be required
  - (the more expensive *EDRMS* licences are only needed for power users and designated document management support staff)
- Users will be able to store their emails in a *Livelink* personal workspace or, if EDRMS has been deployed in their department, in EDRMS-managed folders
- Easy transfer of emails into *Livelink* provides an incentive to Components to fully deploy EDRMS by January 2015 to better manage their emails
- *Livelink/EDRMS* will continue to be the Corporation's repository and management tool for "Business Records"

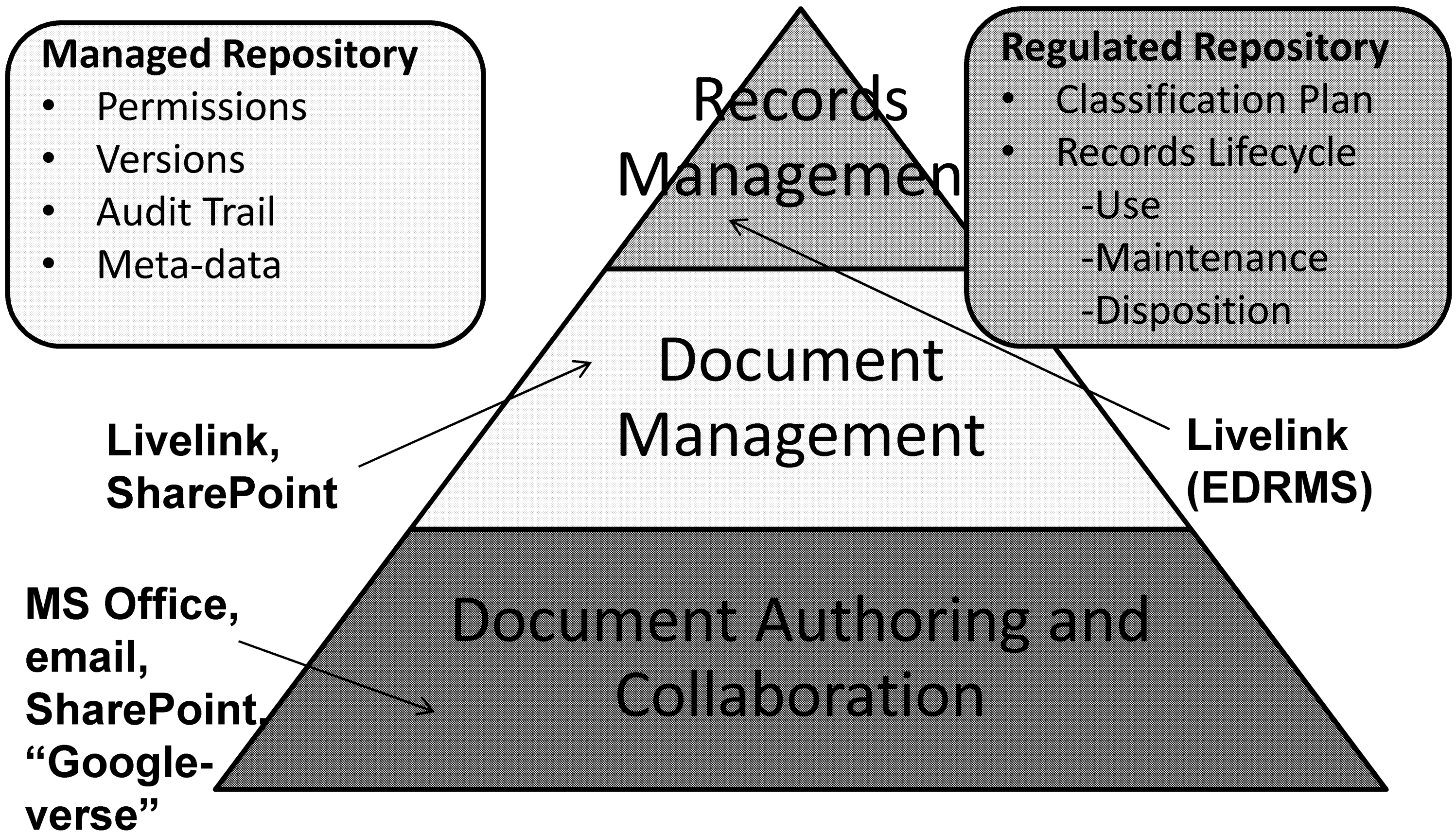
A4. OTHER OPTIONS CONSIDERED

- Allow employees to continue to retain their emails within their email accounts indefinitely (with Google users have 25 GB of space)
  - Does not address legal, operational and compliance risks;
  - Having multiple repositories for documents (i.e., Google accounts, hard drives, and *Livelink*) is not a good record management practice
  - Email systems are not document management systems
- Implement a shorter or longer period before the emails left in the Google accounts are automatically purged
  - A shorter period may force staff to transfer transitory records into *Livelink* in order not to loose them (i.e., for emails relating to events being planned many months in advance)
  - A longer period of time increases the volume of emails to be reviewed for disposal and the risk that business records will not properly stored and managed

A5. SUCCESS MEASURES

- Emails that are Business Records are managed appropriately
- Employees transfer emails that are “Business Records” into *Livelink/EDRMS* and regularly purge their transitory emails

APPENDIX
DOCUMENT VS RECORD MANAGEMENT



POLITIQUE RELATIVE À L'UTILISATION DU COURRIEL

À :	Équipe de la haute direction
RÉUNION :	29 janvier 2013
DE :	Maryse Bertrand, vice-présidente, Services immobiliers, Services juridiques et avocate-conseil
DÉCISION RECHERCHÉE :	Informer l'EHD de la politique relative à l'utilisation du courriel proposée
PROCHAINES ÉTAPES :	Communiquer la nouvelle politique aux employés en conjonction avec le déploiement du système de courriel Google.
DATE :	24-01-2013

A1. CONTEXTE

- CBC/Radio-Canada migre de *GroupWise* au système de courriel Google, qui offre, entre autres, de meilleurs mécanismes pour transférer les courriels dans un répertoire *Livelink* et par le même fait dans le *SGDDE* (*) pour une gestion optimale.
  - Il y a actuellement 11 To de courriels dans les archives de GroupWise (en raison de l'absence d'outils conviviaux pour transférer les courriels de GroupWise à *Livelink* et d'une politique pour l'utilisation des courriels).
- Il faut une politique pour l'utilisation des courriels qui concorde avec la Politique de gestion des documents et de l'information, afin de nous assurer que les courriels qui sont, ou contiennent, des « documents opérationnels » sont gérés de manière appropriée en vue de :
  - Se conformer aux exigences réglementaires (c'-à-d. à la *Loi sur la Bibliothèque et Archives Canada*);
  - Réduire les risques juridiques;
  - Faciliter la réponse aux demandes d'accès à l'information;
  - Éliminer les coûts associés au maintien d'archives de courriel distinctes;
  - Améliorer notre efficacité opérationnelle.

(*) Livelink est le « répertoire » des documents; le SGDDE est le système qui gère les documents stockés dans Livelink (en assignant des classifications, des calendriers de conservation et des permissions d'accès).

A2. PRINCIPAUX ÉLÉMENTS DE LA POLITIQUE

- Les courriels *GroupWise* actuels (notamment ceux qui sont archivés) seront transférés dans les comptes de courriel Google pour être passés en revue et supprimés.
- À moins qu'ils aient été supprimés auparavant, les courriels dans les comptes de courriel Google seront automatiquement supprimés au bout d'un an,
- La date d'effet de la première purge a été fixée au 1er janvier 2015, pour que les employés aient suffisamment de temps pour passer en revue, stocker et purger les courriels précédemment archivés dans *GroupWise*.

A3. AVANTAGES PRINCIPAUX

- Les courriels seront gérés de manière appropriée – pas de conservation inutile et coûteuse des courriels ou documents temporaires.
- Les licences *Livelink* existantes (environ 8 000) seront suffisantes pour répondre aux besoins de gestion des documents de la plupart des employés – il ne faudra pas de licences supplémentaires.
  - (les licences plus onéreuses du *SGDDE* ne sont nécessaires que pour les grands utilisateurs et les employés de soutien affectés à la gestion des documents).
- Les utilisateurs pourront stocker leurs courriels dans un espace de travail personnel de *Livelink* ou, si le SGDDE a été déployé dans leur service, dans les classeurs gérés par le SGDDE.
- Le transfert facile des courriels dans Livelink devrait inciter les composantes à adopter entièrement le SGDDE avant janvier 2015 pour mieux gérer leurs courriels.
- Le système *Livelink/SGDDE* continuera à servir de répertoire et d'outils de gestion à la Société pour les « documents opérationnels ».

A4. AUTRES OPTIONS ENVISAGÉES

- Permettre aux employés de continuer à conserver leurs courriels indéfiniment dans leurs comptes (avec Google, les utilisateurs ont 25 Go d’espace disponible).
  - ➢Ne traite pas des risques juridiques, opérationnels et liés à la conformité;
  - ➢Avoir plusieurs répertoires pour les documents (c’est-à-dire, comptes Google, disques durs et *Livelink*) n’est pas une bonne pratique de gestion des documents;
  - ➢Les systèmes de courriel ne sont pas des systèmes de gestion des documents.
- Appliquer une période plus courte ou plus longue avant que les courriels laissés dans les comptes Google soient automatiquement purgés.
  - ➢Une période plus courte peut obliger les employés à transférer des documents temporaires dans *Livelink* pour ne pas les perdre (p. ex. des courriels liés à des activités planifiées des mois à l’avance).
  - ➢Une période plus longue fait augmenter le volume des courriels à vérifier pour l’élimination ainsi que le risque que les documents opérationnels ne soient pas adéquatement conservés et gérés.

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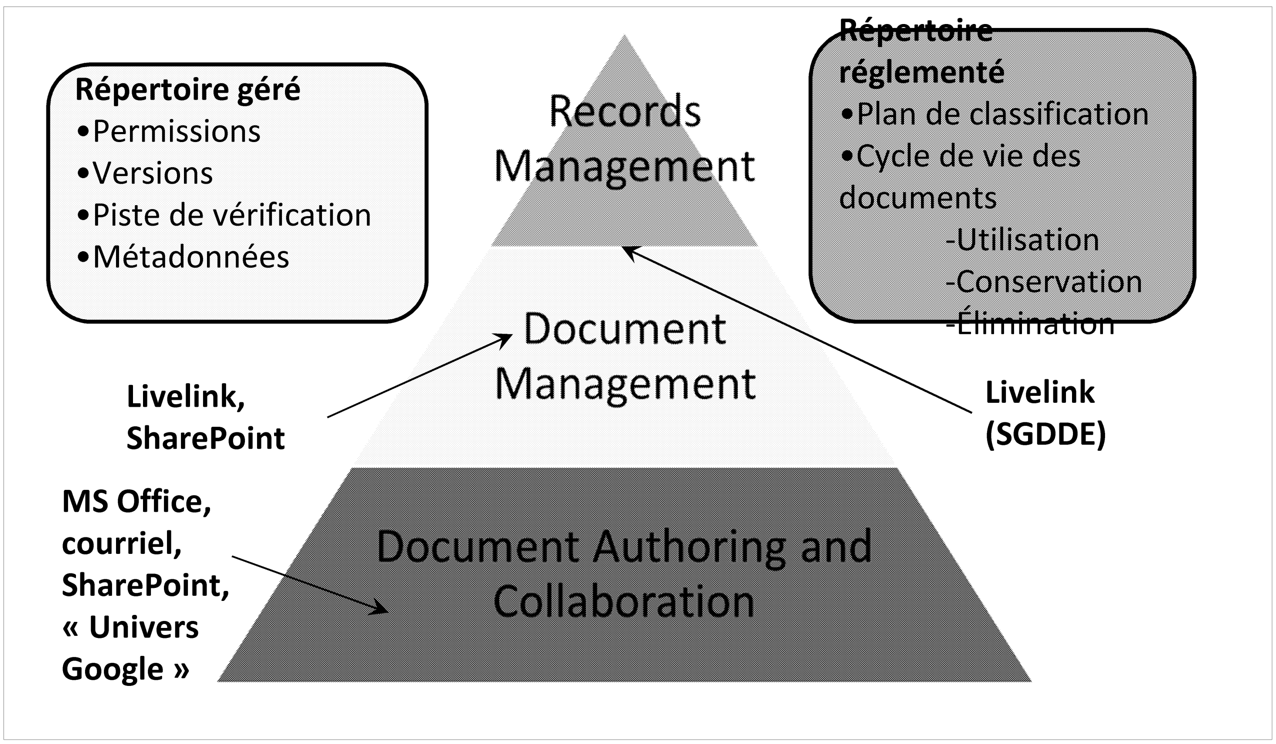
A5. CRITÈRES DE RÉUSSITE

- Les courriels qui sont des « documents opérationnels » sont gérés de manière appropriée.
- Les employés transfèrent les courriels qui sont des « documents opérationnels » dans *Livelink/SGDDE* et purgent régulièrement leurs courriels temporaires.

ANNEXE
GESTION DES DOCUMENTS VS ARCHIVES



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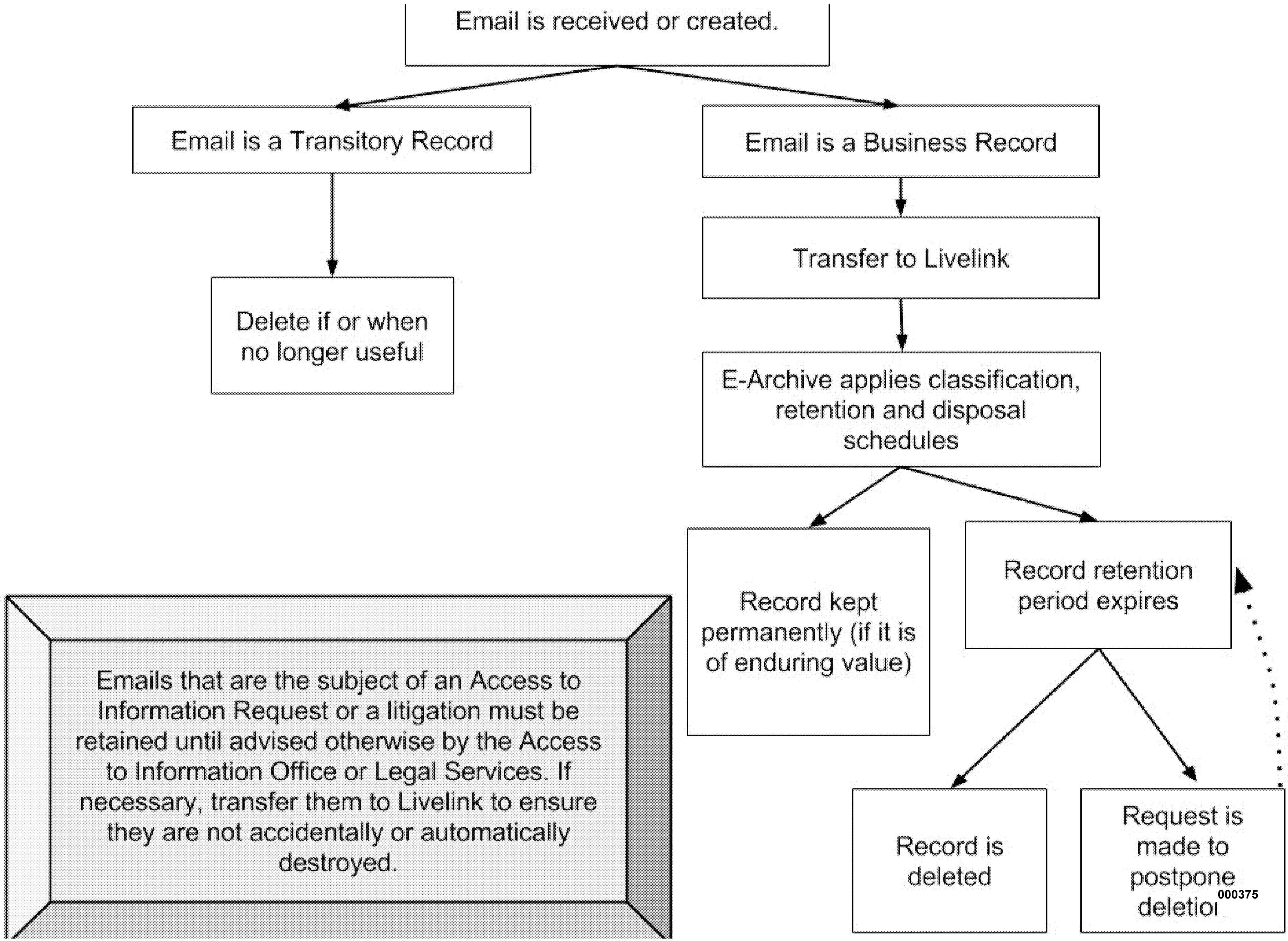
Email is received or created.
Email is a Transitory Record
Delete if or when no longer useful
Email is a Business Record
Transfer to Livelink
E-Archive applies classification, retention and disposal schedules
Record kept permanently (if it is of enduring value)
Record retention period expires
Record is deleted
Request is made to postpone deletio
Emails that are the subject of an Access to Information Request or a litigation must be retained until advised otherwise by the Access to Information Office or Legal Services. If necessary, transfer them to Livelink to ensure they are not accidentally or automatically destroyed.

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English Services Documents

Available In: EN

Print

Transferring records:

1. Request new boxes from RIM.
2. Select your box contents. Group similar documents together which fit within a three-year time period and fall under the same classification number. Place documents in labeled file folders and remove binders, elastics and hanging file folders. Do not send non-print media.
3. Pack the box. Do not write on the outside of the box or tape it closed.
4. Complete a records storage sheet for **each box**. The first section should describe the box contents as a whole.
   Fill out a file information section for each file you are including. Place **three copies** of the records storage sheet inside each box.
5. Contact RIM to arrange for pick-up.

Retrieving records:

1. Contact RIM at ext.3240 or email records.management@cbc.ca with your request.
2. Provide the box number that is found on the records storage sheet which is returned to your department after records are transferred to RIM.
   If the box number is not known, provide information (ie. titles, description, dates, etc.) about the document you need.

   Note: The whole box must be requested as individual files cannot be retrieved.

3. If the box is on-site, it will be delivered to your location promptly.
   If the box is stored off-site at an Iron Mountain storage facility, it may be delivered by the end of the same day if the request was made before noon or delivered by midday the next business day if the request was placed in the afternoon.

   Note: Currently, no delivery fees related to off-site box requests will be charged to your department.

Please contact Cesar Cameirao, (Phone: ext. 3240) Records and Information Management Coordinator for further assistance. Or email: records.management@cbc.ca

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For Managers

CEO's Corner

Latest notes from Hubert

CEO's Corner

president's awards > Details

APPENDIX “A”: CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

This citation table includes records retention references from Canadian federal statutes and regulations which CONDAR believes are applicable to the records retained by CBC in Toronto, Ottawa and/or Montreal which CONDAR classified during this project. The records retention references were found in the resources listed below.

This citation table also includes references to Canadian federal statute of limitation periods which CONDAR believes are applicable to the records retained by CBC in Toronto, Ottawa and/or Montreal which CONDAR classified during this project. Those records retention references were also found in the resources listed below. We do not warrant that all potentially applicable limitation periods have been identified in this citation table. Further, because statutes do not require documentation to be retained during a limitation period and because it is impossible to predict when a lawsuit will be filed or on what basis, **we recommend that CBC’s legal counsel assess the implications of all applicable limitation periods and revise the proposed retention periods accordingly to ensure that CBC will be adequately protected in the event of litigation, investigation or inquiry.**

The following resource was consulted to develop this citation table.

Carswell *FileLaw*, 2007 – Release 1 containing legislation current to Statutes of Canada (Royal Assent as of June 22, 2006).

In addition, the following Canadian federal statute and related regulations not included in *Records Retention, Statutes and Regulations* were also researched.

Official Languages Act, 1985, c. 31 (4th Supp.)

For ease of future updating, the entries in the Citation Table are provided in alphabetical order by citation (i.e. the name of the act or regulation in which the record keeping requirement / limitation was found). When more than one entry is made for a citation, the entries are provided in numerical order by section number within the citation.

APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-1	*Access to Information Act,* R. S. C. 1985, c. A-1, s. 31	FFD-Ac.In.-1	Access to Information Complaints — Limitation Period	Event + 1 year (Event = date request for record was received) 31. A complaint under this Act shall be made to the Information Commissioner in writing unless the Commissioner authorizes otherwise and shall, where the complaint relates to a request for access to a record, be made within one year from the time when the request for the record in respect of which the complaint is made was received.
1-2	*Access to Information Act,* R. S. C. 1985, c. A-1, s. 31	FFD-Ac.In.-12	Access to Information — Written Complaints	Event + 1 year (Event = time complaint request received) 31. A complaint under this Act shall be made to the Information Commissioner in writing unless the Commissioner authorizes otherwise and shall, where the complaint relates to a request for access to a record, be made within one year from the time when the request for the record in respect of which the complaint is made was received.
1-3	*Access to Information Act,* R. S. C. 1985, c. A-1, s. 41	FFD-Ac.In.-19	Access to Information Appeal — Limitation Period	Event + 45 days (Event = refusal reported to complainant, or longer if court allows) 41. Any person who has been refused access to a record requested under this Act or a part thereof may, if a complaint has been made to the Information Commissioner in respect of the refusal, apply to the Court for a review of the matter within forty-five days after the time the results of an investigation of the complaint by the Information Commissioner are reported to the complainant under subsection 37.(2) or within such further time as the Court may, either before or after the expiration of those forty-five days, fix or allow.

APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-4	*Access to Information Act,* R. S. C. 1985, c. A-1, s. 71	FFD-Ac.In.-26	Access to Information — Manuals	Keep to produce on request 71.(1) The head of every government institution shall, not later than July 1, 1985, provide facilities at the headquarters of the institution and at such offices of the institution as are reasonably practicable where the public may inspect any manuals used by employees of the institution in administering or carrying out programs or activities of the institution that affect the public.
1-5	*Broadcasting Act,* S. C. 1991, c. 11, s. 34	FCOM-Broa.-1 FCOM-Broa.-8	Broadcasting Licenses — Limitation Period Broadcasting — Limitation Period	2 years 34. Proceedings for an offence under s. 32.(2) or section 33, may be instituted within, but not after, two years after the time when the subject-matter of the proceedings arose.
1-6	*Broadcasting Act,* S. C. 1991, c. 11, s. 60	FCOM-Broa.-3	Canadian Broadcasting Corporation Accounting Records	Not specified "shall cause to be kept" 60 (1) The Corporation shall cause (a) books of account and records in relation thereto to be kept, and (b) financial and management control and information systems and management practices to be maintained, in respect of itself and each of its wholly-owned subsidiaries, if any.
1-7	*Broadcasting Distribution Regulations,* under the *Broadcasting Act,* SOR/97-555, s. 28.(1); as am. SOR/2003-217, s. 15.(1); SOR/2003-458, s. 5.(1)	FCOM-Broa.-12	Broadcasting Program Logs	Event + 1 year (Event = date of distribution of programs) 28.(1) Except as otherwise provided under a condition of its licence, a licensee shall (a) keep a program log or a machine-readable record of programs distributed on the community channel in each licensed area and retain it for a period of one year after distribution of the programs; and

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APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-8	*Radio Regulations, 1986*, under the *Broadcasting Act,* SOR/86-982, s. 5.(2); as am. SOR/93-209, s. 2; SOR/97-290, s. 1	FCOM-Broa.-10	Radio Commercial Message / Endorsement / Recommendation Scripts	Before January 1, 1999, keep 1 year. No specification after January 1, 1999 Regulation appears to be exhausted.
1-9	*Radio Regulations, 1986*, under the *Broadcasting Act,* SOR/86-982, s. 8; as am. SOR/88-549, s. 2; as am. SOR/98-597, s. 3.	FCOM-Broa.-20	Radio Logs and Records	Event + 1 year (Event = date matter broadcast) 8.(1) A licensee shall (a) keep, in a form acceptable to the Commission, a program log or a machine readable record of the matter broadcast by the licensee; (b) retain the log or record for a period of one year after the date when the matter was broadcast; and
1-10	*Radio Regulations, 1986*, under the *Broadcasting Act,* SOR/86-982, s. 8; as am. SOR/88-549, s. 2; as am. SOR/98-597, s. 3	FCOM-Broa.-21	Radio Tape Recordings	Event + 4 weeks (Event = date of broadcast) 8.(5) A licensee shall retain a clear and intelligible tape recording or other exact copy of all matter broadcast (a) for four weeks from the date of the broadcast; or

APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-11	*Radio Regulations, 1986*, under the *Broadcasting Act*, SOR/86-982, s. 8; as am. SOR/88-549, s. 2; as am. SOR/98-597, s. 3.	FCOM-Broa.-22	Radio Tape Recordings Where CRTC Complaint	Event + 8 weeks (Event = date of broadcast) 8.(5) A licensee shall retain a clear and intelligible tape recording or other exact copy of all matter broadcast ……. (b) where the Commission receives a complaint from any person regarding the matter broadcast or for any other reason wishes to investigate it and so notifies the licensee before the expiration of the period referred to in paragraph (a), for eight weeks from the date of the broadcast.
1-12	*Specialty Services Regulations, 1990*, under the *Broadcasting Act*, SOR/90-106, s. 5; as am. SOR/92-614, s. 1; as am. SOR/97-290, s. 3	FCOM-Broa.-5	Commercial Messages / Endorsements Script Records	Event + 1 year (Event = date of distribution) 5. (2) Before January 1, 1999, when a licensee distributes a commercial message or an endorsement referred to in subsection (1), the licensee shall keep a record of the script for a period of one year after the date of the distribution, which record shall contain (a) the name of the product to which the script relates; (b) the name of the sponsor or advertising agency that submitted the script for approval; and (c) the applicable script number referred to in paragraph (1)(b).
1-13	*Specialty Services Regulations, 1990, under the Broadcasting Act, SOR/90-106, s. 7; as am. SOR/95-221, s. 1; as am. SOR/2000-238, s. 2; as am. SOR/2006, s. 113, s. 1*	FCOM-Broa.-9	Specialty Services Program Logs	Event + 1 year (Event = day on which the programming was distributed) 7.(1) A licensee shall (a) keep, in a form acceptable to the Commission, a program log or a machine-readable record of its programming; (b) retain the log or record for a period of one year after the day on which the programming was distributed; and

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APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-14	*Specialty Services Regulations, 1990,* under the *Broadcasting Act,* SOR/90-106, s. 7 as am. SOR/95-221, s. 1; as am. SOR/2000-238, s. 2; as am. SOR/2006, s. 113, s. 1	FCOM-Broa.-13	Specialty Services Audio Visual Recordings	Event + 4 weeks (Event = date of the distribution) 7. (4) A licensee shall retain a clear and intelligible audio-visual recording of all of its programming (a) for a period of four weeks after the date of the distribution; or
1-15	*Specialty Services Regulations, 1990,* under the *Broadcasting Act,* SOR/90-106, s. 7; as am. SOR/95-221, s. 1; as am. SOR/2000-238, s. 2; as am. SOR/2006, s. 113, s. 1	FCOM-Broa.-14	Specialty Services Audio Visual Recordings Where CRTC Receives Complaint	Event + 8 weeks (Event = date of distribution) 7. (4) A licensee shall retain a clear and intelligible audio-visual recording of all of its programming …… (b) where the Commission receives a complaint from any person regarding any programming or for any other reason wishes to investigate the programming and so notifies the licensee before the expiration of the period referred to in paragraph (a), for a period of eight weeks after the date of the distribution.
1-16	*Television Broadcasting Regulations, 1987,* under the *Broadcasting Act,* SOR/87-49, s. 7; as am. SOR/97-290, s. 2	FCOM-Broa.-11	Broadcast Scripts	Before January 1, 1999, keep 1 year. No specification after January 1, 1999. Regulation appears to be exhausted.

APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-17	*Television Broadcasting Regulations, 1987*, under the *Broadcasting Act*, SOR/87-49, ss. 10.(1) to (4); as am. SOR/87-425, s. 2; as am. SOR/94-220, s. 4.(1); as am. SOR/2000-237, s. 4; as am. SOR/2006-111, s. 1	FCOM-Broa.-7	Program Logs	Event + 1 year (Event = date programming broadcast) 10.(1)Subject to any condition of licence, a licensee shall (a) keep, in a form acceptable to the Commission, a program log or a machine readable record of its programming; (b) retain the log or record for a period of one year after the date when the programming was broadcast; and
1-18	*Television Broadcasting Regulations, 1987*, under the *Broadcasting Act*, SOR/87-49, ss. 10.(5) to (7); as am. SOR/94-220, s. 4; SOR/97-290, s. 2; SOR/2000-237, s. 4	FCOM-Broa.-19	Audiovisual Records Television Broadcasts	Event + 4 weeks (Event = date of broadcast) 10.(5) A licensee shall retain a clear and intelligible audio-visual recording of all of its programming (a) for four weeks from the date of broadcast; or

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-19	*Canada Labour Code,* R.S.C. 1985, c. L-2, ss. 125.1.(e)(g), 125.2.(1); as am. R. S. C. 1985 (3rd Supp.), c. 24, s. 5; as am. S. C. 1993, c. 42, s. 5.(F); as am. S. C. 2000, c. 20, s. 6	FS-Lb.Cd.-36 FS-Lb.Cd.-58 FS-Lb.Cd.-65	Material Safety Data Sheets Employer Exposure Records Hazardous Substance Exposure Records	Not specified “shall keep and maintain in prescribed form 125.1 (g) ensure that all records of exposure to hazardous substances are kept and maintained in the prescribed manner and that personal records of exposure are made available to the affected employees
1-20	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 2.16.(6) to (8); as am. SOR/2000-374, s. 2	FS-Lb.Cd.-110 FS-Lb.Cd.-111	Anchor Point Inspection Report Anchor Point and Suspended Platform Modification/Repair Report	2 years 2.16 (8) The employer shall ….. (c) keep, for a period of two years, a record of any inspection and maintenance, including the date the inspection or maintenance was carried out and the name of the person who did it; and (d) keep, for as long as the anchor points and permanently installed suspended platforms are used, a record of the modifications or repairs made to them, including the day the work was done and the name of the person who did it.
1-21	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 2.24.(1)	FS-Lb.Cd.-113	HVAC Instructions — Limitation	5 years (expires) 2.24.(1) Every employer shall appoint a qualified person to set out, in writing, instructions for the operation, inspection, testing, cleaning and maintenance of an HVAC system and the calibration of probes or sensors on which the system relies. (2) The instructions shall (a) take into account CSA Guideline Z204-94, entitled Guideline for Managing Air Quality in Office Buildings, dated June 1994;

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	to (3); as am. SOR/2000-374, s. 2; as am. SOR/2002-208, s. 39.			(b) where they exist on the day that this section comes into force, be readily available; (c) where they do not exist on the day that this section comes into force, be developed and made readily available as soon as possible and, in any event, no later than five years after that day; (d) for buildings the construction of which is completed on or after the day of the coming into force of this section, be readily available as soon as possible and, in any event, no later than five years after the day of the coming into force of this section; (e) specify the manner of operation of the HVAC system; (f) specify the nature and frequency of inspections, testing, cleaning and maintenance; and (g) be reviewed by a qualified person and amended (i) when modifications to the HVAC system are carried out in accordance with section 2.22, (ii) when the standard referred to in section 2.21 is amended, (iii) when the an investigation carried out in accordance with section 2.27 has identified that a health or safety hazard exists, or (iv) at least every five years.
1-22	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 2.24; as am. SOR/2000-374, s. 2; as am. SOR/2002-208, s. 39	FS-Lb.Cd.-114	HVAC Inspection, Testing, Cleaning and Maintenance and Deficiencies Report	5 year minimum 2.24 (5) The report shall be kept readily available by the employer for a period of at least five years …….

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-23	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 4.6	FS-Lb.Cd.-10	Elevating/Safety Device Inspections	Event + 2 years (Event = date on which signed) 4.6 (2) Every record referred to in subsection (1) shall be made by the employer and kept by him in the work place in which the elevating device is located for a period of two years after the date on which it is signed in accordance with paragraph (1)(a).
1-24	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 5.17 to 5.18; as am. SOR/2001-284, s. 1	FS-Lb.Cd.-2 FS-Lb.Cd.-117	Boiler/Pressure Vessel Inspections Boiler and Stationary Air Receiver Inspections	Keep readily available for 2 inspection periods 5.18 (3) The employer shall keep readily available every record of inspection for the last two inspection periods and on the request of the work place committee or the health and safety representative, shall provide the work place committee or the health and safety representative with a copy.
1-25	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 8.12	FS-Lb.Cd.-8	Electrical Equipment Isolation Instructions	Event + 1 year (Event = period during which instructions are to be followed at place in which the electrical equipment is located.) 8.12. (4) The instructions referred to in subsection (1) shall be kept readily available for examination by employees for the period referred to in paragraph (2)(b) and thereafter shall be kept by the employer for a period of one year at his place in which the electrical equipment is located.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-26	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 8.18	FS-Lb.Cd.-29	Electrical Facility Isolation Guarantee Termination	Event + 1 year (Event = date of signature, kept at place of business nearest to work place in which electrical equipment is located.) 8.18 (3) The records referred to in subsections (1) and (2) shall be kept by the employer for a period of one year after the date of signature thereof at his place of business nearest to the work place in which the electrical equipment is located.
1-27	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 10.3; as am. SOR/94-263; SOR/96-294, s. 2	FS-Lb.Cd.-40	Workplace Hazardous Substances	Not specified "shall keep" 10.3 Every employer shall keep and maintain a record of all hazardous substances that, in the work place, are used, produced, handled, or stored for use in the work place, and may either keep and maintain such a record in the work place or keep and maintain a centralized record in respect of several work places, in one work place
1-28	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 10.18.(1), (3) (b), (5)(b), as am., SOR/94-263; SOR/96-294, s. 2	FS-Lb.Cd.-44 FS-Lb.Cd.-45	Ventilation System Instructions Ventilation System Inspection / Test / Maintenance Reports	Not specified "shall keep, most recent" 10.18 (5) The employer shall keep at the work place at which the ventilation system is located a copy of (a) the instructions referred to in subsection (1); (b) the most recent report referred to in paragraph (3)(b).

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-29	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 10.18(7); as am. SOR/94-263; SOR/96-294, s. 2	FS-Lb.Cd.-46	Ventilation System Instructions/Training Records	Keep as long as operator remains in employer's employ. 10.18.(7) The employer shall keep a written or computerized record of the instruction and training given to every operator of a ventilation system for as long as the operator remains in the employer's employ.
1-30	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 10.19(4); as am. SOR/94-263; SOR/96-294, s. 2	FS-Lb.Cd.-47	Hazardous Substance Tests	Event + 3 years (Event = date of test) 10.19 (4) A written or computerized record of each test made pursuant to subsection (3) shall be kept by the employer at the employer's place of business nearest to the work place where the air sample was taken, for a period of three years after the date of the test.

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1-31	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 10.28.(b); as am. SOR/94-263; SOR/96-294, s. 2	FS-Lb.Cd.-48	Hazardous Substance Material Safety Data Sheets	Keep a copy in work place for examination by employees 10.28. Where a material safety data sheet in respect of a hazardous substance, other than a controlled product, that is stored, handled or used in the work place may be obtained from the supplier of the hazardous substance, the employer shall . . . . . (b) keep a copy of the material safety data sheet readily available in the work place for examination by employees.
1-32	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 11.2.(1), (2), 11.3.(a), 11.5.(1), 11.6; 11.12 as am. SOR/92-544, s. 1; as am. SOR/95-286, s. 7; as am. SOR/2002-208, s. 39; & s. 11.12.(a)(part); as am. SOR/92-544, s. 1	FS-Lb.Cd.-120 FS-Lb.Cd.-123 FS-Lb.Cd.-3 FS-Lb.Cd.-5 FS-Lb.Cd.-4	Confined Space Assessment Report Confined Space Procedures Confined Space Reports Confined Space Reports Confined Space Reports	Event + 10 years (Event = date on which qualified person signed report or procedures were established) 11.12. The employer shall, at the employer's place of business nearest to the work place in which the confined space is located, keep a written copy or a machine-readable version of (a) any report made pursuant to s. 11.2.(2) and the procedures established pursuant to paragraphs 11.3.(a) and 11.5.(1)(a) for a period of ten years after the date on which the qualified person signed the report or the procedures were established; (b) any report made pursuant to s, 11.4.(2) (i) for a period of ten years after the date on which the qualified person signed the report where the verification procedures undertaken pursuant to paragraphs 11.4.(1)(a) and (c) indicate that the specifications set out in subparagraphs 11.4.(1)(a)(i) to (iii) were not complied with, (ii) in every other case, for a period of two years after the date on which the qualified person signed the report.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-33	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 12.10.(5)	FS-Lb.Cd.-18	Fall Protection System Instructions	Keep readily available 12.10.(5) Where an employee is about to install or remove a fall-protection system, the employer shall …….. (b) keep a copy of the instructions readily available for the information of the employee.
1-34	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 12.14	FS-Lb.Cd.-33	Protection Equipment — Records	Event + 2 years (Event = equipment ceases to be used.) 12.14.(1) A record of all protection equipment provided by the employer shall be kept by him in the work place in which the equipment is located for a period of two years after it ceases to be used.
1-35	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 12.15.(4)	FS-Lb.Cd.-32	Protection Equipment Instructions	Not specified 2.15.(4) The instructions referred to in subsections (2) and (3) shall be (a) set out in writing; and (b) kept by the employer readily available for examination by every person granted access to the work place.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-36	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, s. 13.12	FS-Lb.Cd.-31	Portable Tool Instructions	Not specified "shall maintain" 13.12 (2) A manual referred to in subsection (1) shall be kept by the employer readily available for examination by an employee who is required to use the tool or machine to which the manual applies.
1-37	*Canada Occupational Health and Safety Regulations, under the Canada Labour Code,* SOR/86-304, ss. 14.20.(1), (3) (b), (4), (5)(a); as am. SOR/96-400, s. 1	FS-Lb.Cd.-124	Materials Handling Equipment — Inspection Tests or Maintenance Work — Instructions	Keep instructions for as long as equipment is in use 14.20 (5) The employer shall keep at the work place at which the motorized or manual materials handling equipment is located a copy of (a) the instructions referred to in subsection (1) for as long as the materials handling equipment is in use;
1-38	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 14.20.(1), (3) (b), (4), (5)(b); as am. SOR/96-400, s. 1	FS-Lb.Cd.-26	Materials Handling Equipment — Inspection Tests or Maintenance Work	Event + 1 year (Event = report signed) 14.20 (5) The employer shall keep at the work place at which the motorized or manual materials handling equipment is located a copy of (a) the instructions referred to in subsection (1) for as long as the materials handling equipment is in use; and (b) the report referred to in paragraph (3)(b) for a period of one year after the report is signed.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-39	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 14.23.(1), (2), (4); as am. SOR/96-400, s. 1	FS-Lb.Cd.-27	Materials Handling Equipment Training	Keep as long as the operator remains in employer’s employment. 14.23 (4) Every employer shall keep a written record, in respect of an operator, of any instruction or training referred to in subsection (1) for as long as the operator remains in the employer’s employment.
1-40	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 14.48, 14.49; as am. SOR/96-400, s. 1	FS-Lb.Cd.-25	Manual Lifting Instructions	Event + 2 years (Event = after cease to apply.) 14.49 Where an employee is required manually to lift or carry loads weighing in excess of 45 kg, the employer shall give instructions to the employee in accordance with section 14.48 that are (a) set out in writing; (b) readily available to the employee; and (c) kept by the employer for a period of two years after they cease to apply.
1-41	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code,* SOR/86-304, ss. 17.4.(1), (3) (4)	FS-Lb.Cd.-11	Emergency Evacuation Plans	Shall keep up-to-date plan in building to which refers 17.4. (4) An employer referred to in subsection (1) shall keep a copy of the up-to-date emergency evacuation plan in the building to which it refers.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-42	*Canada Occupational Health and Safety Regulations* under the *Canada Labour Code,* SOR/86-304, s.17.4.(2)(c); as am. SOR/94-263, s. 62; as am. SOR/96-525, s. 17; as am. SOR/2002-208, s. 36; s. 17.5; as am. SOR/88-68, s. 14; as am. SOR/94-263, s. 63; as am. SOR/96-525, s. 18; as am. SOR/2002-208, s. 37; s. 17.6.(2); as am. SOR/96-525, s. 19	FS-Lb.Cd.-129	Posting of Emergency Procedures	Not specified 17.6. (2) Notices that set out the details of the evacuation plans and procedures referred to in paragraphs 17.4.(2)(c) and 17.5.(2)(a) and (b) shall be posted at locations accessible to every employee at the work place.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-43	*Canada Occupational Health and Safety Regulations,* under the *Canada Labour Code*, SOR/86-304, ss. 17.4.(1), 17.9	FS-Lb.Cd.-19	Fire Safety Inspections	Event + 2 years (Event = date on which signed.) 17.9.(1) In addition to the inspections carried out under section 17.3, a visual inspection of every building to which subsection 17.4.(1) applies shall be carried out by a qualified person at least once every six months and shall include an inspection of all fire escapes, exits, stairways and fire protection equipment in the building in order to ensure that they are in serviceable condition and ready for use at all times. (2) A record of each inspection carried out in accordance with subsection (1) shall be dated and signed by the person who made the inspection and kept by the employer in the building to which it applies for a period of two years from the date on which it is signed.
1-44	*Copyright Act,* R.S.C. 1985, c. C-42, s. 6; as am. S.C. 1993, c. 44, s. 58	FLA-Copy.-10	Written Works Copyright — Limitation	The life of the author, the remainder of the calendar year in which the author dies, and a period of 50 years following the end of that calendar year 6. The term for which copyright shall subsist shall, except as otherwise expressly provided by this Act, be the life of the author, the remainder of the calendar year in which the author dies, and a period of fifty years following the end of that calendar year.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-45	*Copyright Act,* R.S.C. 1985, c. C-42, s. 6.1; as am. S.C. 1993, c. 44, s. 58	FLA-Copy.-3	Anonymous / Pseudonymous Works Copyright — Limitation	Whichever of the following terms ends earlier: (a) a term consisting of the remainder of the calendar year of the first publication of the work and a period of 50 years following the end of that calendar year, and (b) a term consisting of the remainder of the calendar year of the making of the work and a period of 75 following the end of that calendar year 6.1. Except as provided in section 6.2, where the identity of the author of a work is unknown, copyright in the work shall subsist for whichever of the following terms ends earlier: (a) a term consisting of the remainder of the calendar year of the first publication of the work and a period of fifty years following the end of that calendar year, and (b) a term consisting of the remainder of the calendar year of the making of the work and a period of seventy-five years following the end of that calendar year, but where, during that term, the author's identity becomes commonly known, the term provided in section 6 applies.
1-46	*Copyright Act,* R.S.C. 1985, c. C-42, s. 6.2; as am. S.C. 1993, c. 44, s. 58	FLA-Copy.-2	Anonymous / Pseudonymous Joint Authorship Works Copyright — Limitation	50 years following the end of the calendar year of the first publication of the work; or, 75 years following the end of the calendar year of the making of the work 6.2. Where the identity of all the authors of a work of joint authorship is unknown, copyright in the work shall subsist for whichever of the following terms ends earlier: (a) a term consisting of the remainder of the calendar year of the first publication of the work and a period of 50 years following the end of that calendar year, and (b) a term consisting of the remainder of the calendar year of the making of the work and a period of 75 years following the end of the calendar year, but where, during that term, the identity of one or more of the authors

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				becomes commonly known, copyright shall subsist for the life of whichever of those authors dies last, the remainder of the calendar year in which that author dies, and period of 50 years following the end of that calendar year
1-47	*Copyright Act,* R.S.C. 1985, c. C-42, s. 7; as am. S.C. 1993, c. 44, s. 58; S.C. 1997, c. 24, s. 6	FLA-Copy.-8	Posthumous Works Copyright — Limitation	The remainder of the calendar year of the publication or of the performance in public or communication to the public by telecommunication, as the case may be, and for a period of fifty years following the end of that calendar year. 7.(1) Subject to subsection (2), in the case of a literary, dramatic or musical work, or an engraving, in which copyright subsists at the date of the death of the author or, in the case of a work of joint authorship, at or immediately before the date of the death of the author who dies last, but which has not been published or, in the case of a lecture or a dramatic or musical work, been performed in public or communicated to the public by telecommunication, before that date, copyright shall subsist until publication, or performance in public or communication to the public by telecommunication, whichever may first happen, for the remainder of the calendar year of the publication or of the performance in public or communication to the public by telecommunication, as the case may be, and for a period of fifty years following the end of that calendar year.
1-48	*Copyright Act,* R.S.C. 1985, c. C-42, s. 9; as am. S.C. 1993, c. 44, s. 60	FLA-Copy.-6	Joint Authorship Copyright — Limitation	The life of the author who dies last, for the remainder of the calendar year of that author’s death, and for a period of 50 years following the end of that calendar year 9.(1) In the case of a work of joint authorship, except as provided in section 6.2, copyright shall subsist during the life of the author who dies last, for the remainder of the calendar year of that author’s death, and for a period of fifty years following the end of that calendar year, and references in this Act to the period after the expiration of any specified number of years from the end of the calendar year of the death of the author shall be construed as references to the period after the expiration of the like number of years from the end of the calendar year of the death of the author who dies last.

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1-49	*Copyright Act*, R.S.C. 1985, c. C-42, s. 10; as am. S.C. 1993, c. 44, s. 60; S.C. 1997, c. 24, s. 7	FLA-Copy.-7	Photographs Copyright — Limitation	The remainder of the year of the making of the initial negative or plate from which the photography was derived or, if there is no negative or plate, of the initial photograph, plus a period of fifty years 10.(1) Where the owner referred to in subsection (2) is a corporation, the term for which copyright subsists in a photograph shall be the remainder of the year of the making of the initial negative or plate from which the photography was derived or, if there is no negative or plate, of the initial photograph, plus a period of fifty years
1-50	*Copyright Act*, R.S.C. 1985, c. C-42, s. 11.1; as am. S.C. 1993, c. 44, s. 60; S.C. 1997, c. 24, s. 9	FLA-Copy.-4	Cinematographs Copyright — Limitation	Except for …… the remainder of the calendar year of the first publication of the cinematographic work or of the compilation, and for a period of fifty years following the end of that calendar year; or for the remainder of that calendar year and for a period of fifty years following the end of that calendar year. 11.1. Except for cinematographic works in which the arrangement or acting form or the combination of incidents represented give the work a dramatic character, copyright in a cinematographic work or a compilation of cinematographic works shall subsist (a) for the remainder of the calendar year of the first publication of the cinematographic work or of the compilation, and for a period of fifty years following the end of that calendar year; or (b) if the cinematographic work or compilation is not published before the expiration of fifty years following the end of the calendar year of its making, for the remainder of that calendar year and for a period of fifty years following the end of that calendar year.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-51	*Copyright Act,* R.S.C. 1985, c. C-42, s. 12; as am. S.C. 1993, c. 44, s. 60	FLA-Copy.-5	Crown Ownership Copyright — Limitation	The remainder of the calendar year of the first publication of the work and for a period of 50 years following the end of that calendar year 12. Without prejudice to any rights or privileges of the Crown, where any work is, or has been prepared or published by or under the direction or control of Her Majesty or any government department, the copyright in the work shall, subject to any agreement with the author, belong to Her Majesty and in that case shall continue for the remainder of the calendar year of the first publication of the work and for a period of fifty years following the end of that calendar year.
1-52	*Copyright Act,* R.S.C. 1985, c. C-42, s. 14; as am. R. S. C. 1985, c. 10 (4th Supp.), s. 3; as am. S. C. 1997, c. 24, s. 11.	FLA-Copy.-14	First Owner/Author of Copyright — Limitation Period on Assignments	Event + 25 years (Event = death of author, where author is first owner and no assignment of copyright except by will after June 4, 1921) 14.(1) Where the author of a work is the first owner of the copyright therein, no assignment of the copyright and no grant of any interest therein, made by him, otherwise than by will, after June 4, 1921, is operative to vest in the assignee or grantee any rights with respect to the copyright in the work beyond the expiration of twenty-five years from the death of the author, and the reversionary interest in the copyright expectant on the termination of that period shall, on the death of the author, notwithstanding any agreement to the contrary, devolve on his legal representatives as part of the estate of the author, and any agreement entered into by the author as to the disposition of such reversionary interest is void.
1-53	*Copyright Act,* R.S.C. 1985, c. C-42, s. 30.9(2); as am. S.C. 1997, c. 24, s. 18(1)	FCOM-Copy.-2	Pre-recorded Recordings Copyright Record	Event + 30 days (Event = after making the reproduction) 30.9 (4) The broadcasting undertaking must destroy the reproduction when it no longer possesses the sound recording or performer's performance or work embodied in the sound recording, or at the latest within thirty days after making the reproduction, unless the copyright owner authorizes the reproduction to be retained.

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Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-54	*Limitation of the Right to Equitable Remuneration of Certain Rome Convention Countries Statement,* under the *Copyright Act,* SOR/99-143, s. 1	FLA-Copy.-12	Sound Recording — Limitation Period	Event + 20 years (Event = date of first fixation) 1. A right to equitable remuneration applies only for a duration of 20 years for the performance in public or the communication to the public by telecommunication of a sound recording whose maker, at the date of its first fixation, was a citizen, or permanent resident of, or, if a corporation, had its headquarters in, one of the following countries:
1-55	*Regulations Establishing the Period Within Which Owners of Copyright Not Represented by Collective Societies Can Claim Retransmission Royalties,* SOR/97-164, under the *Copyright Act,* SOR/99-143, s. 1; as am. SOR/2004-152, s. 2	FLA-Copy.-13	Limitation Period — Royalties Claims. 76.(1) of Act	Event + 2 years (Event = end of calendar year of retransmission) 1. The owner of copyright who does not authorize a collective society to collect, for that person's benefit, the royalties referred to in paragraph 31.(2)(d) of the Copyright Act and whose work is so retransmitted has a period of two years following the end of the calendar year in which the retransmission occurred to claim the royalties payable under s. 76.(1) of that Act.

APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-56	*Cultural Property Export and Import Act,* R.S.C. 1985, c. C-51, s. 4.(2)(d)	FBS-CPEI-2	Canadian Cultural Property Export Control List - Records	Not specified 4.(2) Subject to subsection (3), the Governor in Council may include in the Control List, regardless of their places of origin, any objects or classes of objects hereinafter described in this subsection, the export of which the Governor in Council deems it necessary to control in order to preserve the national heritage in Canada: …… (d) books, records, documents, photographic positives and negatives, sound recordings, and collections of any of those objects that have a fair market value in Canada of more than five hundred dollars;
1-57	*Canadian Cultural Property Export Control List, under the Cultural Property Export and Import Act,* C.R.C., c. 448, Group 7, s. 2; as am. SOR/97-159, s. 20	FBS-CPEI-3	Textual Records	Not specified 2.(1) Textual objects if they were made in the territory that is now Canada, were made outside that territory by a person who at any time ordinarily resided in that territory, or were made outside that territory and relate to the history or national life of Canada, namely, (a) a manuscript, record or document that has a fair market value in Canada of more than $1,000; (b) a collection of associated manuscripts, records or documents that has a fair market value in Canada of more than $2,000; ……….

APPENDIX “A”: CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-58	*Canadian Cultural Property Export Control List*, under the *Cultural Property Export and Import Act,* C.R.C., c. 448, group 6, s. 8; as am. SOR/97-159, s. 20	FBS-CPEI-6	Sound Archival Records	Not specified 8. Sound recordings if they were made in the territory that is now Canada, were made outside that territory by a person who at any time ordinarily resided in that territory or were made outside that territory and relate to the history or national life of Canada, namely, (a) a sound recording or a document of recorded sound that has a fair market value in Canada of more than $1,000; and (b) a collection of associated sound recordings or documents of recorded sound that has a fair market value in Canada of more than $2,000.
1-59	*Cultural Property Export Regulations,* under the *Cultural Property Export and Import Act,* C.R.C., c. 449 s. 12.(2)	FBS-CPEI-7	Export Permit — Limitation Period	5 years 12.(2) The length of time for which an object may be removed from Canada under an export permit issued pursuant to paragraph 6.(c) of the Act shall be for a period not exceeding five years.
1-60	*Cultural Property Export Regulations,* under the *Cultural Property Export and Import Act,* C.R.C., c. 449 s. 15	FBS-CPEI-8	Archival Material - Documents Requiring Copies to be Deposited Prior to Export	5 years 15. The following classes of objects are prescribed for the purposes of s. 11 of the Act: …… (b) any original public record made or received by a public authority that is a (i) document in graphic or textual form, (ii) photograph, (iii) cinematographic film, or (iv) sound recording.

APPENDIX “A”: CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-61	*Customs Act,* R.S.C. 1985 (2nd Supp.), c. 1, ss. 97.1, 97.2.(1); as am. S. C. 1988, c. 65, s. 78; as am. S. C. 1993, c. 44, s. 104; as am. S. C. 1996, c. 33, s. 37; as am. S. C. 1997, c. 14, s. 45; as am. S. C. 2001, c. 25, s. 57	FBS-Cust.-7	Exporters Free Trade Requirements	Keep for the period that may be prescribed 97.2.(1) Every person who exports goods or causes them to be exported for sale or for any industrial, occupational, commercial, institutional or other like use or any other use that may be prescribed, and every other person who has completed and signed a certificate in accordance with subsection 97.1.(1), shall keep at the person’s place of business in Canada or at any other place that may be designated by the Minister any records in respect of those goods in the manner and for the period that may be prescribed and shall, if an officer requests, make them available to the officer, within the time specified by the officer, and answer any questions asked by the officer in respect of the records.
1-62	*Imported Goods Records Regulations,* under the *Customs Act,* SOR/86-1011, s. 2; as am. SOR/89-482, Sched. s. 1; SOR/93-554, s. 2; SOR/97-70, s. 1l; as am. SOR/2005-384, s. 4; as am. SOR/2006-153, s. 1	FBS-Cust.-8	Importers’ Commercial Goods Records	Event + 6 years (Event = importation of the commercial goods) 2. (1) Every person who is required by subsection 40.(1) of the Act to keep records in respect of commercial goods shall keep, for the period of six years following the importation of the commercial goods, all records that relate to ……. (2) In addition to the requirements of subsection (1), every CSA importer shall keep, for the period of six years following the importation of the commercial goods, ……. 3. In addition to the records referred to in section 2, a person who imports or causes to be imported commercial goods that have been released free of duty or at a reduced rate of duty because of their intended use or because they were intended to be used by a specific person shall keep, for the same period of time referred to in that section, ……….

APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-63	*Official Languages Act*, 1985, c. 31 (4th Supp.)	Not applicable	Limitation Period	60 days 77. (2) An application may be made under subsection (1) within sixty days after (*a*) the results of an investigation of the complaint by the Commissioner are reported to the complainant under subsection 64(1), (*b*) the complainant is informed of the recommendations of the Commissioner under subsection 64(2), or (*c*) the complainant is informed of the Commissioner's decision to refuse or cease to investigate the complaint under subsection 58(5), or within such further time as the Court may, either before or after the expiration of those sixty days, fix or allow.
1-64	*Radiocommunication Act*, R.S.C. 1985, c. R-2, s. 19(1), (4); as am. S.C. 1993, c. 40, s. 26	FCOM-Radi.-2	Radio-Based Telecommunication Divulgence Action — Limitation	Event + 3 years (Event = conduct giving rise to the action was engaged in) 19.(4) An action under subsection (1) may be commenced within, but not after, three years after the conduct giving rise to the action was engaged in.
1-65	*Telecommunications Act,* S.C. 1993, c. 38, s. 72(2)	FCOM-Tele.-2	Telecommunications Civil Liability — Limitation	Event + 2 years (Event = day on which act or omission occurred) 72.(2) An action may not be brought in respect of any loss or damage referred to in subsection (1) more than two years after the day on which the act or omission occurred.
1-66	*Telecommunications Act,* S.C. 1993, c. 38, s. 73(6)	FCOM-Tele.-1	Telecommunications Act Offences Prosecution — Limitation	2 years 73.(6) A prosecution may not be commenced under this Act later than two years after the occurrence of the act or omission that is the subject-matter of the proceedings.

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APPENDIX "A": CITATION TABLE 1 – CANADIAN FEDERAL LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
1-67	*Trade-marks Act*, R.S.C. 1985, c. T-13, s. 40(2); as am. S.C. 1993, c. 15, s. 68; S.C. 1993, c. 44, ss. 231(1), 236(1)(i); s. 40(3); as am. S.C. 1993, c. 44, s. 231(2)	FBS-Tra.Mr.-1	Application for Registration of a Proposed Trade-mark — Limitation	Three years after the date of filing of the application in Canada 40.(3) An application for registration of a proposed trade-mark shall be deemed to be abandoned if the Registrar has not received the declaration referred to in subsection (2) before the later of (a) six months after the notice by the Registrar referred to in subsection (2), and (b) three years after the date of filing of the application in Canada.
1-68	*Trade-marks Act*, R.S.C. 1985, c. T-13, s. 45(1); as am. S.C. 1993, c. 44, s. 232(1); S.C. 1994, c. 47, s. 200(1)	FLA-Tra.Mr.-4	Trade-mark Use Evidence — Limitation	Three years from the date of the registration of a trade-mark 45.(1) The Registrar may at any time and, at the written request made after three years from the date of the registration of a trade-mark by any person who pays the prescribed fee shall, unless the Registrar sees good reason to the contrary, give notice to the registered owner of the trade-mark requiring the registered owner to furnish within three months an affidavit or a statutory declaration showing, with respect to each of the wares or services specified in the registration, whether the trade-mark was in use in Canada at any time during the three year period immediately preceding the date of the notice and, if not, the date when it was last so in use and the reason for the absence of such use since that date.
1-69	*Trade-marks Act*, R.S.C. 1985, c. T-13, s. 45(3); as am. S.C. 1993, c. 44, s. 232(2); S.C. 1994, c. 47, s. 200(2)	FLA-Tra.Mr.-2	Trade-mark Non-use — Limitation	Three year period immediately preceding the date of the notice 45.(3) Where, by reason of the evidence furnished to the Registrar or the failure to furnish any evidence, it appears to the Registrar that a trade-mark, either with respect to all of the wares or services specified in the registration or with respect to any of those wares or services, was not used in Canada at any time during the three year period immediately preceding the date of the notice and that the absence of use has not been due to special circumstances that excuse the absence of use, the registration of the trade-mark is liable to be expunged or amended accordingly.

APPENDIX “B”: CITATION TABLE 2 – ONTARIO LEGISLATION

This citation table includes records retention references from Ontario statutes and regulations which CONDAR believes are applicable to the records retained by CBC in Toronto, Ottawa and/or Montreal which CONDAR classified during this project. The records retention references were found in the resources listed below.

This citation table also includes references to Ontario statute of limitation periods which CONDAR believes are applicable to the records retained by CBC in Toronto, Ottawa and/or Montreal which CONDAR classified during this project. Those records retention references were also found in the resources listed below. We do not warrant that all potentially applicable limitation periods have been identified in this citation table. Further, because statutes do not require documentation to be retained during a limitation period and because it is impossible to predict when a lawsuit will be filed or on what basis, **we recommend that CBC's legal counsel assess the implications of all applicable limitation periods and revise the proposed retention periods accordingly to ensure that CBC will be adequately protected in the event of litigation, investigation or inquiry.**

The following resource was consulted to develop this citation table.

> Carswell *FileLaw*, 2007 – Release 1 containing legislation current to Statutes of Ontario 2005 (Royal Assent as of November 3, 2005)

For ease of future updating, the entries in the Citation Table are provided in alphabetical order by citation (i.e. the name of the act or regulation in which the record keeping requirement / limitation was found). When more than one entry is made for a citation, the entries are provided in numerical order by section number within the citation.

APPENDIX “B”: CITATION TABLE 2 – ONTARIO LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
2-1	*Arbitration Act,* S.O. 1991, c. 17, s. 52	OLA-Arbi.-1	Arbitrations — Limitation	An application for enforcement of an award may not be made more than 2 years after the day on which the applicant receives the award. 52.(1) The law with respect to limitation periods applies to an arbitration as if the arbitration were an action and a claim made in the arbitration were a cause of action. (2) If the court sets aside an award, terminates an arbitration or declares an arbitration to be valid, it may order that the period from the commencement of the arbitration to the date of the order shall be excluded from the computation of the time within which an action may be brought on a cause of action that was a claim in the arbitration. (3) An application for enforcement of an award may not be made more than two years after the day on which the applicant receives the award.
2-2	*Building Code Act, 1992,* S.O. 1992, c. 23, s. 36(8)	OLA-Bl.Cd.-1	Building Code Act Offence — Limitation	1 year after the time when the subject-matter of the proceeding arose. 36.(8) No proceeding under this section shall be commenced more than one year after the time when the subject-matter of the proceeding arose.
2-3	*General Regulation,* under the *Building Code Act, 1992,* O.Reg. 403/97, s. 2.4.2.2	OCON-Bl.Cd.-1	Building Drawings / Specifications	Not specified 2.4.2.2.(1) The person in charge of the construction of the building shall keep and maintain on the site of the construction (a) at least one copy of drawings and specifications certified by the chief building official or a person designated by the chief building official to be a copy of those submitted with the application for the permit to construct the building, together with changes that are authorized by the chief building official or a person designated by the chief building official, and (b) authorization or facsimiles thereof received from the Building Materials Evaluation Commission, including specified terms and conditions.

APPENDIX "B": CITATION TABLE 2 – ONTARIO LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
2-4	*Film Classification Act, 2005,* S. O. 2005, c. 17, s. 38(3)	OAR-Fm.Cl.-3	Offences — Limitation Period	2 years 38.(3) No proceeding under this section shall be commenced more than two years after the events on which the proceeding is based occurred.
2-5	*Fire Code*, under the F*ire Protection and Prevention Act, 1997*, O.R. 388/97, ss. 2.8.2.1, 2.8.2.3, 2.8.2.5	OS-Fir.PP-1	Fire Safety Plan	Keep in building in approved location 2.8.2.1.(1) A fire safety plan shall include ………….. (3) The fire safety plan shall be kept in the building in an approved location.
2-6	*Fire Code*, under the *Fire Protection and Prevention Act, 1997,* O.R. 388/97, ss. 1.1.2.1, 4.4.6.2; as am. O. R. 451/05, s. 1	OS-Fir.PP-6	Piping System Pressure Tests	2 years unless time interval between test exceeds 2 years, in which case Event + 1 year (Event = test interval) 1.1.2.1.(1) Except as required in Sentence (2), written records shall be kept of tests and corrective measures for two years after they are made, and the records shall be available upon request to the Chief Fire Official. (2) If the time interval between tests exceeds 2 years, the written records shall be kept for the period of the test interval plus one year. (3) In addition to the requirements of Sentences (1) and (2), in facilities regulated by or under the Developmental Services Act, written records shall be kept of inspections for two years after they are made, and the records shall be available upon request to the Chief Fire Official. 4.4.6.2. Records of the pressure tests on piping systems shall be retained for examination by the Chief Fire Official, in conformance with Article 1.1.2.1.

APPENDIX "B": CITATION TABLE 2 – ONTARIO LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
2-7	*Fire Code,* under the *Fire Protection and Prevention Act, 1997,* O.R. 388/97, s. 6.2.7.5	OS-Fir.PP-12	Portable Fire Extinguisher Maintenance Testing	Not specified "maintain" 6.2.7.5. A permanent record containing the maintenance date, the examiner's name and a description of any maintenance work or hydrostatic testing carried out shall be prepared and maintained for each portable extinguisher.
2-8	*Fire Code,* under the *Fire Protection and Prevention Act, 1997,* O.R. 388/97, s. 6.2.7.9	OS-Fir.PP-13	System Fire Inspections Approved Records	Not specified "shall be kept" 6.5.1.8.(1) An approved record shall be kept of inspections of each system. (2) The record required in Sentence (1) shall be available for examination by the Chief Fire Official.
2-9	*Fire Code,* under the *Fire Protection and Prevention Act, 1997,* O.R. 388/97, s. 6.7.1.3	OS-Fir.PP-15	Emergency Power Systems Inspections/Testing	Maintain as per CSA Standard CSA-C282 6.7.1.3. Despite the requirements of Article 1.1.2.1., written records shall be maintained as required in CSA-C282, "Emergency Electrical Power Supply for Buildings".
2-10	*Limitations Act, 2002,* S.O. 2002, c. 24, Sch. B, s. 4	OLA-Limi02-1	General Limitation Period	2 years 4. Unless this Act provides otherwise, a proceeding shall not be commenced in respect of a claim after the second anniversary of the day on which the claim was discovered.
2-11	*Limitations Act, 2002,* S.O. 2002, c. 24, Sch. B, s. 15(2)	OLA-Limi02-7	Ultimate Limitation Period	Event + 15 years (Event = act or omission on which claim is based took place) 15. (2) No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place.

APPENDIX "B": CITATION TABLE 2 – ONTARIO LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
2-12	*Mortgages Act,* R.S.O. 1990, c. M.40, s. 21(2)	OLA-Mort.-1	Mortgages — Limitation	One year from the date of the maturity of the mortgage 21.(2) Where, in any building mortgage made on or after the 1st day of July, 1942, it is expressly stated that it is a building mortgage made pursuant to this section, no action may be brought by the mortgage after the expiration of one year from the date of the maturity of the mortgage whereby to recover payment from the person who executed the mortgage of the whole or any part of the money therein secured, if such person has made a sale in good faith of the property and has conveyed and transferred the equity of redemption to a grantee under such circumstances that the grantee is by express covenant or otherwise obligated to indemnify such person with respect to the mortgage.
2-13	*Real Property Limitations Act,* R.S.O. 1990, c. L.15, s. 4	OLA-RPL-19	Recovery of Land — Limitation	10 years 4. No person shall make an entry or distress, or bring an action to recover any land or rent, but within ten years after the time at which the right to make such entry or distress, or to bring such action, first accrued to some person through whom the person making or bringing it claims, or if the right did not accrue to any person through whom that person claims, then within ten years next after the time at which the right to make such entry or distress, or to bring such action, first accrued to the person making or bringing it.
2-14	*Real Property Limitations Act,* R.S.O. 1990, c. L.15, s. 17(1)	OLA-RPL-20	Rent Arrears — Limitation	6 years 17.(1) No arrears of rent, or of interest in respect of any sum of money charged upon or payable out of land or rent, or in respect of any legacy, whether it is or is not charged upon land, or any damages in respect of such arrears of rent or interest, shall be recovered by any distress or action but within six years next after the same respectively has become due, or next after any acknowledgment in writing of the same has been given to the person entitled thereto or the person's agent, signed by the person by whom the same was payable or that person's agent.

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APPENDIX "B": CITATION TABLE 2 – ONTARIO LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
2-15	*Real Property Limitations Act,* R.S.O. 1990, c. L.15, s. 19	OLA-RPL-17	Mortgages — Limitation	Event + 10 years (Event = time at which mortgagee obtained possession or receipt of profits of land) 19. Where a mortgagee has obtained the possession or receipt of the profits of any land or the receipt of any rent comprised in the mortgage, the mortgagor, or any person claiming through the mortgagor, shall not bring any action to redeem the mortgage but within ten years next after the time at which the mortgagee obtained such possession or receipt, unless in the meantime an acknowledgment in writing of the title of the mortgagor, or of the mortgagor's right to redemption, has been given to the mortgagor or to some person claiming the mortgagor's estate, or to the agent of such mortgagor or person, signed by the mortgagee, or the person claiming through the mortgagee, and in such case no such action shall be brought but within ten years next after the time at which the acknowledgment, or the last of the acknowledgments if more than one, was given.
2-16	*Real Property Limitations Act,* R.S.O. 1990, c. L.15, s. 22	OLA-RPL-14	Mortgages Arrears — Limitation	Event + 10 years (Event = last payment of any part of principal or interest) 22. Any person entitled to or claiming under a mortgage of land may make an entry or bring an action to recover the land at any time within ten years next after the last payment of any part of the principal money or interest secured by the mortgage, although more than ten years have elapsed since the time at which the right to make such entry or bring such action first accrued.

APPENDIX "C": CITATION TABLE 3 – QUEBEC LEGISLATION

This citation table includes records retention references from Quebec statutes and regulations which CONDAR believes are applicable to the records retained by CBC in Toronto, Ottawa and/or Montreal which CONDAR classified during this project. The records retention references were found in the resources listed below.

This citation table also includes references to Quebec statute of limitation periods which CONDAR believes are applicable to the records retained by CBC in Toronto, Ottawa and/or Montreal which CONDAR classified during this project. Those records retention references were also found in the resources listed below. We do not warrant that all potentially applicable limitation periods have been identified in this citation table. Further, because statutes do not require documentation to be retained during a limitation period and because it is impossible to predict when a lawsuit will be filed or on what basis, **we recommend that CBC's legal counsel assess the implications of all applicable limitation periods and revise the proposed retention periods accordingly to ensure that CBC will be adequately protected in the event of litigation, investigation or inquiry.**

The following resource was consulted to develop this citation table.

> Carswell *FileLaw*, 2007 – Release 1 containing legislation current to Statutes of Quebec 2004 (Royal Assent as of June 17, 2004)

For ease of future updating, the entries in the Citation Table are provided in alphabetical order by citation (i.e. the name of the act or regulation in which the record keeping requirement / limitation was found). When more than one entry is made for a citation, the entries are provided in numerical order by section number within the citation.

APPENDIX "C": CITATION TABLE 3 – QUEBEC LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
3-1	*Regulation respecting the keeping of records and consulting offices by engineers,* under the *Engineers Act* and the *Professional Code,* R.R.Q. 1981, c. I-9, r. 14, ss 2.01, 2.02, 2.03, 2.06	QBS-Engi.-4	Engineers Records	Ten years, commencing on the date of the last service rendered or, when the project has been carried out, commencing from the date of the end of the work. 2.03. The engineer's records must be kept for a minimum period of 10 years, commencing on the date of the last service rendered or, when the project has been carried out, commencing from the date of the end of the work.
3-2	*Labour Code,* R.S.Q., c. C-27, s. 101.9, as am., S.Q. 1983, c. 22, s. 85	QHR-Lb.Cd.-1	Labour Relations Arbitration Records	Two years from the filing of the award 101.9. The arbitrator must keep the record of arbitration for two years from the filing of the award.

APPENDIX "C": CITATION TABLE 3 – QUEBEC LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
3-3	*Safety Code for the construction industry*, under *An Act respecting occupational health and safety,* R.R.Q. 1981, c. S-2.1, r. 6, ss. 2.4.1.(1), (1.1), (1.2), (1.3), (2)(b), as am., G.O.Q. 1984.II.849, s. 4; 6.1.1, 6.1.3, as am. O.C. 1413-98, G.O.Q. 1998.II.4441, s. 27	QCON-OHS-10	Construction Site Plans/Drawings	Not specified. 6.1.1. A copy of the drawings mentioned in paragraph b of subsection 2 of section 2.4.1 shall be kept on the construction site for the entire duration of the work.
3-4	*Safety Code for the construction industry,* under *An Act respecting occupational health and safety,* R.R.Q. 1981, c. S-2.1, r. 6, s. 2.4.1(2), as am., O.C. 1959-86, 16 December 1986, G.O.Q. 1987.II.188, s. 4; (3), (4), (5)	QCON-OHS-12	Construction Site Plans/Certificates	Not specified. 2.4.1 (5) A certified copy of the plans mentioned in subsections 2 and 3, or of the certificates mentioned in subsection 4 shall be available at all times on the construction site.

APPENDIX "C": CITATION TABLE 3 – QUEBEC LEGISLATION

Citation Number	Citation	Citation Location (from *FileLaw*, if applicable)	Subject Matter	Retention Requirement / Limitation Period
3-5	*Occupational Health and Safety, Regulation Respecting the,* under the *Occupational Health and Safety, An Act Respecting,* R. Q., c. S-2.1, r. 19.01, s. 34	QS-OHS-68	Fire Extinguisher Inspection Marking	Not specified. 37. Portable fire extinguishers shall : . . . . . (4) bear the name of the person entrusted therewith and the date of the last inspection.

Government of Canada Gouvernement du Canada

Unclassified Draft

Guidelines for Identifying the Business Value of Information Resources

Treasury Board of Canada Secretariat
and
Library and Archives Canada

Document Date	Version	File Number	Contact
2009-06-15	0.5	6105-14-6	pierre.desrochers@lac-bac.gc.ca

Comments:
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Canada

Project Name: Guidelines for Identifying the Business Value of Information Resources
Department: Library and Archives Canada / Government Records Branch
Security: Unclassified
Location: Z:\Branches\GRB\RKDirective_6105-14-6\Business Value Guide\latest\Guidelines on business value_v5.doc

Document Change Control

Revision Number	Date of Issue	Author(s)	Brief Description of Change
0.2	2009-02-06	Pierre Desrochers	Developed concept, outline and initial scope
0.3	2009-03-06	Pierre Desrochers	Completed research, analysis and developed initial discussion draft.
0.4a	2009-03-16	Pierre Desrochers	Incorporation of editorial comments made on initial discussion draft.
0.5	2009-06-15	Pierre Desrochers	Incorporate comments, suggestions and recast structure and style from initial distribution.

Circulation map

Revision Number	Date	Names
0.2	2009-03-05	Susan Franklin
0.3	2009-03-06	Susan Franklin, Mark Levene, Jean-Louis Parent, Sharon Smith, Nathalie Villeneuve.
0.4a	2009-03-17	Sent to: Government Records Branch; Canadian Archives and Special Collections Branch; Strategic Office Branch; Published Heritage Branch; and other LAC Directors.
0.5	2009-06-15	Sent to TBS-LAC, and GCPEDIA for comments

This guideline will continue to evolve over time based on feedback and suggestions from related communities of interest.

- Has this document been helpful to you?
- Do you have suggestions to improve it?

Please send all suggestions or enquiries to the following:

Recordkeeping Liaison Centre
Government Records Branch
Library and Archives Canada
550 Boul. De la Cité, Gatineau, QC
Canada K1A 0N4
Email: centre.liaison.centre@lac-bac.gc.ca
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TABLE OF CONTENTS

1. Introduction and Purpose

As a complement to the *Recordkeeping Directive*, this guideline provides practical advice and guidance to Government of Canada (GC) departments on identifying information resources of business value that are created or acquired (or need to be created or acquired), declared, and captured within repositories.

This guideline is intended primarily for:

1. Program managers responsible for managing information as an integral part of their delivery of programs and services, as defined within the *Directive on Recordkeeping* and the *Directive on Information Management Roles and Responsibilities*.
2. Information management functional specialists, as defined within the *Directive on Information Management Roles and Responsibilities*, who are responsible for supporting the effective management of departmental information throughout its life cycle.
3. Functional specialists who support and enable enterprise design and alignment capacity to program managers within their organizations.

As such, the provision of this advice falls under the *Policy on Information Management* and the associated *Directive on Information Management Roles and Responsibilities* and the *Directive on Recordkeeping* published by the Treasury Board of Canada Secretariat.

2. Context

The Canadian federal public administration creates, acquires, captures, and manages vast amounts of information resources in paper and electronic format. These information resources enable and support the delivery of programs and services to Canadians. They also provide evidence of government activities, decision-making, and policy development.

However, not all information resources can, or need to be, managed and retained indefinitely. To do so incurs huge financial burdens for the federal public administration in terms of inappropriate expenditure of time and effort, duplication of work, loss of productivity, and increased risks.

Through the implementation of recordkeeping requirements, the *Directive on Recordkeeping* will enable government departments to differentiate between the vast amounts of information they create on a daily basis, and focus resources on managing only those information resources that have business value and are required to meet the department's business needs, performance requirements, and legislated mandate.

In effect, departmental recordkeeping requirements enable:

- Greater economy and business efficiency
- Improved decision-making
- Ready access to the right information resources
- Improved performance reporting
- Increased alignment with accountability and stewardship requirements
- Improved risk mitigation
- Greater administrative and business coherence

- Increased capacity to leverage information capital
- Increased capacity to leverage technology
- Protection under litigation, parliamentary enquiry or investigation
- Rational disposal of unnecessary information resources

Using an analysis of their departmental functions and activities, a program manager will gain a better understanding of how their information resources of business value form an integral part of the business of government, and how a citizen interacts within this government process. It is recommended that program managers be involved in how this understanding is articulated and communicated.

Information management and information technology functional specialists will need to understand how the information resources of business value can be visualized, modelled, or mapped to the departmental information architecture. This improves the overall efficiency of program delivery, meets the government's high level business objectives, and provides greater administrative and business coherence across government.

It is worth noting that although it can be used to provide a structure of the information assets and their interrelationship to business processes and can serve as a foundation for a departments' information architecture, these guidelines are independent of technology, tools, and systems.

For the GC, the *Policy on Information Management* defines Information Architecture as "the structure of the information components of an enterprise, their interrelationships, and principles and guidelines governing their design and evolution over time. Information architecture enables the sharing, reuse, horizontal aggregation, and analysis of information."

3. Business Value Criteria for Information Resources

Information resources created and/or produced by public servants in the course of daily operational business are the intellectual property of the GC and are subject to legislative, regulatory, and policy requirements regarding their use, management, security, and disposal.

Information resources otherwise acquired (purchased, donated) in the course of daily operational business are the physical property of the department and are similarly subject to legislative, regulatory and policy requirements.

Since not all information resources have inherent and equal value in and of themselves, departments must make decisions about the value of the information resources they create or acquire, and focus their resources on managing only those that have business value and are captured within repositories.

These information resources of business value are defined in relation to two imperatives:

- the mandated and legislated functions and activities that necessitated their creation or acquisition; and
- the business performance requirements of the federal public administration (e.g. contribution to administrative coherence and continuity within financial, planning, performance measurement, and reporting processes).

> Information resources of business value include published and unpublished materials, regardless of medium or form, that are created or acquired because they enable decision making and the delivery of programs, services and ongoing operations, and support departmental reporting, performance and accountability requirements.
> An information resource identified as having business value and placed into a repository enables effective decision making and provides reliable evidence of business decisions, activities and transactions, for program managers, deputy heads, ministers, and Canadian citizens.
>
> *Directive on Recordkeeping*

Basis of Criteria

Identifying an information resource of business value is based on the following distinctions concerning their value and status within departments. Specifically:

- information resource with any business value to the department will be declared, captured, and managed in a structured way, corporately, within a repository.
- information resource without a business value will not be declared, captured, and managed in a repository, but will be managed by the individual or work team requiring them for their work frequently in an informal and unstructured way (usually at the desktop, in a shared workspace etc.).

> With respect to information resources in department/agency library collections, it is not necessary to undertake an exercise of determining which items have business value. All library collections have *de facto* business value by virtue of having been acquired in accordance with a collection development policy aligned with the departmental functions and activities.
> Additionally, it is not necessary to retain all library information resources indefinitely to provide evidence of the decision-making process. Since published information resources are not unique, to ensure an ongoing ability to re-create the context of decisions, citations should be used by document authors, creators, researchers to capture details of the published information resources used in documented decisions.

Business Value Criteria

Information resources assume different values and status within and between departments, which vary in accordance to a number of factors relating to their business needs:

- purpose;
- who created it;
- structure, context, and content;
- impact as evidence to support and demonstrate decision-making;
- role in documenting a business function and activity;

- contribution to administrative efficiency and effectiveness, coherence and continuity within financial, planning, performance measurement and reporting processes; and
- role in satisfying administrative, business, accountability, stewardship, and legal requirements.

Considering these factors, departments must determine how much information should be kept and provide documentation to:

- initiate and complete the sequence of actions within a business process to achieve a business transaction or outcome, or to obtain a business result in the form of a product or service;
- successfully manage, administer, and operate a program activity, sub-activity or sub-sub activity continuously over time;
- support decision-making;
- measure and continuously assess business performance;
- establish business coherence, accountability, and organizational audit capacity;
- report; and
- meet legal obligations.

These factors lead to a **declaratory** process within departments that identifies and determines the point at which information resources have business value and are therefore captured and managed within a repository.

Departments must asses the criteria underlying their declaratory process to establish the scope and extent of documentary evidence required by the *Directive on Recordkeeping*.

The declaratory process for recordkeeping requires that departments:

- Distinguish between information resources that are of business value and those that are not;
- Declare, identify, and document in what repository information resources of business value are captured;
- Ensure that information resources of business value are protected by identifying, documenting, responding to and mitigating their risk profile; and
- Document departmental recordkeeping requirements that establish and implement key methodologies, mechanisms, and tools to support these information resources throughout the information life cycle.

Note!
The **declaratory** process may vary between government departments, since the business and legal environment in which a *Program Activity* is conducted will have a bearing on the documentary requirements.

Information Resources and their Business Value

Some information resources of business value assume different and graduated values depending on their role in satisfying business requirements and organizational utility within departments.

- Prescriptive accountability information resources, which are often in the form of formal reports, are created or maintained to comply with GC-wide reporting and accountability requirements. A non-exhaustive list includes: *RPP*, *DPR*, Reports to Parliament, records of performance indicators produced in reference to the government-wide requirements of the *Management Accountability Framework* (MAF), and to fulfil reporting obligations of the *MRRS* Policy.

- Compulsory information resources are created to satisfy the requirements of a *Program Activity,* to deliver a program or service, either directly as a business transaction, result or outcome, or to document a transitional step in completing a business transaction or achieving a business result or outcome. They serve to establish ongoing business coherence and continuity and can include information resources such as treaties, legislation, Memorandum to Cabinet, briefing notes, option papers, records of decisions, agendas, and meeting notes, etc.

- Contextual information resources are created, collected, or accumulated in support of program activities. They supplement and enable the interpretation of compulsory and prescriptive accountability information resources. For example, contextual information resources created or maintained in the conduct of research, in the preparation of options or recommendations, during the undertaking of studies or the course of problem solving, and in the discussions of a proposed course of action. Another example would be the exchange of views, comments, and perspectives upon a policy, strategy, service, product, or outcome etc., some or all of which may have impact or influence upon decision-making and its rationale or understanding.

Prescriptive accountability and compulsory information resources of business value serve to establish ongoing business coherence and continuity, and provide a substantial part of any audit trail deemed necessary to deliver a program or service. Contextual information resources of business value supplement or enable the interpretation of compulsory and prescriptive accountability information resources of business value. Together, these information resources of business value, captured in a repository, form a department's corporate information resources.

Information resources of enduring value

Some information resources of business value may have enduring value, and when disposed of (i.e., are no longer required for administrative, legal, audit or other departmental purposes), would be identified as enduring information resources by Library and Archives Canada in fulfilment of its roles and responsibilities as the repository of government's corporate memory and as a knowledge department dedicated to the preservation of Canada's documentary heritage. These information resources having enduring value are identified in *Disposition Authorities*.

> Disposition Authorities are the instruments that enable government departments to dispose of records which no longer have operational value, either by permitting their destruction (at the discretion of departments), by requiring their transfer to Library and Archives of Canada, or by agreeing to their alienation from the control of the Government of Canada.
> *Directive on Recordkeeping*

Information resources without business value

Information resources without business value are not declared, captured, and managed in a repository. They are most likely managed by an individual (or work team) at the desktop or in a shared workspace, often in an informal or unstructured fashion.

Information resources without business value can be identified within a business process as those which contribute to the creation of information resources that are formally declared to be of business value. Library and Archives Canada has established guidelines for the disposition of information resources without business value, which are commonly referred to as transitory records.

A non-exhaustive list of examples of information resources without business value includes the following:

- working drafts that were never formally circulated;
- annotated drafts where annotations become part of a subsequent version and do not provide evidence of decisions related to the evolution of the final document;
- a copy of any document kept for ease of reference or convenience only; and
- information that lacks logical or coherent organization and therefore does not have context.

Examples of personal information that do not qualify as information resources:

- casual communications such as invitations to lunch;
- unsolicited marketing material; and
- personal documents stored on your computer or in your work area.

4. Approach and Methodology

This section provides departments with specific advice and guidance concerning the identification, declaration, and capture of information resources of business value within departmental functions and activities, as well as their capture within repositories. It includes the following steps:

Step 1: Conduct review of departmental functions and activities

Step 2: Analyze business needs and purpose

Step 3: Identify and document information resources of business value

The methodology was developed using the knowledge obtained from assessment projects that were carried out with departments to determine the costs associated with implementing sound recordkeeping within the GC and the results that may be expected following its introduction.

As new knowledge and experience is acquired through the monitoring and evaluation of the *Recordkeeping Directive*, the approach and methodology will continue to evolve..

Governance and Oversight

Governance and oversight should be integrated with current departmental governance committees, structures, and roles and responsibilities as much as possible.

The *Directive on Recordkeeping* states that the departmental Information Management Senior Officials, as designated by the deputy head, are responsible for overseeing the implementation and monitoring of the directive in their departments.

More specifically, it states "*The departmental IM senior official designated by the deputy head is responsible for ensuring the […] Identification of information resources of business value, based on an analysis of departmental functions and activities, carried out by a department to enable or support its legislated mandate."*

In order to ensure that related policies and regulations are taken into consideration during the implementation of the *Directive on Recordkeeping*, it is recommended that a multidisciplinary group of resources from the following fields be consulted: information management, information technology, legal, ATIP, security, and programs/services.

It is further recommended that the program manager be consulted and engaged throughout the analytical process to ensure that their business process or service are articulated and communicated properly.

5. Guideline for Application of the Business Value Criteria

Step 1: Conduct review of departmental functions and activities

This step will assist to identify and document the departmental functions and activities that are carried out by a department to enable or support its legislated mandate.

It is recommended that departments draw on readily available information within a government department that documents the departmental functions and activities.

In the Government of Canada (GC), these functions and activities are represented using methodologies, tools, and common languages found in business or service oriented architectures, such as the *Governments of Canada Strategic Reference Model* (GSRM) and *Business Transformation Enablement Program* (BTEP).

These business and service oriented architectures are promulgated as a means of consistently expressing program or service activities within descriptions documented in the *Program Activity Architecture* (PAA) for programs and internal services, in accordance with the requirements of the *Management Resources, and Results Structure* (MRRS) Policy.

In effect, the required MRRS elements document the department's mandate, vision, and core functions. It establishes linkages to government's priorities, intended results, and horizontal relationships between departments with similar or natural groupings of *Strategic Outcomes*. As such, a PAA indicates how a government department has allocated its resources to achieve expected results under mandates and executive authorities for which it has been delegated responsibility and accountability under parliamentary statute.

> **Activity** (*Activité*) - An activity is an operation or work process internal to a department, which uses inputs to produce outputs, e.g., training, research, construction, negotiation, investigation, etc.
>
> *Policy on Management, Resources and Results Structures*

Additionally, under a *MRRS*, internal service activities, that provide connections and alignment both horizontally and across groupings of activities, are set out under separate generic program activity elements within the *PAA* that are not directly aligned to a *Strategic Outcome* of a given department.

Treasury Board Secretariat has identified 13 standard categories of internal service activities within the *PAA*. It is recommended that recordkeeping requirements for internal service activities should be developed by a collaborative inter-departmental committee under the responsibility of a central agency having primary responsibility for the respective internal service activities across government. Additionally, functional specialists who provide enterprise architecture expertise in support of organizational design and alignment in departments can provide advice and guidance on how to align the inter-departmental functions and activities across government.

The *MRRS* also prescribes the creation of a *Governance Structure*, which outlines how it is organizationally structured to make decisions regarding the resources and performance of program activities to achieve the *Strategic Outcome*s. This governance structure also briefly documents the decision-making mechanisms, roles and responsibilities, as well as levels of management approval and accountability to the lowest level of a program manager in the department that has responsibility for a *Strategic Outcome* or program activity.

It is recommended that the governance structure, decision-making mechanisms, roles and responsibilities, as well as levels of management approval and accountability be documented for both the departmental functions and activities, as well as for specific functions and activities shared amongst various departments.

The *Performance Measurement Framework* (PMF) can provide additional information on specific statutes laws, regulations, orders-in-councils, policies, directives, agreements, and so forth that specify how government departments create or acquire information resources for their business functions and activities. The framework consists of five key documents: the five-year *Strategic Plan*; the annual *Business Plan*; the *Report on Plans and Priorities* (RPP); the *Balanced Scorecard*; and finally, the *Departmental Performance Report* (DPR).

Additionally, other accountability and transparency instruments can provide departmental functions and activities. These instruments include: *Annual Reports to Parliament*, performance indicators produced for the government-wide requirements of the *Management Accountability Framework* (MAF), results of audits, evaluations, studies, and appraisals.

The following questions can assist departments in the identification of departmental functions and activities in order to identify information resources of business value within departments.

Assessment Criteria: Departmental functions and activities	**Yes/No**
Does your department comply with the Policy on *MRRS* requirements to develop an *MRRS* with the following components: *Strategic Outcome*s, *Program Activity Architecture*, and *Governance Structure*?	
Does your department complete *Report on Plans and Priorities*, *Departmental Performance Report*, *Business Plan, Balance Scorecard* (or other means to assess and capture performance indicators) and *Strategic Plan*?	
If yes to the above questions, did you identify and document the specific statutes laws, regulations, orders-in-councils, policies, directives, agreements, and so forth that specify how government departments create or acquire information resources for their functions and activities?	
Is the governance structure; decision-making mechanisms, roles and responsibilities, and levels of management approval and accountability which link the *Program Activity* (or internal service grouping) to its *Strategic Outcome* identified, and properly documented within a governance structure or other reporting instrument?	
Do your activities align to a *Governments of Canada Strategic Reference Model* (GSRM) service type or model? If yes, does it capture the departmental functions and activities?	
Do you have service orientation architecture approach, via a *GC Service Oriented Architecture*? If yes, does your service type of model capture the departmental functions and activities?	
Does your department employ a function-based classification system?	
If so, did you align or map the function-based classification system to the PAA?	
Are you using Library and Archives Canada's *Business Activity Structure Classification System* (BASCS) as a function-based classification system? If yes, does *BASCS* align or map to the *PAA*?	
Can you identify departmental functions and activities within a *Privacy Impact Assessment*? If yes, are they linked to the *PAA*, or to service oriented architecture within the department?	
Can you identify departmental functions and activities, governance structure, and other information within *Annual Reports to Parliament* on the *Access to Information Act* and the *Privacy Act*?	
Who is the principal organizational entity with primary responsibility (OPI) for creating information resources of business value in support of departmental Program Activities?	

Does the departmental/agency library have a collection development policy? If yes, does it align to the departmental functions and activities?	

Step 2: Analyze business needs and purpose

You should have the departmental functions and activities identified and documented prior to undertaking this step.

This step will assist to:

(a) Identify scope and extent of the analysis required;

(b) Identify or aid in creating a flow of business or service processes for information resources of business value that are created or acquired (or need to be created or acquired), declared, and captured within repositories

Scope and Extent

It is advised that the program manager responsible be consulted to ensure that their business or service processes under analysis are articulated and communicated properly.

The analysis can either encompass all business processes within a department or limit the analysis to specific business processes within a branch or unit. It is recommended that not too much time be spent focusing on small activities within business processes.

The need is not for a perfect business representation, but for a list of functions and activities that can be associated with information resources and can be assigned to one individual or organization. The coverage (i.e. all activities) is more important than details (depth of decomposition).

The scope and extent should be defined and stated at the initiation phase of the project or can progressively elaborated upon during the project by the project or program manager. The *Policy on the Management of Projects* can provide additional details on management processes and the typical phases in a project.

Business Modeling or Mapping

The next step of the analytical process is to capture and map within the business or service process the context and decision-making mechanisms and responsibilities for programs and services delivery. These will identify the sequence of actions and specify stages where information resources of business value must be created or acquired, and captured within repositories.

It is advised that existing resources be used where possible for the business model such as business models, activity diagrams, process decompositions, flowcharts, business process diagrams within *Privacy Impact Assessments* (PIA), activity diagrams, service exchange architecture, workflow diagrams, business systems methodology, and business application architectures developed for systems implementations or other architecture which displays business process or business services.

> A repository is a preservation environment for information resources of business value. It includes specified physical or electronic storage space and the associated infrastructure required for its maintenance. Business rules for the management of the information resources captured in a repository(ies) need to be established, and there must be sufficient control for the resources to be authentic, reliable, accessible and usable on a continuing basis.
>
> *Directive on Recordkeeping*

Additionally, it is suggested that workshops, interviews, consultations or other document gathering methods that include staff be used to collect the required information during this step.

The information management functional specialist can provide advice and guidance on draft business process models, departmental functions and activities mapped to *Program Activity(ies),* and other documents prior to conducting consultations. These may be developed during the sessions, or collaboratively.

It is suggested that managers responsible for program and service delivery be engaged, review the outputs of the analytical process, and eventually validate the business or reference model.

Step 3. Identify and document information resources of business value

A necessary element in the identification of information resources of business value is the identification of what information was created or acquired during the sequence of activities.

This step will assist to identify information resources of business value within the business modelling or mapping of the sequence of actions for a given business process.

Based on the previous analysis that mapped or modelled the business or service process, the next step will be for a program manager to identify and declare information resources that were captured or acquired during the sequence of activities and placed within repositories.

In other words, which information resources of business value are required to meet the department's business needs, performance requirements, and legislated mandate, and are therefore required to be captured in a repository under the department's custody and control. For a program manager, this will also mean identifying what constitutes reliable evidence in the form of records of business decisions, and activities and transactions for ministers, program managers, and Canadian citizens.

The declaration can be documented within a table, or within a graphic visualization. Do not hesitate to repurpose existing documents collected in step 2 and use them to indicate the point of creation or acquisition of information resources, as well as activity states where supplementary information resources will be needed to complete the sequence of activities.

Once the business process is validated and implemented in departments, it is suggested that a program manager manage the exceptions to the declaration process (i.e. what does not conform to the established sequence of actions) and re-evaluate the sequence of actions as part of an ongoing monitoring activity.

The following questions can assist departments with the identification of information resources of business value within department.

Assessment Criteria: Identify information resources of business value	Yes/No
Does the business process require published and unpublished information to influence a decision, provide input to planning and policy activities?	
Do you know what volume of information you will need to manage on a regular basis?	
Is the utility or purpose of this information resource documented?	
Is there specific business rules that require the creation of this information resource?	
Do you know who created the information resource? Was it a program manager with decision-making authority and related accountability for the business process?	

Do you know what information resources you will need to capture, create or acquire in order to provide evidence of the functions and activities of the business process?	
Is the content, context and structure of the information resource considered authentic, reliable, accessible and usable on a continuing basis?	
Is it used to report to parliament, to a minister or to cabinet? Can you use citations to capture details of the published information resources used in documented decisions?	

6. Conclusion

This guideline is intended to support the implementation of the *Directive on Recordkeeping* by providing advice and guidance that facilitate acceptable use and best practices on identifying information resources of business value that are declared and captured within repositories.

In conclusion, departments are advised that information resources created, acquired, or received by public servants in the course of their daily business are the intellectual and physical property of the Government of Canada, and therefore are subject to various legislative, regulatory and policy requirements regarding their use, management, security, and disposal.

These information resources comprise material produced both in published and unpublished form regardless of communications source, information format, production mode, or recording medium.

This guideline provides advice and guidance on the need for GC departments to identify and capture information resources of business value that satisfy administrative, business, accountability, stewardship, and legal requirements in an departmental recordkeeping repository.

In effect, information resources of business value are defined as those formally captured in a repository because they are of sufficient documentary evidence of business decisions, activities, and transactions for program managers, deputy heads, ministers, and Canadian citizens

7. Specific Examples

The following sections of this guideline offer simple and practical examples for applying these principles.

Human Resources and Skills Development Canada

[to be completed]

Canada Economic Development for Quebec Regions

[To be completed]

Office of the Information Commissioner

[To be completed]

8. References

Normative References

ISO 15489-1:2001, *Information and documentation — Records management — Part 1: General*

ISO/TR 15489-2:2001, *Information and documentation — Records management — Part 2: Guidelines*

ISO 23081-1:2006, *Information and documentation — Records management processes — Metadata for records — Part 1: Principles*

ISO/TS 23081-2:2007, *Information and documentation — Records management processes — Metadata for records — Part 2: Conceptual and implementation issues*

ISO/TR 26122:2008, *Information and documentation —Work process analysis for records*

Non-Normative References

Canada. 2007. Framework for the Management of Information (FMI) in the Government of Canada. Accessible at http://www.tbs-sct.gc.ca/fmi-cgi/index-eng.asp. Accessed on 25/05/2009 10:01 AM.

Canada. 2007. Policy on Information Management. Available at http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12742. Accessed on 25/05/2009 10:03 AM.

Canada. 2009. Directive on Recordkeeping. Available at http://www.gcpedia.gc.ca/gcwiki/images/7/75/20090527Directive_Recordkeeping-Final_Draft.pdf. Accessed on 11/06/2009 11:35 AM.

Library and Archives Canada, *Creating Documentation Standards for Government Programs, Services and Results: A Developmental Framework for Business Managers and Information Resource Specialists – Draft 3, April 2008*, available at http://www.collectionscanada.gc.ca/obj/007001/f2/007001-5000.1-e.pdf

s.18(b)

s.21(1)(b)

I. Archives

s.18(b)

s.21(1)(b)

LIBRARIES + ARCHIVES

OUR CULTURAL ASSETS BRIEF

This is an overview of CBC's content management policies and practices. All policies and related documents are prepared in partnership with Radio-Canada to ensure *Libraries+Archives/Médiathèque et Archives* business practices are aligned.

Our Mission

CBC/Radio-Canada's libraries exist to acquire content, provide research, promote reuse and preserve our organization's cultural audio and visual history.

Acquisitions

Digitization

Deaccessioning

s.18(b)
s.21(1)(b)

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ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS)

IMPLEMENTATION STEPS

Project Goal	Steps to Follow	Result
➢ Consolidated view of all information on business activities ➢ Document life cycle management, from initial creation to final disposition ➢ Reduced risks related to document security, confidentiality and integrity ➢ Faster access to specific documents ➢ Email management ➢ Effective and cost effective compliance with Government policies ➢ Full audit capabilities to demonstrate compliance and accountability	1- Introduce the project. 2- Identify users affected by the project. 3- Inventory hardcopy records. 4- Inventory IT structures. 5- Request access to client's directories. 6- Create accounts. 7- Install Livelink. 8- Analyze hardcopy inventories. 9- Analyze electronic structures. 10- Create the structure's first level. 11- Create a general group. 12- Update the plan and schedule. 13- Dispose of hardcopy records. 14- Weed electronic records. 15- Propose a new structure. 16- Determine access permissions. 17- Provide employee training. 18- Box files to be archived. 19- Obtain destruction authorizations. 20- Organize active files. 21- Plan the migration. 22- Track the migration.	❖ Single, common structure ❖ Controlled information sharing ❖ Faster information tracking ❖ Well-organized offices and filing cabinets ❖ Clearly identified files ❖ Semi-active records transferred to archives ❖ Disposition of records to be destroyed ❖ Duplicates eliminated ❖ Emails saved in the appropriate folders

ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS)

Introduce the project

Present the EDRMS to management.
Describe the various available options: Explorer Pro, OpenText Explorer, Web Dav (benefits and drawbacks of each).
Secure management approval for implementation.
Present the project to the management team.
Send an email announcing the project to all affected employees (system and level of involvement required).

Identify users affected by the project

Request up-to-date organization charts.
Identify people physically located in other departments or regions.

Inventory hardcopy records

Conduct a summary inventory to assess the volume of records to be processed.
Schedule meetings.
Analyze each team's needs.
Conduct a physical inventory.

Inventory IT structures (computers and shared directory)

Take inventory:

- Shared directories, by team
- Structure of each user with records to transfer to Livelink

Request access to client's directories

Ensure that all active directories are identified (ask IT?).
Request read-only access for project sponsor and EDRMS lead.

ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS)

Create accounts

Draft the list of users (with logins).
Ask EDRMS Lead to create the accounts.
Ask the client to inform us of any changes.

Install Livelink

Ask the ITSC (or the appropriate person in charge) for access to the ZENWorks installation object (LiveLink ExPro GWarch FR).

Analyze hardcopy inventories

Compare the inventories of each future user to identify:

- Duplicates
- Auxiliary copies
- Hard copies of electronic documents
- Reference documents
- Records to be transferred to semi-active
- Records to be destroyed
- Active records

Meet with team leaders to confirm the analysis and determine the primary holders for major series and the required active period.

Analyze electronic structures

Compare the structures to identify:

- Duplicates
- Auxiliary copies
- Reference documents
- Records to be destroyed
- Active records
- Records not compatible with Livelink (databases, audio/video files, etc.)
- Records shared with other teams

ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS)

Meet with team leaders to confirm the analysis and determine the primary holders for major series.

Create the structure's first level
Ensure that the folder is properly named and located.

Create a general group
Determine the name.
Associate all sub-groups and users with the general group.

Update the plan and schedule
Check that each record type is represented in the plan and current schedule.
Add and/or change the codes and timelines as needed.
Present the additions and changes to management for approval.
Send the new version of the plan and schedule to Benoit Rainville for approval.
Follow up until the changes are made on the iO! portal.

Dispose of hardcopy records
Apply the Retention Schedule to identify:

- Semi-active records
- Inactive records
- Records to be destroyed

Recommend the destruction of transitory and duplicate records.

Request destruction authorization further to applying the Retention Schedule.

ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS)

Weed electronic records
Further to analyzing the structure, identify the records to be transferred into Livelink.
- Active and semi-active records

*If in doubt, transfer.

Recommend destruction for:
- Outdated records
- Auxiliary copies
- Duplicates

Propose a new structure
Identify items to be reorganized (rename, merge, separate, sort, etc.).
Recommend improvements to the current structure to better meet needs.
Identify access permissions and authorizations for each folder.
Based on feedback, develop a preliminary version of the structure until a final version is obtained.
Secure management approval for the final version.

Determine access permissions
- Determine the various groups to create.
- Identify the users making up each group.
- Associate the authorizations with each group.
- Complete the Specifications base model and Folder Structure table for the Benoit Rainville in Ottawa.
- Validate with the appropriate people in charge before making the request to Ottawa.

Provide employee training
Arrange training sessions for all employees.

ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS)

Box files to be archived

Box files being transferred to the archives.
Enter the information in the EDC.
Produce a full report on boxes belonging to the client.

Obtain destruction authorizations

Gather and destroy the files.

Organize active files

Reorganize the filing system.
Create new labels for official records, as needed.

Plan the migration

Follow the Work plan for documents migration.

- Create a table comparing the current structure with the new Livelink structure.
- Ask IT to give EDRMS lead access to the directories.
- Complete the form used to organize the migration (origin/destination).
- Notify teams of the migration date.
- Ask teams not to rename files and save changes somewhere else for documents being transferred to Livelink when the migration is in progress.

Track the migration

Obtain teams' authorization to close the directories for which files have all been migrated.
Send the close request to IT.

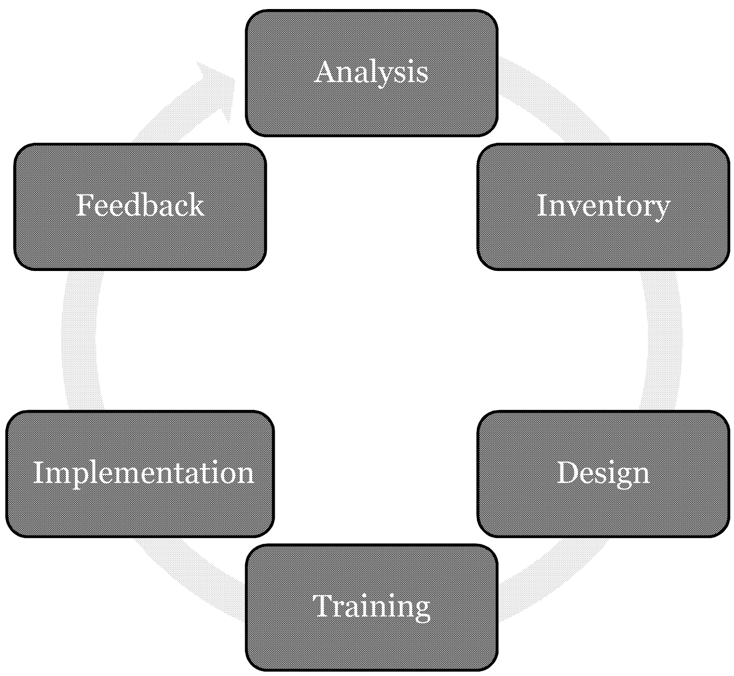
Livelink Module Implementation

Media Library and Archives – Collection Development

Why implement the Livelink electronic document management system?

- Manage the entire document life cycle, from initial creation to final archiving or destruction.
- Reduce risks related to document security, confidentiality and integrity.
- Boost productivity by optimizing work processes.
- Make it easier to locate information.
- Meet legal obligations.

How are we implementing the Livelink module?



Analysis

- Gather information: questionnaire and interview (if necessary).
- Analyze and summarize information.
- Draft an analysis report.

Inventory

- Ask each team to weed their files in light of the records management policy.
- Inventory all team files.
- Analyze all inventories.

Design

- Develop the classification structure.
- Develop the Livelink access permissions matrix.
- Standardize the recording rules.
- Standardize work processes.

Training

- Train users.

Implementation

- Create the classification structure.
- Apply authorizations.
- Apply ratings and retention timetables.
- Deposit records in Livelink.
- Document the entire process.

Feedback

- Follow up with the newly implemented teams.
- Draft a post-mortem.
- Provide users with technical support.

Questions or Comments

Information Classification Policy FAQ

What are the levels of classification?

All CBC/Radio-Canada employees must properly classify information (i.e., documents and records) they create, regardless of their format (i.e., written, electronic, analog, or digital) to ensure that the information is appropriately protected, stored or handled.

There are four levels of classification:

1. Unrestricted
2. For Internal Use
3. Confidential
4. Restricted

What's in it for me?

It is important to start by acknowledging that the protection of our information is already part of the corporation's culture where confidential, strategic and competitive information is at play. We are already doing a good job at safeguarding our employees' privacy, our intellectual property, our competitiveness and our reputation.

While the concept of protecting sensitive information is not totally new to most of us, this new policy serves more a purpose of compliance while providing a framework to guide employees when needed. The main goal of this framework is to prevent accidental loss of sensitive information and ensure that people we are doing business with handle our information responsibly on the outside.

In beginning, classifying information is an educative process about how sensitive is the information you handle and how to act accordingly. What will start as a best guestimate of your document's sensitivity, will soon become a second nature. In the long term, consistency in data classification will ensure information is secure even outside of our premises.

How much time will this take me?

Classifying documents will be necessary only for new documents that may circulate outside of your business unit and will require a simple review of the sensitivity level of the document in question. The thinking process will be longer at first, but you will soon have a clear knowledge of the sensitive information you handle daily and the classification will only mean a few extra words when editing or circulating information.

How do I classify paper documents?

For paper documents, you can use a stamp or labels affixed on the top left corner of the header of each page and/or on cover page, in bold red color. For other forms of media such as video tapes, DVDs, etc. you can affix a label on the most visible area of the container.

How do I classify electronic documents?

- **In Google Drive:** When saving or creating a new document in Google Drive, you can display the details pane on the right side and add to the description field the following notation: Classification: For Internal Use, Confidential or Restricted.
- **In MS Office:** When editing a document from an MS Office application, simply add the annotation Classification: For Internal Use, Confidential or Restricted in the left portion of the header and/or cover page in bold red font.
- **In Gmail:** Inserting the notation Classification: For Internal Use, Confidential or Restricted in the first line of the email's body and/or subject line, signature block.

How do I get around with classified and restricted information?

- **In Gmail:** There are a few options to consider about securing sensitive information in email communications: emailing links to documents where permissions are managed rather than attachments; reconsider forwarding received emails; think twice before emailing outside CBC addresses; take extra measures when emailing to others outside the restricted access list.
- **For mobile devices:** Accessing information from a mobile device that is stored in Google Drive or Gmail is not an issue. However, exporting a document to the local memory, a memory card of a device would not be appropriate

MySource

Your source for information.
Access MySource

HR @ my fingertips
For Employees
For Managers

CEO's Corner

Latest notes from Hubert
CEO's Corner

president's awards » Details

unless the device in encrypted. You can ask your local Google or IT support about encrypting your device, it is simple and only needs one reboot.

- **During Travel:** Always ensure that you have your paper and electronic documents in custody and consider using a locking briefcase and encrypted or at the very least password protected mobile device (smartphone, tablet, laptop).

What are examples of Controlled and Secure Manner? Controlled and secure manner means considering the use of any combination of those options and others deemed appropriate: encryption, passwords, double sealed envelopes, certified couriers, numbered copies or a locked briefcase.

Generic Valuation Tool (GVT)
INFORMATION TECHNOLOGY (IT)

- This tool is designed for Information Management (IM) specialists to use with relevant business areas when identifying information resources of business value (IRBV) and retention specifications.
- The IRBV and retention specifications contained in this document are recommendations only and should be customized to apply in each institutional context. The complete document should be read before using any recommendations.
- **This GVT does not provide Government of Canada institutions with the authority to dispose of information**. GVTs are not Records Disposition Authorities (RDA) and do not replace the Multi-Institutional Disposition Authorities (MIDA).

1.0 Defining the Activity

Information Technology Services are identified at the sub-sub-activity level of the Treasury Board Secretariat's (TBS) *Profile of Government of Canada Internal Services Profile*[1] (Profile) and are common across the Government of Canada (GC). Information Technology Services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public. The management of information technology includes planning, building (or procuring), operating and measuring performance[2].

Information technology (IT) plays an important role in government operations, and is a key enabler in transforming the business of government. Information Technology is an essential component of the government's strategy to address challenges of increasing productivity and enhancing services to the public for the benefit of citizens, businesses, taxpayers and employees[3].

The creation of Shared Services Canada has resulted in some of the activities described below no longer being performed in certain organizations. However this GVT includes all of the activities listed in the *Profile of Information Technology Services*[4] and departments are urged to use it for the IT related business processes that remain within their departments.

[1] http://publiservice.tbs-sct.gc.ca/mrrs-sgrr/about-apropos/instructions-consignes/profil-eng.asp
[2] ibid
[3] http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12755&section=text
[4] http://www.tbs-sct.gc.ca/cio-dpi/webapps/technology/profil/profil00-eng.asp

This tool may be used as a starting point for those organizations mandated to perform IT, or IT related services as they proceed with the identification of their IRBVs. In these cases, the business processes as defined in this GVT must be carefully compared to the processes undertaken within these organizations to ensure they are suitably aligned and address any additional activities that may be conducted.

2.0 Relationship to Other GVTs

Business processes and activities often overlap. When the IRBV from an activity is identified in another GVT, there is a note in the table to direct the user to the proper tool.

2.1 Management and Oversight

There is a strong relationship between the Management and Oversight GVT and the management of information technology. Many of the high level planning processes are already identified under the planning section of management and oversight, as is the development of all policies relating to operations. Additionally, IRBV created in the investment planning activities seen below in section 3.5 (IT Financial Management) are also captured in Management and Oversight.

2.2 Human Resources Management

As is commonly found in the internal services, training and disciplinary actions are common business processes that organizations undertake, and to maintain consistency in the management of IRBVs, these particular processes are found in the Human Resources Management GVT.

2.3 Communication Services

The communication of notices to staff of software or hardware updates or security notices are a common occurrence in the management of information technology, however, all IRBV related to this process are located in the Internal Communications section of the Communications Services GVT. Additionally, all a activities surrounding the collection and use of information resources related to web analytics are addressed in the Communication Services GVT.

2.4 Acquisition Services

The management of information technology involves the procurement of the hardware and software necessary for the organization to carry out its mandate. All activities related to the acquisition of new hardware and software, or the contracting of services to develop hardware or software are addressed in the Acquisition Services GVT.

2.5 Materiel Management

As many of the operational activities of managing information technology also involves the management of the physical objects (servers, desktop or laptop computers, telephones, etc.), all activities related to the physical management (maintenance, disposal) of these items is located in the Materiel Management GVT.

2.6 Financial Management

The financial management process within IT have considerable overlap with the Financial Management GVT; the preparation of budgets, accounting summaries, etc. will all be captured in the Financial Management GVT. However, there are some elements of financial management within the management of information technology that are not captured in Financial Management, such as the setting of costing levels which are unique to IT, and remain within this tool.

3.0 Business Processes

The *Profile of Information Technology Services* (June 2008) is a TBS guideline that "provides an enterprise view and reference point for GC's IT Programs that supports the development of consistent IT service descriptions and the basis for common planning, design and communications of GC IT Services across government."[5]. The Profile describes both service groupings and business processes for IT, but places more emphasis on the service groupings rather than the processes; for the purposes of this document, that emphasis has been altered and the focus is on the processes and the IRBV created in order to provide clear guidance to users. As per the Directive on Management of Information Technology[6], departments are to develop and maintain efficient and effective departmental IT practices as informed by Information Technology Infrastructure Library for Service Management (ITIL[7]) and Control Objectives for Information and Related Technology (COBIT[8]). Accordingly, the processes outlined in this document have been modelled on those described under ITIL and COBIT with additions to conform to TBS policy and procedure.

The Profile of Information Technology Services groups the processes into three broad categories: IT Program Management Process, IT Service Delivery Processes and IT

[5] http://www.tbs-sct.gc.ca/cio-dpi/webapps/technology/profil/profil02-eng.asp
[6] http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=15249
[7] ITIL is a set of processes for IT service management; it underpins ISO/IEC 20000, and is copyrighted by HM Government (United Kingdom).
[8] COBIT is a framework created by ISACA for information technology governance. ISACA is an international professional association focused on IT governance.

Service Support Process. These broad groupings and the detailed processes described under them form the basis for the management of IT.
The business processes listed below may not be performed by all service groupings, or they may not be performed in the order laid out here; however, these processes form a collective image for how IT is managed.

IT Services Program Management Processes[9]
This group of program management functions is dedicated to managing the direction, investment, and overall performance of the program. The IT Services Program Management Processes fall into three groups:

3.1 Plan and Organize

This business process sets the direction and objectives for the IT services program. It also includes the processes required to manage the resources common to the program. Processes within this group include define a strategic IT plan; define the enterprise architecture; determine technological direction; define the IT processes, organisation and relationships; manage the IT investment; communicate management aims and direction; manage IT human resources; manage quality; assess and manage IT risks; and manage projects.

3.2 Acquire and Implement

This business process develops and/or acquires and implements IT solutions and their enhancements or maintenance. Processes in this group include identify automated solutions; acquire and maintain application software; acquire and maintain technology infrastructure; enable operation and use (including user training); procure IT resources; manage program changes; and install and accredit solutions and changes.

3.3 Monitor and Evaluate

This business process monitors and evaluates the overall effectiveness of an IT services program. Processes in this group include monitor and evaluate IT performance; monitor and evaluate internal control; ensure regulatory compliance; and provide IT governance.

IT Service Delivery Processes
This group of processes focuses on service-specific planning, provisioning, delivery, continuity, security and decommissioning processes for the services provided by the program.

[9] http://www.tbs-sct.gc.ca/cio-dpi/webapps/technology/profil/profil02-eng.asp

3.4 Service Level Management

Service Level Management involves the processes of planning, coordinating and reporting on Service Level Agreements (SLAs) between the IT service provider and customer/client group and the ongoing review of service achievements to ensure that service levels and quality are consistently delivered and maintained. Service Level Management should seek to ensure the quality of IT services by aligning technology with business processes in a way that is cost effective.

3.5 IT Financial Management

IT Financial Management involves three main processes - budgeting, accounting, and cost recovery charging – to ensure the cost-effective stewardship of IT assets and resources used in providing IT services. Charging is an optional activity and is dependent on the charging policy of the organisation as a whole. The main objective of financial management is to evaluate and control the costs associated with IT services while customers are still offered a high quality of service and there is efficient use of the necessary IT resources.

3.6 Availability Management

Availability Management is concerned with the design, implementation, measurement and management of the IT infrastructure to ensure the business requirements are consistently met, according to agreed levels. It is responsible for optimising and monitoring IT services so they can function reliably and without interruption so as to comply with service level agreements at a reasonable cost.

3.7 Capacity Management

Capacity Management is the focal point for all IT performance and capacity issues. Capacity Management aims to optimize the amount of capacity needed to deliver a consistent level of current and future services. Capacity management ensures that the information technology processing and storage capacity is adequate to the evolving requirements of the organization as a whole in a timely and cost justifiable manner.

3.8 IT Service Continuity Management

IT Service Continuity Management involves undertaking a systematic approach to the creation of a plan and or set of procedures (which are updated and tested regularly) used to prevent, cope with, and recover from the loss of critical services for extended periods, in line with business continuity plans. It is concerned with preventing any unexpected serious interruptions to IT services as a result of natural disasters or system attacks which may have a catastrophic impact on business. The processes captured in this activity only relate to IT, not organization wide business continuity planning.

3.9 IT Security Management

IT Security Management involves organizing the collection, storage, handling, processing and management of data and services in such a way that the integrity, availability, and confidentiality of business conditions are satisfied. Security management activities must ensure that the electronic information is correct and complete, that it is always available for business purposes and is only used by those who are authorized to do so. In the GC, IT security management is a distinct process from the management of personnel and building security, the processes described here relate only to security for information technology.

IT Service Support Processes

This group of processes focuses on the day-to-day operational services common to all IT services, and are 'visible' to clients/users. They include service/help desk processes which interact directly with IT program customers.

3.10 Service/Help Desk

The Service/Help Desk is the single contact point within the organization for all users to seek assistance and support for IT services and/or related problems, incidents, questions, and complaints.

3.11 Incident Management

The primary goal of the Incident Management process is to restore normal service as quickly as possible following loss of service, and to minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

Section 18 of the *Operational Security Standard: Management of Information Technology Security*[10] relates explicitly to response and recovery for IT security incidents and provides details on the actions a department is to take in the event of an IT security incident as well as a listing of the information resources a department is required to keep in the event of an incident. Section 18.3 states that "Departments must maintain operational records that show how incidents were handled, documenting the chain of events during the incident, noting the

[10] http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12328&section=text

time when the incident was detected; the actions taken; the rationale for decisions; details of communications; management approval or direction; and external or internal reports"[11]. These requirements are not listed as individual IRBV, but it is anticipated that they will be captured as elements within the various IRBV.

3.12 Problem Management

The goal of Problem Management is to minimize the adverse impact of incidents and problems on the business that may be caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors. Activities undertaken to find and analyse the underlying cause of a particular incident are addressed here.

3.13 Change Management

The goal of Change Management is to ensure that standardized methods and procedures are used for the efficient and prompt handling of all changes, to minimize the impact of change-related incidents and improve day-to-day operations. Change management evaluates and plans the change processes to ensure that if a change is made, it is done in the most efficient way possible, following established procedures and ensuring the quality and continuity of the IT service at all times.

3.14 Release Management

Release Management is very closely linked with Configuration Management and Change Management, and undertakes the planning, design, build, and testing of hardware and software to ensure that all aspects of a release, both technical and non- technical, are considered together. Release management is responsible for the implementation and quality control of all hardware and software installed on the live environment.

3.15 Configuration Management

Configuration Management covers the identification of significant components within the IT infrastructure and recording details of these components in the Configuration Management Database (CMDB). The main task for configuration management is to keep an up-to-date record of all the components in the IT infrastructure configuration and the interrelationships between them.

4.0 Validation

[11] ibid

This GVT has been validated in consultation with:

Note to users:

This GVT is in need of review and validation. There are areas which still need to be described or expanded.

5.0 Retention Specifications

All retention specifications are based on traditional retention practices, some of which are outlined in LAC's *Retention Guidelines for Common Administrative Records in the Government of Canada.*

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Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
3.1 Plan and Organize		
• Define strategic IT plan • Determine the technological direction • Manage IT investment • Assess and manage IT risks • Manage projects	*See Management and Oversight GVT*	
• Define the enterprise architecture • Identify and categorize IT assets • Define the IT work processes, organization and relationships	– Enterprise architecture maps – List of IT Services and systems – IT process maps	2 years after last administrative action*
• Manage IT human resources	*See Human Resources Management GVT*	
• Communicate management aims and direction	*See Communications services GVT*	
3.2 Acquire and Implement		
• Enable operation and use (including user training)	*See Human Resources Management GVT*	
• Acquire technology infrastructure • Acquire software • Procure IT resources	*See Acquisitions GVT*	
• Maintain technology infrastructure • Maintain software	*See Materiel Management GVT*	

§ Based on applying the Excise Act, section 31 retention requirement within the context of the Financial Administration Act, section 16
† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
3.3 Monitor and Evaluate		
• Monitor IT performance • Monitor internal controls (inventory, physical access, logical access) • Ensure compliance with international standards • Report to TBS names of officers involved in standards activities	– Performance reports – Reports on internal control systems – List of officer names and responsibilities	2 years after last administrative action*
• Provide IT governance	*See Management and Oversight GVT*	
3.4 Service Level Management		
Plan Service Level Agreements • Identify IT services and service requirements • Define, build and manage the IT Service Catalog • Define, build and negotiate Service Level Agreements (SLAs) • Define, build and negotiate Operational Level Agreements (OLAs) • Prepare Service Level Requirements (SLR), Service Specification Sheets, and Service Quality Plans (SQP) • Identify Underpinning Contract service requirements (UCs)	– Catalogue of services – Service level requirements – Service specification sheets – Service Level Agreements – Operational level agreements – Memorandum of Understanding – Underpinning contract service requirements – Service quality plans	2 years after last administrative action*

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† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

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Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
Coordinate and implement Service Level Agreements		
Report on Service Level Agreements • Review service achievements • Preparing performance reports. • Monitor and manage SLAs, OLAs and UCs • Preparing Service Improvement Programmes (**SIP**) • Provide management information about Service Level Management quality and operations	– Performance Statistics Reports – Progress, benchmark or monitoring Reports – Improvement Plans	2 years after last administrative action*
3.5 IT Financial management		
Budget • Undertake budgeting for IT services	*See Financial Management GVT*	
Account • Identify costs • Define cost elements • Monitor costs • Perform IT charging and billing activities	*See Financial Management GVT*	
Charge • Define a price setting policy	*See Management and Oversight GVT*	

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* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
• Establish a tariff for services provided or products offered	– Tariff lists	6 years after the end of the fiscal year to which the resource corresponds§
3.6 Availability Management		
Design infrastructure availability • Determine availability requirements • Compile availability plans	– Availability Plan – Metrics for service interruptions – Notices to clients of service interruptions	2 years after last administrative action*
Implement infrastructure availability • Run diagnostics on the availability of systems and services.	– Diagnostic reports	2 years after last administrative action*
Measure infrastructure availability • Monitor availability • Monitor maintenance obligations	– Availability Reports	2 years after last administrative action*
Manage IT infrastructure availability • Report on Incident management quality and operations • Prepare progress reports • Evaluate the impact of security policies on availability. • Advise Change Management about the possible impact of a change on availability	– Progress reports – Component Failure Impact Analysis – Failure Tree Analysis – Service Outage Analysis – Notifications to Change Management	2 years after last administrative action*
3.7 Capacity Management		
• Develop the Capacity Plan • Model and simulate various capacity scenarios	– Capacity plan – Capacity database – Input into Service Level Agreements	2 years after last administrative action*

§ Based on applying the Excise Act, section 31 retention requirement within the context of the Financial Administration Act, section 16
† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
• Monitor the use and performance of the IT infrastructure • Solve problems caused by the degradation of service due to increases in demand and partial interruptions to service due to hardware or software faults • Create and maintain the Capacity Database (CDB) • Implement capacity-related changes	– Evaluations of the IT infrastructure – Request for change – Capacity Management Performance Reports	
3.8 IT Service Continuity Management		
• Define scope of IT Service Continuity Management • Conduct Business Impact Analysis • Conduct IT Risk Assessment. • Create IT business continuity plan and procedures • Define IT Service Continuity Strategy in line with Business Continuity strategy • Perform IT Service Continuity organization and implementation planning activities • Implement standby arrangements and risk reduction measures • Develop IT recovery plans and procedures	– IT Service continuity management policy – Risk assessment on IT infrastructure – Risk prevention plan – Emergency management plan (for IT) – Business resumption plan (for IT) – (Disaster) Recovery plan (for IT) – Information resources informing users of an interruption or service degradation, procedures and protocols in the case of an incident – Changed plans as a result of changed infrastructure – Risk analysis reports – Risk analysis assessments – Disaster drill evaluations	2 years after last administrative action*

§ Based on applying the Excise Act, section 31 retention requirement within the context of the Financial Administration Act, section 16
† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
• Perform Testing of IT recovery plans and procedures • Revise plans following changes to the IT infrastructure • Validate ongoing ability of IT Service Continuity strategies to meet business requirements • Provide management information about IT Service Continuity	– Reports on costs associates with prevention and recovery plans – Prevention and recovery procedures	
• Perform IT Service Continuity educational training and awareness activities	*See Human Resources Management GVT*	
• Review and audit IT recovery plans and procedures	*See Management and Oversight*	
3.9 IT Security (risk) Management		
Plan • Establish Security Policy or Standards (response procedures) • Create Security Plan	*See Management and Oversight GVT*	
• Request of CSE to review departmental security procedures and telecommunications systems	– Management of Information Technology Self-Assessment – Correspondence with CSE (request) – Action plan resulting from CSE review – Schedule of changes resulting from CSE review	2 years after last administrative action*

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† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	Retention Specifications
• Share and exchange IT assets	– Written security arrangements	2 years after last administrative action*
Assess • Conduct threat and risk assessment • Certify and or accredit systems or services • Review Requests for Proposals, and other contracting documentation when IT security is implicated	– Incident reports – Threat and Risk Assessment – Privacy Impact Assessment – Vulnerability Assessment – Business Impact Assessment – Statement of Sensitivity – Comments on requests for proposals	2 years after last administrative action*
Implement • Implement the Security Plan • Appoint a COMSEC custodian • Coordinate implementation of IT Security Management people, process and technologies • Maintain Security Management people, processes and technical infrastructure	– Implementation reports – Notification to TBS of COMSEC custodian contact information	2 years after last administrative action*
• Implement training on security measures	*See Human Resources GVT*	
Monitor • Monitor and evaluate compliance with the plan • Review all policies with security implications	– Compliance monitoring reports and evaluations – Copies of Security audit reports – Requests for change as a result of the audit/self-assessment	2 years after last administrative action*

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* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	Retention Specifications
• Supervise the levels of security by analysing trends, new risks and vulnerabilities • Notify staff of security risks • Monitor compliance with the TBS policy "Operational Security Standard: Management of Information Technology Security (MITS)"	– Communications with staff regarding security risks	
Respond • Incident response coordination • Incident reporting	– Incident reports	2 years after last administrative action*
– Take sanctions when contraventions to IT policy occur	*See Human Resources Management GVT*	
Report • Monitor the networks and online services to detect intruders and attacks • Provide management information about Security Management quality and operations	– Monitoring reports	2 years after last administrative action*
• Evaluate and audit the Security Management supporting infrastructure	*See Management and Oversight GVT*	
3.10 Service/Help Desk		

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* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
• Log and monitor incidents • Prepare incident reports/responses • Classify problem and document diagnosis • Apply temporary solutions to known errors in collaboration with Problem Management • Work with Configuration Management to ensure that the relevant databases are up-to-date • Manage changes requested through service requests in collaboration with Change Management and Version Management • Check that the support service required is included in the associated service level agreement • Communicate with users • Notify IT Security Coordinator when a security related issue has been reported • Close the incident	– Call log / Operational events log / database – Incident / issue reports – Notification to Security Coordinator	2 years after last administrative action*
3.11 Incident Management		
Plan • Establish mechanisms to respond to IT incidents and to exchange information	– Copy of contact information provided to TBS / Public Safety (IT Security Coordinator/designate and secondary	2 years after last administrative action*

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* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
with designated lead departments • Establish procedure for notifying the appropriate operational personnel of incidents • Communicate bulletins and advisories to staff as necessary	contact) – (SPIN 2002-23) – Up to date contact lists – Copies of RCMP IT bulletins – Copies of CSE information bulletins and advisories – Copies of communications to staff	
Identify • Detect and record incidents • Classify incidents • Provide initial incident support	– Results from incident detection tools – Monitoring logs – Incident log / database	2 years after last administrative action*

Respond
• Investigate and diagnose incidents
• Resolve incidents and recover service per agreed service levels
• Close incidents
	– Incident response procedures
	– Documentation regarding the management of incidents including:
	   – Details of incident
	   – Actions taken
	   – Rationale for decisions
	   – Communications
	   – Management approval or direction
	   – Internal and external reports
		2 years after last administrative action*

Report • Report incidents or threats • Participate in threat and risk briefings or teleconferences • Consult legal services when suspicion of criminal activity	– Incident or threat report – Correspondence with Public Safety on incident or threat – Notification to appropriate Law Enforcement Agency – Correspondence with legal services Notice to users	2 years after last administrative action*

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Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
	– Request for change resulting from an incident	
Recover • Perform regular backups of all systems (data, software, configuration data) • Test backups • Develop restoration procedures • Test restoration procedures • Determine retention periods • Document arrangements for off-site backup (3rd parties) • Communicate with Public Safety as necessary	– Backup tapes – Restoration procedures – Documentation of retention periods – Agreements with 3rd parties – Correspondence with Public Safety	2 years after last administrative action*
Analyze • Provide management information about Incident Management quality and operations	– Incident Closure and Evaluation Report – Post incident analysis	2 years after last administrative action*
3.12 Problem Management		
• Investigate the underlying causes of any real or potential anomalies in the IT service. • Define possible solutions to anomalies. • Submit requests for changes needed to re-establish quality of service. • Conduct post-implementation reviews	– Incident database – Problem log – Problem (management) record – Analysis reports on infrastructure – Requests for change – Knowledge base (database) – Reports on classified incidents – Post implementation reviews	2 years after last administrative action*

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Common Business Processes	Recommendations	
	Information Resources of Business Value	Retention Specifications
3.13 Change Management		
• Develop Change Management Policy	See Management and Oversight GVT	
• Monitor and direct the change process • Record, evaluate and accept or reject the requests for changes received • Hold meetings of the Change Advisory Board • Coordinate the development and implementation of the change • Evaluate the results of the change • Close the change	– Approved and rejected requests for change (authorization, documentation and control of changes) – Revised approved request for change – Change log – Hardware configuration chart – Change Advisory Board Terms of Reference, roles and responsibilities – Change Advisory Board records of decision – Schedule of changes – Evaluation reports	2 years after last administrative action*
3.14 Release Management		
• Establish a planning policy for the implementation of new versions	*See Management and Oversight GVT*	
• Purchase or build new software	*See Acquisitions GVT* – for purchase of new software or contracting out the build of software when not performed in house	
• Test new versions in an environment that simulates the live environment as closely as possible • Validate the new versions	– Definitive software library (inventory) – Definitive hardware storage (inventory) – Configuration Database – Version implementation policy – Back-out plan	2 years after last administrative action*

§ Based on applying the Excise Act, section 31 retention requirement within the context of the Financial Administration Act, section 16
† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention Specifications**
• Implement new versions in the live environment • Carry out back-out plans to remove the new version if necessary • Update the Definitive software library, the Definitive hardware storage and the Configuration Database • Inform and train users about the functionality of the newly released version	– Testing reports – Test protocol – User acceptance testing case studies – Reports from UAT – Implementation/release schedule – Release/rollout plan – Release/rollout procedure – communication with Service Desk – communications with users – training materials – Reports on release/rollout	
3.15 Configuration Management		
• Identify items within the information technology infrastructure • Record items in the IT infrastructure in the configuration management database • Monitor items in the configuration management database • Report on items in the configuration management database	– Configuration management database including a register of software licenses – Reports on the configuration management database	2 years after last administrative action*

§ Based on applying the Excise Act, section 31 retention requirement within the context of the Financial Administration Act, section 16
† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Introduction for this page: http://io.cbcrc.ca/Pages/En/administrative-resources/records-information-management/records-information-management.aspx

The Records and Information Management (RIM) team oversees and supports all RIM activities at CBC/Radio-Canada. They are responsible for ensuring business records are properly managed to support our business requirements and financial obligations, comply with legislative requirements, meet our obligations of accountability to the Canadian public, and preserve our corporate history. The team:

- maintains our document and records management systems (for physical and electronic records)
- manages storage of inactive CBC/Radio-Canada documents and records (on-site and off-site)
- applies retention schedules for the secure maintenance of business records and manages the disposition of documents and records to be archived or destroyed
- provides research and retrieval services of requested information
- manages off-site storage services and external sensitive document shredding and disposal services
- develops tools and provide training to employees on best records management practices

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Introduction pour cette page:
http://io.cbcrc.ca/Pages/Fr/ressources-administratives/gestion-des-documents/gestion-documents.aspx

L'équipe de la gestion des documents et de l'information (GDI) supervise toutes les activités relatives à la gestion des documents et de l'information à CBC/Radio-Canada. Elle est responsable de s'assurer que les documents opérationnels sont gérés de façon appropriée afin de répondre à nos besoins d'affaires et obligations financières, assurer notre conformité aux obligations légales, satisfaire à nos obligations de transparence envers le public canadien et préserver la mémoire institutionnelle. L'équipe est responsable de :

- la gestion des systèmes de gestion des documents (pour documents papiers et électroniques)
- la gestion de l'entreposage des documents semi-actifs et inactifs de CBC/Radio-Canada (sur site et hors site)
- l'application des délais de rétention des documents opérationnels selon le calendrier de conservation et la disposition des documents destinés à l'archivage ou la destruction
- la recherche des informations ou documents demandés
- la gestion des services d'entreposage hors site et des services de déchiquetage des documents sensibles
- le développement d'outils et de formation du personnel en matière de meilleures pratiques en gestion des documents

Ref #	Group / Area	KPI Name	Definition	How Measured	When Measured (Frequency)	Already Available?
CS1	Corporate Secretariat - Records & Information Management	EDRMS activity - Access profiles	Profile of users who have access to RIM functions in Livelink records management module, by access rights (who can see what).	* Access and permissions changes per month, year, folder structure; access and permissions by user department, role	daily, weekly, monthly, quarterly, yearly + ad hoc	No
CS2	Corporate Secretariat - Records & Information Management	EDRMS activity - Usage	Usage of all RIM functions in Livelink records management module	EDRMS activity by monitoring & auditing usage. Key Performance Indicators such as Personal Workspace Growth Ratios & Classification Ratios for: users accessing per day, week, month, year, per client software; items classified per month, year; amount of connections to server per user per day; response time in support; usage of the search feature, times and efficiency downloads against hits; Number of users per department	daily, weekly, monthly, quarterly, yearly	No
CS3	Corp Secretariat	e-Discovery	Ability to discover and monitor all information of the corporation in all platforms from A.D. To Social Networks to reduce risks mitigation, audit and ATIP response.	Reports on data collection per systems, locations, departments, file type, titles, owners, platforms, dates, shared with or accessed by external users, publicly released, published on social networks.	Scheduled and ad hoc	No
CS4	Legal-RIM	EDRMS activity - Retention Accuracy	Provide EDRMS/CaseTrack the ability to set folders to "Closed" rather than "Official" to allow further filings after Case File has been "locked".	Lawyers & Law Clerks can file emails, etc. received after a case have ended without having to ask to have the folder re-opened and then re-locked which re-sets the retention timer.	Ad hoc	No
CS5	Legal-RIM	Litigation holds	Information that needs to be held in connection with litigation	Number of files marked as 'on hold'	Ad hoc	No

Ref #	Group / Area	KPI Name	Source	Priority	Easy to Measure?	Feeds up to Board?	Notes / Questions
CS1	Corporate Secretariat - Records & Information Management	EDRMS activity - Access profiles	OpenText Livelink EDRMS	High	No.		NOTE: This relates to users groups & permissions propagating throughout Livelink without RIM's knowledge. This information is important because it mitigates risk of the wrong person having access or breaching confidentiality. Highly confidential records (e.g. from HR, Finance, Board of Directors) are kept in the repository.
CS2	Corporate Secretariat - Records & Information Management	EDRMS activity - Usage	OpenText Livelink EDRMS	High	No.		
CS3	Corp Secretariat	e-Discovery	all sources on digital information (AD, LL, SP, HR, SAP, VIP, BMC, Cognos, Taleo, Dalet, Avid, Q&E, Vision...)	High (CBC wide)	No.	x	Not our area but felt it deserves attention.
CS4	Legal-RIM	EDRMS activity - Retention Accuracy	OpenText Livelink EDRMS	High	No.		Lawyers & Law Clerks cannot currently file emails, etc. received after a case have ended without having to ask to have the folder re-opened and then re-locked which re-sets the retention timer. Will greatly enhance the effectiveness and efficiency of the Legal Department's EDRMS/CaseTrack system.
CS5	Legal-RIM	Litigation holds	OpenText Livelink EDRMS	High	No.	x	

Category	Issue	Impact
Availability	There is currently no information about the activity volume and type of new records or usage of what has been loaded into the system per the existing rollouts of Livelink for records management.	Information not available for timely decision making. Lack of visibility to RIM compliance.
Availability	It is not possible to tell what information each user (individual or group) has access to (no user access profiles). This information is important because it mitigates risk of the wrong person having access or breaching confidentiality. Highly confidential records (e.g. from HR, Finance, Board of Directors) are kept in the repository.	Lack of visibility to RIM compliance / quality control of information access rights. Exposure to confidentiality breaches.
Availability	When Livelink is rolled out for RIM, the objective is to only migrate electronic files that are considered records. In reality, sometimes everything on the department's server gets loaded. If so, the repository needs to get cleaned up to remove the non-records. There is currently no activity report that shows what has been cleaned up.	Information being managed as a record that should not be.
Accessibility	Livelink contains an extremely large number of records (millions in the database today) which makes it difficult to extract information for reporting. There are currently some custom reports, but also want to be able to provide self-service reporting that is accessible directly by the departments themselves.	Information not readily available to provide visibility into RIM compliance.
Availability	There is currently no report for pending dispositions.	Exposure to RIM non-compliance. Records may be disposed of when they should be retained.
Availability	Some older records may be considered enduring records from the perspective of Archives Canada. It is very difficult to identify these (although physical object management is currently being piloted within the records group).	Exposure to RIM non-compliance. Records may be disposed of when they should be retained.
Availability	There is no link between the image repository for scanned documents that is used by SAP and Livelink. This means that the original electronic file (e.g. a contract) and the signed scanned version cannot be associated with one another.	Exposure to RIM non-compliance.
Availability	There is no report available to show what files have been put on litigation hold.	Exposure to RIM non-compliance.

Representative KPI	Subcomponent Measurements	
EDRMS Access Profiles	CS1	EDRMS Activity - Access Profiles
EDRMS Access Usage	CS2	EDRMS Activity - Usage
E-discovery	CS2	E-discovery
Retention Accuracy	CS4	EDRMS activity - retention accuracy
Litigation holds	CS5	Litigation holds

This chart identifies the areas in which having a given KPI can enhance CBC's ability to plan, manage and/or operate its business.

Representative KPI	**Business Value Drivers**							**Notes**
	Revenue Protection / Improvement	**Operating Cost Improvement**	**Capital Asset Efficiency**	**Human Resource Capacity**	**Risk Mgmt**	**Regulatory Compliance**	**Brand / Image**	
EDRMS Access and Usage					x	x		
E-discovery		x			x			Any added value to RIM = benefits for all components
Retention accuracy		x			x			Any added value to RIM = benefits for all components
Litigation holds		x			x	x		Any added value to RIM = benefits for all components

Capability	Definition	How important? (H/M/L)	Potential value of enhancing current capability (H/M/L)
Fixed reports	The creation and publishing of standard 'snapshot' reports (i.e., reports that do not provide the user ability to explore further, e.g. semi-annual report card)	L	L
Ad hoc queries	The ability to do customized queries against data in support of immediate and possibly short-lived needs, e.g., retrieval of specific data elements, filtering, summation, aggregation, collation, transformation (e.g. retrieve cost, reach and audience share by title)	H	H
Interactive reports	Reports and charts around specific dimensions (e.g. revenue, cost, program) that provide the ability to "drill down" to increasingly lower levels of detail	H	H
Subject area analytics	The ability to slice and dice by subject area (e.g. program) and perform complex analytics (e.g. what if analysis)	M	M
Forecasting	The ability to forecast results (e.g sales, revenue, costs) for future periods based on performance to date and expected outcomes.	L	M
Data Dictionary	Ability to view definitions of the data elements stored by or used within any system, such as its meaning, relationships to other data, origin, usage, and format.	H	H
Dashboard / Scorecard	A visual display of performance against KPIs that shows changes (e.g daily, weeky). Usually customized to specific functions and roles.	H	H
Exception alerts	Exception reports that users can subscribe to to be informed when an exception occurs, typically supported with a fixed report.	H	M
Search Analytics	The ability to extract and combine information from both structured and unstructured sources.	M	H
Predictive Analytics	The ability to analyze current and historical information to make predictions about the future and identify risks/opportunities.	H	H

The National Records and Information Management Program (RIM) of the Corporate Secretariat is mandated to oversee all RIM activities at CBC/Radio-Canada locations across the country. RIM sets the policies and procedures (best practices) for:

- Document and Records Management Systems (Physical and Electronic)
- Storage of inactive CBC/Radio-Canada documents and records (on and off -site)
- Retention Schedules for the secure maintenance of business records
- Instructions Disposition for the transfer of unneeded, outdated documents and records to either archives or destruction
- Contracts with Off-site storage service vendors
- Contracts with external Document shredding and disposal service vendors
- Formal agreements with Library and Archives Canada concerning the archiving of CBC/Radio-Canada documents and records as identified by LAC

Le programme national de gestion des documents et de l'information (GDI) du Secrétariat corporatif a pour mandat de superviser toutes les activités relatives à la gestion des documents et de l'information à CBC/Radio-Canada à travers le pays. Le groupe de GDI établit les politiques et procédures (meilleures pratiques) pour:

- le système de gestion des documents (papiers et électroniques)
- l'entreposage des documents inactifs de CBC/Radio-Canada (sur site et hors site)
- la sauvegarde sécuritaire des documents corporatifs selon le calendrier de conservation
- le transfert des documents inactifs ou périmés destinés à l'archivage ou la destruction
- les ententes et contrats avec les fournisseurs de services d'entreposage hors site
- les ententes et contrats avec les fournisseurs externes pour l'élimination des documents par déchiqueteuse
- mettre en œuvre les accords avec Bibliothèque et Archives Canada (BAC) concernant l'archivage des documents CBC / Radio-Canada et des dossiers identifiés par BAC

eArchive Use Monitoring Plan

eRecords and eMails

Post Implementation

- Following a deployment, National or FS, ES, National RIM runs monthly audit reports shared with department`s Information Stewards during the first quarter then quarterly.
- Where potential issues are noted, implementation team will work with information steward to try and address the situation.
- eArchive Change Management Committee will look at unresolved issues as a first escalation point.
- eArchives steering committee will address longer term issues or escalate to highest point when needed.

Ongoing Long Term Monitoring

- National RIM automatically runs quarterly reports for all deployed components/departments and shares with department's RIM/Information Stewards via email, drive or best practicable way.
- National RIM examines quarterly reports and fills the monitoring table to log progress status.
- National RIM analyses results and identify potential caveats.
- National RIM shares concerns with local RIM / department's Information Steward to understand numbers in context and see if there is an issue or not.
- When issue is identified, RIM works with Information Steward to find applicable solutions, escalating to RIM Governance Committee, then to Steering Committee if needed.
- Monitoring and reporting to RIM Governance Committee is ongoing and special attention will be given to areas in need.

a) que le système canadien de radiodiffusion doit être, effectivement, la propriété des Canadiens et sous leur contrôle;
b) que le système canadien de radiodiffusion, composé d'éléments publics, privés et communautaires, utilise des fréquences qui sont du domaine public et offre, par sa programmation essentiellement en français et en anglais, un service public essentiel pour le maintien et la valorisation de l'identité nationale et de la souveraineté culturelle;
c) que les radiodiffusions de langues française et anglaise, malgré certains points communs, diffèrent quant à leurs conditions d'exploitation et, éventuellement, quant à leurs besoins;
d) que le système canadien de radiodiffusion devrait :

(i) servir à sauvegarder, enrichir et renforcer la structure culturelle, politique, sociale et économique du Canada,

(ii) favoriser l'épanouissement de l'expression canadienne en proposant une très large programmation qui traduise des attitudes, des opinions, des idées, des valeurs et une créativité artistique canadiennes, qui mette valeur des divertissements faisant appel à des artistes canadiens et qui fournisse de l'information et de l'analyse concernant le Canada et l'étranger considérées d'un point vue canadien,

(iii) par sa programmation et par les chances que son fonctionnement offre en matière d'emploi, répondre aux besoins et aux intérêts, et refléter la condition et les aspirations, des hommes, des femmes et des enfants canadiens, notamment l'égalité sur le plan des droits, la dualité linguistic et le caractère multiculturel et multiracial de la société canadienne ainsi que la place particulière qu'y occupent les peuples autochtones,

(iv) demeurer aisément adaptable aux progrès scientifiques et techniques;

e) que tous les éléments du système doivent contribuer, de la manière qui convient, à la création et la présentation d'une programmation canadienne;

f) que toutes les entreprises de radiodiffusion sont tenues de faire appel au maximum, et dans tous les cas au moins de manière prédominante, aux ressources - créatrices et autres - canadiennes pour la création et la présentation de leur programmation à moins qu'une telle pratique ne s'avère difficilement réalisable en raison de la nature du service - notamment, son contenu ou format spécialisé ou l'utilisation qui y est faite de langues autres que le français ou l'anglais - qu'elles fournissent, auquel cas elles devront faire appel aux ressources en question dans toute la mesure du possible;

g) que la programmation offerte par les entreprises de radiodiffusion devrait être de haute qualité;

h) que les titulaires de licences d'exploitation d'entreprises de radiodiffusion assument la responsabilité de leurs émissions;

i) que la programmation offerte par le système canadien de radiodiffusion devrait à la fois :

(i) être variée et aussi large que possible en offrant à l'intention des hommes, femmes et enfants de tous âges, intérêts et goûts une programmation équilibrée qui renseigne, éclaire et divertit,

(ii) puiser aux sources locales, régionales, nationales et internationales,

(iii) renfermer des émissions éducatives et communautaires,

(iv) dans la mesure du possible, offrir au public l'occasion de prendre connaissance d'opinions divergentes sur des sujets qui l'intéressent,

(v) faire appel de façon notable aux producteurs canadiens indépendants;

j) que la programmation éducative, notamment celle qui est fournie au moyen d'installations d'un organisme éducatif indépendant, fait partie intégrante du système canadien de radiodiffusion;

k) qu'une gamme de services de radiodiffusion en français et en anglais doit être progressivement offerte à tous les Canadiens, au fur et à mesure de la disponibilité des moyens;

o) que le système canadien de radiodiffusion devrait offrir une programmation qui reflète les cultures autochtones du Canada, au fur et à mesure de la disponibilité des moyens;
p) que le système devrait offrir une programmation adaptée aux besoins des personnes atteintes d'une déficience au fur et à mesure de la disponibilité des moyens;
q) que, sans qu'il soit porté atteinte à l'obligation qu'ont les entreprises de radiodiffusion de fournir la programmation visée à l'alinéa i), des services de programmation télévisée complémentaires, en anglais et en français, devraient au besoin être offerts afin que le système canadien de radiodiffusion puisse se conformer à cet alinéa;
r) que la programmation offerte par ces services devrait à la fois :

(i) être innovatrice et compléter celle qui est offerte au grand public,

(ii) répondre aux intérêts et goûts de ceux que la programmation offerte au grand public laisse insatisfaits et comprendre des émissions consacrées aux arts et à la culture,

(iii) refléter le caractère multiculturel du Canada et rendre compte de sa diversité régionale,

(iv) comporter, autant que possible, des acquisitions plutôt que des productions propres,

(v) être offerte partout au Canada de la manière la plus rentable, compte tenu de la qualité;

Corporate Secretariat

One mission of the Secretariat is to ensure that the Board of Directors and its committees are organized in an efficient and timely manner. An important part of that mission is to provide information to the Board of Directors and Senior Management in advance of meetings so the Directors and Senior Officers can prepare for the meeting itself.

The Corporate Secretariat also advises the Board and the Corporation on Corporate Governance issues.

Law Department

The lawyers at the CBC Law Department are there to provide relevant, effective legal counsel and services in a timely fashion.

Our role is to work closely with you to help achieve your goals, while minimizing legal risks and protecting the interests of CBC/Radio-Canada in the conduct of its mission.

We advise journalists in their day-to-day work, as well as support the various units and components in carrying out their business transactions, developing policies, managing intellectual property, and dealing with their human resource and industrial relations matters. We also provide legal opinions on a range of issues and defend CBC/Radio-Canada in court actions.

Another important part of our mandate involves providing employees with training to make them aware of the legal risks associated with their job and help keep these risks to a minimum.

Real Estate Services

Create the stimulating and functional environment CBC/Radio-Canada needs to carry out its operations, and contribute to the Corporation's financial situation via sound asset management.

The services we provide fall into five categories:

- Property and Facility Management
    - Operation and maintenance of all electrical, mechanical, and heating and cooling components of the facilities

    - Maintenance of the integrity of the security systems to ensure a safe working environment for our employees, along with all corporate assets
    - Capital and non-recurring projects
    - Regulatory and code compliance with all provincial and federal laws
    - Aesthetics and upkeep of all common and public areas
    - Cleaning, waste and recycling programs
    - General landscaping - Identifying opportunties
    - Space Planning - Asessing client needs
- Design and Construction
    - Defining project scope
    - Establishing deliverables
    - Effecting and supervising the actual construction process
    - Commissioning
    - Post-mortem
- Leasing
    - Market studies
    - Identifying locations
    - Identifying prospects
    - Leasing to third parties
    - Leasing from third parties
    - Lease management
    - Landlord/tenant conflict resolution
- Consolidation and Space Planning
    - Business Cases
    - Setup project teams
    - Establish design
    - Carry out construction
    - Commission projects
    - Establish functional plan
    - Ergonomic recommendations and improvements
    - Construction and/or space reconfiguration

    - Assistance with moving
- Property Sales:
    - Acquisition and disposition of properties on behalf of the Corporation

Regulatory Affairs

Regulatory Affairs is CBC/Radio-Canada's point of contact with the CRTC. The department works to promote and defend the Corporation's interests before the CRTC. Regulatory Affairs oversees all regulatory matters that pertain to the Corporation's television, radio and specialty channels.

Some of the primary activities handled by the Regulatory Affairs unit include:

- Submission of applications for renewal and amendment of CBC/Radio-Canada's existing licences and/or issuance of new licences
- Participation in CRTC policy reviews and proceedings

Transmission

CBC/Radio-Canada Transmission is a division of CBC responsible for providing CBC the means by which the Corporation collects, distributes and delivers its radio and television services to Canadians. In addition to the on-going business of serving CBC's program delivery requirements, CBC/Radio-Canada Transmission generates revenue from external clients through the provision of transmission-related services and through the rental of CBC transmitter facilities.

Services we provide

CBC/Radio-Canada Transmission presently offers the following list of services to internal and external clients:

- Site Management
- Operation Maintenance and Repair
- Turnkey Projects and Site Development
- Engineering Consulting

Information Technology Services

As an integral part of CBC Technology group and a member of Technology Strategy Board (TSB), IT provides service and support to the production, broadcasting and airing aspects of CBC/Radio-Canada television, radio and new media.
The Executive Director is France Bigras.

People & Culture

To recruit, develop, retain and foster a culture engaging talented and diverse individuals, all with the goal of enabling CBC/Radio-Canada to produce great programming.

Brand, Communications and Corporate Affairs

Context

Communications is a *shared responsibility* among all components and levels of the Corporation.

This Statement of Service Levels sets out the range of services provided by Corporate Communications. Herein, you will find out what services are offered, whom to contact for what services and how to use the services effectively, including what Corporate Communications expects of and/or needs from you, our partners and clients.

Typically, our clients/partners are corporate vice-presidents and their departments. From time to time, we work with clients in the media networks as well, especially on projects and issues that are pan-corporate in scope and nature; however, communications groups within the networks deliver similar services. Both Network and Corporate Communications work closely together to ensure that their communications efforts are connected and integrated.

Who We Are

Staffed by a team of professionals who can assist clients with their respective communications needs and activities, Corporate Communications is also responsible for leading specific communications activities and for advising the Chair, the President and the Senior Executive Team on the development of communications policy, programs and best practices.

Why We're Here

Corporate Communications exists uniquely to advance, support and promote CBC/Radio-Canada's overall strategic direction and priorities.

We provide the tools and expertise to communicate the Corporation's mandate, values, strengths, aspirations, initiatives and challenges to a range of audiences (internal and external), including governments, media, external stakeholders, employees and the general public, and to develop and nurture relationships with our supporters and partners.

We do this in partnership with both our corporate and network partners and clients – especially Network Communications – so that the fulfillment of our overall objectives is a collective and collaborative undertaking.

What We Do

Our mission is to provide CBC/Radio-Canada with the very best communications leadership, planning, advice, products and services from a corporate perspective. Our services include:

- Communications Planning (Strategic, Operational and Issue-specific)*;
- Issue and Crisis Management*;
- Media Relations*;
- Internal and Project Communications*;
- Web-based operations including employee portal and corporate website;
- Public Relations, Stakeholder Relations, Outreach and Special Events*;
- Visual Identity Program;
- Writing and Publishing Services*;
- Corporate Correspondence; and
- Linguistic Services (translation and revision of texts).

*Network Communications provides similar services to their clients within the media lines. Corporate Communications also collaborates with Network Communications on delivery of these services, when appropriate.

How We Do It

We recognize that we are part of, and in some ways at a corporate level, we are responsible for promoting, preserving and protecting CBC/Radio-Canada's public face as a national cultural institution. We are firm believers in integrated communications that are holistic and reflect what CBC/Radio-Canada is about — not just what each of its business units, or product lines, is about. It is the whole message that adds up to a stellar corporate image.

We acknowledge that we are dependent on the expertise and collaboration of partners and clients in order to do our job effectively and efficiently. How we deal with you has an impact on the reputation of the institution, both internally and externally. As such:

- We are professional, open and responsive in our dealings.
- We are proactive, co-operative and diplomatic.
- We are strategic and innovative in our thinking.
- We are accessible and responsive.
- We recommend appropriate communications approaches, tools and technology to deliver messages and activities on time and on budget.
- We treat confidential and sensitive matters with due discretion.

We are accountable for and respect all applicable statutory obligations, such as those under the *Official Languages Act*.

Finances and Administration

Within CBC, Finance and Administration's mandate is to ensure that management is provided with timely, relevant and sufficient information relating to all activities and decisions which have a financial impact on the Corporation.

Once decisions are made and implemented, Finance and Administration must provide the necessary services and support to management to allow those decisions to be implemented. Specifically, this means that Finance and Administration must:

- Provide cost effective professional financial and administrative services
- Provide accurate and timely financial and management information
- Provide professional financial counsel and advice
- Discharge all regulatory and legal financial requirements
- Safeguard the assets of the Corporation
- Maintain the official Corporate Books of Account
- Administer the Finance and Administration function economically and efficiently
- Manage the Corporate disbursement activities (consolidated in the National Payment Centre in Ottawa) effectively and efficiently

This mandate is supported through regional and network Finance and Administration Offices across the country. Related activities which are carried out in the Corporate Finance & Administration Office in Ottawa at the Corporate level include banking and foreign exchange, tax, budgeting, insurance, internal control, policy development, and liaison regarding financial matters with external agencies such as Treasury Board, Department of Canadian Heritage, Statistics Canada, the C.R.T.C. and the Office of the Auditor General of Canada.

Internal Audit

The mandate of Internal Audit includes assisting management in accomplishing its objectives by using a systematic approach to assess and improve the effectiveness and efficiency of CBC/Radio-Canada's risk management, control, and governance processes. Internal Audit is responsible for providing both compliance and business process/efficiency audit services to CBC/Radio-Canada as defined below:

Compliance Audit Services: Compliance audit services involve Internal Audit providing an objective assessment of internal control, risk management and/or governance practices, often involving the assessment of compliance with policies, procedures and standard operating practices.

Business Process/Efficiency Audit Services: These services focus on providing support to management in executing strategy, initiatives and improving business process performance. Internal Audit assistance typically involves the conduct of process reviews, risk assessments and related advisory projects which result in risk or process improvement recommendations to management. When performing these types of services, Internal Audit must maintain objectivity and not assume management responsibility for decision-making.

Internal Audit responsibilities include meeting the differing needs and requirements of the following three distinct client groups:

1. The Audit Committee of the Board of Directors
2. Senior Management
3. Line Management

Specific responsibilities of Internal Audit to assist in achieving CBC/Radio-Canada's goals and objectives include:

- Development of an annual Internal Audit Plan that provides coverage of the audit universe (e.g. locations, business processes, information technology systems, etc.) using an appropriate risk-based methodology that considers CBC/Radio-Canada's most significant risks and business plans and strategies. The Internal Audit Plan will also identify estimated timing and budget requirements to complete the planned audit activities. The Internal Audit Plan will be presented to the Audit Committee for review and approval annually. Any significant deviation from the Internal Audit Plan will be reported to the Audit Committee through periodic activity reporting.

- Execution of internal audit projects per the approved Audit Plan and any additional specific Audit Committee-approved projects at the request of management or the Audit Committee.

- Assist management in identifying, evaluating and managing business risks through observations and recommendations issued for management and Audit Committee review and consideration.

- Verification that management action plans (in response to Internal Audit project recommendations) sufficiently address the findings and risk exposures noted; and periodic procedures to determine the status of management action plans developed in response to previously issued Internal Audit recommendations.

- Coordination of the scope of Internal Audit's activities with that of the Office of the Auditor General (OAG) as well as CBC/Radio-Canada's Internal Control Group, to avoid duplication, where possible, and to optimize, where practicable, the effectiveness of time spent by Internal Audit, the OAG, and CBC/Radio-Canada's Internal Control Group.

Resource Planning and Capital Process

The mandate of the Capital Process (CP) department is to ensure the effective management of CBC's Capital Process and to act in the capacity of Process Owner on behalf of the Vice-President and Chief Financial Officer (CFO).

Shared Services Centre

The Shared Services Centre provides a one-stop shop for all your IT, HR and Finance transactional and administrative support needs within CBC/Radio-Canada.

SERVICES

H.R. & Administration

Establish, organize and control specialized administrative procedures and practices for the processing and maintenance of employee information and pay & benefits related data and files. Provide advice and guidance to managers and employees with regards to submission of information and forms required to ensure proper pay and benefits entitlement. Ensure prompt processing and treatment of requests from employees and managers that concern employee information and pay & benefits related data into the HR systems. Provide administrative support on HR initiatives and programs. Ensure compliance to policies, legislative requirements, and collective agreements.

Business Intelligence

Analyze data, provide reports, data sets, and reporting solutions to clients in People and Culture and the Business on a wide range of subjects based on HR data found in VIP and SAP systems. Support negotiations, and HR Corporate projects with data analysis.

Project Delivery

Manage and implement projects related to process and system improvements on behalf of People and Culture and Shared Services. Establish project terms of reference and assume responsibility for all stages of project life cycle. Determine the project scope, timelines, human and financial resources to complete the project. Ensure that projects are completed in accordance with objectives and within budget. Liaise with internal and external implementers to develop solutions.

Customer Service

Respond to inquiries in the fields of Finance, HR and Technology. Assist employees in the use of available on-line tools and actively promote its use by providing guidance and training. Provide access control management to HR systems and other IT assets.

Systems Support

Accountable for maintaining and evolving HR Systems through Availability, Capacity, Continuity and Security best practices. Monitor HR needs and lead upgrade activities to existing systems to meet changing requirements. Ensure normal operations of critical applications and automated processes.

National Payment Centre (NPC)

NPC represents an essential group of the Finance & Administration division within Shared Services and is mainly responsible for the processing of all CBC/Radio-Canada's invoices, electronic payments via the Accounts Payable Electronic Commerce system (APEC) and travel claims via the Travel & Entertainment Management System (TEMS). Each year, more than 25,000 travel claims, 120,000 paper invoices and the equivalent of 140,000 electronic invoices are processed by NPC with a value well exceeding $1 billion annually.

Payroll

Payroll Services are responsible for processing pays (Corporate Pay, Executive Pay, Pension Pay, Performers Pay and US Pay), remitting statutory deductions to Canadian and US governments, remitting union dues to unions, remitting non statutory deductions to third parties, processing records of employments, reporting to Unions, HRDC, MRQ, CRA, IRS and US state tax departments.

Over 10,000 employees, 9,000 pensioners, 20,000 performers (annually) are paid on a regular basis by Payroll Services. Thousands of tax slips are processed in a timely manner at year-end.

Credit & Collection

The Credit and Collection teams handle credit requests, past due account collection, billing for commercials and all other receivables, etc. for the Corporation .

Telecommunications

Telecommunications connects CBC/Radio-Canada production centres to each other for program gathering, and also distributes Television and Radio programs across Canada via terrestrial and satellite networks to the Corporation's transmitters, cable and satellite broadcast distribution undertakings. Telecommunications provides all the required corporate voice (telephone) and data networks services required by the national public broadcaster.

The role of Telecommunications is to cost-effectively provision terrestrial and satellite telecommunications network services required by CBC/Radio-Canada for:

- the provision of voice and data networks;
- the collection and distribution of its Television, Radio, Specialty Services and Digital Services programming to its various facilities as well as broadcast distribution undertakings across the country and, when required, around the world.

These services include network planning, Engineering, implementation and management at a level of cost, quality and reliability required by CBC. This work is undertaken on behalf of the English and French Television and Radio Networks, Specialty Services and Digital Services.

English Services

Accessibility

CBC Accessibility acts as lead across English Services on all matters relating to accessibility of content, including CRTC conditions of licence and expectations for closed captioning, described video, and audio description, as well as efforts to increase accessibility to content on unregulated platforms and in our facilities. We liaise with consumer stakeholders as well as other broadcast industry representatives, participating in working groups and other initiatives that strive to address challenges and opportunities to increase our audience's access to content.

Business & Rights

Business & Rights directs and leads CBC's content rights strategy, and makes decisions in a way that efficiently balances acquisition of appropriate rights with cost. The group is also responsible for the management of CBC's Canadian Media Fund (CMF) envelope on behalf of the CPO through all phases of development and production working actively with multiple departments within the corporation and with outside producers. It manages and implements how English Services' business deals are structured, negotiates and drafts them (including, in the case of independent productions, financing, rights and windowing), and ensures funding sources used to obtain those rights are being effectively exploited. For In-House production, Business & Rights provides its rights management expertise to all media lines, offering negotiation services with third party license holders and guidance on how to apply collective agreements and CBC business standards.

Commissioned and Scripted Programming

Commissioned and Scripted Programming encompasses Scripted Prime Time (original dramatic & comedic series & specials), children's, documentary programming (Doc Zone/Nature of Things) and documentary (The Documentary Channel).

Scripted Prime Time programming provides original Canadian drama series, mini-series, movies, treaty co-productions, comedy series & specials. Working closely with independent production companies, we develop & oversee production of a range of programs about, relevant to & created by Canadians. Our approach is unique, in part, because of our commitment to showcasing Canada's vast landscape as a "character" in our programming. We strive in all of our programming to showcase our content on multiple platforms & with accompanying digital content.

Kids' CBC educational programming provides content that educates, celebrates and empowers our youngest viewers. Our commercial-free programming concentrates primarily on preschoolers, with a focus on learning development in a commercial free-environment. We recognize that today's preschoolers have been born in a digital era and we are progressive in exploring digital opportunities that complement our programming on CBC Television.

Nature of Things programming presents issues of science, wildlife, medicine, technology and the environment, illuminating the way for a greater understanding of the increasingly complex world in which we live.

Doc Zone is about our world, our journey. It explores the forces and trends that shape our generation. Its story mandate is wide: from the broad sweep of economic, political and social changes that impact our lives to the deeply personal and intimate stories of family and relationships, Doc Zone always has our viewers at the heart of the matter. Our documentaries are evocative, appealing and visually stunning, presenting a panoramic view of what matters most to Canadians.

Documentary is Canada's only television service devoted entirely to the documentary genre. Our aim is to showcase the best documentaries from Canada and around the world. With its special emphasis on feature length and one-hour films, we offer an eclectic blend of accessible programming. At their core, our films are relevant and universal in their appeal; they rely on a strong narrative and compelling characters. Our subject matter is wide open, but our stories tend to focus on people and social issues. Documentary is a subscription based digital service.

In all of our programming we strive to tell stories about Canadians & by Canadians from across the country, acknowledging both our diversity of people & landscape.

English Communications

CBC's Communications, Marketing & Brand department brings audiences to CBC content and builds value for its brands. Across all platforms and in all markets across the country, the department supports CBC/Radio-Canada's ongoing evolution as a modern public broadcaster by providing communications and marketing strategies and materials for CBC English services content and activities. The core activities of Communications, Marketing and Brand include brand and reputation management; promotional strategies and marketing campaigns; events and public engagement; business-to-business marketing and promotions; and publicity, public relations and employee communications. The framework of success is built on three key strategic areas: planning, people and promotion, all accomplished through strong brands and audience communication.

English Services Training

English Services Training (EST) focuses on the development and acquisition of skills and knowledge for employees who gather and create content, and make programs for CBC Radio, TV and Digital Programming.

EST designs and delivers craft skills training to support production, operations, journalism and other aspects of content generation on all three platforms. Everything we offer links directly to the goals and objectives of CBC English Services.

Records and Information Management

What we do:

The Toronto Records & Information Management (RIM) department stores and manages CBC's records for their legal, fiscal and historical value, according to the File Classification Plan and Retention Schedule. Our goal is to manage CBC's records effectively, in order to support the corporation's business needs and ensure accountability. We organize and protect records and make them available when needed. We also provide support to clients in helping them manage their records properly.

Studio and Remote Production

Studio & Remote Production (SRP) is a department within the Toronto Production Centre dedicated to facilitating excellence in television production. We provide television production facilities/equipment and staff for both internal CBC clients and external independent production companies.

We're very proud of our staff in Studio & Remote Production! Whether you are looking for someone who reads music, has an AZ license, can skate while doing camerawork, knows what dressing rooms meet your needs or loves to work on remotes, we have the person for your production needs! Read on to find out more about our skilled and creative pool of talent!

Technology

Media Operations

Media Engineering (English Services)

The English Media Engineering (ME-T) team provides professional engineering, consulting, design, implementation and project management services for the technical infrastructure that drives CBC/SRC's media production, presentation and distribution facilities. The team is focused on providing effective, efficient and innovative technological solutions that support the Corporation's objectives. The department is responsible for providing technical infrastructure at all CBC facilities with the exception of those in the province of Quebec, and in the cities of Ottawa and Moncton (which are the responsibility of French Services Media Engineering). The team is responsible for all aspects of media related capital projects including estimating, designing, procuring, installing and testing of new technical facilities. Media Engineering provides strategic direction for the application of emerging media technologies to ensure that the corporate short and long term objectives are met.

English Services Media Engineering is based in Toronto at the Toronto Broadcast Centre and is led by the Director of Media Engineering. The group reports into Media Operations & Technology, English Services and is guided by the principles set out by the Technology Strategy Board.

Media Operations and Technology

Media Production Support (English Services)

Media Technology Services

New Broadcast Technologies (NBT)

The hereunder 15 mission-statements are the guiding principles of New Broadcast Technologies (NBT).

1. Ensure strategic tracking and assessment of emerging technologies and their impact on broadcasting operations and infrastructures.
2. Provide early notice to other components and media on emerging technological developments; identify and advise on potential threats on opportunities for the corporation..
3. Serve all segments of the broadcast chain in technology.
4. Take advantage of emerging broadcast technologies for greater re-use of CBC content across as many platforms as possible.
5. Keep other components informed on technology developments by the means of briefings, reports, presentations and demonstrations.
6. Develop integrated technology strategies throughout the entire broadcast chain encompassing acquisition, production, archiving, transport, distribution and delivery of CBC/Radio-Canada content.
7. Envision and propose future services and directions by understanding the underlying causes of technological changes.
8. Promote convergence of content transport and delivery platforms in the field of network & transmission technologies to improve efficiencies and reduce operation costs.
9. Work in partnership with other broadcasters to investigate and adopt new technologies for mutual benefits.
10. Promote the application of open standards throughout the broadcast chain from acquisition to emission.

11. Develop technical standards and procedures related to new technologies, applicable across the corporation.
12. Promote interoperability of equipment and software throughout the broadcast chain.
13. Provide technology support and expertise related to new technology to other groups of CBC technology and to all «media components» as required.
14. Promote harmonization of technological choices amongst media corporate components.

Promote integration and standardization of information and communication technology tools within the broadcast infrastructure.

Services Francais

Direction Générale

Communications et Image de Marque

Responsable de la gestion et du rayonnement de la marque du diffuseur public, la direction générale des Communications et Image de marque conçoit et met en œuvre les stratégies de publicité et de promotion des émissions et des services numériques de Radio-Canada. Elle négocie et gère les grands partenariats du diffuseur public avec plusieurs organismes et événements culturels au pays.

La direction générale veille également aux relations avec les citoyens ainsi qu'avec l'ensemble des intervenants de tous les milieux concernés par les activités du diffuseur public. De plus, elle assure la communication interne avec les employés œuvrant au pays et à l'étranger.

Enfin, la direction générale est responsable de la cueillette et de l'analyse des données d'écoute et de fréquentation des services de Radio-Canada et mène différentes études contribuant à l’élaboration des stratégies de programmation et de communication du diffuseur public.

Diversité

PLAN NATIONAL POUR L’INCLUSION ET LA DIVERSITÉ 2012-2015

À l’échelle nationale, l’équipe de gestion des talents et de la diversité, qui relève du groupe Personnes et Culture, a comme mandat de s’assurer que la Société concentre ses efforts pour attirer, recruter et développer une main-d’œuvre diversifiée. L’équipe a été un moteur dans l’émergence d’une culture d’entreprise favorisant la diversité grâce au développement et à la mise en œuvre du Plan national sur la diversité et l’équité en matière d’emploi 2009-2012. Cet exercice a permis d’obtenir les principaux résultats suivants : Modèle de gouvernance permettant de s’assurer que la diversité demeure au rang des priorités Mécanismes de contrôle et de responsabilisation faisant en sorte que les mesures sont mises en œuvre correctement.

Outils de recrutement pour aider les gestionnaires à trouver des candidats issus de la diversité.

Modules de formation sur la diversité et l’équité sur le lieu de travail. Le nouveau Plan, dont la description débute à la page 15, cerne les six domaines sur lesquels nous concentrerons nos efforts au cours des trois prochaines années : le leadership; le suivi et la responsabilisation,

le recrutement et la sélection, la formation et le perfectionnement, la gestion des talents, les communications, l’image de marque et les activités extérieures. Les objectifs et les activités de chacun de ces domaines sont basés sur les recommandations clés provenant de l’Examen des systèmes d’emploi, ainsi que des résultats de la plus récente analyse des effectifs. Le Plan inclut aussi des initiatives issues du plan précédent, qui n’ont pas été réalisées. Pour chaque activité, on indique l’unité/la fonction responsable du développement et de la mise en œuvre de l’approche préconisée. En développant le Plan national pour l’inclusion et la diversité, nous avons tenu compte des principes de la Loi canadienne sur les droits de la personne et de la Loi sur l'équité en matière d'emploi. Toutefois, nous avons aussi prévu des mesures destinées à favoriser l’inclusion afin d’assurer une diversification accrue de l’effectif à tous les échelons de la Société pour que celle-ci reflète véritablement le visage démographique changeant du Canada. Au moment de finaliser le Plan, nous avons aussi pris en compte les consultations menées auprès des membres du CMEME, des différents comités pour l'inclusion et la diversité, et des généralistes de Personnes et Culture, avant d'obtenir l'approbation finale de la vice-présidente, Personnes et Culture.

CBC/Radio-Canada est une organisation typiquement canadienne. En tant que radiodiffuseur public national, nous sommes la seule organisation de média dont le mandat consiste à faire le lien entre tous les Canadiens, en français, en anglais et en huit langues autochtones. Avec notre plan stratégique, nous continuons de dialoguer avec les citoyens de tous les milieux et de toutes les régions, de les informer et de les rassembler sur des enjeux importants.
En choisissant de travailler avec nous, que ce soit à l'antenne ou dans les coulisses, vous entrerez dans une organisation qui encourage l'innovation et la créativité. Vous pourriez faire partie d'une équipe dynamique qui réussit à créer des liens et à présenter des sujets qui sont importants pour tous les Canadiens. Alors si vous avez quelque chose à dire, l'enthousiasme nécessaire pour que la prochaine grande idée soit encore meilleure et la volonté de réaliser des choses, CBC/Radio-Canada est faite pour vous.

Espace Musique

Espace musique propose une programmation de qualité axée sur la diversité musicale, la création artistique et le talent d'ici. Espace musique promeut et soutient les grands événements musicaux et artistiques, essentiels à la vitalité culturelle, historique et artistique du Canada.
Bande à part, diffusé sur le web (www.bandeapart.fm) et sur Sirius à la fréquence 161, est une véritable force motrice et un dépisteur aguerri dans le milieu des musiques émergentes. Bande à part réalise une émission sur les ondes d'Espace musique ainsi qu'une à la Première chaîne de Radio-Canada. Ce projet multiplateforme a comme mandat d'élargir l'horizon musical sur les ondes de la radio publique et de faire découvrir les courants émergents.

Information

Le mandat du Service de l'information de Radio-Canada est d'offrir un service d'information équilibré et de haute qualité sur lequel tous les citoyens canadiens peuvent compter.

La grande confiance des Canadiens envers notre organisation est due principalement à la rigueur journalistique qui fait notre réputation ici au pays et dans le monde.

Internet et services numériques

Internet et services numériques a pour mandat d'offrir une programmation non linéaire qui informe, éclaire et divertit le citoyen. Grâce à des contenus interactifs, le citoyen est invité à participer à différents débats de société. Ce faisant, Internet et services numériques contribuent à l'enrichissement de la vie démocratique et culturelle des citoyens tout en respectant les valeurs de Radio-Canada en tant que service public.

Radio-Canada.ca est le site de média francophone le plus fréquenté au Canada.

Première Chaîne

Véritable institution au Canada, la Première Chaîne offre une radio novatrice de grande qualité dans une perspective de libre circulation et de partage des idées. Une radio publique qui se veut distincte et rassembleuse. Le miroir et le moteur de notre société. Elle provoque la curiosité, la réflexion, l'analyse et inspire les citoyens. La Première Chaîne, doit pour se faire, mieux refléter la diversité culturelle, ethnique, sociale, d'intérêt et de point de vue.

Radio Canada International

RCI c'est le service multilingue de CBC/Radio-Canada qui permet de découvrir et surtout de comprendre et de mettre en perspective la réalité de la société canadienne, ses valeurs démocratiques et culturelles.

RCI c'est l'interface web du diffuseur public canadien qui permet de créer des liens entre les Canadiens et les citoyens du monde.
RCI s'adresse à des auditoires qui connaissent peu ou pas le Canada, qu'ils vivent au Canada ou ailleurs dans le monde.
RCI c'est un média interactif qui offre aux citoyens du monde une grande place publique où se déroule chaque jour des événements qui les interpellent et leur permet d'interagir et d'échanger.
RCI propose des contenus en français, anglais, espagnol, arabe, chinois.

Services régionaux
En cohérence avec les grandes orientations des Services français :
- offrir au public régional des services d'information et de programmation Radio/Télévision/Internet qui sont bien ancrés dans les réalités spécifiques de chacune des régions du pays;
- contribuer au caractère distinctif et à la diversité des programmations de Radio-Canada par le rayonnement de l'expertise et des productions régionales aux antennes réseau.

Télévision
Télévision publique au service des francophones depuis 1952, Radio-Canada propose une programmation de qualité, essentiellement canadienne. Sa grille comprend des bulletins de nouvelles et des émissions d'affaires publiques, des séries dramatiques originales, des séries culturelles, des émissions de variétés, une impressionnante programmation destinée aux jeunes, des compétitions sportives prestigieuses, dont la Coupe du monde de soccer, et des émissions ciblées sur des secteurs comme l'agroalimentaire, la science et la spiritualité. Radio-Canada joue notamment un rôle culturel de premier plan en produisant ou suscitant la production d'un grand nombre de séries dramatiques qui mettent en évidence le talent de nos auteurs et comédiens et en appuyant de façon tangible la création cinématographique des francophones du Canada.

Ventes Marketing

Répondre efficacement et adéquatement aux besoins de notre clientèle, composée d'agences de publicité et de clients directs, qui désirent acheter du temps d'antenne sur Radio-Canada, RDI et ARTV, de même que sur tous les services des Nouveaux Médias.
Dans un environnement économique de plus en plus concurrentiel, un nombre croissant d'annonceurs reconnaît l'importance de rejoindre la clientèle d'une façon originale et innovatrice. Le Service Ventes et marketing de Radio-Canada constitue un outil efficace pour atteindre ces objectifs afin de se démarquer de la concurrence.
Au service des stratégies médias, Radio-Canada offre une expertise et une créativité sans borne qui reflète la qualité de sa programmation et sa passion de l'excellence.

- Ventes nationales et locales
- Ventes Internet
- Créativité média :
  - Commandite
  - Promotion
  - Exploitation de multiplateformes
  - Nouveaux formats
  - Placement de produits
- Service de production commerciale
- Marketing
- Code publicitaire et Diffusion

French Services Finance and Administration

French Services Finance and Administration ensures that management has the information it needs to make decisions that are liable to carry financial repercussions for the Corporation.

It also provides management with the services and support required to implement those decisions. More specifically, Finance and Administration is mandated as follows:

- Provide financial and administrative services that are both professional and cost-effective.
- Provide timely financial management information.
- Ensure that the Corporation meets all financial obligations set out in applicable regulations and legislation.
- Safeguard the Corporation's assets.
- Perform bookkeeping for the Corporation.
- Oversee finance and administration in an efficient, cost-effective manner.

Organization Chart

Contact List

Services

Finance and Administration is made up of the following subunits:

- Administrative Services
- Costing and Capital
- Budgets and Management Reports
- Financial Management – Media Lines
- Financial Operations
- Regional Operations

Médiathèque et archives

Analyse et systèmes

L'équipe du secteur Analyse et systèmes est responsable de :

- Analyser les émissions sélectionnées des chaînes de la radio et de la Télévision française, incluant RDI, RCI et ARTV, selon les politiques d'analyse en vigueur dans le Service.
- Sélectionner et analyser le tournage de la Télévision générale.

- Fournir, au besoin et sur demande, à la Direction des programmes des rapports d’analyse de contenu des émissions pour des fins d’évaluation et d’orientation stratégique.
- Développer, choisir, améliorer et implanter les systèmes informatiques du service en fonction des besoins des utilisateurs. Participer au développement des systèmes d'archives communs de Radio-Canada et de CBC.

Bibliothèque

Le mandat de la bibliothèque de Radio-Canada est de fournir de l'information, de la documentation et des outils de recherche pertinents pour les besoins de la production des émissions, des services de soutien et de la direction dans le cadre de leurs activités professionnelles. Elle est ouverte à tous les employés de Radio-Canada.

Gestion des documents

L’équipe du secteur Gestion des documents de Montréal est responsable de :

- Conserver, indexer et gérer l'ensemble des dossiers transférés aux archives et entreposés dans notre salle d'entreposage.
- Offrir un service-conseil concernant l'application et la mise à jour du Plan de classification et Calendrier de conservation de la SRC.
- Répondre aux demandes de références de la production et des différents services administratifs.

Information réseau et régions

L’équipe du secteur est responsable de :

- Sélectionner, conserver, préserver et donner accès au matériel de production du Service de l’Information et du Service des Sports de la télévision française pour des fins de production, de consultation, de commercialisation et de conservation patrimoniale.

- Fournir un service de recherche et de prêt de matériel pour l'ensemble des collections audiovisuelles gérées par le Service aux clients du CDI et aux salles des nouvelles des stations régionales du réseau.
- Fournir un service de gestion de l'inventaire des supports audiovisuels pour la salle des nouvelles (CDI) et assurer le traitement du matériel de l'ensemble des productions du Service de l'Information et du Service des Sports de la Télévision française .
- Assurer le lien entre le réseau et les médiathèques des stations régionales. Élaborer et mettre en œuvre les normes et les procédures définies par les réseaux pour l'archivage du matériel audiovisuel régional. Participer aux processus de gestion et de traitement de ce matériel.

Médiathèque et archives

L'équipe de Médiathèque et archives est responsable de :

- Sélectionner, conserver, préserver et donner accès aux émissions et au matériel de production de la radio et de la télévision française pour des fins de production, de consultation, de commercialisation et de conservation patrimoniale.
- Assurer des conditions optimales pour la conservation des différents documents d'archives.
- Fournir un service de recherche et de prêt de matériel pour l'ensemble des collections audiovisuelles gérées par le Service aux clients internes et externes.
- Analyser les émissions sélectionnées des deux chaînes de la radio et de la Télévision française, incluant RDI, selon les politiques d'analyse en vigueur dans le Service.
- Fournir un service de gestion de l'inventaire des supports audiovisuels, du matériel de production et des documents archivés de la Télévision française pour des fins de production et de mise en ondes.

- Fournir un service de gestion documentaire et d'inventaire pour le matériel sélectionné des agences de presse audiovisuelles auxquelles la Télévision française est abonnée.
- Fournir au personnel l'information et la documentation il a besoin pour effectuer son travail.
- Acquérir et cataloguer des enregistrements musicaux et des partitions pour le compte de la Société et les rendre disponibles aux équipes de production.
- Fournir, au besoin et sur demande, à la Direction des programmes des rapports d'analyse de contenu des émissions pour des fins d'évaluation et d'orientation stratégique.
- Fournir un service de gestion des documents administratifs et des documents sur les émissions sur les émissions de la radio et de la télévision française. Établir et appliquer le calendrier de conservation et le plan de classification et fournir un service de recherche et de prêt de documents.

Photothèque

La photothèque est responsable de la conservation et de la gestion des archives photographiques de Radio-Canada. La collection de la photothèque comprend 150 000 diapositives, négatifs et autres formats film et 300 000 épreuves. La photothèque offre un service de recherche et fournit des photos aux services de production et aux services administratifs de Radio-Canada.

Recherche et service à la clientèle

Le Secteur recherche et service à la clientèle est responsable de la sélection des émissions de la radio et de la télévision pour conservation en archives. Il fournit un service de recherche visuel et sonore aux équipes de production de Radio-Canada et aux services administratifs.

Service de musique

Le service de musique des services français de CBC/Radio-Canada voit à effectuer l'acquisition des enregistrements musicaux et des partitions pour le compte de la Société, à en faire le catalogage et à les rendre disponibles aux équipes de production.
Voici les services offerts à la clientèle de Montréal et des régions :

- Recherche musicale
- Assistance à la recherche
- Prêt d'enregistrements et de partitions
- Distribution des nouveautés musicales dans le réseau
- Suggestions musicales et sélection des meilleurs titres de la semaine

Ventes d'émissions

L'équipe du Service des ventes d'archives est responsable de :

- Fournir des extraits d'émissions de télévision, des extraits d'émissions de la radio et des photos aux producteurs indépendants
- S'assurer que les producteurs respectent et libèrent les droits d'auteurs dans les extraits qu'ils obtiennent
- Offrir aux diffuseurs au Canada et à l'étranger nos émissions
- Libérer les droits de diffusion pour les documents dans son catalogue

Le service n'est pas responsable des ventes aux institutions d'enseignements, des ventes aux particuliers ou des produits dérivés de nos émissions.

Vidéothèque

L'équipe de la vidéothèque est responsable de contrôler la circulation et l'entreposage des supports utilisés par les services de production et de mise en ondes de la Télévision francaise.

RECORDS & INFORMATION MANGEMENT PROGRAM

MISSION OF RECORDS AND INFORMATION MANAGEMENT PROGRAM

It is the mission of the CBC/Radio-Canada Records and Information Management program (RIM) to develop and maintain a comprehensive (print and electronic) records management program for the corporation. This includes promoting sound records management principles for legal, financial and operational decisions.

According to International Standard ISO 15489: 2001, RIM's role involves:

- defining policies and standards
- assigning records responsibilities and authorities
- establishing and publishing records management procedures and guidelines
- providing a range of services relating to the management and use of records
- designing, implementing and administering specialized systems for managing records and
- integrating records management into business systems and processes

RIM's activities ensure the effective and efficient management of CBC business records so that the information contained in records is readily available, records are properly protected, and those records of archival or historical value are effectively preserved.

Information Stewards Program

Training Manual

National Records and Information Management

9/13/2013

CBC Radio-Canada

DRAFT

Table of Contents

WHAT IS THE INFORMATION STEWARDS PROGRAM?

The Information Stewards Program is the method used by National Records and Information Management (NRIM) to identify and train key people in each CBC/Radio-Canada department who will act as a liaison between their department and NRIM. Information Stewards will also act as advisors to their co-workers on matters relating to information management and/or EDRMS (see appendix definition). The Information Stewards Program will be used to standardize the management of information and the identification of vital records across CBC/Radio-Canada.

WHAT DOES IT MEAN TO BE AN INFORMATION STEWARD?

An Information Steward is defined as a CBC/Radio-Canada employee who has been delegated to support and coordinate RIM services locally and to act as a liaison between their department/group and National Records and Information Management. The Information Stewards are also responsible for answering questions from their local group members regarding records classification, retention, disposition and disposal.

An Information Steward will also be responsible within their group for granting access-permissions to electronic folders and records in EDRMS, classifying electronic records, and answering questions from their group members regarding EDRMS and records and information management. The Information steward will also act as liaison between their group and National Records and Information Management.

WHAT BENEFITS DOES THE INFORMATION STEWARDS PROGRAM OFFER?

The Information Stewards Program offers numerous benefits to employees and CBC/Radio-Canada as a whole. As of 2007, CBC/Radio-Canada became subject to legislation under the *Library and Archives Act* (2004), the *Access to Information Act* (1985) and the *Privacy Act* (1985). These Acts have contributed to the need for a comprehensive records management program at CBC/Radio-Canada. The Information Stewards Program allows every department within the corporation to have local RIM support for employees and allows RIM to identify and protect vital corporate records.

When an Information Steward is identified within a department or group, they will receive training from RIM. The training that they receive will allow them to act as a liaison between their group and the National Records and Information Group, as well as act as the local support for co-workers who have questions about records management or EDRMS.

WHAT IS RECORDS AND INFORMATION MANAGEMENT?

Records and information management is a function through which records with business value are created, acquired, captured and managed to support effective decision making and facilitate ongoing operations and the delivery of programs and services. Records management ensures that departments within CBC/Radio-Canada have the capacity to be accountable, transparent, compliant and secure. (Canada G. o., Directive on Recordkeeping, 2011)

The management of corporate records at CBC/Radio-Canada is achieved through the application of the classification plan and retention schedule to all records that are created, acquired or captured within the departments of the corporation. With the support and guidance of the RIM group, employees are encouraged to use consistent and appropriate records management procedures to ensure that all records created or received by employees as part of their professional activities are efficiently managed in the short term. The goal of information management is to rapidly provide the right information to the right person.

WHY DO WE MANAGE OUR RECORDS?

There are numerous reasons that we at CBC/Radio-Canada manage our corporate records.

- To comply with the law;
- To run the organization efficiently;
- To establish financial rights and obligations;
- To be accountable to the Canadian public;
- To ensure the continuity of the organization's activities;
- To retain records with a historic value.

WHO IS RESPONSIBLE FOR RECORDS AND INFORMATION MANAGEMENT?

We are all responsible for records and information management since we all create, share and receive records. It is therefore essential that you familiarize yourself with RIM's information management rules. RIM analysts and technicians in Montreal and Toronto are able to inform employees about their responsibilities.

WHAT ARE THE DIFFERENT TYPES OF RECORDS?

There are four types of records that are discussed in regard to records management:

CORPORATE RECORDS: Published and unpublished materials, regardless of medium or format, which are created or acquired because they enable and document decision-making in support of programs, services and ongoing operations, and support departmental reporting, performance and accountability requirements. Corporate records have business value for CBC/Radio-Canada.(Treasury Board of Canada Secretariat, 2011)

VITAL RECORDS: Records that, if a catastrophic event occurred, the information would be absolutely necessary to resume business on a limited basis. These are records that have major business impact if not immediately available, that are necessary to resume operations, that are required to recreate legal or financial status, that protect obligations to employees and rights of stakeholders. Examples of vital records: disaster recovery plan, accounting records, insurance records, contracts) (Mary Hilliard, 2010)

TRANSITORY RECORDS: Records of a temporary nature, regardless of the medium with which they are created, which are required for a short time to ensure the completion of a routine action. These records do not document the initiation or conduct of an institution's business and are not needed for statutory, legal, fiscal, administrative, operational or archival purposes. Transitory records do not set policy; establish guidelines or procedures; document core functions or activities of a government institution; require official action or have any business, documentary, archival or evidential value. (Treasury Board of Canada Secretariat, 2011)

RECORDS WITH BUSINESS VALUE: Published and unpublished materials, regardless of medium or form that are created or acquired because they enable and document decision-making in support of programs, services and ongoing operations, and support departmental reporting, performance and accountability requirements. Any information resource identified as having business value and placed into a repository enables effective decision making and provides reliable evidence of business decisions, activities and transactions of a legal, financial, historical, administrative nature. (Treasury Board of Canada Secretariat, 2011)

CLASSIFICATION PLAN

WHY DO WE CLASSIFY RECORDS?

There are four main reasons that we classify records:

1. Make information available to the right people;
2. Rapidly retrieve information;
3. Avoid enormous costs associated with search time and the loss of highly valuable or archival information;
4. Facilitate application of the retention schedule.

This is why we have to "*classify records according to their relevance to a specific function or common activity.*" (CBC/Radio-Canada National RIM Team)

WHAT IS A CLASSIFICATION PLAN?

A classification plan is the systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods and procedural rules and represented in a classification system. (Standardization, 2012)

The Classification Plan and Retention Schedule used by CBC/Radio-Canada have been developed by the National Records and Information Management Group. The classification plan structure is based on functions and activities. The function of the record determines the classification code that will be applied to it. The retention period and disposition of a record is directly linked to the classification code that is applied to the record. The retention schedule is a set of rules established by CBC/Radio-Canada's NRIM Group that governs the life cycle of records and final disposition. The retention schedule is an influential tool in our management system; the retention schedule is CBC/Radio-Canada's official policy governing the retention or disposal of a record.

WHAT IS THE MEANING OF THE CLASSIFICATION PLAN'S STRUCTURE?

The Classification Plan is divided into sections that represent functions. Functions 100 to 400 represent administrative activities that are generally found in all of the Corporation's departments. Functions 600 to 800 cover business activities specific to certain departments.

There are two types of records created at CBC/Radio-Canada:

Administrative records: 100, 200, 300, 400 series[1]

Administrative records can be found in all CBC/Radio-Canada departments (department meetings, internal communications, budgets, objectives and performance, goods, office supplies, etc.).

Media Production records: 600, 700, 800 series

Business records correspond more specifically to the Corporation's activities (broadcasting, dubbing, copyright, transmitter sites, equipment and production inventory, etc.).

[1] The 500 series has been left open to facilitate further development of the plan, as applicable.

ELEMENTS OF THE CLASSIFICATION PLAN STRUCTURE

NUMBER **1**	TITLE **2**	DESCRIPTION **3**	OFFICE OF PRIMARY INTEREST (OPI) **4**
301.101	Workforce Needs Analysis	Records relating to the analysis of the Corporation's current and future workforce needs. May include studies, needs analyses, and recommendations on departments' needs.	Human Resources
ACTIVE PERIOD (YEARS) **5**	ACTIVE PERIOD NOTE **6**	INACTIVE PERIOD (YEARS) **7**	INACTIVE PERIOD NOTE **8**
2		3	
DISPOSITION **9**	DISPOSITION NOTE **10**		CITATIONS **11**
RETAIN	Retain Final Version		MIDA 98/005 PSE 935

1. The numeric classification code: heading series Heading title: Can represent the function, topic or activity
2. Title: Title of the activity associated with the record
3. Heading description: more detailed information
4. Office of Primary Interest (OPI): the office in charge of retaining the original record for the life cycle.
5. Active Period (in years): The number of years that a record is considered active during which it should not be destroyed or stored.
6. Active Period Note: Information that is needed for the active period will be listed here.
7. Inactive Period (in years): The number of years that a record is considered inactive. This period directly follows the years during which the record was active. During this period a record may be sent to storage if it is no longer needed in the department.
8. Inactive Period Note: Information that is needed for the active period will be listed here.
9. Disposition: The record is no longer used. Possible choices: retain it for its historical value or destroy it.
10. Disposition note: As above, the note provides additional information.
11. Citations: Federal laws or internal regulations governing this category.

ORGANIZATION OF HEADINGS IN THE CLASSIFICATION PLAN

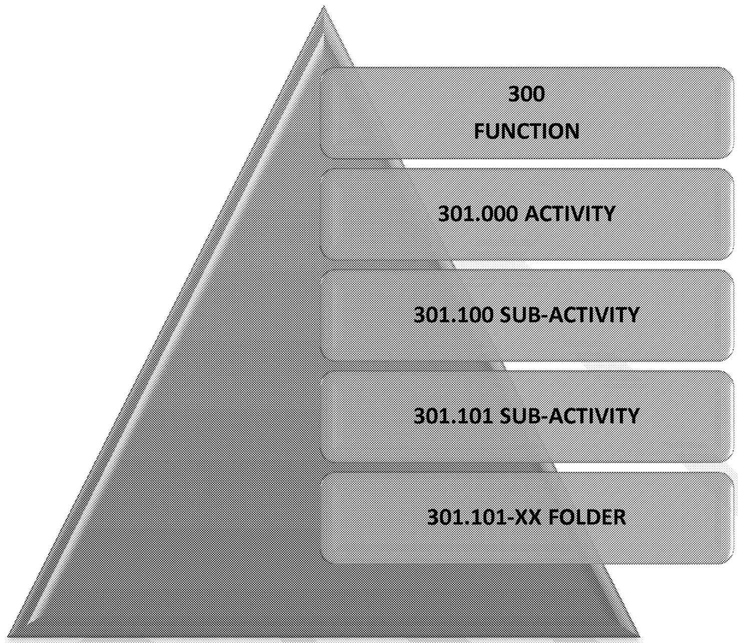
The function allows you to identify the series to which the record belongs. It is followed by the title activity (identified by the triple-zero ending) which is not selectable in a code search. You must select the appropriate code in the sub-activities related to this activity, since these sub-activities have a retention schedule.

Classification Plan 2011-2012 – Functions

- **100 - Management**
- **200 - Financial Resources**
- **300 - Human Resources**
- **400 - Real Estate, Goods and Services Management**
- **600 - Production**
- **700 - Transmission and Broadcasting**
- **800 - Technology Operations**

Note that code 500 has been left open for future changes to the plan.

STRUCTURE OF PLAN:



Function: 300 Human Resources

Primary code: The three-digit part of this code (101 to 801) determines the **activity**.

e.g., *301*.000 Human Resources Management
107.000 Communications, Public relations and Translation
303.000 Industrial Relations

Secondary code: The first two digits refer to **sub-activities**:

Ex. 301.100 Workforce Planning
107.180 Internal Communications
303.200 Discipline

HOW DO WE CLASSIFY RECORDS?

When classifying records, we are concerned with two types of media: digital and physical. "Records span the paper/digital divide." (DGME/SADE - APROGED, 2006) Both types of record must be coded. The big advantage of a digital record is its traceability.

Although more and more information is available in electronic media, there are still a lot of physical records (Physical records = Paper, correspondence, video cassettes, maps, drawings, etc.). They must be handled differently and it is more difficult to alter their contents. They also require more physical storage space which is why, during the inactive stage of their life cycle; they may be inventoried and stored off-site.

Records are grouped by common topics or corresponding functions. All you need to do is follow three simple steps:

1. **Determine the record's content**: The title helps to identify the topic, but it's useful to skim through the text, because the title doesn't always reflect the content. Is this a primary record or a transitory (convenience) copy? Does it refer to other records? This can help you select the appropriate heading.

2. **Use the search tool** or index if necessary. If you can't find the word you're looking for in the classification plan, use a synonym or contact a RIM technician. If several codes are suggested, take the time to properly read the description and notes and check the retention schedule. A note may refer you to other codes, so make sure you identify any potential cross-referencing.

3. **Assign a numeric code**: The plan consists of primary and secondary headings. You can add an alphabetic or alphanumeric sequence to these headings on your labels, according to your needs.

CLASSIFICATION EXAMPLE:

You have a lease for space rented by CBC/Radio-Canada. How would you classify this record?

Step 1: Determine the function of the record. In this case the function would be "Real Estate, Goods and Services Management", or 400

Step 2: Determine the activity of the record. In this case the activity would be "Real Property Management", or 402.000

Step 3: Determine the sub-activity of the record. In this case the sub-activity would be "Leasing: CBC/Radio-Canada is tenant", or 402.110

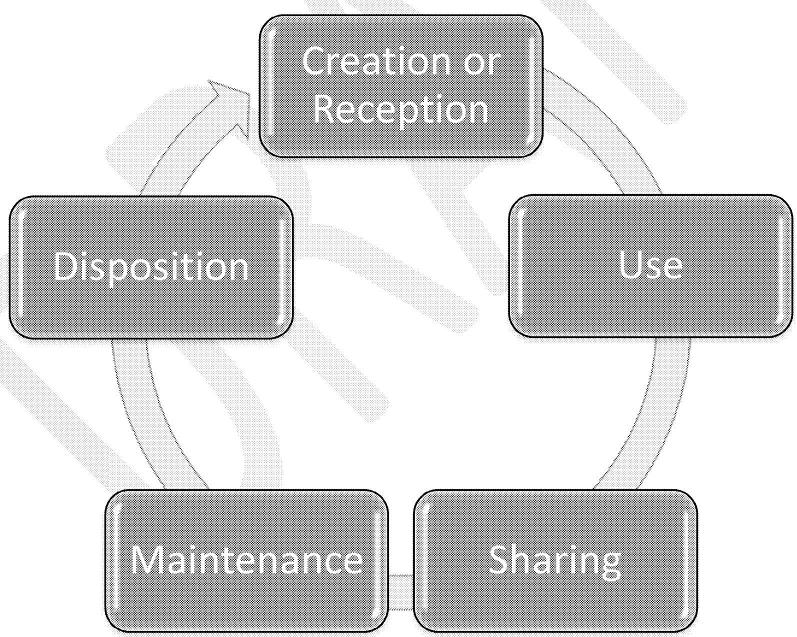
Step 4: Determine if the record has another sub-activity. In this case the sub-activity would be "Legal Documents/Originals – Leasing: CBC/Radio-Canada is tenant", or 402.112

Note that the record would have an active period of "*Until Resolution" and a inactive period of "6 Years". In the case of a lease "Until Resolution" means" Term of agreement and expiration of renewal period, if any". So the active period for the lease would be the duration of the lease plus the renewal period. Once the 6-year inactive period has expired, the record may then be disposed of according to its disposition, in this case, destroyed.

WHAT IS A RETENTION SCHEDULE?

CBC/Radio-Canada has established a set of rules governing the life cycle of records and final disposition. This tool is important, because it makes it possible to determine how each record has been used and processed since its creation, up until its eventual disposal or retention. An influential tool in our management system, the retention schedule is CBC/Radio-Canada's official policy governing the retention or disposal of a record.

LIFE CYCLE OF A RECORD



WHAT IS THE PURPOSE OF A RETENTION SCHEDULE?

The retention schedule sets the amount of time that a record is considered active and/or inactive. The retention schedule for corporate records at CBC/Radio-Canada was developed based on the best practices established over the last thirty years by Library and Archives Canada, and as well, guidance from the policies of the Treasury Board of Canada with regard to the retention of records containing personal information. (Canada L. a., Government: Frequently Asked Questions / Definitions, 2010)

A record has an active, inactive and inactive stage during its life cycle. The active stage is the creation or reception, and the time during which the record is being used. Inactive records are considered to be in the "maintenance" stage as we maintain them in storage. When a record becomes inactive, it has reached the phase where we must effect its disposition. The length of time that record remains active is determined by the classification code that is applied to it.

Because CBC/Radio-Canada is subject to the *Library and Archives Act (2004),* certain corporate records must be kept for a specified period of time and may not be destroyed without the permission of the Librarian and Archivist of Canada. No corporate records are to be destroyed without the direct consent of National Records and Information Management. National RIM is to keep a list of all corporate records that are destroyed. The disposition of a record tells us what we will do with a record once it has served its use at CBC/Radio-Canada.

NUMBER	**TITLE**	**DESCRIPTION**	**OFFICE OF PRIMARY INTEREST (OPI)**
301.133	Work Schedules	Includes records relating to employee assignments, overtime authorizations, etc.	Human Resources
ACTIVE PERIOD (YEARS)	**ACTIVE PERIOD NOTE**	**INACTIVE PERIOD (YEARS)**	**INACTIVE PERIOD NOTE**
2			
DISPOSITION	**DISPOSITION NOTE**		**CITATIONS**
DESTROY			MIDA 98/005

HOW DO WE USE THE RETENTION SCHEDULE?

Corporate records will have been assigned one of three options for its disposition based on the classification plan and retention schedule: retain, destroy, or archive. When using the classification plan to code you records you will notice that the code has already been assigned a retention schedule and a disposition. Note the highlighted portions of the table above; they indicate retention and disposition information in the Classification Plan. When you apply the classification code *the disposition is automatically assigned to the record based on the code.*

You will notice that some of the classification codes have a “MIDA” number associated to them. You will find this number under the heading “Citations” in the classification plan. MIDA stands for “Multi-Institutional Disposition Authority”. A MIDA is granted by the National Archivist to government institutions on a multi-institutional basis, which relates to records managed by all or a multiple number of government institutions, and which allows the institutions empowered to use the authority to dispose of records under certain terms and conditions. (Canada L. a., Government: Frequently Asked Questions / Definitions, 2010)

When a record’s active and inactive periods have expired the record becomes inactive. At this time the disposition of the record should be effected. This means that the record will be retained in storage, destroyed or archived.

Files or folders containing records that must be retained physical format need to be weeded of transitory records before they are boxed and sent to storage. The removal of transitory records ensures that resources are not being spent on the storage of records with no business value. Only corporate records with business value that must be retained in physical format should be sent to storage.

If a record’s disposition is that it be destroyed at the end of its life cycle, there are two options for destruction. If the record contains personal or confidential information, the record *must* be securely destroyed. This can be achieved by placing the record in one of the secure shredding consoles located in CBC/R-C centres of operation across Canada. Always make certain to contact National Records and Information Management before destroying corporate records as a list of destroyed records must be kept and NRIM must give approval for the destruction. If a record does not contain personal or confidential information, it may be placed in a regular recycle bin. Again, contact NRIM before destroying any corporate records.

WHAT IS A SHREDDING AND STORAGE PROGRAM?

A shredding and storage program is a program that is set up with an approved service provider to destroy records that contain personal or confidential information and that have reached their disposition date, or to store records at a secure off-site location. The service provider responsible will be approved and contracted by National Records and Information Management.

Secure shredding consoles are to be strategically placed throughout CBC/Radio-Canada operation centres by the approved service provider. Employees must place records containing sensitive information into the secure shredding consoles when they are ready to be destroyed. In smaller centres that do not have secure shredding consoles, the use of type 2 cross-shredders for the destruction of sensitive information is recommended. Personal document shredders are not allowed to be used where shredding consoles are available. The secure shredding consoles will be provided and maintained by the approved service provider.

Physical records/objects are to be retained on-site in local record storage facilities as storage capacity permits. Off-site storage with a service provider approved by National Records and Information Management is to be used where there is insufficient on-site storage capacity and is based on the availability of space.

WHO IS RESPONSIBLE FOR THE SHREDDING AND OFF-SITE STORAGE PROGRAM?

The National Records and Information Management group is responsible for the program with the aid of Information Stewards. The National Records and Information Management Program Manager are responsible for coordinating and arranging agreements with the service provider. Information Stewards are responsible for contacting RIM if the shredding or storage needs in their area, group or department change.

WHICH RECORDS MUST BE SHREDDED?

Corporate records that contain personal or confidential information and that have reached their disposition date must be securely shredded. As well, transitory records that contain personal or confidential information and that have reached their disposition date must be securely shredded.

WHICH RECORDS MUST BE STORED?

Only physical corporate records with business value that cannot live solely in digital format need to be stored. Once a record's active period has elapsed and it is no longer necessary or possible (due to lack of space) to keep the record in the office of primary interest, the record may be sent to storage. The record will be kept until its disposition date has been reached. Any records that are being sent to a storage facility be it on or off-site, must be weeded of transitory records before being stored. By weeding files of transitory information we can lessen the amount of storage space being used and therefore decrease storage costs for the corporation.

According to the Treasury Board of Canada Secretariat:

"When information resources have not been consulted for an extended period of time, they are considered inactive. However, they may not yet have reached the end of their retention period. When this happens, inactive information resources of business value are sometimes transferred to more economical off-site storage facilities until the time comes to finally dispose of them, either by destroying them or transferring them to LAC. While they are in storage, you will still be able to access these information resources, whether for business purposes or to respond to ATIP or legal discovery requests." (Canada G. o., Guideline for Employees of the Government of Canada: Information Management (IM) Basics, 2009)

WHEN AND HOW DO I SEND RECORDS TO OFF-SITE STORAGE?

Records will not be sent to off-site storage if they can be scanned and shredded. For those documents that can't be shredded and must be kept in digital version only (**Incorporation**, **Copyright** and **documents** like a charter, royalties, copyrights of production, promissory note, bonds), where on-site storage facilities are non-existent or they do not have the storage capacity to accept more records, documents will be stored offsite. If records need to be sent offsite the Information Stewards or Information steward for the department/group should be informed. At absolutely no point should any employee contact the service provider directly. Any services needed from the approved service provider must be ordered through Information Stewards or the National Records and Information Management; this includes orders for records storage boxes and tracking labels.

When a series of records have passed their active retention period and are no longer needed in-office for consultation, they may be inventoried, scanned, boxed and labeled. All files that are being boxed must be weeded of transitory information and scanned material before being stored. A list of the records that are contained in the box must be compiled so that it will be possible to recall the records if they need to be consulted. It is important to keep an electronic record of your boxed records that have been sent to off-site storage. A standardized box inventory form is to be used when listing the files in a storage box; this form can be requested from the RIM Group. A tracking label will be placed on the box of records. The tracking label will have a number that will be associated with the contents of the box. Again, this facilitates the recall of items when necessary.

HOW DO I RETRIEVE RECORDS FROM OFF-SITE STORAGE?

When records must be recalled from off-site storage, the Information Stewards or Records and Information Management Group must be contacted. To retrieve records, you must have the box tracking number of the particular box that you need. It is impossible to request a single file to be retrieved; only whole boxes will be retrieved. Once you have determined the number of the box you would like retrieved, you may inform your Information Stewards or Information steward; they will place the order or will in turn contact the RIM Group to arrange for delivery of the requested box(es).

ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM

WHAT IS EDRMS?

The Electronic Document and Records Management System, or EDRMS, is the tool that is used at CBC/Radio-Canada to provide integrated management of electronic records (Word documents, Excel spreadsheets, email and images). EDRMS is a central, online storage area that allows employees to create, classify, share and maintain electronic records. Employees are granted permissions to see, modify, create or delete certain files depending on the job they hold within the corporation. EDRMS works in conjunction with the Records Classification and Retention Schedule so that electronic records are managed appropriately.

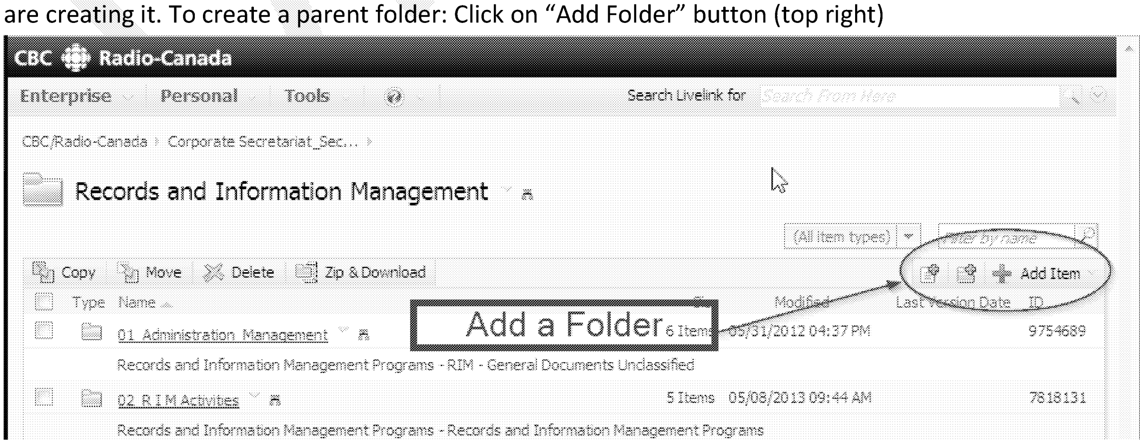
- Consolidated view of information for business activities.
- Master record inventory to simplify Access to Information (ATI) searches.
- Faster access to specific documents (electronic and paper).
- Document retention scheduling will allow Records Managers to identify records that need to be reviewed with a view to destruction or archiving.
- Efficient and cost effective compliance with Government policies.
- Full audit capabilities to demonstrate compliance and accountability.
- The ability to share and link information between departments.

WHAT IS AN EDRMS DEPLOYMENT?

Simply put, an EDRMS deployment is when a department or group has its documents completely migrated from the shared drives to the Livelink servers. It is also a good opportunity to look at the structure of the information in place and re-organize it in order to streamline the business processes and eliminate obsolete content.

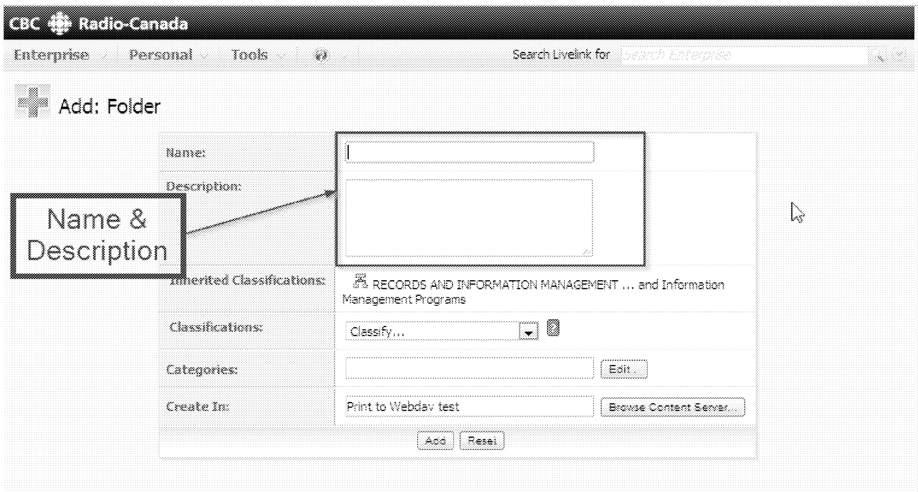
HOW DO I CLASSIFY RECORDS IN EDRMS?

1. When a parent folder is created in EDRMS, you will be prompted to classify the folder while you are creating it. To create a parent folder: Click on "Add Folder" button (top right)

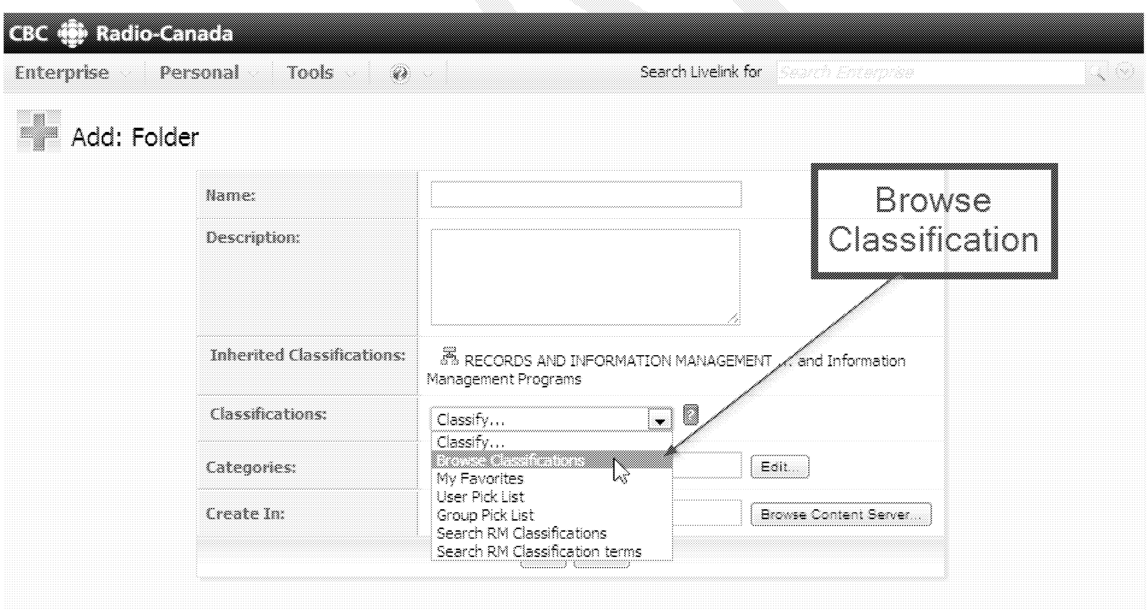


2. Fill in the “Name” and “Description” fields when prompted.

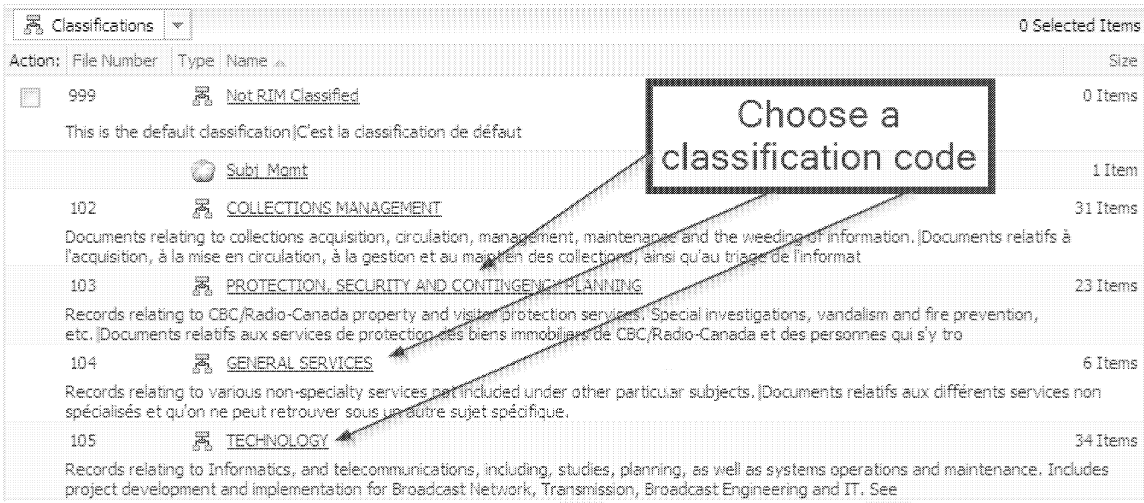
Ex. Name: Board of Directors Meetings
Description: Minutes from CBC Board of Directors Meetings



3. Select “Browse Classifications” from the drop down menu under “Classification”

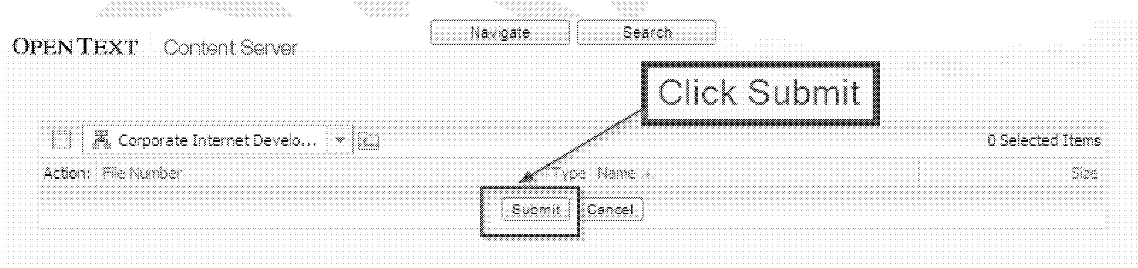


4. Choose a classification code to apply to the folder.



For example: If the folder will contain Minutes from the Board of Directors Meetings, use code 101.108 (Board of Directors Meetings: Documents relating to meetings of the Committee. Includes notices of meetings, agendas, meeting records, minutes and annexes, resolutions, meeting follow-ups.) Choose the appropriate code for the folder. If there are sub-activity codes for you to choose from, the system will prompt you to choose once you have chosen the activity code.

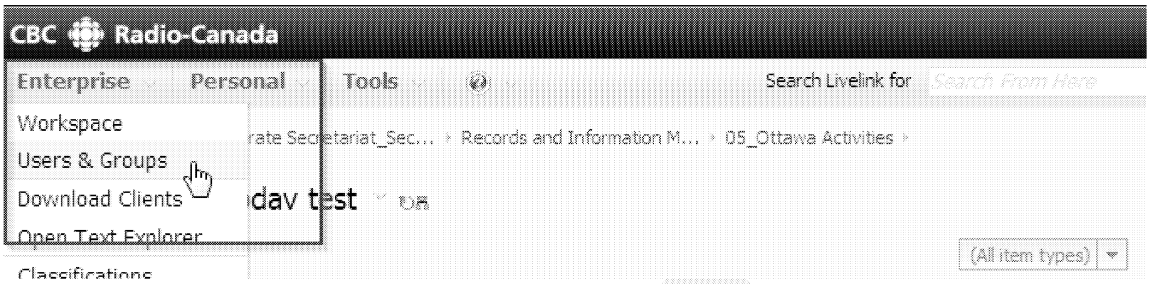
5. Once you have chosen your classification code, you will be prompted to submit or cancel. To finalize the addition of the folder to your tree structure, click "submit".



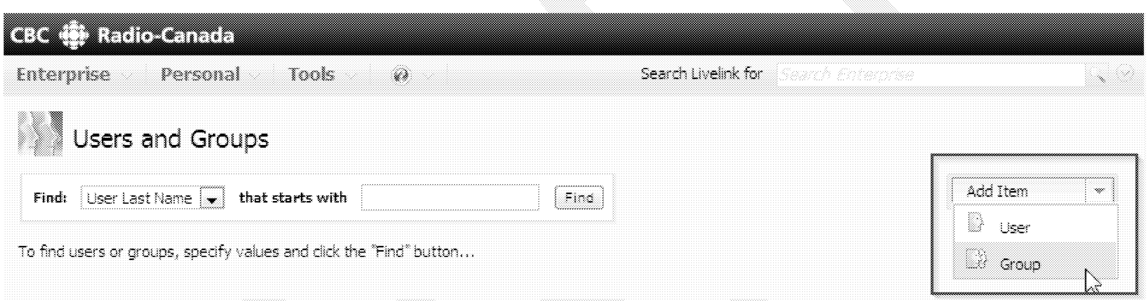
Once a folder is classified, it will automatically have a retention period and disposition applied to it based on the classification code. Any records placed in the folder will inherit the classification code that has been applied to the folder; this is why it is important to make sure that you file electronic records in the appropriate folders.

HOW DO I CREATE GROUPS IN EDRMS?

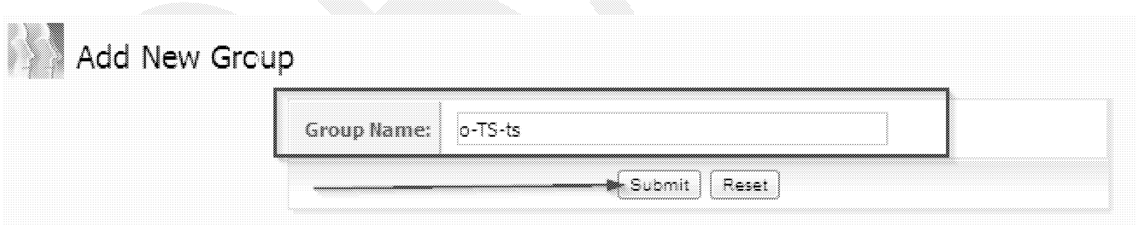
1. To create a group, go to the top right corner of the page and select the link Users & Groups.



2. On the next page, click on the down arrow next to **Add Item** and select the option **Group**.

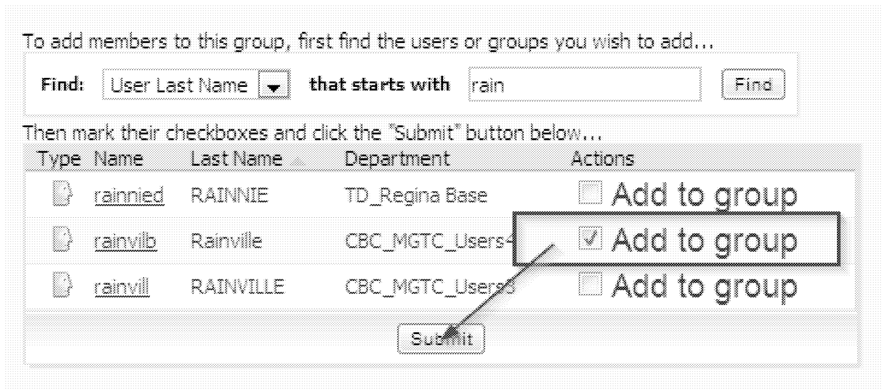


3. Give the new group a name and click the **Submit** button.

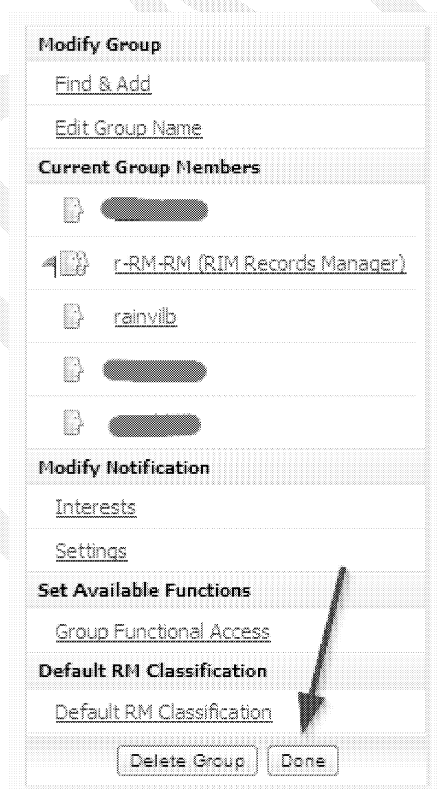


4. In the field **that starts with** fill in the name of the user who will be a member of this group; Only the beginning of the last name will do.

5. Take necessary precautions to select the correct username by ticking the box **Add to group** next to the appropriate user and click **Submit**.



6. The user will then appear in the **Current Group Members** section. You can add the other users by repeating the 2 previous steps. When you are finished, click **Done**.



WHAT ARE PERMISSIONS IN EDRMS?

Within EDRMS, the information stewards will be responsible for granting access permissions to employees within their department or group. The position you hold in your group/department will determine which records you have access to. Access control governs what you see in EDRMS. For example:

- If you do not have permission to see an item, the item is hidden from you when you open a folder or view a Search Results page.
- If you do not have permission to add items to a folder, the "**Add Item**" menu does not appear when you open that location.
- Only the functions that you have permission to perform appear on the "**Functions**" menu.

The following chart describes the permissions that may be applied to electronic records.

Permission	What the Permission Allows
See	You can see the folder but not the items inside.
See Contents	You can open the item and see its contents (i.e. view, open and download).
Modify	You can rename the item and modify some of its properties.
Edit Attributes	You can apply categories to the item or modify the item's categories or the attributes they contain.
Add Items	You can add items (folders, documents, etc.). This permission is only available for folder items.
Reserve	You can reserve (check-out) the document to prevent other users from modifying it while you modify its content.
Delete Versions	You can delete versions of the item. The Delete Versions permission is only available for items that have versions, such as Documents.
Delete	You can delete the item.
Edit Permissions	You can edit the permissions that other users or groups have on the item.

HOW DO I EDIT PERMISSIONS IN EDRMS?

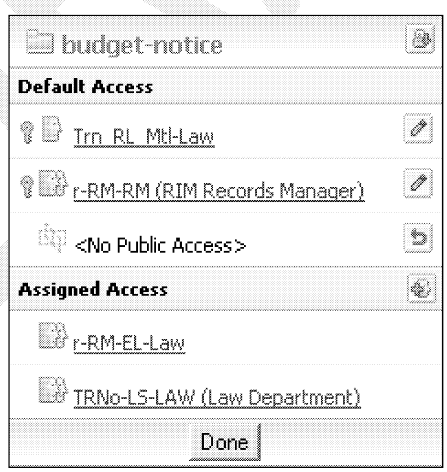
Information Stewards and members of the RIM Group are the only ones who have approval to grant or change access permissions for EDRMS. When a group or department is deployed to EDRMS, the RIM team will help to arrange your folder structure and your group permissions. Setting individual permissions for each folder added to Livelink can be a tedious and time-consuming process. That is why, in most cases, an item's permissions are inherited (based on the folder to which it is added). This means that if a record is added to a folder, the permissions granted to the records within that particular folder will be attributed to the record that is being added. However, if the inherited permissions are not what you require, you can still edit the permissions. You need to have the 'Edit Permissions' permission to be able to do this.

HOW TO EDIT PERMISSIONS

1. Navigate to the folder or document.
2. Click the **Functions** icon ( ) and select **Permissions**.
   The Permissions page is displayed.
3. On the **Permissions** page, the Access Control List is displayed. The Access lists have already been defined.

   Owner ( ), is the user who has full permissions on the item. By default, the Owner is the user who created the item.

   Owner Group ( ), a group to which the item "belongs" and to which you want to assign extra permissions on the item.

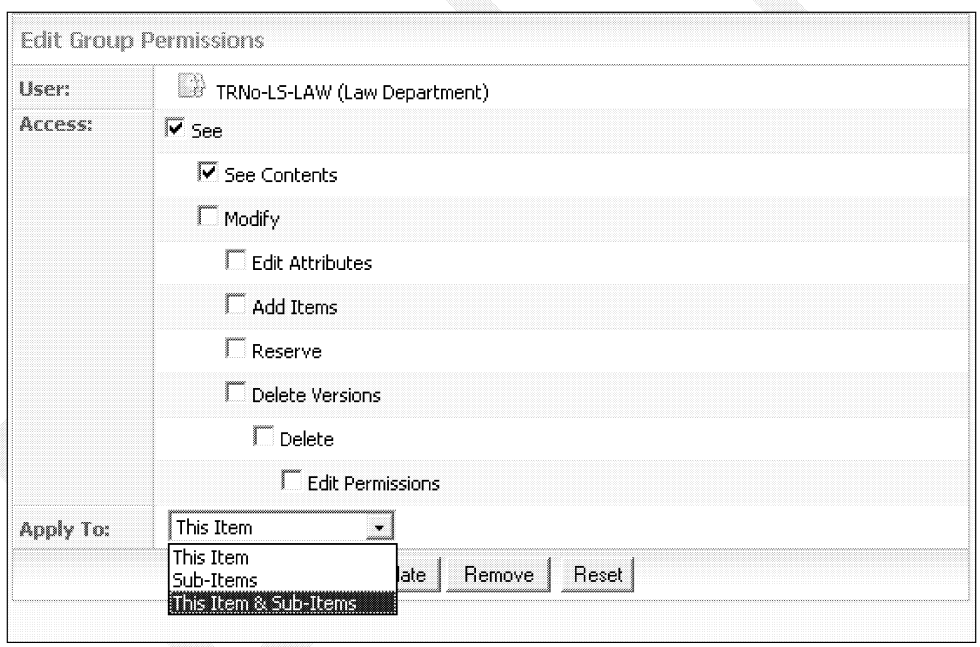


4. Select a group by clicking on a name in the **Assigned Access** list.
   The **Edit Group Permissions** chart is displayed to the right.

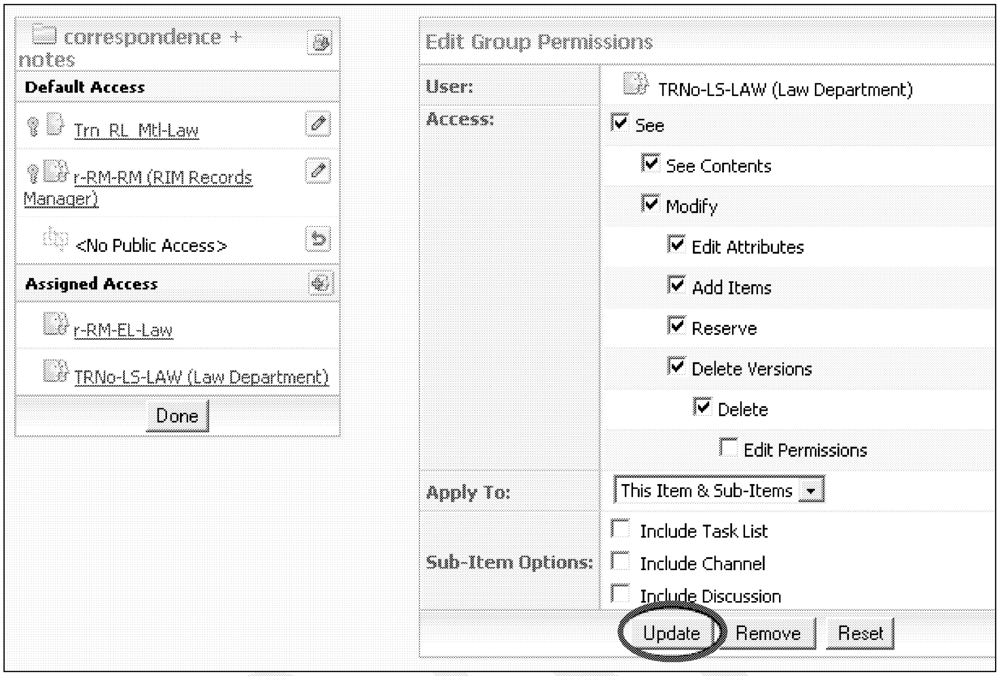
5. Change the permissions in the **Edit Group Permissions** chart:

   a. Click on the box beside the permission to select it or deselect it (e.g. Modify, Edit attributes, Reserve, Delete). A checkmark indicates that the permission is selected (☑) and needed for the group.

   b. From the **Apply To** drop-down list, select **This Item & Sub-Items**.
      When you change the permissions on a folder, its sub-folders keep their original permissions unless you specify otherwise. Sub-Item Options are displayed upon making the selection. It is not necessary to select these options.



6. On the **Permissions** page, click **Update** to change the permissions.



The permissions have now been applied to the item.

Appendix

RECORDS AND INFORMATION MANAGEMENT: resource management function through which information resources of business value are created, acquired, captured, managed in departmental repositories and used as a strategic asset to support effective decision making and facilitate ongoing operations and the delivery of programs and services. Effective recordkeeping enables departments to manage their ongoing operations, deliver programs and services, and ensure key departmental capacities for accountability, stewardship, evaluation, audit, access to information, privacy, security and policy compliance. (Treasury Board of Canada Secretariat, 2011)

RECORDS CLASSIFICATION AND RETENTION SCHEDULE: list of classes of records arranged by function that describe the length of time a corporate record will be retained as an active record, as well as the final disposition of the record (retain, destroy, or transfer to archives). The classification and retention schedule used by CBC/Radio-Canada has been developed by National Records and Information Management in accordance with the guidelines set out in the *Library and Archives Act (2004).* The classifications and dispositions are to be applied to all corporate records, regardless of format, at CBC/Radio-Canada.

DISPOSITION: the action that will be taken on a record at the end of its retention period (retain, destroy, transfer to archives) and has met all of the institution's operational, administrative, and legal requirements. A record may have to be kept longer than its initial retention period because of a change in the business need, a legal requirement, i.e. a court case, or a pending ATIP request. The purpose of a disposition authority is to ensure that records are disposed of according to legal/legislative, policy, business and archival requirements. (Canada L. a., Government, 2007)

RETENTION PERIOD: the period of time that a corporate record must be retained in order to comply with legislation. Retention is set based on the Classification and Retention Schedule developed by RIM in accordance with the *Library and Archives Act (2004).*

DISASTER RECOVERY: to safeguard the vital records belonging to CBC/Radio-Canada in the case of a major disaster; and to ensure the corporation's ability to promptly resume operations on a limited basis in the wake of a major disaster.

PHYSICAL RECORDS/OBJECTS: a paper-based record produced or received in the initiation, conduct, or completion of an institutional or individual activity and that comprises content, context, and structure sufficient to provide evidence of the activity. (Canada L. a., Government, 2010)

WEEDING: the process of selecting and removing individual documents from a file due to the fact that they have no business value or are transitory or reference documents that were required for a short time to ensure the completion of a routine action.

SHREDDING CONSOLE: secure bins strategically located throughout large CBC/Radio-Canada operation centres for depositing sensitive records that are to be destroyed. Small centres may have type 2 cross-shredders to be used for the destruction of sensitive information.

EDRMS: (ELECTRONIC DOCUMENTS AND RECORDS MANAGEMENT SYSTEM): tool that provides integrated management of electronic records (Word documents, Excel spreadsheets, email and images). EDRMS is a central, online storage area that allows employees to create, classify, share and maintain electronic records. Employees are granted permissions to see, modify, create or delete certain files depending on the job they hold within the corporation. EDRMS works in conjunction with the Records Classification and Retention Schedule so that electronic records are managed appropriately.

INFORMATION STEWARDSS: a CBC/Radio-Canada employee who has been delegated to locally support and coordinate RIM services within their department or group and to act as a liaison between their department/group and National Records and Information Management. An Information Steward will also be responsible within their group for granting access-permissions to electronic folders and documents in EDRMS, classifying electronic records, and answering questions from their group members regarding EDRMS and records and information management.

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Records and Information Management (RIM) Program

Presentation to Corporate Communications

By: Benoit Rainville

Chief, National Records Information Management (RIM) Program

CBC Radio-Canada

09/06/2015

CBC Radio-Canada

Objectives of a RIM Program

- Develop, implement and facilitate sound records management.
- Standardize and monitor records management practices and processes across the Corporation.

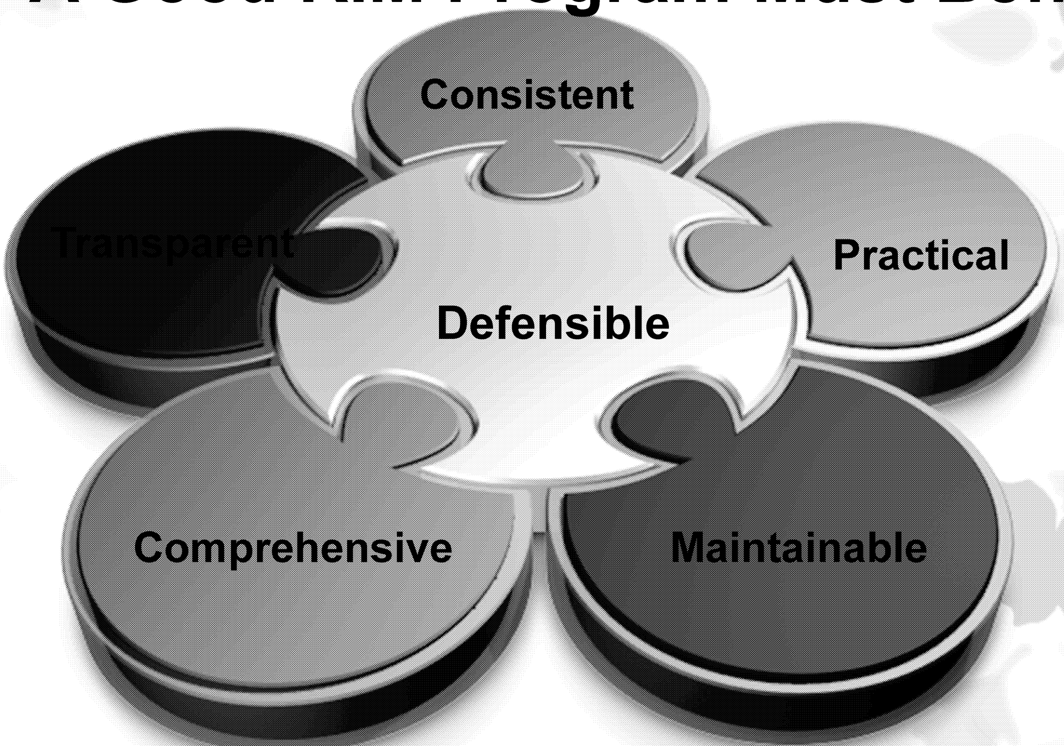
Why Have a RIM Program?

- Risks:
  - Unfulfilled legal obligations
  - Impact on work processes
- Benefits of effective management:
  - Records are easily accessible and available as needed.
  - Reduced costs and search time
  - Better access control: ensures greater data security and confidentiality, as well as record integrity

What Are the Components of a RIM Program?

- Policy 2.9.01 – Records and Information Management:
  - Definitions and scope
  - Responsibility and application
- Procedure manual and user guide:
  - Specific application to the Division
  - Clarification of roles and responsibilities
- Classification Plan and Records Retention Schedule:
  - Reflects legal and operational considerations
  - Specifies retention periods by record category
  - Gives references for active and semi-active retention
  - Provides a classification system

A Good RIM Program Must Be…



CBC Radio-Canada

What Is the Relevant RIM-Related Legislation?

- *Access to Information Act*
- *Privacy Act*
- *Library and Archives of Canada Act*
- *Emergency Preparedness Act*
- *Evidence Act*
- *Federal Accountability Act*

What Is a Record?

"Record" includes any correspondence, memorandum, book, plan, map, drawing, diagram, pictorial or graphic work, photograph, film, microform, sound recording, videotape, machine readable record, and any other documentary material, regardless of physical form or characteristics, and any copy thereof.

Business Records

- Characteristics:
  - Provide the basis for making decisions.
  - Provide evidence as to why decisions were made.
  - Have policy, program or procedural implications.
  - Contribute to the evolution of legislation or policy development.
  - Involve financial or legal matters.
  - Must be destroyed according to the approved records retention and disposition schedules.

Records Classification Plan Overview

<u>Administrative Core Business Functions:</u>

- 100 MANAGEMENT
- 200 FINANCE RESOURCES
- 300 HUMAN RESOURCES
- 400 REAL ESTATE, GOODS AND SERVICES

<u>Operational Core Business Functions:</u>

- 600 PRODUCTION
- 700 TRANSMISSION & BROADCASTING TECHNOLOGIES OPERATIONS
- 800 TECHNICAL PRODUCTION OPERATIONS

Visit the portal for more details

CBC Radio-Canada

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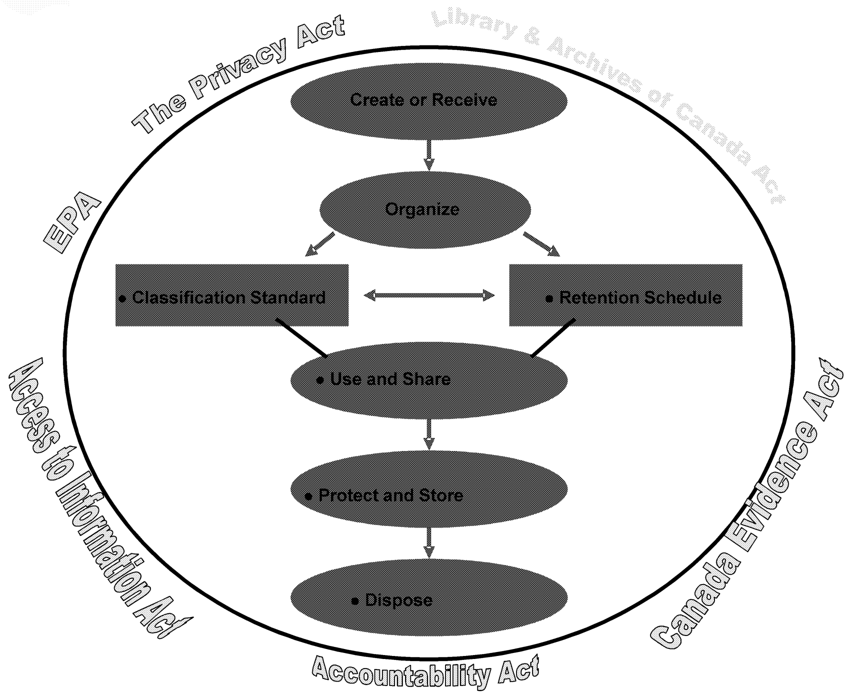
Transitory Records

- Characteristics:
  - Are required only for a limited time to ensure the completion of a routine action or the preparation of a subsequent record.
  - Should be destroyed when no longer needed.
- Remember! Transitory records are also subject to ATIP and cannot be destroyed **DURING** a related access/privacy request or legal discovery process relating to the subject of the records.

Vital Records

- Vitals records are those records:
  - without which a company could not operate;
  - used to re-establish the organization’s functions after an emergency or disaster, and to establish and protect the rights and interests of the organization, its clients, and agents.
- A vital-records protection program will be established in the near future.
  - What records are considered vital?

Life Cycle Process



09/06/2015

CBC Radio-Canada

RIM Program – Our Role (National RIM):

- Develop and monitor the Corporation's RIM framework.
- Provide tools and advice (e.g., policies, standards, procedures, systems).
- Provide RIM training.
- Lead and coordinate the Corporation's implementation of an Electronic Document and Records Management System (EDRMS).

RIM Program – Your Role

- Classify and properly identify your records.
- Have effective retrieval systems in place for easy access.
- Periodically send your semi-active business records to off-site centres.
- Have effective equipment to protect records from unauthorized access, disclosure and destruction.

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What Are the Benefits for You ?

- Consistent procedures and practices: records are retained so as to fulfill our legal and operational obligations
- Greater efficiency in tracking down records
- Valid records retained and unnecessary ones eliminated
- Better management of costs and risks

Roles and Responsibilities

- Service staff
  - Manage received or created records as per existing policies and guidelines.
  - Classify hard-copy and electronic records according to the Records Classification Plan and Retention Schedule.
- Designated representative
  - Implement the RIM Program in the Division.
  - Provide co-workers with RIM training.
- Unit managers
  - Manage records and information in accordance with policies and guidelines.
  - Act as a first approval level for records disposition in accordance with the Retention Schedule.
- Service management
  - Coordinate program implementation and staff training.

Five Tips for Effective Management

1) Identify your business records and organize them according to the Records Classification Plan.
2) Identify your transitory records (non-business and personal information).
3) Create records with the expectation that they may be disclosed.
4) Keep your records factual and objective.
5) Keep transitory records only until they have served their usefulness to you.

Workspaces

- Google apps: Live collaboration, early stages and temporary accessible on any device.
- SharePoint: Collaboration and shared active information accessible on any device.
- Active Directory (Shared Drives): Intranet only, shared active information accessible on computers only.
- Livelink / EDRMS: Intranet/Internet (VPN), Business Records, Official versions on any device.

Record Keeping

- Record keeping involves *operational* responsibilities.
- The record keeper, or custodian of records holdings, applies the practices, methods and procedures provided by RIM – managing records holdings throughout their life cycle – from creation to disposition.

CBC Radio-Canada

Transferring Semi-Active Files

PREPARE RECORDS:

a) Review all file contents and identify all business records.

b) Remove duplicate copies and transitory records.

c) Remove hanging folders, binders, and elastic bands.

d) Label folders (number and title).

e) Group by disposition type (by destruction year).

f) Box (leave one inch of empty space).

g) Complete transmittal form (available on Portal).

Transferring Semi-Active Files

- *OFF-SITE ARCHIVAL STORAGE CENTRE*

  As per local RIM procedures

a) Print transmittal form.

b) Follow instructions.

c) Call the number on the form.

Disposition Process

- Transferring semi-active files to off-site archival storage centres according to local procedures.
- Destruction according to Records Retention Schedule.

Before destroying any business record without a MIDA citation, we need to wait for our schedule to be approved by LAC.

Destroying Records

- The destruction of active business records (in your office) must be done in accordance with the timelines found in the Records Retention Schedule.
- Boxes of semi-active business records may only be destroyed upon receiving approval from the manager in charge.

Destroying Records

- Who may authorize the destruction of business records?
- True or false: Only hard-copy records must be destroyed at the end of the retention period.
- True or false: Archived documents are destroyed when their scheduled retention period has expired.

Our Services

- Develop and monitor the Corporation’s records and information management framework.
- Provide the advice and tools (e.g., policies, standards, procedures and guidelines) required by the records custodians (i.e., managers and staff).
- Provide RIM training and awareness sessions to employees at all levels.
- Lead and coordinate the Corporation’s implementation of an Electronic Document and Records Management System (EDRMS).

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iO! Portal – Administrative Resources / Records and Information Management

CBC Radio-Canada

Best use of Information Systems

Sharepoint

What to use it for
Web portal, Team Space, Collaboration, Group Discussions, News, Resources, Rich Media.

Where to use it from
Web access anywhere any device.

How to use it
IO News and useful resources

Team Spaces

Programs Information

E-Learning

Corporate Web Sites Links

Employee resources

Google Drive

What to use it for
Document Live Collaboration, Document sharing to individuals or small groups, Large email attachments.

Where to use it from
Web access anywhere any device, mobile access Android.

How to use it

Live Collaboration

Setting Permissions

Conversion Workflow

External Sharing

Keeping Notes

Mobile Maximisation

Time to Archive

Livelink

What to use it for

Official CBC Records Repository, Reference, Archives, Central Department Records Repository, Contract Management, Time Management, Workflows, Project Management.

Where to use it from

Web VPN access anywhere any VPN enabled device.

How to use it

Working Environment

Secure Access on the Go

Organized Repository

Reference Library

Integration with Sharepoint

Integration with Gmail / Google Drive

Annual Review – Reports and Processing

How to process the Annual Review

The aim of the annual review is to dispose of records that have met their legal or administrative value. Follow these procedures once the departmental listings have been updated (see ETV\RecordsM\RIM Procedures\Annual Records Review\Annual Records Review – Department Report).

Report Creation:

1. Create 200xx review report (Coordinator).

2. Export individual **<u>Detail</u>** and **<u>Memo</u>** report and save in that year's review folder.
    - export detail and save as a file to disk (PDF).
    - export memo and save as a file to disk (PDF).

Report Process:
Open Stellent (main screen)
Click **Object Management**
Click **Print Reports** (print/mail/document graphic button)
Select **Boxes** (Objects tab)
Click **Accept**

Use the same criteria for the Detail and Memo reports.

Memo Reports Criteria:
Select **Sched Dest. D**t
Click operator equal to or less than 31/03/20xx
Click **Accept**

Navigate to Reports\CBC Reports\Destruction\ Box_DEST_MEMO_CBC_Review.RPT, to print the MEMO report

Return to the Stellent **<u>Criteria</u>** Screen
** DO NOT CLOSE this screen

Click **<u>Accept</u>**

Navigate to Reports\CBC Reports\Destruction\ Box_DEST_DETAIL_CBC 01.RPT, to Print the DETAIL report

PRINT Reports and Memos:
Select **Print** option
Report title = report number from list i.e. 01, 02, 03 (01_details.pdf, 01_memo.pdf)

Save Details and Memos as a PDF file: ETV\RecordsM\Review(s)\20xx Review\Reports

Preview on screen. Verify: title number, destroy date, dept. name, contact name.

Export **Details** file to that year's review folder:
ETV\RecordsM\Reviews\20xx\ Review(s)\Reports

Export **Memos** file to that year's review folder:
ETV\RecordsM\Reviews\20xx\ Review(s)\Reports

Create Master List:

Use same search criteria, and select report Box_DEST_MEMO_CBC_ data.RPT.

Export as a Microsoft Excel 97-2000 – Data only (XLS)
Excel format options – OK

In Excel, add columns for Comments, Date Complied, Batch Number, AR/CS Explanation, and Notes. Add data filters for the columns.

Email reports (first notice):

Email both the memo and detail report as attachments to the specified department contact named in the memo. Include the instructions in the body of the email. See the sample:
ETV\RecordsM\Review(s)\Sample letters\Annual Review First Notice – email.doc

Second Notice:

Promptly follow up with departments which do not return their signed reports by the specified date. Print the second notice letter on coloured paper, and print off both the memo and detail reports. Send by internal mail. See the sample:
ETV\RecordsM\Review(s)\Sample letters\Annual Review second notice.doc

Data Collection and Coding

Code each memo returned (use the master excel review spreadsheet) by the department as per the instructions indicated in the returned memo.

- use the following code format [**SHRED, AR, CS, RTD**]
- note any discrepancies or user request other than the required code by the department in the 'Other Notes' field of the spreadsheet
- Fill in any missing data, i.e. Accession No./ Bay No./Transfer box No., if the departments review extends beyond the current review year
- track reports not received by requested date:
    - send a second notice by internal mail (see above)
    - call or visit the individual; and inquiry why the review has not been submitted

FRC Disposal and Recall Authorization

Generate disposal and recall letters (based on review data in master spreadsheet).

Use sample letters as format:
-Disposal Letter (ETV\RecordsM\Review(s) \Sample letters\SAMPLE_Disposal Request.doc)
-FRC Recall Letters (ETV\RecordsM\Review(s)\ Sample letters\SAMPLE_Permanent Recall letter.doc

Select all record numbers that are not coded **SHRED** in the master review Excel spreadsheet (20xx_review_action.xls) this includes **CS**, **CS**20xx, **AR**, and **RTD**

1. Format data first by accession number.
2. Order data by transfer box number.
3. List transfer box numbers in order and make ranges where possible i.e. (100 to 200), see format example.
4. List Bay locations and make ranges where applicable (use recall letters from past Review as templates).
5. List total boxes per line entry.
6. Subtotal by accession and grand total of all the recalls.
7. Cut & paste the appropriate cells from the spreadsheet on to the letter by Accession No. (one letter per Accession).
8. Add column headers in order to reduce any misunderstanding.
9. Update letter text to reflect the review year, the accession number and total number of boxes per this accession being recalled.
10. Save the electronic letter in the 20xx Review folder.
11. Print and obtain signature from Coordinator.
12. File a copy of the letter with the 20xx Review.
13. Create an electronic list of all records including details to be sent to FRC.

RIM B1 and FRC Recall Processing

RIM B1 Onsite Processing

SHRED boxes

1. Use the individual report, skid all shred boxes indicated.
2. Remove the records storage sheet from the active file location.
3. Match the box number with the report and place the storage sheet in the temporary review location.
4. Remove the box from the shelf location, mark with 'C' on all sides and place on the shred skid.
5. Add the object number in the appropriate batch.
6. If a batch for the shred boxes was not created, have one created by the Coordinator.
7. Record the 'comply' date in the review master spreadsheet.
8. When all shred boxes have been skidded, review the batch report and verify object numbers with the Review report and Shred box list. Create a PDF of the batch and save in the review folder. Process the batch.
9. Fill out "Request for Non-Accessioned Disposal" form (located in RIM resource cabinet or ETV\RecordsM\Shredding) and fax to FRC.
10. Once approval has been obtained from FRC, shrink wrap skids.
11. Label skids with transfer labels (4 per skid).
12. Contact Secret Service to arrange a pick-up.
13. Fill out Secret Service courier slip (located in RIM resource cabinet).
14. Make a copy of the Transfer record and file it in the RIM resources cabinet.
15. Place the courier and FRC transfer slip in a pouch and attach it to skid 1.
16. Inform CBC Shipping of skid transfer and deliver skid to loading dock.

Return To Department boxes (RTD)

1. Use the individual reports to mark all RTD on-site boxes as indicated.
2. Remove the records sheet to the temporary location if it has not already been moved.
3. Write RTD and the report # on the box.
4. Create an RTD letter for the boxes being retuned (two copies).
5. Return the RTD box(s) to the department contact indicated on the report. If there are other boxes on the report being recalled for the department at FRC, wait until they arrive before returning the boxes to the department.
6. Have the department contact sign one copy of the RTD letter and file it in the corresponding review folder.
7. Add the RTD box(s) to the specified Stellent Batch report.
8. If a batch for the RTD box(s) was not created, have one created by the Coordinator. Create a PDF of the batch and save in the review folder. Process the batch.
9. Record the 'comply' date in the review master spread sheet.

Change Series box(s) (CS)

1. Use the individual reports to locate the 'CS' on-site box(s).

2. Remove the storage sheet to the temporary location if it has not already been moved.
3. Locate the box(s) on the shelf.
4. Update Stellent record.
5. Override the retention field with the new retention disposal date indicated in the report.
6. Print a new record label (if the box is being retained 3 year (>3) from current year) and apply it to the box.
7. Strike out the Transfer Box number by putting a line through it.
8. File the box in its new on-site location.
9. Update the new location in Stellent.
10. Update the record sheet and put it into the active record folder matching both the retention and disposal year (if one does not exist create a new one).
11. Record the ‘comply’ date in the review master spreadsheet.

Archival Review box(s) (A/R)

1. Use the individual reports to identify the ‘A/R’ on-site box(s) in RIM B1 location.
2. Remove the master record sheet and add them to the current AR folder created.
3. Locate the box(s) on the shelf.
4. File the box in the RIM B1 Archive location (Archival Review) and update new location in Stellent.
5. Create a new RIM A/R records master folder for the current year and transfer the record sheet to that folder.
6. Record the ‘comply’ date in the review master spreadsheet.

FRC Recall Off-site Box Processing

Once confirmation has been received from the FRC that the boxes are ready for pick-up call Secret Service to schedule pick-up from FRC (note which building the boxes are in).

Change Series (CS) boxes

1. Use the individual reports to identify the CS boxes per each department.
2. Update them master record sheet with numerical retention code and new destruction date.
3. File the record master sheet in the RIM B1 cabinet by new destruction date and code.
4. Strike out the FRC Accession and Bay location numbers on the master record sheet.
5. Print a new box label and apply it to the box.
6. File the box in RIM B1.
7. Update the box location in Stellent.
8. Record the ‘comply’ date in the review master spreadsheet.

Archival Review (A/R) boxes
Same as on-site process.

Return To Department (RTD) boxes
Same as on-site process.

[January 2010]

Processing New Boxes

New boxes of files submitted by clients to Records Management have to be processed in order to be properly archived. Boxes will have corresponding records storage sheets that describe the nature of the files in each box, which will then be used as a reference for the retention period and location of the box.

Client New Box Accession

- If client calls to request a pick-up of new boxes, take down client information (name, location, phone number, number of boxes). Record the information onto a Job Request form (job ticket) and pick up boxes.
- If client e-mails to request a pick up of boxes, make sure all important information (name, location, number of boxes) is written in the e-mail and then print out e-mail to use it as a Job Ticket. Pick up boxes.
- If the client drops off the new boxes to Records Management, take down client information (name, location, phone number, box numbers or file description). Complete information onto a Job Request form (job ticket).

Box and Record Sheet Inspection

1. Visually inspect boxes at the client's location to ensure that the boxes are assembled properly with all flaps folded properly. If not, advise the client of the proper way to assemble boxes for future reference. Correctly re-assemble the boxes back at Records Management.
2. Inspect boxes to ensure that there is not any writing on the box. If there is, advise the client to not write on the boxes for future reference. Cover the writing using the gummed tape or re-box the files once you are back at Records Management if the box is heavily written on.
3. Visually inspect records storage sheets within some or all of the boxes.
    1. Make sure there are 3 copies of the records storage sheet in each box.
    2. Ensure that the Box Information fields are properly filled out (i.e. From/Through dates, Retention no., Total years retention, and describe nature of files) along with any File Information fields. Also, check to see if the submit date (top right corner) and Sender Information fields are correctly filled out.

   If none of this information is filled in, leave the boxes and ask the client to correctly fill out the records storage sheet and then call you when it is done.
4. Direct the client to the "Transferring Records to Toronto RIM" Records and Information Management webpage under the Administrative Resources tab in the CBC iO! Portal for detailed instructions on new boxes.

Recording Box Pick Up

Once the new boxes have been picked up from (or dropped off by) the client, you would write on the Job Ticket the number of boxes picked up, your signature, date of pick up, and "Done".

Monthly Statistics

Record the number of new boxes picked up on a Monthly Statistics report every time new boxes are picked up.

1. In the ETV\RecordsM\Monthly Stats folder, double click the folder for the current fiscal year and then open the Monthly Stats excel file (i.e. Monthly Stats 2007-2008 fiscal.xls).
2. The worksheet with the current month listed as "current month (Detail)" should be displayed. If not, select the tab for the current month listed with "Detail" (i.e. November (Detail)) from the bottom of the screen.
3. Find the corresponding Department and Client for which the new boxes have been picked up from and enter/add in the number of boxes under the "Accessions" column.
4. Save your work.
5. Exit out of Excel.

File the Job Ticket in the top far right hand cabinet in the Job Ticket folder for the current month.

Proscessing Boxes

1. Line up all of the boxes standing up along the bare wall in the RIM-B1 Storage Area and pull out all 3 copies of the storage records sheet for each box and place them on top of each corresponding box.
2. For multiple boxes, start from the first box on the far left and write the number "1" on each of the records storage sheets in the Object no. field and on the bottom right corner of the box lid. Do this for each box from left to right counting upward. Skip this step if you are only processing one box.
3. Once all records storage sheets and boxes have been numbered, take one copy of each of the box records storage sheets and return to your workstation.

Processing Records Storage Sheets – Part One

1. Keeping the records storage sheets in numerical order, enter the data from each of the records storage sheets into the system as per data entry procedures (see Data Entry for New Boxes). After each box has been created, write down the box number in Object no. field on the records storage sheet.
2. If files are created for the box, record the number on the left hand side of each of the file descriptions on the records storage sheet as they're created.
3. Record the Destroy Date in red ink in the Destruction date field (below the Object no. field) on the records storage sheet.
4. Repeat steps 1 to 4 for each records storage sheet.

Printing New Box Labels

1. In the system under Object Management, select E:Print Box Labels.

2. Enter the box numbers (not inclusive, add +1 to box range) and click on Enter.
3. Preview the labels.
4. From the Report Preview toolbar, choose the Zebra Z6M printer and click on Print.
5. Cut each label individually and arrange in ascending order.

<u>Processing Boxes with Records Storage Sheets</u>

1. Take the processed Records Storage Sheets along with the printed box labels and a red ink marker/pen to the line up of boxes in the RIM-B1 storage area.
2. Place the processed Records Storage Sheets on top of their corresponding box according to the number you wrote on the box (ie. 1, 2, 3…).
3. Place the box labels on top of their corresponding box according to the box Object Number written on the top Records Storage Sheet.
4. Write the Scheduled Destruction Date year in red ink on the two other Records Storage Sheets for each box according to the year written in on the top Records Storage Sheets.
5. For each box with its 3 copies of Records Storage Sheets, take the corresponding box label and place one of the 3 barcode record sheet labels on each Records Storage Sheets in the Object no. field covering any number you previously wrote in it.
6. Place the large box label on the lower right hand corner of the box lid for each corresponding box.
7. Take the bottom copy of the 3 Records Storage Sheets for each box and put it inside the corresponding box. Note: This copy should not have any File Object numbers written on it.
8. Take the other 2 copies of the Records Storage Sheets for each box and keep them all together in numerical order and return to the your workspace and discard the label backings.

<u>Setting and Recording Boxes to Home Locations</u>

1. Seal and secure each box using the “Marsh Taper” tape machine to dispense a piece of tape several inches long and apply to the bottom left hand edge of the box lid.
2. Once all boxes are sealed, retrieve the barcode scanner and turn it on by switching the small black switch in the up position.
3. Place the first sealed box to any available space on the shelf of its new corresponding Home Location (RIM-B1 areas).
4. Push the large rectangular yellow button on the laser barcode scanner to scan the SET HOME/ACTUAL LOCATIONS barcode on the Transfer Barcodes list (posted on Row 4 & 5 in the B1 Storage area or available in the office).
5. Scan the Shelf Position barcode (ex. RIM-B1 5-1-6-4) on the shelf corresponding to the new box’s position.

6. Then scan the Object Number barcode on the corresponding box.
7. Repeat steps 3 to 6 for each sealed box.
8. Once all Shelf Position and box Object Number barcodes have been scanned, place the laser barcode scanner back on in its docking station.

Processing Barcode Scanner Data

1. Place scanner in docking unit.
2. In the new system under Object Management, select F: Import Scanned Box Locations.
3. A ‘communications progress’ box will appear and beeping will sound to indicate beginning and end of transfer.
4. In the Open File window, select the “data_last.txt” file (in the RIMSYS folder) and click on OK.
5. A preview window will list the scans. Press Esc to finish. New box locations are imported.

Make sure to turn laser barcode scanner OFF by switching the small black switch in the down position.

Processing Records Storage Sheets – Part Two

1. Separate and arrange the remaining copies of the Records Storage Sheets into 2 identical piles in numerical order. One pile will be RIM master copies (with any file Object Numbers written on them) and the other will be the client copies. Confirm the 2 piles are identical.
2. Client copies of the Records Storage Sheets:
   a. Using the client copies, get the name of the client that submitted the new boxes in the Sender name & title field at the top left hand corner of the Records Storage Sheet. Find the client’s department and location in the online corporate directory found on the CBC iO! Portal.
   b. Open the Word document found at ETV\RecordsM\RIM Resource\client letter new storage sheets.doc and edit the letter to reflect the name, department and location of the client that sent the new boxes along with the current date.
   c. Print out the letter and sign your name. Close the Word document without saving it because it is only used as a template.
   d. Get an Interoffice Communications envelope from on top of the filing cabinet beside the supply cabinet and scratch out the last name and location written on it. On the next line, write in the name, department and location of the client.
   e. Attach the client letter to the client copies of Records Storage Sheets with a paperclip and put in the Interoffice Communications envelope.
   f. Seal the envelope and drop off envelope at the mailroom.
3. Master copies of the Records Storage Sheets:

a. Separate and arrange the master copies of the Records Storage Sheets according to Scheduled Destruction Date year you wrote down on each sheet.
b. Then separate and arrange the master copies according to their Dept/Client code listed under the Object Number barcode found on the label.
c. Then separate and arrange the master copies further according to their Ret (Retention) Code also listed on the label.
d. File these separate sets of Records Storage Sheets according to Dept/Client and Retention Code within each Destruction Date in the corresponding master file folder found in the cabinet drawer labeled Transfer Area.
e. If there is no corresponding master file folder for any of the Records Storage Sheets, you would have to create a new master file folder. Determine what colour folder you would need according to the Master File Documents Filing Order (ETV\RecordsM\RIM Procedures Nov 2007\Master File Documents.doc) and label either a new or reusable folder of the same colour with the destruction year and the last word of the Dept/Client code.
f. Check the set of preprinted Master File Labels beside the printer for the corresponding labels. If there are none that you need, go to ETV\RecordsM\Master File Labels\Master file labels 2004.mdb then double click Master_flabel and enter in the information for the new Master File Labels and then save.
g. You can file the new master file folders even if you are waiting for the Master File Labels. The labels can be printed at a later time and then placed on the master file folders that are filed away.

New box processing has been completed once all new boxes and Records Storage Sheets have labeled and correctly filed away.

[October 2010]

Contract with Iron Mountain

Shredding & Off-Site Storage

September 15, 2011

CBC/Iron Mountain Shredding & Off-site Storage

s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

CBC/Iron Mountain Shredding and Off-Site Storage

- All communications between CBC & Iron Mountain is through RIM's direction
- Single invoice to National RIM
- Only specified contacts from controlled list - no "trolling" by account execs
- Locations of bins will be specified by RIM
- Collections will follow schedule to eliminate extra charges
- "Call-ins" must be pre-approved by RIM
- RIM will use Iron Mountain boxes

Shredding & Off-site Storage General Service Agreement – Schedule 2 – CBC Designated Contacts

Morrow, Robert	National Records & Information Management Manager
Rainville, Benoit	Records & Information Management Analyst, National Office
Salgueiro, Sandra	Records & Information Management Analyst, National Office
Corbeil, Diane	Classification Analyst, National Office
Cesar Cameirao	RIM Coordinator, Toronto Office
Nathalie Lemay	RIM Supervisor, Montreal Office
Marrocco, Tranquillo	Compliance Officer & Associate Corporate Secretary
Lee, Georges	Senior Clerk, Shared Services Records
Grenier, Paul	Manager, Administrative Services
Marie Josée Turgeon	Senior HR Manager, Health & Safety

Title:

Information Management Systems Repositories Guidelines

Application:

These guidelines are addressed to all CBC/Radio-Canada employees

Objective:

Provide clear description and understanding of approved Electronic Documents and Records Management Systems by CBC/Radio-Canada and their proper use to "ensure effective recordkeeping practices that enable departments to create, acquire, capture, manage and protect the integrity of information resources of business value in the delivery of Government of Canada programs and services"[1].

Definitions:

(Electronic) Document: A document is recorded information produced or received in the course of implementation or completion of an institutional or individual activity that comprises content, context and structure to prove existence of activity.

Business Records: A "Business Record" documents any one or more of the following: the delivery of a program or service; indication of how and/or why a particular decision or action was taken; the evolution of a policy, program or procedure and CBC financial or legal matters.

Structured Information: Data that resides in a fixed field within a record or file is called structured data. This includes data contained in relational databases and spreadsheets.

Unstructured Information: Unstructured information refers to information that either does not have a pre-defined data model or is not organized in a pre-defined manner. Unstructured information is typically text-heavy, but may contain data such as dates, numbers, and facts as well.

Electronic Documents and Records Management System: A central system that allows employees to create; classify; share and maintain electronic documents and records. It is used at CBC Radio Canada to provide integrated management of documents and faster access to specific documents to improve the ability to share and link information between departments.

E-Archive: CBC's internal Electronic documents and records management program

Livelink: Software platform developed by OpenText Corporation supporting the electronic documents and records management system

Archival: Permanent keeping of information of historical value

[1] Directive on Record Keeping, Treasury Board of Canada https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16552&section=text

Retention: Period of time scheduled to preserve information in compliance with legal, industry and business requirements

Disposition: Final stage of the information at the end of its retention period, either archival or destruction

Statement of Guideline:

Approved electronic documents and records management systems play different roles for the corporation and only one, Livelink, is officially approved as the official business records repository. The present guideline details the different tools available to employees and their proper use and purpose within the lifecycle of all CBC/Radio-Canada's information. The list of common tools available comprises Shared drives, Google Apps (Gmail, Drive, Google+, Calendar and Google Sites), SharePoint and Livelink (E-Archive)

Information Lifecycle Management Processes

Some forms of content will follow formal lifecycle processes, which include approvals, revisions, publishing and formal review periods. Other forms of information such as email, blogs or instant messages have a much more ad-hoc and varied lifecycle process.

Records also follow a lifecycle that includes retention, legal holds and e-Discovery (if required), and disposition.

Information lifecycle management processes are where users handle information through its various stages, including:

- Collaboration – acquisition/creation, modification, review and approval
- Publication and Utilization – storage, publication, search and use/access
- Archival/Retention and Disposition – long term storage (archival), classification and management of corporate documents aligned to legal requirements (retention) and permanent retention or destruction (disposition) according to defined requirements

Approved electronic documents and records management systems and their corresponding Lifecycle processes

- Shared drives: Utilization (Phasing out)
- Google apps: Collaboration, Publication and Utilization
- SharePoint: Publication (Phasing out)
- Livelink (E-Archive): Utilization, Archiving, Retention and Disposition.

Users are expected to manage information according to its appropriate lifecycle process as listed in the present document. More details pertaining to your line of business can be provided by your Information Steward

Users must store business records in their enterprise workspace in Livelink so that business records are properly identified and retained. This ensures that CBC/Radio-Canada has systematic control of its records, and is in compliance with its legal, financial and operational requirements.

Tools - Information Management Systems/Repositories

All CBC/Radio-Canada information must be stored and managed in CBC/Radio-Canada's approved information management systems/repositories.

Approved CBC/Radio-Canada information management systems/repositories provide the capabilities; accessibility, trustworthiness and security required to efficiently and effectively manage CBC/Radio-Canada information and records throughout their lifecycles.

In accordance to the Information Classification Policy, managing CBC/Radio-Canada information outside of approved information management systems/repositories such as personal computer hard drives, thumb drives or personal "cloud" locations is not permitted other than for temporary use and with great caution as it exposes CBC/Radio-Canada to privacy and legal risks.

List of approved Information Management Systems/Repositories

The following table lists all of CBC/Radio-Canada's currently approved unstructured information management systems/repositories according to each category.

Supported Repository/System for Unstructured Content	
Category 1 – These systems/repositories have been utilized historically. The strategy is to ensure that no more repositories of this type are added, and the transition of current information from these repositories to Category 2 or 3 repositories.	Shared Drives (Phasing out)
Category 2 –Business records contained in these system/repositories must be transferred to Category 3 repositories.	Google Apps (Google Drive, Gmail, Google+, Calendar and Google Sites) SharePoint 2010 (Phasing out)
Category 3 – These systems/repositories are fully approved by CBC/Radio-Canada.	Content Server 10.5 (Livelink)

List of Systems/Repositories not recommended to be used

The following systems/repositories are not recommended to be used to manage CBC/Radio-Canada content and should only be used temporarily and with great caution:

- Personal cloud boxes (DropBox or any other solution)
- Thumb drives and other mobile devices
- Personal Computer (PC) hard drives (e.g. C: drive)

List of Business Specific Structured Data Systems/Repositories not requiring information transfer to Livelink.

- Archidata – Real Estate project management system
- Avid – Video asset management system
- Casetrack – Legal Services case management system
- Dalet Plus – Audio asset management system
- iNews – News feed management system
- Privasoft – ATIP management system
- Remedy – IT ticket support management system
- SAP – Financial management system
- Scheduall – Time and schedule assignment system
- VIP – Human Resources administration system

Subsidiary Policy Instruments:

List of applications supported at CBC/Radio-Canada

References:

2.9.1: Records and Information Management
2.9.6: Email Management
2.9.7: Information Classification Policy
Library and Archives of Canada Act

Enquiries:

Benoit Rainville

Head, National Records and Information Management Program

Benoit.rainville@cbc.ca

CBC/Radio-Canada

Welcome to Livelink

Introduction Manual

Benoit Rainville

12/02/2015

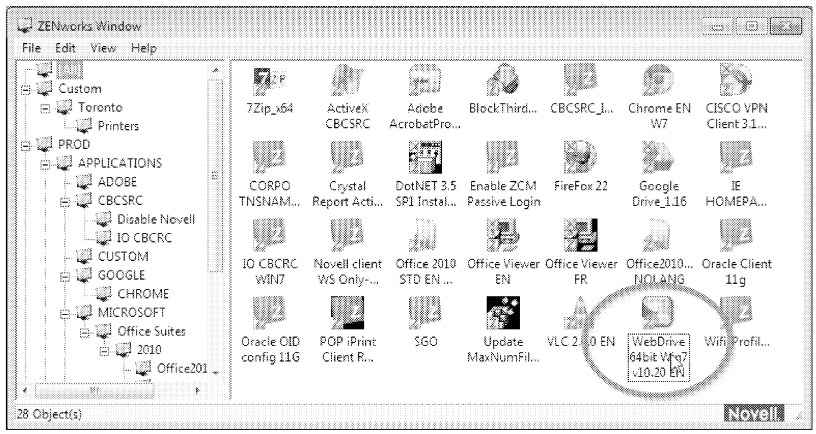
Table of Contents

Introduction to Livelink

This document is intended for end users and is designed to help you find your way for the first time around Livelink to access and handle your information from anywhere, anytime and on any device.

Setup Access to Livelink

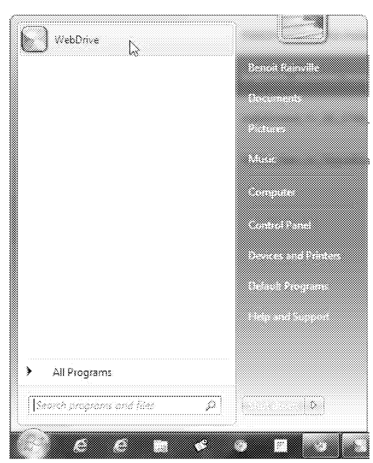
Step 1: Install WebDrive



1. Double click on the **WebDrive** icon from your **Zenwork Applications window**

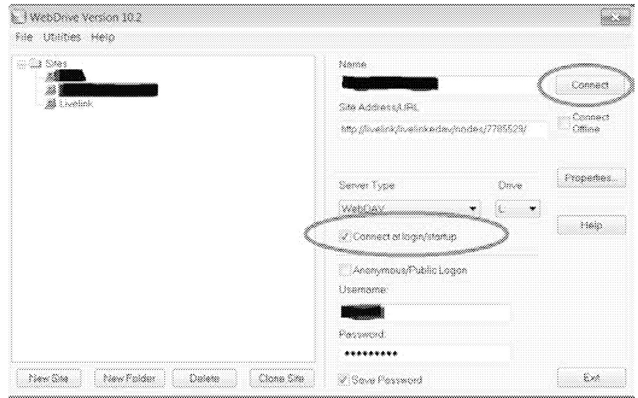
2. Wait for the installation window to disappear

Step 2: Connect to one or multi-sites at Startup or on demand



1. Click **Windows Start** button
2. Click main **WebDrive** link

3. Select a **site** on the left side
4. Copy the **Site Address** provided by your information steward in the text field
5. Tick the box **Connect at login/startup**
6. Click **Connect**



For further written instruction: https://drive.google.com/file/d/0B0ROo2ICHIYRVHZ5X1I2aXRVdGM/edit?usp=sharing

Or Video instructions: http://www.youtube.com/watch?v=9yUe3RrK-pQ

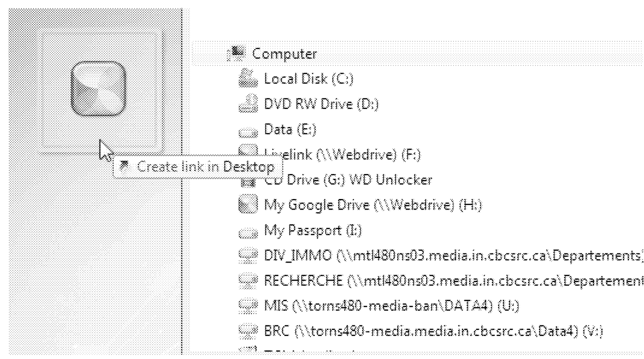
Step 3: Create a shortcut on your Desktop

1. Open **Windows Explorer**

2. Expand **My Computer**

3. Click and hold the desired **WebDrive Site**

4. Drag & Drop the link on the **Desktop**



Use Livelink

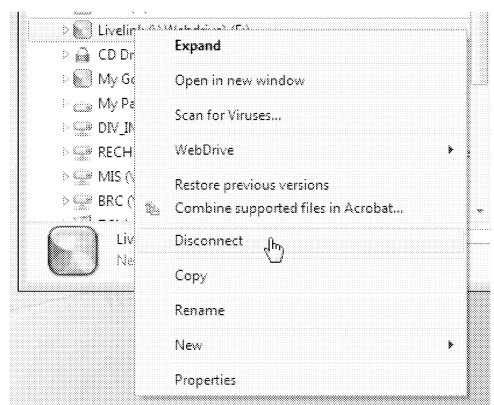
Updating your password

1. Open **Windows Explorer**

2. Expand **My Computer**

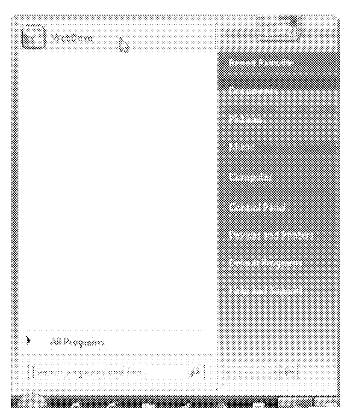
3. Right-click on the **WebDrive site**

4. Click **Disconnect**



5. Click **Windows Start** button

6. Click main **WebDrive** link



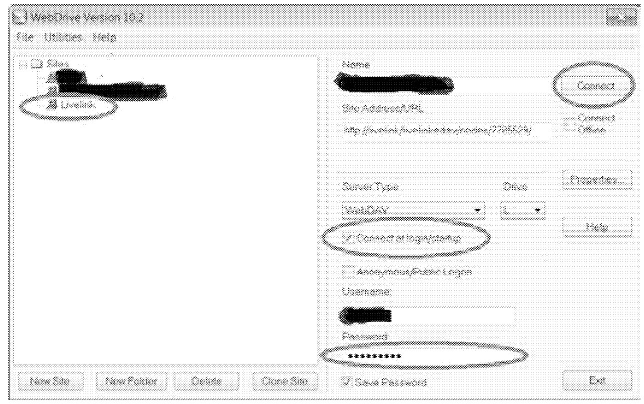
7. Select a **site** on the left side

8. Replace old password with new one

9. Tick **Save password**

10. Tick **Connect at login/startup**

11. Click **Connect**



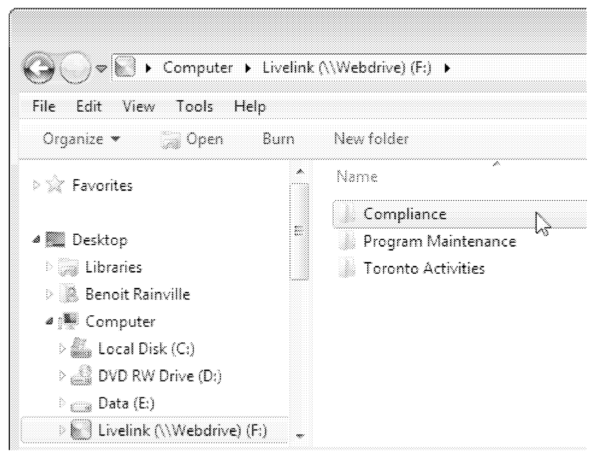
Access your Livelink folder structure via Windows Explorer

1. Open **Windows Explorer**

2. Expand **My Computer**

3. Click on **WebDrive** site

4. Browse you folder structure



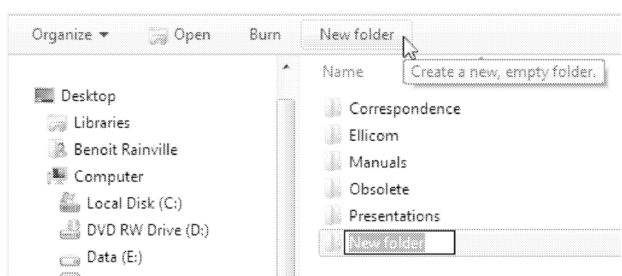
Create a folder

1. Access the desired folder

2. Click **New Folder**

3. Type in the folder name

4. Hit **Enter**



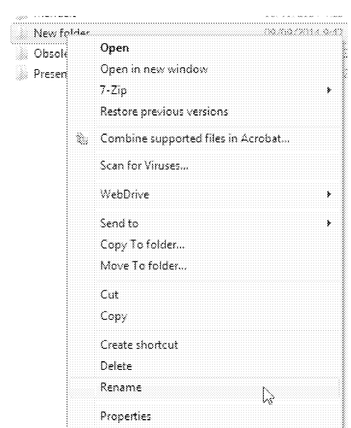
Rename a folder or a document

1. Right-Click on the desired folder

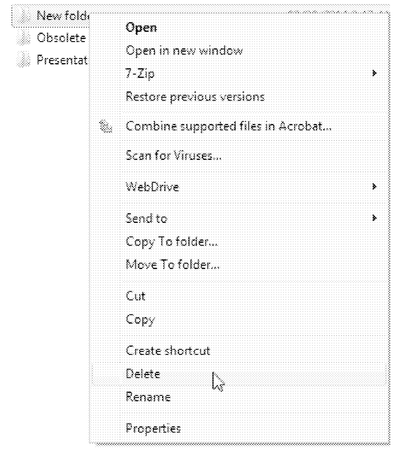
2. Click **Rename**

3. Type in the new folder name

4. Hit **Enter**



Delete a folder or a document



1. Right-Click on the desired folder

2. Click **Delete**

3. Alternatively, select the folder and hit the **Delete** key on your keyboard

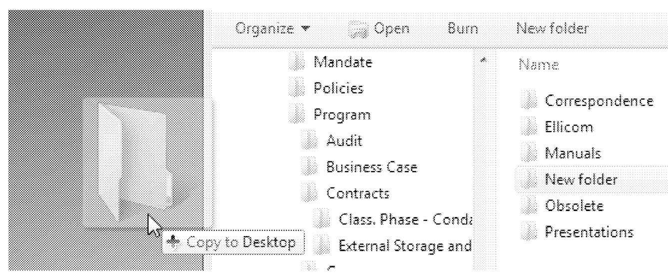
Copy documents or folders using Drag and Drop

1. Click and hold the folder or document

2. Drag the item over the new location

3. Release the mouse button

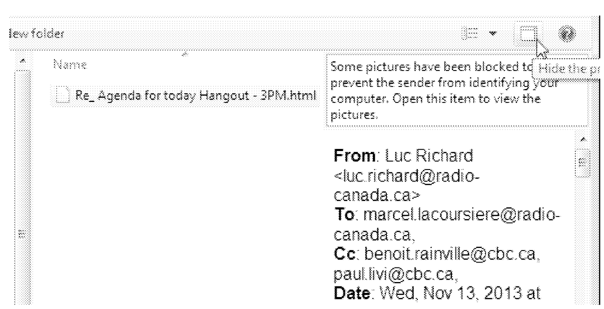
Note: To copy an item in another location on the same drive, hit the **Ctrl** key while dragging until the item is successfully copied.



Quick document or email view in Preview Pane

1. Click on a document

2. Click on the **Preview pane** button



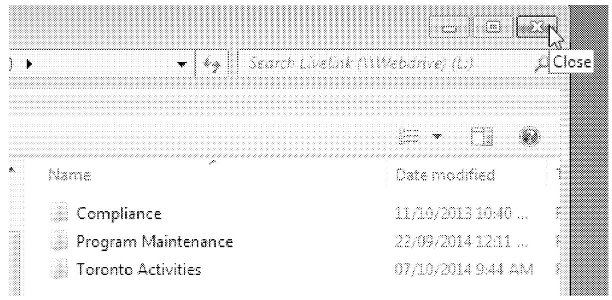
Quick bug fixes

If you encounter one of the following issues:

- You renamed a document and the change is not appearing
- You deleted a document and it's still showing
- You just saved a new document and it's not showing
- Things don't seem to work quite right

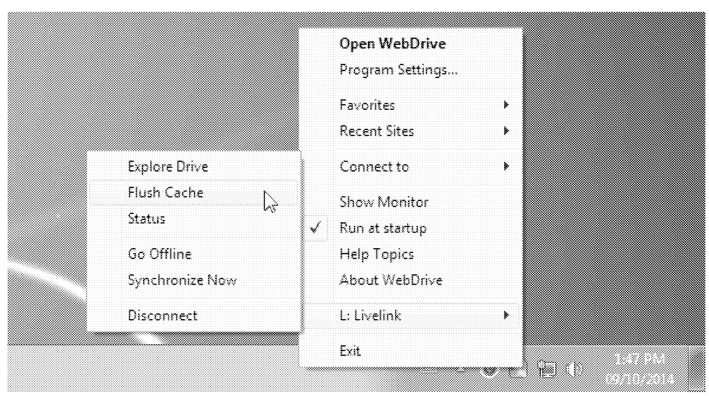
There is one trick that should quickly fix everything.

1. Close your Windows Explorer window



2. Right-click on the **WebDrive icon**

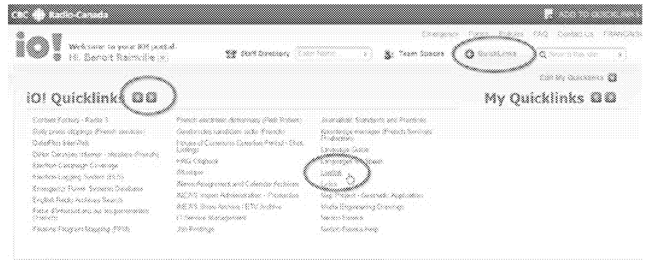
3. Go over the **L: Livelink** and click on **Flush Cashe**



Going back to where you were, you should see things have come back to their normal state.

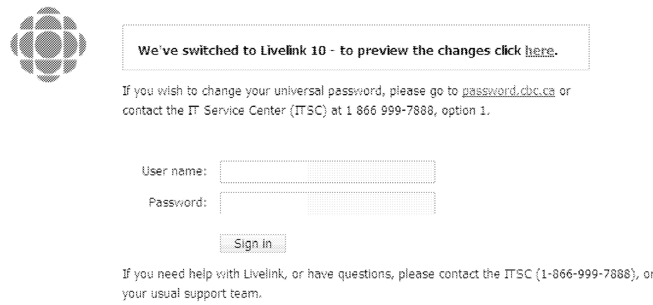
Web Browser

Quick links on IO!



1. Click on **Quick Links**
2. Click the **Forward arrow** until you see Livelink
3. Click on **Livelink**

Access content via the Internet

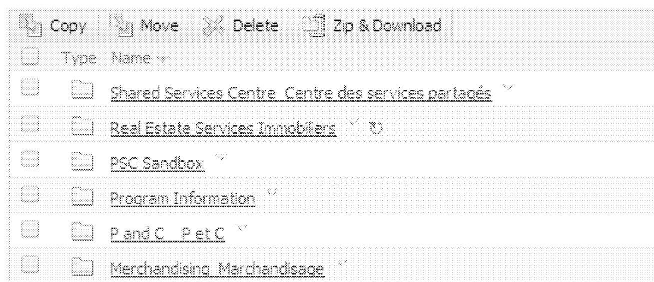


1. Direct your Web browser to this address:

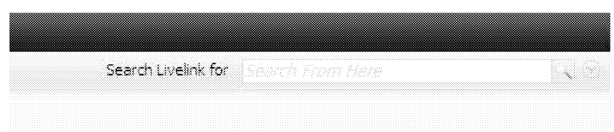
   https://livelink.cbcrc.ca/

   Note: You can access Livelink using this URL outside the CBC/Radio-Canada network

2. Type in your login information and click **Sign in**



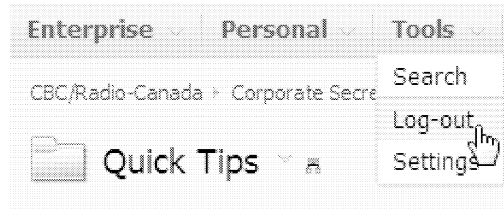
3. Browse by clicking on the folders' names from the left side
4. Download documents the same way by clicking on their name



5. Type in a document's keyword in the search bar on the right side and click the **magnifying glass**

6. Click on **Personal** to access your **Workspace**, **Favorite** or **Recycle Bin**

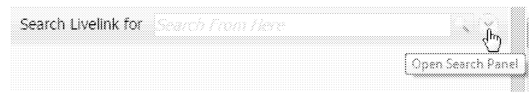
7. Click on **Tools** to access the **Log-out** link



For more advanced functions, check e-learning on Clic : http://apps.io.cbcrc.ca/edu/clic/training.aspx?id=48

Simple search

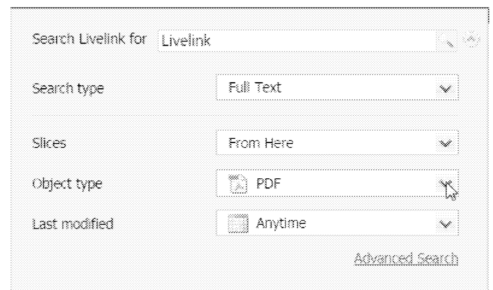
1. Type a keyword in the **Search Livelink for** field



2. Click on the magnifying glass icon or the arrow button for more options

3. Specify the object type (pdf, docx, xlsx…)

4. Click on the magnifying glass icon



Note:

Boolean operators are accepted in the search querry

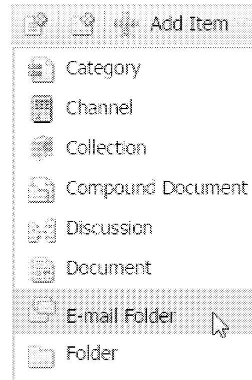
5. Look at the information displayed

6. Click on the document's title or its folder link to open it

Email folders

Email folders in the Web browser interface present their Content like a traditional Inbox with sorting functions. Going through the following steps, you can create an e-mail folder structure ready to receive your emails from the Gmail Gadget

Create email folders



1. Access **Web interface** of Livelink

2. Browse to desired folder

3. Click **Add Item**

4. Click **E-mail Folder**

5. Type in a name and click **Add**

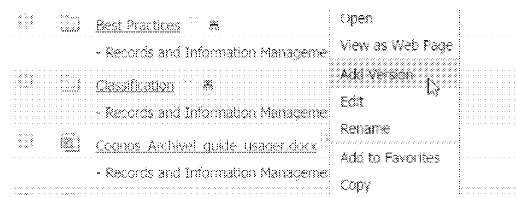
Note: Sub-folders created in the Gmail gadget are in e-mail folder form by default to help you find your archived emails quicker.

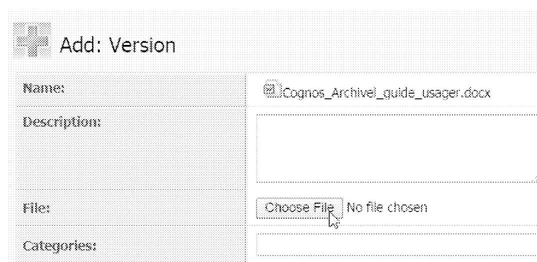
Add a document version

1. Find the document you want to add a version to

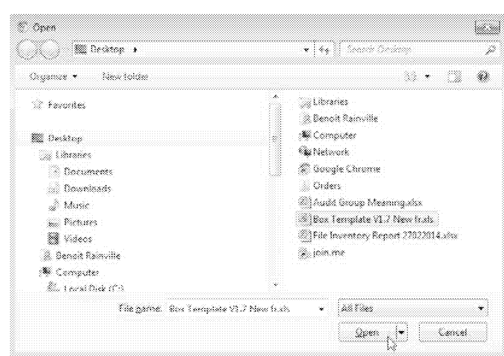
2. Click on the Function arrow next to the document

3.Click **Add version**





4. Click **Choose File**



5. Browse to locate the new version and select it

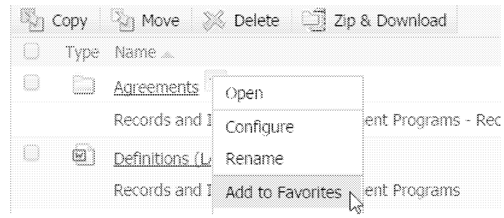
6. Click **Open** and **Add Version**

Livelink Favorites and Shortcuts

1. From the Web interface, browse to a frequently used location

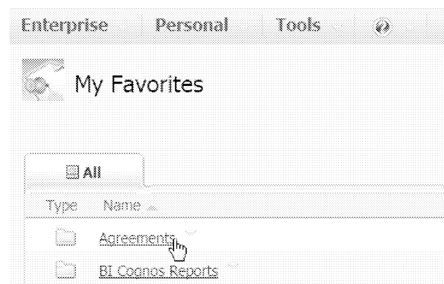
2. Right-click on the frequently used folder or document

3. Click **Add to Favorites**



4. Click on **Personal**

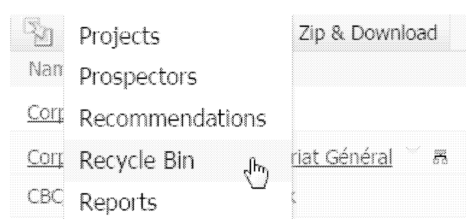
5. Click **Favorites**



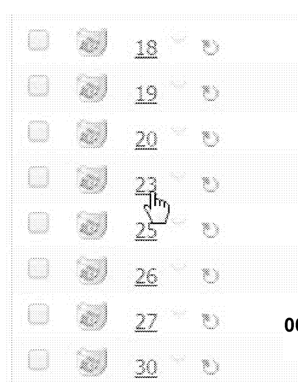
6. Click on the downward arrow at the right of the favorite to explore available functions

Restore Deleted Items

1. From the Web interface, click on **Personal**

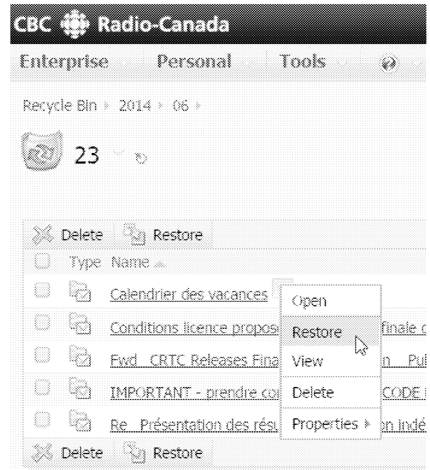


2. Click on Recycle Bin

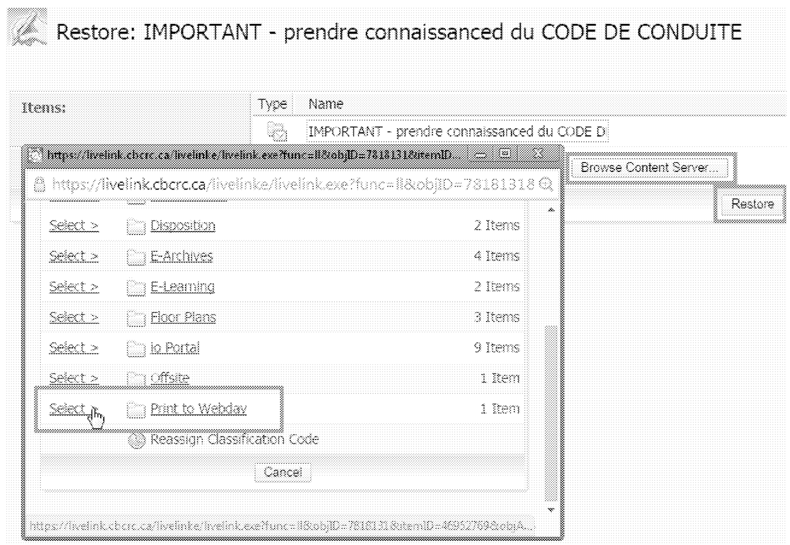


3. Click on the link of the **<u>Year/Month/Day</u>** when the deletion occurred

4. Click on the **downward arrow** next to the item and select **Restore**



5. Click **Browse Content Server** and navigate the structure by clicking on the folder names then click **Select** choose the correct location and click **Restore**



Note: When the restoration is complete, you will be redirected to the previous screen with the restored file now missing from the recycle bin.

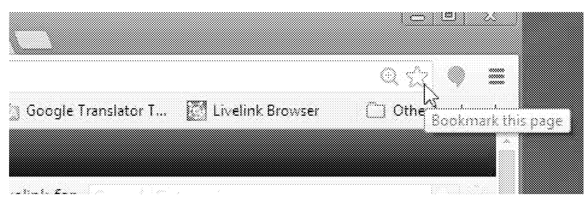
Web Browser Bookmarks

In Chrome:

1. Access Livelink Web interface

2. Browse to your main folder

3. Click on the Star at the right of the address bar

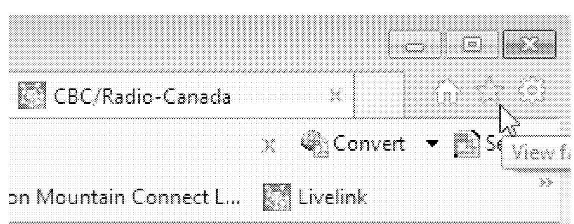


In Internet Explorer:

1. Access Livelink Web interface

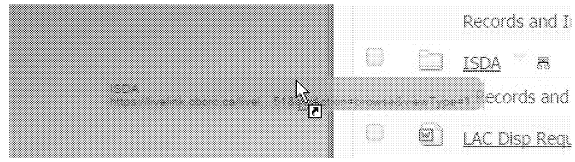
2. Browse to your main folder

3. Click on the Star at the right of the address bar



Desktop Shortcut

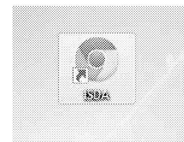
From your Web browser of choice:



1. Access desired folder

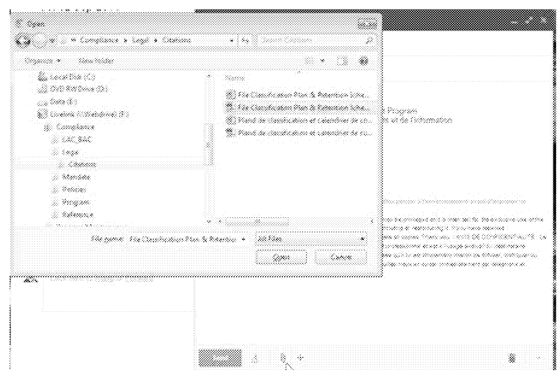
2. Click and hold the folder link

3. Drag and Drop the folder link on the Desktop



4. Shortcut will display your default Browser Icon
(For his example Chrome is the default Web browser)

Gmail



Attachments from WebDrive

1. Click **Attach file**

2. Click on WebDrive site

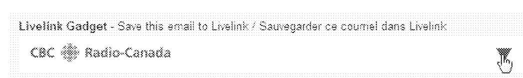
3. Browse to desired location

4. Click on desired file

5. Click **Open**

Livelink Gadget

1. Open Gmail
2. Open body of email
3. Locate **Livelink Gadget** at bottom of email
4. Click on down arrow to login and view folders



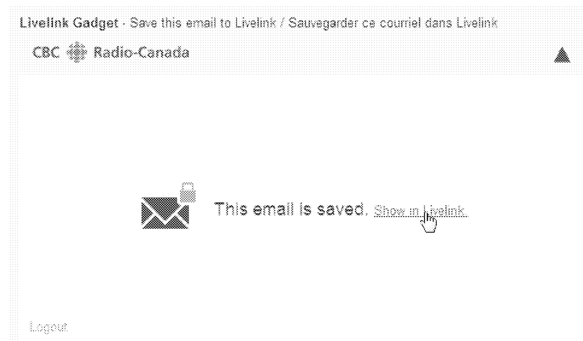
Note: Authorize access to your account when prompted at your first use

5. Double click on **All Folders**
6. Browse and select desired folder to save email
7. Click on **Create Folder** to save email in sub email folder
8. Enter name of sub email folder and click **Save**
9. Select new email folder and click **Save**

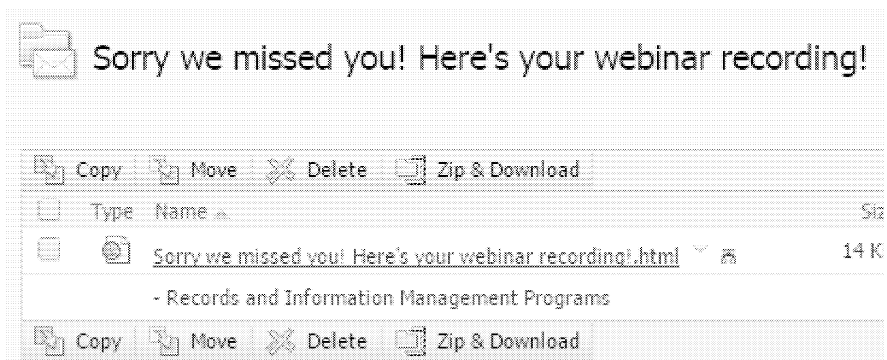
10. Click **Add Favorite** for easy access to a frequently used folder

Note : Saved emails will show the following where you can click **Show in Livelink** to view the saved email from Livelink

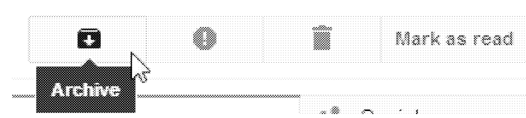
Email content will show this:



To view the email in its original form, click on **TEXT.html**



Do not use the “Archive” button in Gmail to keep your emails; they will not be permanently saved and will be lost…

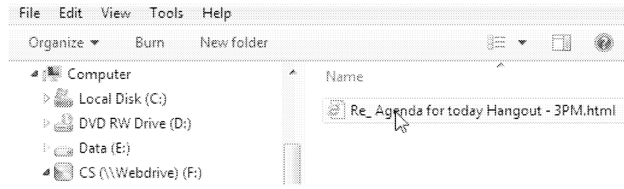


1 year in inbox

Emails saved to Livelink will remain in your Inbox until a year has passed since reception or creation. Once the emails are purged from your Inbox, the copy saved to Livelink will remain per its associated retention schedule.

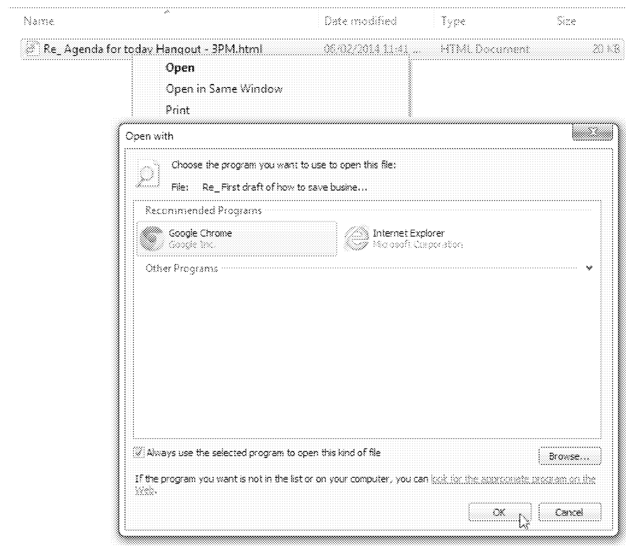
Emails in WebDrive

1. Browse to an archived email using **WebDrive**

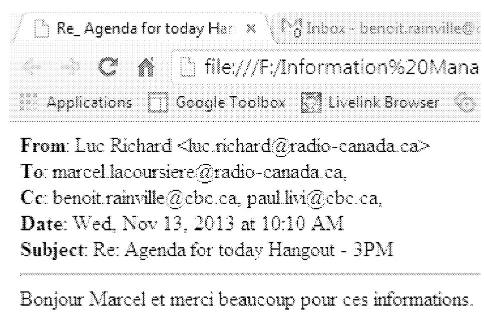


2. Right click on the email (**html file**), go to **Open with** and click **Choose default program…**

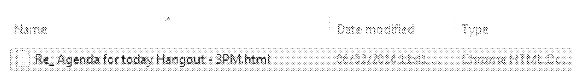
3. Select **Google Chrome**, make sure the **checkbox** on the left is checked and click **OK**



4. Read the email now displayed in a new **Google Chrome tab**



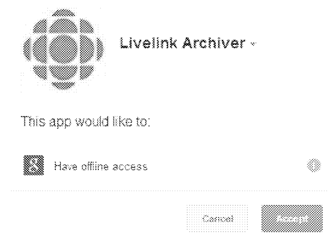
Note: Next time, you will only need to double click on the **html file with the** Google Chrome Icon to open the archived email



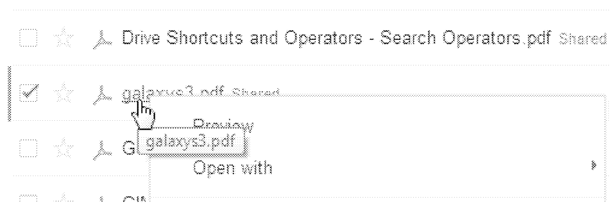
Google Drive

Save Google Drive documents in Livelink

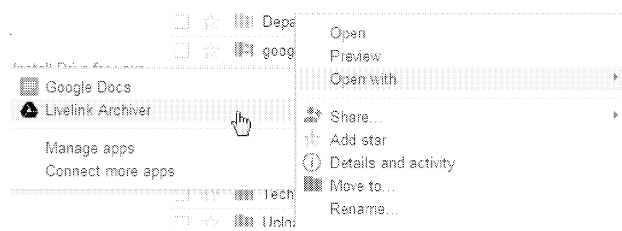
1. Open your Chrome browser and go to https://livelink.cbcrc.ca/livelinkarchiver authorize access to your account for the application



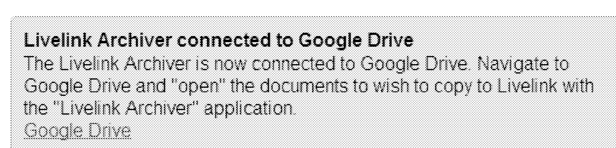
2. Go to Google Drive
3. Right-Click on the desired document



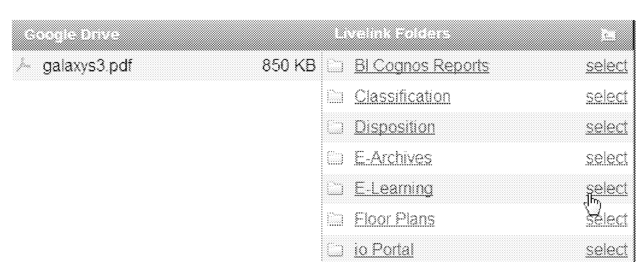
4. Bring your cursor over the **Open With** command and click on **Livelink Archiver**



5. Sign in to your Google Account if prompted, when successful, this message will be displayed

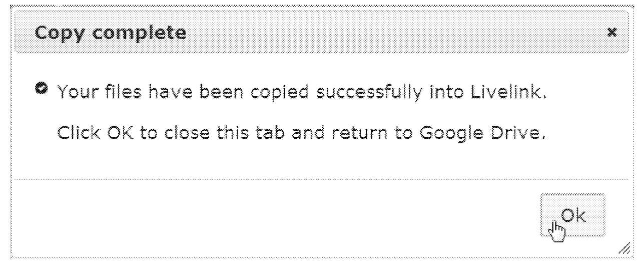


6. Navigate to the target folder on the right pane, clicking on folder name and click the **Select** link on the right.



Note :

Saved documents will show the following.



Note:

Documents in native Google Docs format will be saved in the corresponding MS Office Format while other documents like .PDF, .TXT, .PNG will be saved in their original format.

Offsite

Livelink content is accessible without a VPN connection via this Web URL

https://livelink.cbcrc.ca/

You can therefore access your content anytime, anywhere, via any browser on any device.

Overview

Functions WebDrive vs Web Interface vs Livelink Gadget

Functions	**WebDrive**	**Web interface**	**Livelink gadget**
Create a folder/document	X	X	
Create an e-mail folder		X	X
Save an email in Livelink			X
Send a Livelink document as an attachment in Gmail	X		
Manage access rights and permissions		X	
Manage versions		X	
Delete, edit a folder/document	X	X	

Information and Support resources

General Issues
Open a ticket with ITSC or your support group

General Questions
Contact the RIM Teams (see below for details)

Access related issues
Contact the Information Steward responsible for your team

RIM Team

National
Benoit Rainville

Head of National Records and Information Management Program / Corporate Secretariat

Montreal
Nathalie Lemay

Analyst, Document Management and Information / Media Libraries and Archives

Toronto
Cesar Cameirao

Coordinator / Records and Information Management

Records and Information Management Services Catalogue

Information Governance

Responsibility:

Corporate Secretariat - National

Mandate:

Corporate Secretariat:

- Monitors the delivery of RIM services at the Corporation's level. Develops and implements strategies, plans and provides or coordinates input to the development of information policies, plans and programs to ensure the unique requirements of the Corporation are adequately addressed.
- Defines and advises on RIM roles, responsibilities, policies, procedures, standards and practices in an effort to increase compliance with RIM regulations and ensure the continuing implementation of professionally recognized RIM practices across the Corporation to maximize positive impact on business, employees, clients and suppliers of the Corporation.
- Promotes RIM activities that achieve overall program goals and build partnerships. Leads the negotiation and establishment of Records Retention and Disposition Authorities and Agreements; oversees the implementation of the Corporation's Records Retention and Disposition Program; and resolves problems encountered by the Corporation or Library and Archives Canada.
- Leads the identification of Essential Records and oversees the implementation of the Corporation's Essential Records Program in the context of the Corporation's Business Resumption Planning exercise. Develops and maintains the information governance structure in partnership with the Information Technology department in the implementation and maintenance of new RIM tools and technologies ensuring compliance and maximizing quality of information, information flow and business intelligence efficiency.(e.g. working with IT specialists on the implementation of E-Archives, e-Mail Archiving Systems).
- Supervises RIM staff located in Ottawa, Montréal and Toronto functionally (total of 2 fte's), identifies the need for, obtains and approves the work of contractors as required for the conduct of special projects, identifies project requirements, develops supporting business cases and applies project management principles and practices to ensure deliverables are met on time and within budget.

Related Documentation:
2.9.1: Records and Information Management

Contact Information:

Corporate Secretariat - National
Benoit Rainville
Ottawa Broadcast Centre
Office: 3205
Extension: 150-6171
benoit.rainville@cbc.ca

Business Process Analysis

Responsibility:

Corporate Secretariat - National

Mandate:
Corporate Secretariat:

- Develops and maintains communications with all components and stakeholders of other departments concerning engagement in best practices, policies, processes and issues. Conducts research, participates on working groups and committees and maintains a continuing study of evolving trends and developments respecting the delivery of RIM services to identify opportunities to enhance the Corporation's business processes and RIM Program to ensure that component stakeholder engagement and information management concerns are addressed.

Related Documentation:
2.9.1: Records and Information Management

Contact Information:

Corporate Secretariat - National
Benoit Rainville
Ottawa Broadcast Centre
Office: 3205
Extension: 150-6171
benoit.rainville@cbc.ca

Information Management Training, Support and Awareness

Responsibility:

Corporate Secretariat - National

People & Culture - National

Communications - National

Information Technology: Application Portfolio Management - National

RIM Finance & Administration - English Services

GDI Mediatheque et Archives - Services Francais

Mandate:

Corporate Secretariat:

- Contributes to and approves the development of RIM training courses and awareness sessions, establishes training plans and schedules in consultation with the client community and oversees the delivery of courses to enhance staff competencies in the conduct of RIM practices and increase compliance with regulations and business efficiency.

People & Culture:

- It is the responsibility of People & Culture to develop and maintain the process used to manage the Corporation's employee training and development investments.
- It is the responsibility of the Learning and Development teams to assist the components in identifying training needs, locating suppliers, finding cost-effective training solutions, and implementing tools and procedures that facilitate analysis, development as well as evaluation of learning and development activities.

Communications:

- Corporate Communications supports the implementation of corporate-wide projects such as Records Information Management with strategic communications (iO! articles, all-staff notes, notes targeted to managers, posters, etc.) to raise awareness of the project and to publicize the related training resources available to staff.

Information Technology - Application Portfolio Management:

- Administers and Configures Records Management system. Awareness of RIM Policies and Processes as well as available Records Management solutions in order to provide guidance and support to Corporate Secretariat.

RIM Finance & Administration - English Services

- Provides support to clients in helping them manage their records properly.

GDI Mediatheque et Archives - Services Francais

- Offrir un service-conseil concernant l'application et la mise à jour du Plan de classification et Calendrier de conservation de la SRC.
- Fournir au personnel l'information et la documentation il a besoin pour effectuer son travail.
- Encadrement et collaboration avec le personnel des régions afin d'établir des normes pour l'archivage des productions radio et télévision.

Related Documentation:

2.9.1: Records and Information Management

Contact Information:

Corporate Secretariat - National
Benoit Rainville
Ottawa Broadcast Centre
Office: 3205
Extension: 150-6171
benoit.rainville@cbc.ca

People & Culture - National
Annie Gauthier
Maison de Radio-Canada
Office: 17th
Extension: 141-3912
annie.gauthier@radio-canada.ca

Communications - National
Elizabeth Forster
Toronto Broadcast Centre
Office: 5H110
Extension: 151-5923
elizabeth.forster@cbc.ca

Information Technology: Application Portfolio Management - National
Carl Boldy
Toronto Broadcast Centre
Office: 9G303
Extension: 151-7228
carl.boldy@cbc.ca

RIM Finance & Administration - English Services
Cesar Cameirao
Toronto Broadcast Centre
Office: S1C101
Extension: 151-3240
cesar.cameirao@cbc.ca

GDI Mediatheque et Archives - Services Francais
Nathalie Lemay
Maison de Radio-Canada
Office: C58-57
Extension: 141-6629
nathalie.lemay@radio-canada.ca

E-Archives

Responsibility:

Information Technology - Application Portfolio Management

Corporate Secretariat - National

Media Enterprise Technology Services - National

RIM Finance & Administration - English Services

GDI Mediatheque et Archives - Services Francais

Mandate:

Information Technology - Application Portfolio Management (APM):

- Supports PDRM group with eArchives deployment (e.g. assists with assessment and classification of content, migration to Records Management system, initial end-user training, etc.). Provides Second Tier technical support for the Records Management system and related client-side tools. Awareness of RIM Policies and Processes in order to provide guidance and support to First Tier support groups and Information Stewards.

Media Enterprise Technology Services:

- Provides First Tier Technical Support for end-users. ITSC: Corporate Users. Media Production Support (English Services group and French Services group): Media Users.

Corporate Secretariat:

- Designs and facilitates the implementation of RIM standards and systems e.g. Records Classification and Taxonomy Standards; Information Management System (E-Archives) for managing electronic documents and paper-based file inventories, obtains Corporate approvals for the use of these standards and systems through participation on functional working groups and communities of practice.

RIM Finance & Administration - English Services

- Facilitates the implementation of RIM standards and systems e.g. Records Classification and Taxonomy Standards; Information Management System (E-Archives) for managing electronic documents inventories.

GDI Mediatheque et Archives - Services Francais

- Facilite la mise en œuvre des règles et systèmes, par exemple la classification des documents et calendrier de conservation; système Archivel pour la gestion des documents électroniques.

Related Documentation:

2.9.1: Records and Information Management

Contact Information:

Corporate Secretariat - National
Benoit Rainville
Ottawa Broadcast Centre
Office: 3205
Extension: 150-6171
benoit.rainville@cbc.ca

Media Enterprise Technology Services - National
Carl Boldy
Toronto Broadcast Centre
Office: 9G303

Extension: 151-7228
carl.boldy@cbc.ca

Information Technology: Application Portfolio Management - National
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RIM Finance & Administration - English Services
Cesar Cameirao
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GDI Mediatheque et Archives - Services Francais
Nathalie Lemay
Maison de Radio-Canada
Office: C58-57
Extension: 141-6629
nathalie.lemay@radio-canada.ca

Shredding Services

Responsibility:

Corporate Secretariat - National

Mandate:

Corporate Secretariat:

- Manages national level service contracts providing secure shredding services to all centres across the country. Provides counsel to all business units on best practices regarding secure disposal of information even where the national contractor cannot provide services (e.g. standards for shredding machines or handling procedures).

Related Documentation:
2.9.1: Records and Information Management

Contact Information:

Corporate Secretariat - National
Benoit Rainville
Ottawa Broadcast Centre
Office: 3205
Extension: 150-6171
benoit.rainville@cbc.ca

Records Storage and Circulation Services

Responsibility:

Corporate Secretariat - National

RIM Finance & Administration - English Services

GDI Mediatheque et Archives - Services Francais

Mandate:
Corporate Secretariat:

- Manages national level service contracts providing secure off-site storage services to all centres across the country. Provides counsel to all business units on best practices regarding secure storage of their information even where the national contractor cannot provide services (e.g. standards for storage facilities and handling procedures).
- Oversees the good conduct of RIM related activities regarding On-Site storage of information in all centres, providing guidance where warranted.

Finance & Administration for English Services:

- The Toronto Records & Information Management (RIM) department stores and manages CBC's records for their legal, fiscal and historical value, according to the File Classification Plan and Retention Schedule.
- Manages CBC's records effectively, in order to support the corporation's business needs and ensure accountability. Organizes and protects records and makes them available when needed.
- Provides empty records storage boxes for storage of documents, delivers and picks up records boxes, provides research of stored records, shreds confidential documents, provides client support for storage of documents, conducts annual disposition review to allow the destruction of records that have met their legal and operational requirements

Mediatheque et Archives for French Services:

- Provide a service to manage administrative and French radio and television. Establish and implement the retention schedule and classification plan and provide a research and records loan service.
- The records management team in Montreal is responsible for maintaining, indexing and managing all the files transferred to the archives and stored in our storage room. Responding to reference requests from production and various administrative services.

Related Documentation:

2.9.1: Records and Information Management

Contact Information:

Corporate Secretariat - National
Benoit Rainville
Ottawa Broadcast Centre
Office: 3205
Extension: 150-6171
benoit.rainville@cbc.ca

RIM Finance & Administration - English Services
Cesar Cameirao
Toronto Broadcast Centre
Office: S1C101
Extension: 151-3240
cesar.cameirao@cbc.ca

GDI Mediatheque et Archives - Services Francais
Nathalie Lemay
Maison de Radio-Canada
Office: C58-57
Extension: 141-6629
nathalie.lemay@radio-canada.ca

Storage of physical records is a major concern for any organization. Unlike electronic records, physical records are always visible wherever they are. In Records Management, we are aware of the limitations of CBC`s many sites across Canada.

Local CBC offices are responsible for the on-site storage of active and semi-active records under their control. Where space requirements necessitate alternative storage arrangement, off-site storage with an approved vendor is encouraged.

The following procedures should be followed when preparing and sending inactive business records to off-site storage. 1.1 ft^3 Bankers' boxes are to be used. They can be ordered from the Ottawa RIM Office.

Files should be organized according to CBC/Radio-Canada's File Classification Plan and Retention Schedule . Ensure that the records inside the files are organized in a consistent manner (i.e. chronologically, alphabetically or numerically, etc).

1. "Weed" the records to be stored. Separate transitory records and/or convenience information from Business Records. Non-business records are never stored. It is strongly recommended that Transitory records or convenience information be destroyed if no longer needed. See Understanding Business and Transitory Records page for details.
2. Put the files in the Bankers box ensuring that files of similar function and activity are grouped together, sorted by file number, to facilitate the disposal process. Pack the files loosely in the box, leaving approximately one inch, facing in the same direction and in proper filing sequence, with the file number and/or name visible to the opening face of the box. Do not invert files.
3. Close the box but do not seal them by taping or any other method.
4. Make a list of the box's contents by using the Iron Mountain File Template and the box's description in the Iron Mountain Box Template. (Use only the 6 digits for the record code) This information is used to efficiently locate files if retrieval is required. It is not necessary to identify specific folders in the box. However, an inventory of the box's contents should be made and kept in a safe location. **Note:** Write the Records Classification Codes (related Retention Periods and Disposition Recall Dates) clearly on the Iron Mountain forms to allow the them to indicate, in their automated system when boxes' contents are at the end of their retention period.. This will then allow RIM to extract and issue periodically, a Disposal Eligibility Report from the Iron Mountain system.
5. Ensure any access restrictions by clearly indicating your department ID on the forms to protect files from unauthorized access and disclosure.
6. Send the Iron Mountain Forms correctly filled to Benoit Rainville, at the Ottawa RIM Office, for confirmation (if needed).
7. Go to instructions on how to order Iron Mountain bar code labels and a Transmittal Sheets; or prepare an e-mail with the Iron Mountain Forms attached.
8. Enclose a copy of the file list in each box.
9. Include a copy of the records and boxes lists with the Transmittal Sheet; attached to the email.

10. Label boxes using a two-part bar code stickers provided by Iron Mountain. Note: The bar code is imprinted on both the large and small portions of the sticker.
11. Insert your account number in the Customer ID field on the larger part of the sticker.
12. Affix the larger sticker on the front right side of the box to facilitate access and retrieval by the Iron Mountain staff.
13. Affix the smaller part of the sticker onto the Transmittal Sheet.
14. Complete the Transmittal Sheet provided by Iron Mountain as follows:
    a. Insert your Customer ID in the Customer ID field.
    b. Identify the department, as well as the person sending the material in the Completed By field.
    c. Enter the date and phone number in the appropriate fields.
    d. Keep a copy of the Transmittal Sheet for reference and retrieval purposes.
15. Contact Iron Mountain to arrange for shipment to the storage facility.
16. Log in at www.ironmountainconnect.com
    a. Enter the Record Center
    b. Go to "Orders" and proceed by clicking *Create pickup order (Storage)*

    An Iron Mountain representative will show up within 48 hours to pick up the order.

(If you do not already have an Iron Mountain account, contact Benoit Rainville, at the National RIM Office in Ottawa to set up a user name and password.)

Ressources Documentaires à Valeur Opérationnelle
Outil d'évaluation générique (OGE)
Services XYZ

ent utiliser cet outil :

Cet outil est conçu à l'intention des spécialistes de la gestion de l'information chargés de répertorier les ressources documenta
à valeur opérationnelle (RDVO) et les périodes de conservation des différents contextes institutionnels.
Les RDVO et les périodes de conservation figurant dans ce document ne sont que des recommandations qui doivent être
adaptées à chaque contexte institutionnel avant d'être utilisées. Prière de lire le présent document dans son entier avant de m
en œuvre les recommandations.
Cet OGE ne donne pas aux institutions du gouvernement du Canada l'autorisation de disposer de ressources documentaires.
OGE ne constituent pas des autorisations de disposer de documents et ne remplacent pas les autorisations pluri-institutionnel
de disposer de documents (APDD).

Définition de l'activité

1.1. Structure administrative
1.2. Normes, règles et procédures
1.3. Utilisateurs, Rôles et responsabilités
1.4. Technologie et infrastructure
1.5. Opérations et projets en cours
1.6. Environnement externe, marchés et compétiteurs

Détails des processus opérationnels

2.1. Context et survol

2.2. Regroupements aux échelons de sous-activités. [Les activités des XYZ comprennent les X sous-activités suivantes:]

- [Titre de la sous-activité]
- [Titre de la sous-activité]
- [Titre de la sous-activité]
- [Titre de la sous-activité]
- [Titre de la sous-activité]

2.2.1. [**Titre de la sous-activité** Paragraphe.]
  - Détails des processus opérationnels

2.2.2. [**Titre de la sous-activité** Paragraphe.]
  - Détails des processus opérationnels

2.2.3. [**Titre de la sous-activité** Paragraphe.]
  - Détails des processus opérationnels

2.2.4. [**Titre de la sous-activité** Paragraphe.]
  - Détails des processus opérationnels

2.2.5. [**Titre de la sous-activité** Paragraphe.]
  - Détails des processus opérationnels

2.3. Des ressources documentaires à valeur opérationnelle (RDVO) recommandées ont été déterminées au moyen d'une approche axée sur l'analyse des processus opérationnels, examinant les processus opérationnels qui soutiennent une activité afin d'en déterminer les éléments opérationnels d'entrée et de sortie. Le département de la gestion des docume de l'information de CBC/Radio-Canada a déterminé les éléments d'entrée et de sortie, lesquels ont été évalués par la s afin de déterminer les ressources documentaires constituant les meilleurs éléments de preuve au sein d'un processus opérationnel.

Délais de conservation

3.1. Les délais de conservation ont été déterminés après un examen approfondi de la Loi sur l’accès à l’information, la Loi s protection des renseignements personnels, la Loi sur la Bibliothèque et les Archives du Canada, la Politique sur la ges l’information, la Directive sur les rôles et responsabilités en matière de gestion de l’information et la Directive sur la ten documents.

3.2. Tout autre délai de conservation recommandé a été déterminé en fonction de pratiques exemplaires ou traditionnelles établies dans les domaines d’expertise pertinents.

Recommandations sur la valeur opérationnelle et les délais de conservation

ctivités et leurs processus onnels communs	Ressources documentaires à valeur opérationnelle (RDVO)	Délais de conservation

Created: 6 September 2012
Modified: 9 June 2015

Generic Valuation Tool (GVT)
REAL PROPERTY

How to use this tool:

- This tool is designed for Information Management (IM) specialists to use with relevant business areas when identifying information resources of business value (IRBV) and setting retention specifications.
- The IRBV and retention specifications contained in this document are recommendations only and should be customized to apply in each institutional context. The complete document should be read before using any recommendations.
- **This GVT does not provide Government of Canada institutions with the authority to dispose of information**. GVTs are not Records Disposition Authorities (RDA) and do not replace the Multi-Institutional Disposition Authorities (MIDA).

1.0 Defining the Activity

1.1 Real Property (RP) Services are identified at the sub-sub-activity level of the Treasury Board Secretariat's (TBS) *Profile of Government of Canada (GC) Internal Services* (Profile[1]) and are common across the Government of Canada (GC). It is one of the three sub-sub-activities comprising the Asset Management sub-activity, the other two being Acquisition Services and Materiel Services. Real property is defined as any right, interest or benefit in land, which includes mines, minerals and improvements on, above or below the surface of the land[2].Real Property Services are all activities undertaken to ensure real properties are managed in a sustainable and financially responsible manner, throughout their life cycle, to support the cost effective and efficient delivery of government programs

1.2 It is intended that this tool will form part of an Asset Management suite of GVTs (Generic Valuation Tools) as a result of the interrelationships between Real Property, Materiel Management and Acquisition Services.

[1] http://publiservice.tbs-sct.gc.ca/mrrs-sgrr/about-apropos/instructions-consignes/profil-eng.asp
[2] http://publiservice.tbs-sct.gc.ca/mrrs-sgrr/about-apropos/instructions-consignes/profil-eng.asp

1.3 This GVT is to be used by departments who are managing real property as part of their internal services as either a Custodian[3] or a Tenant[4] department.

1.4 "The Profile of Government of Canada (GC) Internal Services outlines a common vocabulary and taxonomy of the GC's internal services for supporting a common government-wide approach to planning, designing, budgeting, reporting and communicating GC internal services"[5]. This tool is designed primarily for use in relation to internal services, but may also be used as a starting point for those institutions mandated[6] to operate real property as they proceed with the identification of their IRBVs (Information Resources of Business Value). In these cases, this tool should be used with close evaluation of the processes and IRBV to ensure that they are accurate for the activities of that institution.

1.5 All federally owned buildings more than 40 years of age are required to submit to an evaluation process to determine if the building or site contains elements of historical, architectural or environmental significance. The evaluation of the submission is performed by the Federal Heritage Buildings Review Office (FHBRO), part of Parks Canada. If the submission scores within a certain range, a recommendation that the structure be granted a heritage designation of Classified or Recognized is made to the Minister of the Environment. Once a real property is designated, there are implications in many of the activities related to the

[3] Custodian departments are departments who ensure that real property is available and properly allocated for the purpose of program delivery, they implement government policies relating to real property management, they ensure that real property is administered in the best interest of the Government, and they maintain real property records, allocate resources and report on performance. (CSPS Fundamentals 1: Overview of Real Property Management C234)

[4] Tenant departments work with the custodian to determine real property need and develop occupancy standards, they assess the quality of facilities and services, they protect the value of real property assets, and they ensure that the use of space conforms to policy, they maintain accessibility in office design and they maintain control over tenant service expenditures. (CSPS Fundamentals 1: Overview of Real Property Management C234)

[5] http://publiservice.tbs-sct.gc.ca/mrrs-sgrr/about-apropos/instructions-consignes/profil-eng.asp

[6] E.g. Public Works and Government Services Canada (PWGSC), Canada Lands Corporation (CLC), National Capital Commission (NCC), Aboriginal Affairs and Northern Development Canada (AANDC), or Parks Canada, Department of Fisheries and Oceans (DFO).

management of real property; these are highlighted accordingly in the listing of business processes and IRBV.

1.6 When the disposal of real property is undertaken, the nature of the property must be considered. Whether the property is *routine* or *strategic* in nature, will affect the process followed and IRBV created. According to TBS criteria, a *strategic* property is one where the size or value of the property is significant enough to affect local markets, the value of the property can be increased significantly through subdivision or other alteration, a partnership may offer the best mechanism to realize the value of the property or if sensitive policy issues exist concerning the property.

1.7 The business processes for the planning and management of real property projects will be found in Management and Oversight.

2.0 Relationships to Other GVTs

2.1. Business processes and activities often overlap. When the IRBV for an activity is identified in another GVT, there is a note in the table to direct the user to the proper tool.

2.2. **Management and Oversight**: The Investment planning and monitoring phase of real property management is integral to the "…overall departmental decision making framework and [must] be considered along with strategic planning for other physical assets" (section 3.2.2 TBS Guide to the Management of Real Property). As the level of planning is not at the operational level but is strategic in nature, the IRBV are found in Management and Oversight.

2.3. **Legal Services** contains the processes for all legal agreements related to the sale or otherwise transfer of real property in the Government of Canada.

2.4. **Acquisition** contains the processes related to the procurement of real property, and should be consulted whenever the acquisition of real property is being considered.

2.5. **Financial Management** many of the real property activities involve payment of funds for services rendered. In these situations, all IRBV related to these activities will be captured in the Financial Management GVT.

2.6. **Communications**: During the disposal activity, departments who are planning on disposing of real property must communicate details about the property to other departments, municipalities, Aboriginal groups, and special interest groups (such as heritage or conservation groups) to ensure these groups are not interested in acquiring the property, prior to its release on the open market.
Additionally, any real property activities that involve Duty to Consult must be certain to capture the IRBV as noted in the Communications GVT. Duty to Consult is the legal requirement to consult with Aboriginal people in situations where there is a potential impact upon Aboriginal or treaty rights.

3.0 Business Processes

3.1. Plan

In order to adequately plan for real property asset, it is essential that there is an appropriate level of planning to determine the need for the asset through an evaluation of existing assets and resources as well as conducting assessments of current and future organizational needs.

3.2. Acquire

Acquiring real property involves all activities undertaken to procure the necessary real property asset, this includes examining what the supply options are on the market, and managing the approval process.

3.3. Operate and Maintain

(Called operations and management under the TBS profile of internal services).
The operation of a real property asset involves all activities taken to ensure a clean, efficient, properly allocated, properly utilised and safe workplace for all tenants, ensuring all policies and standards are adhered to, and that user needs are met. This includes managing the site in an environmentally sound manner, protecting the site from environmental

damage and disclosing relevant environmental information to potential occupants.

Operating Real Property also includes routine maintenance activities and inspections and upkeep of the buildings, grounds, signage and utilities. Routine maintenance activities involve all actions taken to ensure a clean workplace and to prevent its deterioration; activities range from dusting and vacuuming to window cleaning or changing light bulbs. Many elements of real property require regular inspections (e.g. boilers, elevators). These activities are captured under the ‘inspect and maintain’ business process. Emergency planning must also be considered in this activity; this entails all actions to keep occupants of a building safe in the event of an emergency and the development of disaster and threat response plans as well as routine activities such as reports on fire alarm drills or evacuation exercises.

3.4. Investigate

In situations where there is an incident involving real property (such as a fire) and an investigation must be undertaken, then the IRBV which are created as a result of this ‘administrative’ investigation are captured in this GVT. These are internal investigations to determine cause as opposed to criminal investigations.

3.5. Improve

These are activities taken to improve or replace building components; such as replacement of carpets, new paint or replacement of windows and doors. In this activity, care must be taken with real property assets which are subject to the Heritage Lighthouse Protection Act[7] or have been granted a heritage designation. All interventions (which are improvements to Classified buildings) must be reviewed by FHBRO to ensure the heritage characteristics that led to the designation are not being altered.

3.6. Manage Real Property Agreements

[7] Heritage Lighthouse Protection Act

Part of the Operate activity is the management of real property agreements between custodians and tenants in which real property arrangements and dispute resolution procedures are to be formalised. This particular activity does not include any legal documents such as leases, land purchase agreements, etc.

3.7. Monitor Real Property Agreements

In accordance with the Policy on Management of Real Property, RP must be systematically and regularly assessed for functionality, utilisation, physical and financial performance in an accurate and timely manner.

3.8. Dispose

The final stage in the management of real property, disposal, is the step most affected by the nature of the property: the steps in the process will vary if the asset is deemed *strategic* or *routine* in nature. If the property is strategic, the Treasury Board Secretariat and Justice Canada will be involved and the land will be considered for sale through the Canada Lands Company (CLC) Limited.[8]

As departments proceed through the disposal process, there are certain considerations which must be taken into account regardless of the nature of the property; public safety and security concerns regarding the property in question; confirmation of all legal obligations (including Aboriginal rights, title or treaty rights), and environmental considerations concerning disposal must be addressed. As with betterments, if a real property has been recognized or classified, then early contact must be made with FHBRO to determine the best course of action.

The disposal process for real property does not begin when the property has reached obsolescence, there is a linkage with the long term planning that should be taking place for every piece of real property; departments should identify current and future surplus real, plan for the renewal in advance of obsolescence, and identify properties in the long term capital plan.

4.0 Validation

[8] Directive on the Sale or Transfer of Surplus Real Property

This GVT has been validated in consultation with Parks Canada (April 4, 2013)

5.0 Retention

5.1. The retention recommendations were taken from the Canada Occupational Health and Safety Regulations, the National Joint Council (NJC) Occupational Health and Safety Directive and the Standard for Fire Safety Planning and Fire Emergency Organization.

5.2. All remaining retention specifications are based on traditional retention practices, some of which are outlined in LAC's Retention Guidelines for Common Administrative Records in the Government of Canada.

Note to users:

This GVT is in need of review and validation. There are areas which still need to be described or expanded.

Common Business Processes	Recommendations	
	Information Resources of Business Value	Retention
3.1 Plan		
Investment Planning for Real Property	*See Management and Oversight (M&O)*	
Submission to Treasury Board of Real Property Management Framework	*Real Property Management Framework Suite of documents – see M&O*	
Assessing and planning real property requirements • Evaluation of existing assets and resources • Assessment of current and future organizational needs	*See Acquisitions GVT*	
3.2 Acquire		
All activities involved in the acquisition of Real Property	See *Acquisitions GVT*	
3.3 Operate and Maintain		
Meet user needs by • Ensuring that policies and standards are adhered to • Where necessary seeking exemptions to standards • Allocating space according to user needs	• Architectural or engineering documents	2 years after disposal of property
	• Planning documents • Reports • Statistics	3 years after last administrative action *
	• Internal procedure documents for seeking exemptions to accessibility standards • Documented rationale for exemptions to accessibility standard	5 years after last administrative action +

+ Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention**
Manage the site in an environmentally sound manner • Pollution Prevention, Controlling Toxic Substances, Controlling Pollution and Managing Waste • Greening governmental activities	• Sustainable Development Strategy policies, standards, etc.	5 years after last administrative action †
	• Reports on initiatives	2 years after last administrative action*
3.3 Operate and Maintain (continued on next page)		
Investigate incidents as part of administrative activities • Fire, flood, theft or other damages	• Notification of the Fire Protection Program of any fire occurring in the facility (major or minor incident reports to the Office of the Fire Marshal) • Fire investigation report • Implementation plan • Revised Fire Safety Plan • Revised Evacuation Plan	Major fire – 5 years after report made to the Office of the Canadian Fire Marshall*, Minor fire – 2 years after report made to the Office of the Canadian Fire Marshall*
	• Investigation reports on incidents	3 years after investigation completed*
Inspect and Maintain (grounds, buildings, signage)	• Maintenance records (e.g. boiler inspections, elevator inspections)	The retention of IRs related to routine maintenance and inspections are prescribed under COHS and it is recommended that you refer to this legislation for specifics.
	• Health and Safety monthly and annual inspection reports • Sprinkler, fire, alarm system reports	2 years after last administrative use*
	For IRBVs related to procurement and payment of contractors engaged in routine maintenance activities, see Acquisitions and Financial Management GVTs respectively.	

† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention**
Emergency Planning / Manage Building security Question for validation – are there more IRBVs produced as part of building security?	• Disaster / Threat response plans (including flood, fire, earthquake, evacuation, etc.) • Fire Safety Plan • Memos to occupants on COSH regulations, fire code regulations, etc.	3 years after superseded[+]
	• Fire / Evacuation drill reports	2 years after date of evacuation or drill*
3.3 Operate and Maintain (continued from last page)		
Submit to FHBRO for buildings more than 40 years of age • Evaluation meeting (if required)	• Request for evaluation (introductory letter, preliminary information sheet, photographs, plans for each structure to be evaluated) • Copy of Historic Report • Response from FHBRO (including decision not to recognize) • Copy of Building Evaluation Record • Minutes of Evaluation meeting • Copy of recommendation for designation as sent to the Minister of the Environment • Copy of approval of designation as received from the Minister of the Environment • Copy of Heritage Character Statement	2 years after disposal of property
3.4 Investigate		
Investigate incidents as part of administrative activities • Fire, flood, theft or other damages	• Notification of the Fire Protection Program of any fire occurring in the facility (major or minor incident reports to the Office of the Fire Marshal)	Major fire – 5 years after report made to the Office of the Canadian Fire Marshall*, Minor fire – 2 years after report

[+] Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

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Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention**
	• Fire investigation report • Implementation plan • Revised Fire Safety Plan • Revised Evacuation Plan	made to the Office of the Canadian Fire Marshall*
	• Investigation reports on incidents	3 years after investigation completed*
3.5 Improve (Betterments)		
Building Alterations	• Planning documents (including architectural or engineering documents) • Documentation of alterations	3 years after completion or cancellation+
	For IRBV related to procurement process for alterations – see Acquisitions GVT *For IRBV related to financial aspects of alterations – see Financial Management GVT*	
Interventions to a classified building • Seek advice from FHBRO before proceeding with betterments/interventions on any designated structure. • Submit a request for a review of intervention	• Correspondence with FHBRO on betterments • Correspondence with heritage conservation professionals • Review of Interventions report • Copy of review of intervention report (if required by FHBRO) • Documentation of alterations (as required to demonstrate changes to a designated building)	For Classified building, retain until 2 years after disposal of property
3.6 Manage Real Property Agreements		
Manage agreements between custodian and tenant • formalize real property arrangements, • formalize dispute resolution	• Custodial agreements (including Documents that demonstrate a common understanding of respective roles, responsibilities and financial commitments)	2 years after expiry of agreement.*

+ Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	Retention
procedures		
3.7 Monitor / Report (continued on next page)		
Monitor the condition of the Real Property	• Condition Assessment • Condition Report • Facilities Condition Index (FCI) • Building Condition Index (BCI) • Real Property IM system (database) • Engineering Management Systems (EMS) suite of tools • Report on functionality • Report on utilization • Facilities operating Current Replacement Index • Facilities Operating Gross Area Index • User satisfaction surveys • Operational performance reports • Building efficiency reports • Vacancy rate reports • Asset condition – Facility index • Net book value reports • Unit cost reports	2 years after last administrative action*
• Inform TBS of the official contact and data submitter for the Directory, Inventory or database • Update the Directory of Federal Real Properties (DFRP) • Update the Federal Contaminated	• Correspondence with TBS regarding official contact and data submitter for the Directory, Inventory or database • Copy of current, complete and accurate information placed with in the Directory, Inventory or database	2 years after last administrative action*

† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention**
Sites Inventory (FSCI) • Update Real Property Information Management System	• Annual certification of the completeness and accuracy of the records and contact list	
3.8 Disposal (continued on next page)		
Proactive planning for disposal • Develop processes to identify current and future surplus real property • Plan for renewal or disposal before RP reaches obsolescence. • Identify properties in the long term capital plan • Make "best effort" attempts at identifying alternate uses that protect the heritage character when considering the disposal of a designated building	• Performance assessment of the functionality and utilization of real property. • Disposal strategy documents	3 years after sale, transfer, expiry of lease (EXCLUDING legal documents)*
Disposal of Routine Asset • Contact TBS • Communicate with Justice Canada to address all legal titles and risks • Contact the Federal Heritage Buildings Review Office • Obtain determination of value – obtain consideration • Identify public safety and security concerns	• Correspondence with TBS (when required) • Correspondence with Justice (when required) • Cost/benefit analysis document • Determination of value document (consideration) • Correspondence with FHBRO • Report from department (justification of inability to protect heritage buildings prior to destruction) • Copy of Best Efforts Letter	3 years after sale, transfer, expiry of lease (EXCLUDING legal documents)*

† Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention**
• Verify no Aboriginal rights, title or treaty would impact the disposal. (aboriginal treaty rights information systems - ATRIS) • Communicate availability of property to other departments, crown corps or municipalities	• Results of search for Aboriginal treaty rights *For IRBV related to communicating the sale of RP – see Communications GVT*	
Disposal of Strategic Assets • Identify strategic property • Contact TBS • Contact Canada Lands Corporation • Contact Department of Justice • Contact the Federal Heritage Buildings Review Office • Establish and communicate the process for management of horizontal issues related to disposal • Prepare a disposal strategy and recommendations • Obtain approval of the strategy • Custodial department implements strategies of withdrawal or interim use, • Conduct research on title, the property's environmental and	• Correspondence with TBS • Cost/benefit analysis document • Correspondence with Canada Lands Corporation • Correspondence with FHBRO • Correspondence with FHBRO • Report from department (justification of inability to protect heritage buildings prior to destruction) • Copy of Best Efforts Letter • Horizontal issues document • Call for Interest document (final) • Expressions of Interest • Correspondence with Aboriginal Affairs and Northern Development Canada • Correspondence with Deputy Head • Copy of Business plan created by Canada Lands Corporation • Strategic Analysis report (not sure who creates this – Canada Lands Corporation or the	3 years after sale, transfer, expiry of lease (EXCLUDING legal documents)*

+ Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

Common Business Processes	Recommendations	
	Information Resources of Business Value	**Retention**
physical conditions (including wildlife), archaeological or heritage findings, and the market value of the property • Communicate availability of property to other departments, crown corps or municipalities • Communicate with Deputy Head (when required to demonstrate due diligence) • Sends to the Justice Canada document depository copies of all transfers of administration and control and acceptances of such transfers.	department) • Current estimate based on RPs highest and best use • Current estimate of market rent • Portfolio valuation • Appraisal form (Narrative Appraisal Report (1B1), Summary Narrative Appraisal Report (1B2), Form Appraisal Report (1B3) or an Update Report (1B4) • Disposal strategy and recommendation • Approval documents • Correspondence with Department of Justice • Investment plan (approved by TBS)	
	• How communication documented? Need confirmation of process during validation sessions *For IRBV related to communicating the sale of RP – see Communications GVT*	

+ Based on traditional retention practice applied to policy and procedure IRBV of common administrative functions
* Based on traditional retention practice applied to routine IRBV of common administrative functions

From: RICHARD JUNEAU
To: Gabrielle.Nishiguchi@lac-bac.gc.ca,
Cc: Jean-Stephen.Piche@lac-bac.gc.ca,
BC: Meg.Angevine@CBC.CA,
Date: 2009-05-19 14:24:59
Subject: Re: CBC Meeting-6 April09
GroupWise Folder: RICHARD JUNEAU/Cabinet/LAC - BAC/
Type: GW.MESSAGE.MAIL

Hello Gabrielle,

I did not receive any news from you since that last e-mail dated April 7th 2009 on the status of CBC formal MOU.

We at CBC/Radio-Canada are waiting from LAC/BAC for the last year so things could move on. I'm getting very frustrated. If CBC/Radio-Canada in not on your priority list is one thing. But we have to comply to the Act and are awaiting some indications from LAC/BAC.

Can you advise as soon as possible please .

Richard Juneau
National Records Information Management (RIM) Program Manager
Chef national du Programme de gestion des documents et de l'information (GDI)
CBC / Radio-Canada
181, rue Queen bureau 323
Ottawa ON K1P 1K9
Tel: 613-288-6280 FAX 613-288-6279 Cell: 613-327-1806
Email: richard.juneau@cbc.ca

>>> "Nishiguchi, Gabrielle" < Gabrielle.Nishiguchi@lac-bac.gc.ca > 2009-04-07 08:48 >>>
Dear Richard:
It was good to meet with you yesterday. Thank you for seeing me.

I was glad we discussed the development process leading to the goal of a formal MOU between CBC and LAC. As noted, the MOU is an enabling agreement that defines the scope and nature of the disposition work required and the necessary conditions for us to provide our ultimate goal of a comprehensive Records Disposition Authority.

We established that:
*   Pierre Nollet (General Secretary of the Corporation, Chief Legal Officer)

was the likely Senior Executive Responsible
* In your position as National Records Manager, you are our principal contact. You have a good knowledge of the major business functions and programs and the authority to represent the institution on records information matters. Expert input is also available from Montreal and Toronto: Denys Sicard and Leonie Earls.
* There is a research component (historical overview, mandate and functions, organizational structure, existing LAC archival holdings, access and conservation concerns) to the creation of a formal MOU and that you, as my principal contact, will facilitate my research efforts
* In the formal meeting of the Steering Committee and LAC, we will discuss our mutual comprehensive disposition goals, roles and responsibilities, the MOU Process to signature, time frame, etc

so I have not yet had my meeting with her. I will contact you with information as it develops. Again, it was very good to meet with you. Sincerely~Gabrielle

s.19(1)

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> Gouvernement du Canada/Government of Canada
> www.collectionscanada.ca
>
>

Records and Information Management

Available In: EN FR

Print

The Records and Information Management (RIM) team oversees and supports all RIM activities at CBC/Radio-Canada. They are responsible for ensuring business records are properly managed to support our business requirements and financial obligations, comply with legislative requirements, meet our obligations of accountability to the Canadian public, and preserve our corporate history. The team:

- maintains our document and records management systems (for physical and electronic records)
- manages storage of inactive CBC/Radio-Canada documents and records (on-site and off-site)
- applies retention schedules for the secure maintenance of business records and manages the disposition of documents and records to be archived or destroyed
- provides research and retrieval services of requested information
- manages off-site storage services and external sensitive document shredding and disposal services
- develops tools and provide training to employees on best records management practices

Program and Activities

- Governance Team
- E-Archive: Preserving your electronic business records
- English Services Documents
- Services Catalogue
- Corporate Records Storage

Records and Information Management Policies

Tools

- File Classification Plan and Retention Schedule
- How to use the search tool
- E-Learning module on records and information management

Questions and Answers

- How to contact RIM
- Information Classification Policy FAQ
- What Are Transitory Records
- What do I do if I have a problem with E-Archive?
- Archiving your emails in Livelink
- What Are Business Records
- Archiving your emails – Questions and Answers

Related policies:

- 2.9.1: Records and Information Management
- 2.9.6: Email Management
- 2.9.7: Information Classification Policy

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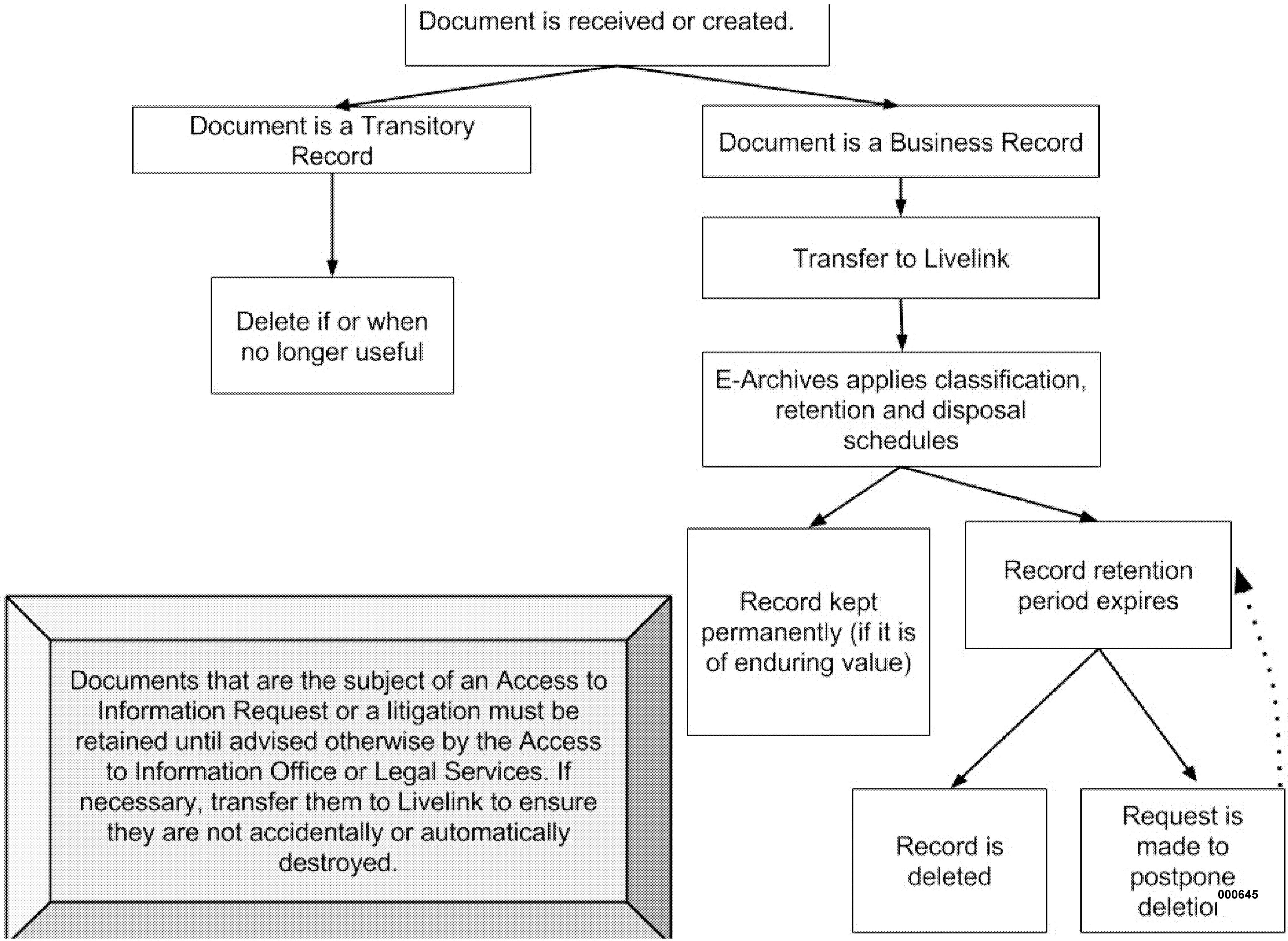
CEO's Corner

Latest notes from Hubert
CEO's Corner

president's awards » Details


Document is received or created.
Document is a Transitory Record
Delete if or when no longer useful
Document is a Business Record
Transfer to Livelink
E-Archives applies classification, retention and disposal schedules
Record kept permanently (if it is of enduring value)
Record retention period expires
Record is deleted
Request is made to postpone deletio
Documents that are the subject of an Access to Information Request or a litigation must be retained until advised otherwise by the Access to Information Office or Legal Services. If necessary, transfer them to Livelink to ensure they are not accidentally or automatically destroyed.

From: Bélanger, Diane <Diane.Belanger@bac-lac.gc.ca>
To: benoit.rainville@cbc.ca,
Date: Thu, Jan 09, 2014 at 4:21 PM
Subject: RE: Ébauches OGE disponibles sur GCPedia

Bonjour Benoît,

Les voici. Ces ébauches ne sont présentement disponibles qu'en anglais. Un fois ces outils approuvés, ils seront offerts dans les deux langues officielles.

Real Property Services GVT - Draft - February 2013/ *Services des biens immobiliers OGE* - Ébauche (anglais)
Acquisitions Services GVT - Draft - February 2013 / *Services des acquisitions OGE* - Ébauche - (anglais)
Information Technology GVT - Draft - May 2013 / *Technologie de l'information OGE* - Ébauche - (anglais)

Note que sur la page GCPedia où l'on trouve ces ébauches on indique le suivant :
« **Please help us improve these draft GVTs!**

- **Make comments** on the discussion tab or contact the Liaison Centre at centre.liaison.centre@bac-lac.gc.ca.
- **Volunteer to validate:** We like to meet with at least three departments to discuss the GVT before its final approval. We will come to your office to meet with individuals from the business areas which perform the activities described in the GVT. It only requires an hour-long meeting and then a secretarial review. Your suggestions will be incorporated into the final version. This makes the tools more accurate and useful for all departments. If you can help, please contact the Liaison Centre at centre.liaison.centre@bac-lac.gc.ca. We'd love to hear from you. »

Diane Bélanger
Archiviste | Archivist

Bureau/Office 7-25
819-934-7324

De : Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Envoyé : January-09-14 3:17 PM
À : Bélanger, Diane
Objet : Ébauches OGE disponibles sur GCPedia

Bonjour Diane,

Est-ce qu'il vous serait possible de me faire parvenir une copie des ébauches pour les OGE/GVT (Anglais et français) suivantes tel que mentionné sur le portail de la tenue documentaire:

GVTs for Internal Services - Asset Management Services

- Acquisitions Services - *Draft now available on GCpedia*
- Real Property Services - *Draft now available on GCpedia*

GVTs for Internal Services - Resource Management Services

- Information Technology Services - *Draft now available on GCpedia*

Merci et au revoir,

Benoit Rainville
Google, Android and Livelink Guide
Head of National Records & Information Management Program

Chef de programme, Gestion nationale des documents et de l'information

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

000647

From: Benoit Rainville <benoit.rainville@cbc.ca>
To: tranquillo.marrocco@cbc.ca,
Date: Thu, May 09, 2013 at 4:42 PM
Subject: Re: Entente cadre et personne ressource à Bibliothèque et Archives Canada (BAC)

2013/5/9 Benoit Rainville <benoit.rainville@cbc.ca>

> La dernière entente valide qui a été adoptée et maintenant potentiellement invalide date de 2001. Les documents au format MS Word expliquent la situation présente avec un lien dans le titre vers la directive issue du gouvernement fédéral et l'attende de la préparation d'un futur MOU pour tous les départements fédéraux.
>
> Nous ne sommes pas inclus parmi les départements qui doivent se conformer à la directive, mais nous y somme fortement encouragés.
>
> D'après Richard et ses vains efforts pour obtenir un nouveau MOU depuis 2007, les ententes préalables à 2007 sont maintenant désuètes. Par contre la loi n'en fait pas mention. J'ai donc fait une demande auprès de BAC pour qu'ils me confirment s'ils ont une entente toujours en vigueur suite à notre inclusion en 2007 comme entité étant soumise à la loi sur Bibliothèque et Archives Canada.
>
> La situation présente est donc toujours vague pour l'instant, mais d'après les dates de la directive, ce qui s'en vient devrait être en place à temps pour le projet de la MRC. Les grandes lignes de l'entente de 2001 semblent toujours alignées avec la vision de Bibliothèque et Archives Canada en matière d'archives audiovisuelles, nous pourrions donc nous en inspirer pour la prochaine entente.
>
> 2013/5/9 Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>
>
>> Okay merci. Avant que je ne réponde à Louise... Je présume qu'on a une entente avec BAC-- est-ce qu'elle couvre l'audiovisuel? si oui pourrais-tu m'en envoyer une copie. merci
>>
>> Tranquillo Marrocco
>> Associate Corporate Secretary
>> Secrétaire général associé
>>
>> tranquillo.marrocco@cbc.ca
>> Office/Bureau: 613-288-6167
>> Cell: 613-406-2302
>> Fax: 613-288-6279
>> 181 Queen Street, Ottawa, ON, K1P 1K9
>>
>> 2013/5/9 Benoit Rainville <benoit.rainville@cbc.ca>
>>
>>> Oui, c'est bien moi. Je sais ce qu'ils recherchent, mais c'est maintenant

désuet. Nous sommes toujours en attente d'une première rencontre au sujet du nouveau Records Keeping Methodology prévue pour cette année. Je vais faire le suivi et voir avec BAC ce qui peut être fait pour nos besoins en matière d'archives audiovisuelles.

2013/5/9 Tranquillo Marrocco <tranquillo.marrocco@cbc.ca>

Benoit, est-ce bien notre pratique que c'est toi qui communique avec BAC? Es-tu au courrant de ceux qu'ils recherchent?
merci

Tranquillo Marrocco
Associate Corporate Secretary
Secrétaire général associé

tranquillo.marrocco@cbc.ca
Office/Bureau: 613-288-6167
Cell: 613-406-2302
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

2013/5/8 Louise De Chevigny <louise.de.chevigny@radio-canada.ca>

Bonjour Tranquillo,

Dans le cadre du projet de modernisation de Radio-Canada, Louis Lalande aimerait consulter notre entente cadre avec BAC et aussi il souhaiterait que je communique avec un responsable de BAC pour CBC/Radio-Canada afin de vérifier éventuellement la possibilité d'entreposer certaines de nos collections d'archives audiovisuelles qui sont à Montréal dans leur centre de conservation de Gatineau .

Merci à l'avance de votre collaboration

Louise de Chevigny
Directrice Médiathèque et Archives
Société Radio-Canada
1400, boul. René-Lévesque Est, C59-1
Montréal (Québec) H2L 2M2
Téléphone : 514 597-4784
Télécopieur : 514 597-3792
louise.de.chevigny@radio-canada.ca

--
Benoit Rainville
Google and Livelink Guru
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information

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--
Benoit Rainville
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Head of National Records & Information Management Program
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--
Benoit Rainville
Google and Livelink Guru
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
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Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

From: Benoit Rainville <Benoit.Rainville@CBC.CA>
To: Cesar.Cameirao@CBC.CA, Paul.Grenier@CBC.CA,
Date: Wed, Jul 04, 2012 at 1:07 PM
Subject: Re: Fwd: Frais perçus pour les services à partir du 1er avril 2013 / Charges for services after April 1, 2013

I was also told by them 2 years ago that the Ottawa region had nothing left in inventory, everything was destroyed...I asked for the complete inventory from their part, you will ear from me on that when they send it for sure.

cheers,

Benoit Rainville

Records & Information Management (RIM) Analyst /
Analyste en gestion des documents et de l'information (GDI)
CBC / Radio-Canada
181, rue Queen Suite 3205
Ottawa ON K1P 1K9
Tel: 613-288-6171
Cel: 613-294-2766
FAX 613-288-6279

Email: benoit.rainville@cbc.ca

>>>

From: Paul Grenier
To: Benoit Rainville; Cesar Cameirao
Date: 2012-07-04 13:03
Subject: Re: Fwd: Frais perçus pour les services à partir du 1er avril 2013 / Charges for services after April 1, 2013

Thanks for that. We knew this was coming.

We will have everything out of there (4400 boxes) and sent to Iron Mountain by the end of September.

I don't know where their 13,000 number comes from. Probably a mistake or boxes they have not got around to shredding yet.

Once our boxes are out of there, we are off the hook for any charge they may try to hold us liable for.

Regards,

Paul

Message From: Paul Grenier, C.S.C.M.P., C.A.M, C.P.M.

Senior Manager, Administrative Services, English Networks
Canadian Broadcasting Corporation
Finance & Strategy, Toronto
(416) 205-3016 / FAX 205-6127 (1-151-3016)
Pager: (416) 814-1066

INTERNET EMAIL: paul.grenier@cbc.ca

INTRANET WEB SITE: http://intranet/adminservices
PORTAL: https://io.cbc.ca/io/content/content.aspx?pageid=administrative&folderId=653
WEB SITE: www.cbc.ca

>>> Benoit Rainville 7/4/2012 12:56 PM >>>
FYI, confirmation of dates and upcoming cost from Library and Archives Canada for non enduring value records stored at their facilities.
Cheers,

Benoit Rainville

Records & Information Management (RIM) Analyst /
Analyste en gestion des documents et de l'information (GDI)
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Ottawa ON K1P 1K9
Tel: 613-288-6171
Cel: 613-294-2766
FAX 613-288-6279

Email: benoit.rainville@cbc.ca

>>>

From: Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca>
To: "'william.chambers@cbc.ca'" <william.chambers@cbc.ca>, "'benoit.rainville@cbc.ca'" <benoit.rainville@cbc.ca>
Date: 2012-07-04 12:23
Subject: Frais perçus pour les services à partir du 1er avril 2013 / Charges for services after April 1, 2013

(Message bilingue /Bilingual message)

Objet : Frais perçus pour les services d'acquisition, de référence et de disposition dans les centres de services régionaux de Bibliothèque et Archives Canada à partir du 1er avril 2013

Comme nous l'avons mentionné dans notre annonce de mars 2012 sur le nouveau modèle de service et la Directive sur la tenue de documents, à compter du 1er avril 2013, tous les services d'acquisition, de référence et de disposition concernant les ressources documentaires sans valeur continue qui sont offerts par les centres de services régionaux (CSR) de Bibliothèque et Archives Canada seront fournis selon un mode de recouvrement de coûts. Voici les tarifs pour 2013-2014 :

Acquisition	3,15 $ par boîte ou par support électronique
Référence	1,57 $ par demande
Disposition (y compris le retrait permanent et la destruction)	1,74 $ par boîte

Le rapport préliminaire ci-joint précise le nombre de boîtes appartenant à votre ministère qui se trouvaient dans chaque CSR au 31 mars 2012 et donne des précisions sur les activités de référence et de disposition liées à ces ressources documentaires qui ont été exécutées durant l'exercice financier 2011-2012 (annexe A). Ce rapport relève également les ressources documentaires de votre ministère qui sont enregistrées dans les bibliothèques électroniques des CSR. Il vise à vous aider à estimer vos coûts pour l'année 2013-2014. Veuillez noter que, pour couvrir les coûts de supervision et d'administration encourus par BAC, des frais de 10 % s'ajouteront à tous les protocoles d'entente (PE) relatifs à des services qui ont été négociés.

Nous communiquerons avec vous au cours des prochains mois dans le but de négocier un PE sur les services d'acquisition, de référence et de disposition et discuter d'éventuels projets de nettoyage. À titre d'information, nous avons également joint le calendrier de fermeture de tous les centres de services régionaux (annexe B), qui indique à quelles dates les ressources documentaires sans valeur continue doivent être retirées de chaque CSR (y compris les enregistrements entreposés dans la bibliothèque électronique).

Si vous avez des questions dans l'immédiat, veuillez communiquer avec le Centre de liaison en tenue de documents par courriel (centre.liaison.centre@bac-lac.gc.ca) ou par téléphone (819-934-7519 ou sans frais au 1-866-498-1148), ou veuillez communiquer avec Anne Allard, Directrice par intérim, Division Régions et Environnement par courriel (anne.allard@bac-lac.gc.ca) ou par téléphone (613-899-8953).

Merci.

Chantal Marin-Comeau

Directrice générale,

Évaluation de la pertinence du patrimoine documentaire

Bibliothèque et Archives Canada

Subject: Charges for accession, reference and disposition in Library and Archives Canada's Regional Service Centres after April 1, 2013

As stated in our announcement of March 2012 on the New Service Model and the Directive on Recordkeeping, all accession, reference and disposition services provided for information resources without enduring value by Library and Archives Canada's Regional Service Centres (RSCs) will be conducted on a cost-recovery basis as of April 1, 2013. The fees for 2013–2014 will be:

Accession	$3.15 per box or electronic media
Reference	$1.57 per request
Disposition (including permanent withdrawal and destruction)	$1.74 per box

Attached, please find a preliminary report detailing the number of boxes your department held in each RSC as of March 31, 2012, and the reference and disposition activities performed for these holdings over the 2011–2012 fiscal year (Annex A). Also included in this report are your department's electronic records library holdings in the RSCs. This report is meant to help you begin to estimate your costs for 2013–2014. Please note, to cover LAC's supervision and administration costs, a 10% charge will be added to all Memoranda of Understanding (MOUs) negotiated for services.

We will be contacting you in the next few months to negotiate an MOU for accession, reference and disposition services, and discuss potential clean-up projects. For your information, we have also attached the schedule of closures for all Regional Service Centres (Annex B), which details the dates by which information resources without enduring value (including tapes stored in the electronic library) must be removed from each RSC.

If you have any immediate questions, please contact the Recordkeeping Liaison Centre by email at centre.liaison.centre@bac-lac.gc.ca, or by telephone at 819-934-7519 or toll free at 1-866-498-1148, or please contact Anne Allard, A/Director, Regions and Environment Division by email at anne.allard@bac-lac.gc.ca or by telephone at 613-899-8953.

Thank you.

Chantal Marin-Comeau

Director General

Documentary Heritage Relevance Assessment

Library and Archives Canada

From: Hilt, Alannah <Alannah.Hilt@tbs-sct.gc.ca>
To: benoit.rainville@cbc.ca,
Cc: im-gi@tbs-sct.gc.ca,
Date: Thu, Jul 25, 2013 at 12:52 PM
Subject: RE: Guidelines on BV

Good afternoon,

I apologize, I did not see that you were outside of the Government of Canada.

Attached is the guideline that you are looking for.

Thanks,

Alannah Hilt
Applications Development & Support Officer | Développement d'applications et agent de soutien
Information Management | Gestion de l'information
Chief Information Officer Branch | Direction du dirigeant principal de l'information
Treasury Board of Canada Secretariat | Secrétariat du Conseil du Trésor du Canada
Ottawa, Canada K1A 0R5
Alannah.Hilt@tbs-sct.gc.ca
Telephone | Téléphone 613-957-6298 / Facsimile | Télécopieur 613-946-9893 / Teletypewriter | Téléimprimeur 613-957-9090
Government of Canada | Gouvernement du Canada

TBS_e

From: Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Sent: Wednesday, July 24, 2013 2:41 PM
To: IM-GI
Subject: Re: Guidelines on BV

Sadly, I cannot access either links and have been trying to gain access to the secure access channels to connect to the GCPEDIA for over 5 years now. Can someone provide me a copy by some other mean? The attached document states that those who don't have access to GCPEDIA should ask for the Guidelines on BV at this email address.

Benoit Rainville
Google and Livelink Guru
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

On Wed, Jul 24, 2013 at 2:10 PM, IM-GI <im-gi@tbs-sct.gc.ca> wrote:
Good afternoon,

I believe the guideline that you are looking for is Guideline on Information Management: Identifying Information Resources of Business Value - DRAFT January 2012

You can find it on GCPedia here : http://www.gcpedia.gc.ca/wiki/Information_Management_Policy

Thanks,

Alannah Hilt
Applications Development & Support Officer | Développement d'applications et agent de soutien
Information Management | Gestion de l'information
Chief Information Officer Branch | Direction du dirigeant principal de l'information
Treasury Board of Canada Secretariat | Secrétariat du Conseil du Trésor du Canada
Ottawa, Canada K1A 0R5
Alannah.Hilt@tbs-sct.gc.ca
Telephone | Téléphone 613-957-6298 / Facsimile | Télécopieur 613-946-9893 / Teletypewriter | Téléimprimeur 613-957-9090
Government of Canada | Gouvernement du Canada

TBS_e

From: Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Sent: July 24, 2013 2:03 PM
To: IM-GI
Subject: Guidelines on BV

Good day,

I am preparing the documentation needed to meet with LAC-BAC about the new Record Keeping Methodology and would like to get the Guidelines on BV (Business Value) available on GCPEDIA, which I can't access. Could you help me on that matter?

Regards.

Benoit Rainville
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

From: RICHARD JUNEAU
To: Edith.Cody-Rice@CBC.CA, Meg.Angevine@CBC.CA,
Date: 2009-09-09 13:31:35
Subject: Re: National Archives Agreement
GroupWise Folder: RICHARD JUNEAU/Mailbox/
Type: GW.MESSAGE.MAIL

Edith,

Here is a copy of the proposed MOU

Richard Juneau
National Records Information Management (RIM) Program Manager
Chef national du Programme de gestion des documents et de l'information (GDI)
CBC / Radio-Canada
181, rue Queen bureau 323
Ottawa ON K1P 1K9
Tel: 613-288-6280 FAX 613-288-6279 Cell: 613-327-1806
Email: richard.juneau@cbc.ca

>>> Edith Cody-Rice 2009-09-09 13:09 >>>
Here is the National Archives Agreement.

Edith Cody-Rice
Senior Legal Counsel
Premier Conseiller juridique
CBC/Radio-Canada
181 Queen Street, Ottawa, Ontario K1P 1K9
Postal Address: P.O. Box 3220, Station C, Ottawa K1Y 1E4
Tel: (613) 288-6164
Cell: (613) 720-5185
Fax/ Télécopieur (613) 288-6279

From: Benoit Rainville <benoit.rainville@cbc.ca>
To: Karl-Xavier.Thomas@bac-lac.gc.ca,
Date: Thu, Nov 07, 2013 at 11:36 AM
Subject: Re: Plan de classification et calendrier

Bonjour Karl-Xavier,

Voici tout ce que j'ai pu rassembler comme documentation pour notre projet de disposition. S'il manque quelque chose après examen, laisse-le moi savoir.

Merci et au revoir.

Benoit Rainville
Google and Livelink Gooru
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

2013/10/10 Thomas, Karl-Xavier <Karl-Xavier.Thomas@bac-lac.gc.ca>

> Voilà.
>
> C'est la version en anglais, mais la version en français est sur le RK Portal.
>
> N'hésites pas si tu as des questions !
>
> Merci et bonne fin de semaine !
>
> Karl
>
> **De :** Benoit Rainville [mailto:benoit.rainville@cbc.ca]
> **Envoyé :** 10 octobre 2013 16:31
> **À :** Thomas, Karl-Xavier
> **Objet :** Re: Plan de classification et calendrier

Quand tu en auras la chance, tu pourras m'envoyer aussi la liste de ce que tu as besoins pour votre évaluation initiale.

Merci et au revoir.

2013/10/10 Thomas, Karl-Xavier <Karl-Xavier.Thomas@bac-lac.gc.ca>

Merci Benoit !

Karl

De : Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Envoyé : 9 octobre 2013 12:32
À : Thomas, Karl-Xavier
Objet : Plan de classification et calendrier

Bonjour Karl-Xavier,

Voici notre plan avec du contenu dans les deux langues. Désolé pour le premier envoi raté.

Merci et au revoir.

From: "Horrall, Andrew" <Andrew.Horrall@lac-bac.gc.ca>
To: RICHARD.JUNEAU@CBC.CA,
Cc: Genevieve.Allard@lac-bac.gc.ca, Fabio.Onesi@lac-bac.gc.ca,
Date: 2009-08-14 10:10:36
Subject: RE: Protocole d'entente
GroupWise Folder: RICHARD JUNEAU/Cabinet/LAC - BAC/
Type: GW.MESSAGE.MAIL.Internet

Richard,

I've attached an unofficial translation of the MOU. The French one if LAC's official draft, but please feel free to use this version for discussion with your colleagues. If there are discrepancies between the two versions, the French is the authoritative one.

Just let me know if you have questions concerning the MOU.

Cheers,
Andrew

-----Original Message-----
From: RICHARD JUNEAU [mailto:RICHARD.JUNEAU@CBC.CA]
Sent: August 13, 2009 9:03 AM
To: Horrall, Andrew
Cc: Onesi, Fabio; Allard, Geneviève
Subject: RE: Protocole d'entente

HI Andrew,

I do appreciate it !

Cheers !

Richard Juneau
National Records Information Management (RIM) Program Manager Chef national du Programme de gestion des documents et de l'information (GDI) CBC / Radio-Canada
181, rue Queen bureau 323 Ottawa ON K1P 1K9
Tel: 613-288-6280 FAX 613-288-6279 Cell: 613-327-1806
Email: richard.juneau@cbc.ca

>>> "Horrall, Andrew" <Andrew.Horrall@lac-bac.gc.ca> 2009-08-13 08:47
>>> >>>
Hi Richard,

I'll translate the draft into English and get it to you by tomorrow.

Andrew

-----Original Message-----
From: RICHARD JUNEAU [mailto:RICHARD.JUNEAU@CBC.CA]
Sent: August 12, 2009 5:06 PM
To: Horrall, Andrew
Cc: Onesi, Fabio; Allard, Geneviève
Subject: Re: Protocole d'entente

Hi Andrew,

Thank's very much for the draft of the MOU. Can I get an English copy of this draft please. I do appreciate very much the french version but some discussion to held will include English speaking person.

Thanking you in advance !

Richard Juneau
National Records Information Management (RIM) Program Manager Chef national du Programme de gestion des documents et de l'information (GDI) CBC / Radio-Canada
181, rue Queen bureau 323 Ottawa ON K1P 1K9
Tel: 613-288-6280 FAX 613-288-6279 Cell: 613-327-1806
Email: richard.juneau@cbc.ca

>>> "Horrall, Andrew" <Andrew.Horrall@lac-bac.gc.ca> 2009-08-12 14:46
>>> >>>
Bonjour Richard,

I'm not sure what happened. The MOU was drafted in early July, but then it was never sent to you, so I've attached it to this email. Please let Fabio, Genevieve and I know if you have any comments about it. Once CBC and LAC have agreed on the text of the MOU, we can complete the "Dispositions d'application" section.

As I mentioned on the phone this afternoon, LAC has hired a resource to begin working on this appraisal project just after Labour Day. Even if the MOU is not quite in place at that point, we can begin working together informally while the paper work catches up.

Once again, I apologise for the delay in sending you them MOU.

Yours,
Andrew

Andrew Horrall
Manager/gestionnaire
Democracy, Economic, Science, Society and Culture Section Section démocratie, économie, science, société et culture Library and Archives Canada/Bibliothèque et archives Canada 550 de la Cité Blvd, Gatineau, QC K1A 0N4
Tel: 819-934-7354
Fax: 819-934-6800

<<CBC MOU final draft.doc>>

From: Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca>
To: benoit.rainville@cbc.ca,
Date: Thu, May 09, 2013 at 3:25 PM
Subject: Request #9179 : Standing agreement or MOU between CBC and LAC

Good afternoon,

Thank you for contacting the Contact Centre, Documentary Heritage Relevance Assessment Branch. We are processing your inquiry. Please note that some inquiries require additional research to be conducted in order to provide you with a thorough response. We have forwarded your request to the appropriate resource person for reply.

If you have any questions or require the status of your inquiry at any time, please feel free to contact us.

Kimberly Maisonneuve

Centre de contact | Contact Centre centre.liaison.centre@bac-lac.gc.ca
Content Provider Interface | Liaison d'affaires avec les fournisseurs de contenus
Direction générale Évaluation de la pertinence du patrimoine documentaire| Documentary Heritage Relevance Assessment Branch
Bibliothèque et Archives Canada | Library and Archives Canada Gatineau QC K1A 0N4
Téléphone | Telephone 819-934-7519 ou | or 1-866-498-1148 Télécopieur | Fax 819-934-7534
Gouvernement du Canada | Government of Canada www.collectionscanada.gc.ca

From: Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Sent: May-09-13 3:21 PM
To: Centre Liaison Centre
Subject: Standing agreement or MOU between CBC and LAC

Good day,

I would like to know what Agreement or Memorandum of Understanding is still considered active on your part between the CBC and the LAC? Would it be possible also to confirm when you will be able to meet with me about the new RKM for the CBC planned for 2013.

Thank you.

--

Benoit Rainville
Google and Livelink Guru
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information
benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
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Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

From: Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca>
To: benoit.rainville@cbc.ca,
Date: Tue, Jul 30, 2013 at 9:27 AM
Subject: Request # 9692: Record Keeping Methodology 2014 meeting

Bonjour Monsieur Rainville,

Thank you for sending us this email and for your interest in the Disposition and Recordkeeping Programme. We transferred your request to Julie Roy the manager of the section responsible for your institution julie.roy@bac-lac.gc.ca . She will contact you to plan a meeting with you and your team within the next few weeks.

Julie Roy
Gestionnaire p.i.| A. Manager
Section Domaine social | Social Domain Section
Direction de l'évaluation de la pertinence des contenus | Content Relevance Assessment Division
Bibliothèque et Archives Canada | Library and Archives Canada
550 boul. de la Cité, 7e étage | 550 de la Cité blvd, 7th Floor
Gatineau, Québec
Canada, K1A 0N4
Tél.| Tel. : 613-404-3495
Téléc.| Fax : 819-934-7393
Courriel | Email: julie.roy@bac-lac.gc.ca
Website: www.collectionscanada.gc.ca

For questions or for more information, please contact the Contact Centre at centre.liaison.centre@bac-lac.gc.ca.

Best regards,

JoAnne D. Plouffe
Centre de contact | Contact Centre centre.liaison.centre@bac-lac.gc.ca
Content Provider Interface | Liaison d'affaires avec les fournisseurs de contenus
Direction générale Évaluation de la pertinence du patrimoine documentaire| Documentary Heritage Relevance Assessment Branch
Bibliothèque et Archives Canada | Library and Archives Canada Gatineau QC K1A 0N4
Téléphone | Telephone 819-934-7519 ou | or 1-866-498-1148 Télécopieur | Fax 819-934-7534
Gouvernement du Canada | Government of Canada www.collectionscanada.gc.ca

De : Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Envoyé : 23 juillet 2013 14:07
À : Centre Liaison Centre
Cc : Tranquillo Marrocco
Objet : Record Keeping Methodology 2014 meeting

Good day,

As the Head of the National Records and Information Management Program at the CBC/Radio-Canada, I would like to know when I will be able to meet with a Library And Archives Canada representative regarding the new Record Keeping Methodology.

This meeting was supposed to happen in the year 2013 and was pushed back to 2014. I would like to obtain an individual contact and a set date so we can ensure a sane RIM continuity for our Corporation.

Thank you for following-up promptly on this request.

Regards.

Benoit Rainville
Google and Livelink Guru
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

From: Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca>
To: benoit.rainville@cbc.ca,
Date: Tue, Jul 23, 2013 at 2:31 PM
Subject: Request # 9692| Requête no 9692 : Record Keeping Methodology 2014 meeting

Bonjour,
Merci d'avoir communiqué avec le Centre de contact, Direction générale Évaluation de la pertinence du patrimoine documentaire. Nous traitons en ce moment votre demande. Veuillez noter qu'afin de vous fournir une réponse complète, certaines demandes exigent des recherches approfondies. Nous avons transmis votre requête à une personne-ressource qui sera responsable d'y répondre.

Si vous avez des questions ou désirez des renseignements sur l'état de votre demande, n'hésitez pas à communiquer avec nous.

Good afternoon,

Thank you for contacting the Contact Centre, Documentary Heritage Relevance Assessment Branch. We are processing your inquiry. Please note that some inquiries require additional research to be conducted in order to provide you with a thorough response. We have forwarded your request to the appropriate resource person for reply.

If you have any questions or require the status of your inquiry at any time, please feel free to contact us.

JoAnne D. Plouffe
Centre de contact | Contact Centre centre.liaison.centre@bac-lac.gc.ca
Content Provider Interface | Liaison d'affaires avec les fournisseurs de contenus
Direction générale Évaluation de la pertinence du patrimoine documentaire | Documentary Heritage Relevance Assessment Branch
Bibliothèque et Archives Canada | Library and Archives Canada Gatineau QC K1A 0N4
Téléphone | Telephone 819-934-7519 ou | or 1-866-498-1148 Télécopieur | Fax 819-934-7534
Gouvernement du Canada | Government of Canada www.collectionscanada.gc.ca

De : Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Envoyé : 23 juillet 2013 14:07
À : Centre Liaison Centre
Cc : Tranquillo Marrocco
Objet : Record Keeping Methodology 2014 meeting

Good day,

As the Head of the National Records and Information Management Program at the CBC/Radio-Canada, I would like to know when I will be able to meet with a Library And Archives Canada representative regarding the new Record Keeping Methodology.

This meeting was supposed to happen in the year 2013 and was pushed back to 2014. I would like to obtain an individual contact and a set date so we can ensure a sane RIM continuity for our Corporation.

Thank you for following-up promptly on this request.

Regards.

Benoit Rainville
Google and Livelink Guru
Head of National Records & Information Management Program
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CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

From: Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca>
To: benoit.rainville@cbc.ca,
Date: Thu, Sep 19, 2013 at 1:55 PM
Subject: Requête # 9982 : Disposition - ADD

Bonjour Monsieur Rainville,

Vous trouverez ci-joint, tel que discuté lors de notre conversation téléphonique, les ressources documentaires reliées aux autorisations de disposition pour votre institution.
Si vous avez d'autres questions ou désirez de plus amples renseignements, n'hésitez pas à communiquer avec le Centre de contact au centre.liaison.centre@bac-lac.gc.ca.
Veuillez accepter, M. Rainville, mes salutations distinguées.
Denyse Michaud
Agente de projet

___

Johanne D. Plouffe
Centre de contact | Contact Centre centre.liaison.centre@bac-lac.gc.ca
Content Provider Interface | Liaison d'affaires avec les fournisseurs de contenus
Direction générale Évaluation de la pertinence du patrimoine documentaire | Documentary Heritage Relevance Assessment Branch
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Gouvernement du Canada | Government of Canada www.collectionscanada.gc.ca

De : Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Envoyé : 18 septembre 2013 15:19
À : Centre Liaison Centre
Objet : Re: Requête # 9982 : Autorisation de destruction (disposition)

Est-ce que je pourrais obtenir la documentation complète contenant les détails de toutes les autorisations de disposition existantes qui couvrent les ressources documentaires de CBC-Radio-Canada?
S.V.P. prendre note que nous n'avons toujours pas accès à GC PEDIA.

Merci et au revoir.

2013/9/18 Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca>

> Bonjour M. Rainville,
>
> Suite à votre dernier message, veillez noter que parmi les autorisations de disposition actuelles qui couvent les ressources documentaires de Radio-Canada, aucune ne couvre ces documents liés aux affaires juridiques.
>
> Les autorisations actuelles, qui datent des années 80, sont les suivantes :

No.	Objet
85/006	Différentes postes de radio et télévision
85/005-7	Département d'information téléjournal - Toronto
85/005-6	Département d'information téléjournal - Winnipeg
85/005-5	Département d'information téléjournal - Calgary
85/005-4	« Radio Arts Department » - Edmonton
85/005-3	Département d'information téléjournal - Montréal
85/005-2	Département d'information téléjournal - Edmonton
85/005-1	Département d'information radio - Edmonton
85/005	Département d'information téléjournal - Vancouver
83/015-1	« Research Department »
83/015	« Office of the Secretary of the Board of Directors »

000670

Ce qui veut dire que nous travaillerons ensemble à l'établissement d'une autorisation que nous pourrons appliquer aux ressources documentaires en question.

En ce qui concerne l'établissement des autorisations de disposition, veuillez noter que ce travail est exécuté dans le contexte du *Programme de disposition et de tenue de documents*. Pour plus amples renseignements concernant ce Programme, visiter cette page de notre site web : http://www.bac-lac.gc.ca/fra/programme-disposition-tenue-documents/Pages/programme-disposition-tenue-documents.aspx.

Si vous avez d'autres questions ou désirez de plus amples renseignements, n'hésitez pas à communiquer avec le Centre de contact au centre.liaison.centre@bac-lac.gc.ca.

Veuillez accepter, M. Rainville, mes salutations distinguées.

Jon Fotheringham
Conseiller, Capital intellectuel

JoAnne D. Plouffe
Centre de contact | Contact Centre centre.liaison.centre@bac-lac.gc.ca
Content Provider Interface | Liaison d'affaires avec les fournisseurs de contenus
Direction générale Évaluation de la pertinence du patrimoine documentaire | Documentary Heritage Relevance Assessment Branch
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Gouvernement du Canada | Government of Canada www.collectionscanada.gc.ca

From: Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Sent: September-16-13 9:27 AM
To: Centre Liaison Centre
Subject: Fwd: Requête # 9982 : Autorisation de destruction (disposition)

Voici en pièce jointe la liste d'inventaire détaillée des documents en question en attente d'une autorisation de disposition.

Merci et au revoir.

---------- Forwarded message ----------
From: **Martine Cardinal** <martine.cardinal@radio-canada.ca>
Date: 2013/9/16
Subject: Re: Requête # 9982 : Autorisation de destruction (disposition)
To: Benoit Rainville <benoit.rainville@cbc.ca>

Bonjour,

Je t'envoie une liste d'inventaire des boîtes en question. Si tu as besoin d'autre chose fait-le moi savoir.

Encore une fois merci énormément.

Le 13 septembre 2013 12:44, Benoit Rainville <benoit.rainville@cbc.ca> a écrit :

> Pas de problème. Pour l'instant, nous courrons moins de risque si je m'adresse à BAC principalement, alors qu'on s'apprête à commencer les rencontres sur les OGE et RIVO. Le processus sera beaucoup plus simple par la suite.
>
> 2013/9/13 Martine Cardinal <martine.cardinal@radio-canada.ca>

Bonjour,

Je ne suis pas au travail aujourd'hui. Je vais m'en occuper dès lundi.

Merci énormément de ton aide.

Le 13 septembre 2013 11:38, Benoit Rainville <benoit.rainville@cbc.ca> a écrit :

Bonjour Martine,

Voici une réponse en suivi à ma question pour disposer des documents légaux périmés. Si nous pouvons leur envoyer une liste d'inventaire qui contient une description et les dattes, ils pourront évaluer le tout et nous autoriser ou non à procéder à la destruction.

---------- Forwarded message ----------
From: **Centre Liaison Centre** <centre.liaison.centre@bac-lac.gc.ca>
Date: 2013/9/13
Subject: Requête # 9982 : Autorisation de destruction (disposition)
To: "benoit.rainville@cbc.ca" <benoit.rainville@cbc.ca>

Bonjour M. Rainville,

En réponse à votre question en ce qui concerne la disposition des ressources documentaires de la Société Radio-Canada, veuillez noter que plusieurs autorisations couvrent ces ressources appartenant aux sociétés. Pour déterminer si l'une de ces autorisations s'applique certains renseignements sont nécessaires (p.ex. : les détails du contexte opérationnel dans lequel ces ressources ont été générées et utilisées; ainsi que l'activité ponctuelle imposée à ces ressources).

Si vous avez d'autres questions ou désirez de plus amples renseignements, n'hésitez pas à communiquer avec le Centre de contact au centre.liaison.centre@bac-lac.gc.ca.

Merci à l'avance pour votre collaboration et accepter, M. Rainville, mes salutations distinguées.

Jon Fotheringham
Conseiller, Capital intellectuel

JoAnne D. Plouffe
Centre de contact | Contact Centre centre.liaison.centre@bac-lac.gc.ca
Content Provider Interface | Liaison d'affaires avec les fournisseurs de contenus
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Gouvernement du Canada | Government of Canada www.collectionscanada.gc.ca

De : Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Envoyé : 11 septembre 2013 09:49
À : Centre Liaison Centre
Cc : Martine Cardinal
Objet : Autorisation de destruction

Bonjour,

Nous avons présentement des documents qui possèdent des délais de conservation - que nous avons assignés en fonction de nos exigences juridiques et opérationnelles et qui sont expirés. J'aimerais savoir si vous nous autorisez à procéder à leur destruction et/ou si nous devons vous fournir plus de détails avant de disposer de l'information.

Merci et au revoir.

--

Martine Cardinal
Technicienne - Gestion des documents
Médiathèque et Archives, SRC / C59-1
514 597-5921

--

Martine Cardinal
Technicienne - Gestion des documents
Médiathèque et Archives, SRC / C59-1
514 597-5921

Responsibilities of National RIM Team

1. First point-of-contact for users of EDRMS business processes
2. Coaching on how to use RIM processes (functional)
3. Definition and enhancement of RIM business processes
4. Maintenance of user forums for change management (CAB) in consultation with clients
5. Validation of proposed design for system changes
6. User Acceptance Testing
7. User Training
8. System Translation (English & French)
9. Communication of system changes
10. Initial configuration and coaching for EDRMS accounts management (Livelink group membership)
11. Miscellaneous administrative processes: add/remove classifications, record types, picklists, bulk content loading,etc.

From: Benoit Rainville <benoit.rainville@cbc.ca>
To: Karl-Xavier.Thomas@bac-lac.gc.ca,
Date: Mon, Dec 02, 2013 at 1:52 PM
Subject: Re: Vous voulez rencontrer un archiviste de BAC? | Would you like to meet a LAC archivist?

Parfait,

C'est noté.

Merci et au revoir.

Benoit Rainville
Google, Android and Livelink Guide
Head of National Records & Information Management Program
Chef de programme, Gestion nationale des documents et de l'information

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171
Cell: 613-294-2766
Fax: 613-288-6279
181 Queen Street, Ottawa, ON, K1P 1K9

2013/12/2 Thomas, Karl-Xavier <Karl-Xavier.Thomas@bac-lac.gc.ca>

> Benoit,
>
> Prière de prendre note que ton rendez-vous jeudi (DRKP Clinic) sera à la table numéro 3 au lieu de numéro six (6), à 1 pm.
>
> Ton rendez-vous aura lieu avec Michael Dufresne et Diane Bélanger, au lieu de Renaud Séguin.
>
> Merci !
>
> Karl
>
> ---
>
> **De :** Thomas, Karl-Xavier
> **Envoyé :** 2 décembre 2013 10:28
> **À :** 'benoit.rainville@cbc.ca'

Cc : Séguin, Renaud; Bélanger, Diane

Objet : TR: Vous voulez rencontrer un archiviste de BAC? | Would you like to meet a LAC archivist?

Salut Benoit,

Thank you for responding to the invitation to the LAC DRKP Clinic on Dec 5 2013. This invitation is to confirm a meeting with an archivist/archivists and provide you with the details (time and duration, table number, lead archivist).

When: Thursday Dec 5.

Where: 395 Wellington Salon Exhibition A.

Time: Starts at 1 pm (30-60 minutes)

Table number: #6

Contact archivist: Renaud Séguin, Diane Bélanger

We are hoping that this will help you with your disposition and RK projects.

Should you have any question, please contact me directly.

Thank you and see on Thursday.

KARL-XAVIER THOMAS
Gestionnaire/Manager

Affaires Internationales/International Affairs

Division de l'Évaluation de la pertinence des contenus | Content Relevance Assessment Division
Bibliothèque et Archives Canada / Library and Archives Canada
550, boul. de la Cité, Gatineau (Qc), Canada K1A ON4 / Bureau 7-22 Office
Tél. 613-898-4748 / Fax. 819-934-6800
Gouvernement du Canada / Government of Canada

Karl-xavier.thomas@bac-lac.gc.ca
www.collectionscanada.gc.ca

De : Centre Liaison Centre
Envoyé : 19 novembre 2013 16:09
À : Thomas, Karl-Xavier
Objet : TR: Vous voulez rencontrer un archiviste de BAC? | Would you like to meet a LAC archivist?

PVI

JoAnne D. Plouffe

Centre de contact | Contact Centre centre.liaison.centre@bac-lac.gc.ca

Content Provider Interface | Liaison d'affaires avec les fournisseurs de contenus

Direction générale Évaluation de la pertinence du patrimoine documentaire| Documentary Heritage Relevance Assessment Branch

Bibliothèque et Archives Canada | Library and Archives Canada Gatineau QC K1A 0N4

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Gouvernement du Canada | Government of Canada www.collectionscanada.gc.ca

De : Benoit Rainville [mailto:benoit.rainville@cbc.ca]
Envoyé : 19 novembre 2013 16:07
À : Centre Liaison Centre
Objet : Re: Vous voulez rencontrer un archiviste de BAC? | Would you like to meet a LAC archivist?

Benoit Rainville

CBC/Radio-Canada

What are the steps in a disposition authorization project?

Does the designation of information resources of business value by my institution meet the needs of LAC?

Can I re-use and/or adapt GVTs for my institution? What is the best approach for creating operational GVTs in my institution?

What other kinds of deliverable is my institution expected to provide for a disposition authorization project?

Thanks

Benoit Rainville

Google, Android and Livelink Guide
Head of National Records & Information Management Program

Chef de programme, Gestion nationale des documents et de l'information

CBC Radio-Canada

benoit.rainville@cbc.ca
Office/Bureau: 613-288-6171

Cell: 613-294-2766

Fax: 613-288-6279

181 Queen Street, Ottawa, ON, K1P 1K9

2013/11/19 Centre Liaison Centre <centre.liaison.centre@bac-lac.gc.ca>

librarian-fip_f

Vous voulez rencontrer un archiviste de BAC? Vous avez des questions sur la disposition, la tenue de documents ou les transferts?

Bibliothèque et Archives Canada organise une Clinique en disposition et en tenue de documents pour les spécialistes fonctionnels de la gestion de l'information et leurs supérieurs immédiats. Cette clinique se tiendra le 5 décembre, au 395, rue Wellington, de neuf heures à midi, dans le salon Exposition A, et donnera lieu à des discussions informelles avec des archivistes sur des questions concernant la disposition et la tenue de documents. Par exemple :

- Quelles sont les étapes d'un projet d'autorisation de disposition?
- Est-ce que l'exercice de désignation des ressources documentaires à valeur opérationnelle de mon institution convient aux besoins de BAC?
- Quels autres livrables sont attendus des institutions du gouvernement du Canada dans le cadre d'un projet d'autorisation de disposition?
- Comment dois-je appliquer les autorisations de disposition de documents dont je dispose?
- Quels sont les défis rencontrés par mon institution en termes de disposition?

Veuillez noter, par ailleurs, qu'aucune négociation ne se fera, et qu'aucun engagement ne sera pris au cours de ces discussions.

Pour prendre un rendez-vous informel avec un archiviste dans le cadre de la clinique, veuillez répondre à ce courriel d'ici le vendredi 29 novembre, en indiquant votre nom et le nom de votre institution, et en fournissant un bref aperçu du type de questions que vous aurez. Nous vous enverrons ensuite un courriel indiquant l'heure de votre rendez-vous.

Si vous travaillez à l'extérieur de la région de la capitale nationale, contactez-nous et nous organiserons une réunion par téléphone ou par téléconférence.

Merci !

Would you like to meet a LAC archivist? Do you have questions about disposition, recordkeeping, or transfers?

Library and Archives Canada (LAC) is hosting a Disposition and Recordkeeping Clinic for functional specialists of information management and their immediate supervisors. The clinic will be held on December 5, at 395 Wellington Street, from 9 am to 12, in Exhibition Room A, and will provide an opportunity for informal discussions with archivists on questions concerning disposition and recordkeeping, such as the following:

- What are the steps in a disposition authorization project?
- Does the designation of information resources of business value by my institution

meet the needs of LAC?

- What other kinds of deliverables are Government of Canada institutions expected to provide for a disposition authorization project?

- How should I apply my record disposition authority to documents to be disposed of?

- What are the challenges that my institution is facing in terms of disposition?

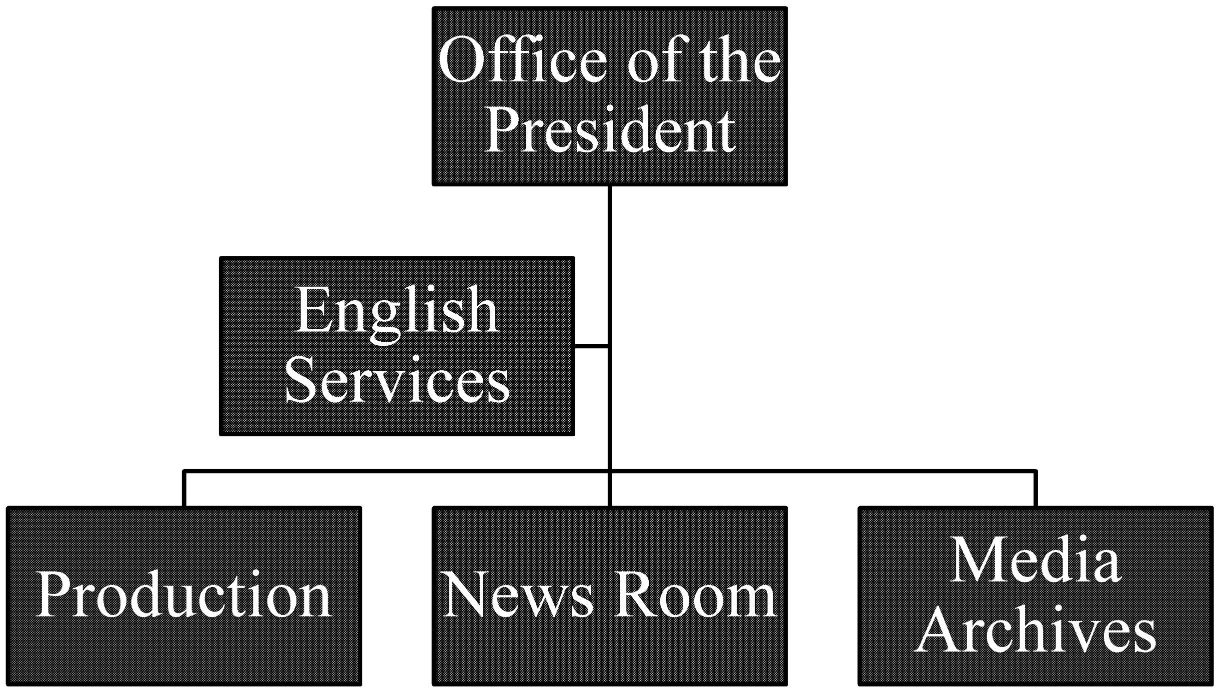
Please note that no commitments or negotiations in terms of projects will be made during the discussions.

To book an informal appointment with an archivist during the clinic, please respond to this email by Friday, November 29, indicating your name and the name of your institution, and including a brief overview of the type of questions you have. We will then email you with a time for your appointment.

If you work outside the National Capital Region, contact us and we will arrange a meeting by telephone or by teleconference.

Thank you!

Wordmark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English Services
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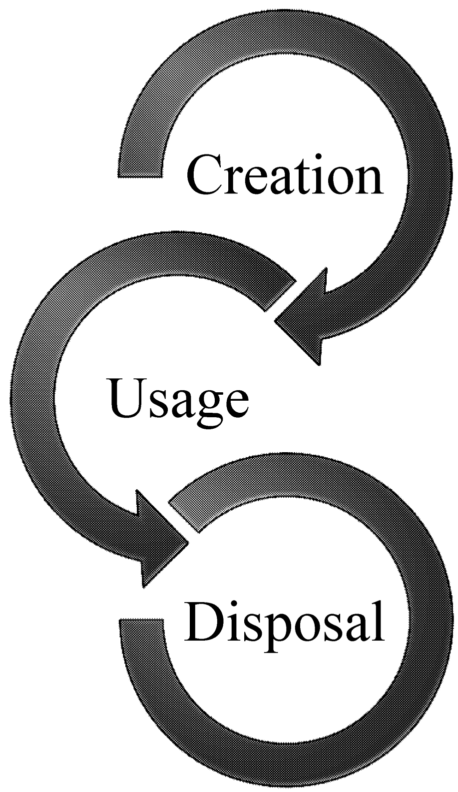
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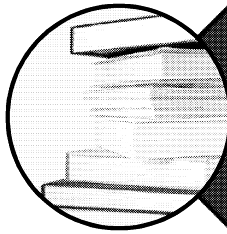
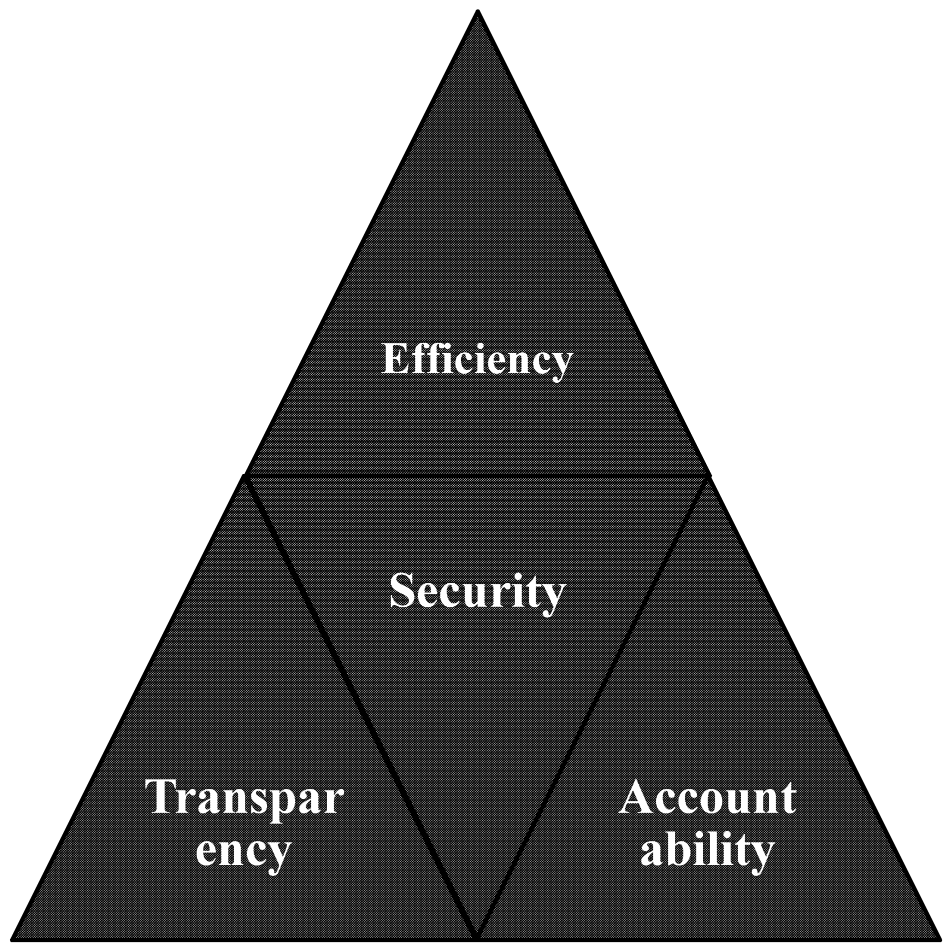


Reference

Financial

Legal

Thank you for the nice presentati on!
Your Flight Confirmat ion.
The project is a GO!
Christmas 2013!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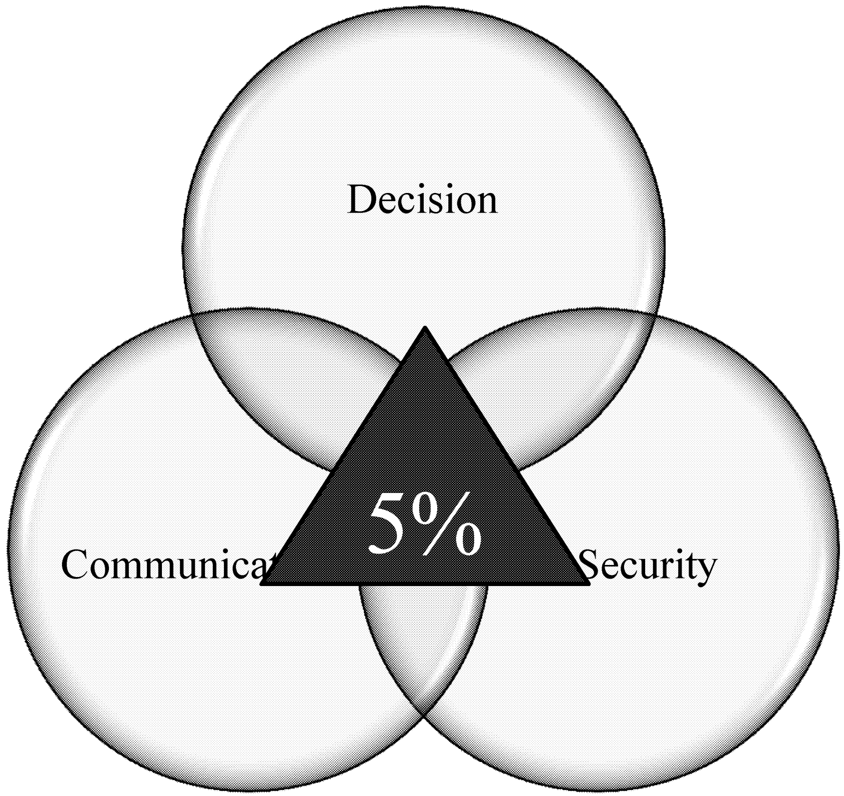

Account

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Past Due

RISK ASSESSMENT FOR EDRMS (Electronic Document and Records Management System) at CBC/Radio-Canada.

Risk Threats:

1. No common, central repository of corporate records
2. Multiplication of records appearing in many personal and department directories
3. Individual management disciplines = large personal repositories containing many different types of records (corporate, transitory, library) as well as issues and editions of the same record.
4. No idea of how long a particular record should be kept active, semi-active or inactive.
5. No plan for the disposition of records when they are no longer needed (archives, re-use, destroy).
6. ATIP/eDiscovery searches become long and imprecise. Records recovered may not be related to question.
7. Cost of searching for un-managed corporate records estimated at $3500/Gbyte

Criticality:

1. Scattered records become "invisible" to corporation. Disaster recovery impacted when there is no knowledge of which records might be lost. Not all individual directories are identifiable resulting in missed records.
2. Search for critical records in multiple locations might return the incorrect revision or issue of that record.
3. Without disposition plan, a critical record might be destroyed while it is still needed.

Risk Impact:

1. Missed or unjustifiably destroyed records involved in an ATIP/ could be considered a refusal to disclose resulting in embarrassment and/or impact to reputation for the corporation.
2. Incorrect revisions or issues of records may result in incorrect information being used for an important decision.

Reduction of Risk:

1. Creation of an Integrated Electronic Central repository for both digital and physical records with a common catalogue searchable by function and activity.
2. Comprehensive classification of corporate records to identify and apply appropriate retention schedule and disposition authority allowing recall though a sophisticated search engine.

3. Identified employees using corporate records in their jobs should be trained in the proper use of the records tool for deposit and recall of records.

Prioritization:

1. Searchable database for electronic records
2. Classification scheme and retention schedule
3. Key Contact Training
4. IM Awareness training for all employees
5. Storage & shredding program awareness

Risks

1. Multiple copies of documents, unnecessary, waste, not cost-effective
2. "Lost" records
3. Records destroyed before they should be
4. Records available to those that should not have access
5. Time and money lost searching for documents
6. Inability to find appropriate records when needed
7. No understanding of how long to keep a record

Precautions

1. RRRP will allow for the identification of physical records with business value. Records may then be classified added to a searchable database along with electronic records. RRRP also allows for employees to clear files of unneeded physical records (transitory, reference, past disposition date). Free up file storage in offices.
2. EDRMS allows for the centralized storage of electronic records. E-records will be classified upon creation which will automatically apply the corresponding retention schedule to the record. Version control of records. Access granted to records on a permission basis; employees have access to certain records depending on what their job is.
3. A comprehensive Classification and Retention Schedule allows records (physical or electronic) to be classified by function and/or activity. The classification codes have a retention period associated with them so that when a code is applied to a record it automatically adopts the retention schedule of that code. The retention schedule ensures that records with business value are not destroyed before their time. This also ensures that records are not kept for longer than necessary, thus saving money in storage fees. The use of the classification scheme and retention schedule allows CBC/Radio-Canada to be compliant with the Access to Information and Privacy Acts. Compliance with this legislation saves the corporation from fines or damage to the corporation's reputation.
4. The Key Contact Program will be used to train a delegated employee from each department in RIM/EDRMS procedures. Key Contacts will act as local RIM support for

co-workers in their group/department, helping to alleviate the bottle-neck effect of a large volume of simple support calls coming to NRIM. New employees are able to look to their Key Contact for support with EDRMS.

5. The Shredding & Storage program has been set up with an approved service provider to allow for semi-active records with business value to be stored at a secure off-site location when on-site storage facilities are non-existent or insufficient. A secure shredding agreement has been arranged by NRIM so that records containing confidential or sensitive information will be safely destroyed. Secure shredding consoles are to be placed throughout CBC/Radio-Canada centres where employees may deposit sensitive documents that are no longer need by the corporation.
6. Mandatory online RIM training for employees will ensure that all CBC/Radio-Canada employees understand the basic tenets of records and information management. This will guarantee that all employees are managing their records in a consistent manner. The online training will be tracked so that the training can be added to an employee's training file. When IM is consistent throughout a business the opportunity for lost records or a security breach are greatly diminished.

Business Records and their Lifecycle

In the world of records management, documents are perceived as organic parts. This analogy illustrates the importance of documents at the CBC/Radio-Canada through their life cycle. The first step of the life cycle is the creation, basically information added to a container which can be an email or anything making the information comprehensible to us either by using our senses or devices. Once the document is created, we use it, which is the second part of the life cycle. Using documents means working with them, circulating or sharing them to others. The next step of the life cycle is archiving or storage. When we are done working with a document, there are rules to follow in order to preserve the information, depending on its business value, reference value or legal purposes, which are all covered in the File Classification and Retention Schedule.

Whenever you want to archive an email you really need to ask yourself these questions:

- Was I copied on this email or am I the principal addressee responsible on the matter? If copied, leave it or discard it. If directly addressed it might be a candidate for saving to Livelink.
- Will I really need this for business or retrieve it for reference past one year? If yes, save the email in Livelink when ready. If no, leave it or discard it.
- Should someone replace me in my position tomorrow, what are the emails they would need to continue my work? If those need to be kept longer than a year, save them to Livelink. If they won't be of any use within the year, let them be or discard them.

The less you have in your account, smaller the resources you will need to manage your information for say an ATIP request...

Most business records will be kept for some time in Livelink because they are needed for the business to run smoothly or in accordance with laws and regulations. Business records are used as strategic assets that supports efficiency, security, transparency and accountability.

Business records aid decision-making, communication and security, as well as allow the corporation to preserve its records of historical value which represents at most 5 % of all records created in a corporation. However, after the prescribed retention period, the rest of the 95% will be destroyed.

How to apply this Inside the Gmail Inbox

Your Gmail inbox comes equipped with a lot of useful features. One of them is the ability to tag and archive your emails in a folder structure found on the left of the Inbox.

Using these tags to organize your emails by functions and activities will help you find the right email when you need it.

In addition, it will help you identifying the emails you need to save to Livelink before they reach the age of 365 days. For example, that email you got from your manager, authorizing an expense on a training program, should be filed in a folder, or under a tag, named something like *Training*.

The beauty of Gmail tags is that they are not “per se” real folders, you can therefore apply the tag *Training* and *Livelink (*or *Keep* or any additional tag making it clear to you that this email needs to be saved to Livelink). This way, you will find your email whether you are looking for it into the *Training* folder or the *Livelink* folder.

End of the Life Cycle

Once the prescribed retention schedule or usefulness of the information has passed, the documents can meet the last stage of their life cycle and be destroyed via a transparent and auditable process. Records of historical or essential value will be preserved in a separately controlled environment to ensure their integrity over time.

Technology
CBC Radio-Canada
Technologies

Système de gestion des documents électroniques

(Livelink)

Guide de formation

Expert en la matière

Préparé par le projet SGDDE

Livelink 9.6
Octobre 2007

TABLE DES MATIÈRES

1. Introduction

1.1 Objectifs du cours

Ce cours présente sommairement le Système de gestion des documents électroniques (SGDDE) utilisé à CBC/Radio-Canada, et développe les aptitudes et les connaissances nécessaires pour effectuer des tâches quotidiennes au moyen de cet outil. Le système fonctionne avec le logiciel Livelink. Deux interfaces peuvent être utilisées : AuthorLink Explorer et l'interface standard de Livelink. La formation porte principalement sur l'interface d'AuthorLink Explorer.

À la fin du cours, vous serez capable de :

- Mieux comprendre le contexte d'utilisation du SGDDE au sein de la Société et la raison pour laquelle Livelink est le logiciel le mieux indiqué pour organiser, partager et stocker l'information.
- Trouver des documents existants.
- Mettre à jour l'information.
- Sauvegarder de nouvelles données.
- Partager l'information.
- Comparer l'interface d'AuthorLink Explorer avec celle de Livelink.

1.2 Information sur le guide de formation

Structure du guide de formation

Le présent guide est conçu pour une formation de groupe et fournit des documents de référence pratiques pour tous les utilisateurs de Livelink. Il est structuré comme suit :

Sections	Les objectifs d'apprentissage sont indiqués au début de chaque section, de même que l'information clé pour atteindre ces objectifs.
Annexe	Une annexe présente de l'information supplémentaire qui n'a pu être abordée durant la séance de formation.
Exercices	Des exercices sont inclus à la fin du guide de formation.
Aide-mémoire	Un aide-mémoire sur les principales fonctionnalités est également annexé.

Conventions

Les caractères gras indiquent des touches de clavier, des boutons, des options de menus ou des fonctions dans Livelink. Ils sont également utilisés pour mettre l'accent sur des termes importants. *L'italique* est aussi utilisé pour mettre en relief de nouveaux termes.

Droits

Livelink® est une marque déposée de Open Text Corporation. Microsoft® est une marque

2. Notions de base

Cette section présente l'information essentielle pour commencer à utiliser l'application Livelink.

Les objectifs d'apprentissage sont les suivants :

- Comprendre les avantages d'un Système de gestion des documents électroniques (SGDDE).
- Se connecter et se déconnecter.
- Utiliser l'interface d'AuthorLink Explorer.

2.1 Qu'est-ce qu'un SGDDE?

Un Système de gestion des documents électroniques (SGDDE) sert à conserver, à rechercher et à récupérer des documents électroniques (p. ex. des documents Word, des feuilles de calcul Excel, des courriels de GroupWise et des images) de même que des dossiers physiques.

Un SGDDE permet aux entreprises de gérer leurs documents tout au long de leur durée de vie, depuis leur création jusqu'à leur destruction. C'est un lieu de stockage central où les renseignements relatifs aux fichiers, aux documents et aux dossiers physiques sont organisés selon une structure arborescente. L'accès aux fichiers et aux documents est contrôlé, c'est-à-dire que vous avez accès uniquement aux données que vous êtes autorisé à consulter en fonction de l'emploi que vous occupez dans la Société. Ces autorisations concernent notamment l'affichage, la modification, la création ou la suppression de documents. Grâce au SGDDE, CBC/Radio-Canada peut efficacement :

- **conserver** et **gérer** l'information;
- **partager** l'information;
- **rechercher** l'information;
- **organiser** l'information.

L'utilisation d'un SGDDE comporte les avantages suivants :

- Vue consolidée de l'information relative aux activités de la Société.
- Inventaire des documents originaux simplifiant les recherches relatives aux demandes d'accès à l'information.
- Accès rapide à des documents précis (électroniques et papier).
- Calendrier de conservation des documents permettant aux responsables de la gestion des documents de déterminer quels documents doivent être évalués en vue de les détruire ou de les archiver.
- Conformité aux politiques gouvernementales de manière efficace et économique.
- Capacité de démontrer la conformité et la responsabilité de la Société lorsqu'elle fait l'objet de vérifications.
- Capacité de partager et de relier l'information entre divers services.

Pour son SGDDE, **CBC/Radio-Canada utilise le logiciel Livelink,** un système en ligne. Deux interfaces peuvent être utilisées avec cet outil :

1. L'interface **Livelink** (l'interface standard fonctionnant avec un navigateur Web).
2. L'interface **AuthorLink Explorer** (offrant des fonctions axées sur Windows, une navigation rapide, la fonction glisser-déplacer et toutes les fonctionnalités de Livelink).

Dans le cadre de la formation et à l'intérieur du présent manuel, nous nous concentrerons sur **l'interface AuthorLink Explorer**.

2.2 Se connecter et se déconnecter

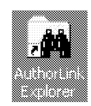
Votre nom d'utilisateur et votre mot de passe déterminent les privilèges et les autorisations qui vous ont été accordés. Si vous oubliez votre mot de passe, communiquez avec le Centre de services des TI de CBC/Radio-Canada au 1-866-999-7888 ou à l'adresse ITSC@ottawa.cbc.ca.

À CBC/Radio-Canada, il existe deux moyens de se connecter :

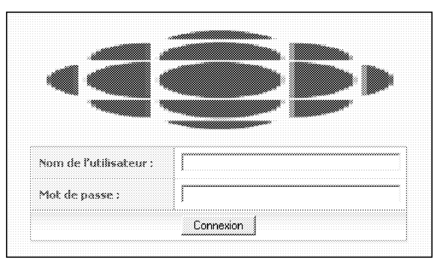
- une icône sur le bureau;
- le menu Programmes.

Connexion au moyen de l'icône sur le bureau

1. Sur le bureau de Windows, double-cliquez sur l'icône **AuthorLink Explorer**.



2. Sur la page **Connexion**, entrez votre nom d'utilisateur et votre mot de passe en respectant la casse. S'il y a un champ sous celui du mot de passe, laissez-le vide.



3. Cliquez sur le bouton **Connexion**.
   La fenêtre **CBC/Radio-Canada – AuthorLink Explorer** apparaît.

Connexion au moyen du menu Programmes

1. Cliquez sur **Démarrer**.
2. Sélectionnez **Programmes**.

3. Sélectionnez **AuthorLink Explorer**.
4. Sur la page **Connexion**, entrez votre nom d'utilisateur et votre mot de passe en respectant la casse. S'il y a un champ sous celui du mot de passe, laissez-le vide.
5. Cliquez sur le bouton **Connexion**.

Déconnexion

1. Dans le menu **Outils** à droite de la fenêtre, sélectionnez **Déconnexion**.

2. Cliquez sur le bouton **Déconnexion**.
   La page Connexion apparaît.
3. Fermez la fenêtre **AuthorLink Explorer**.

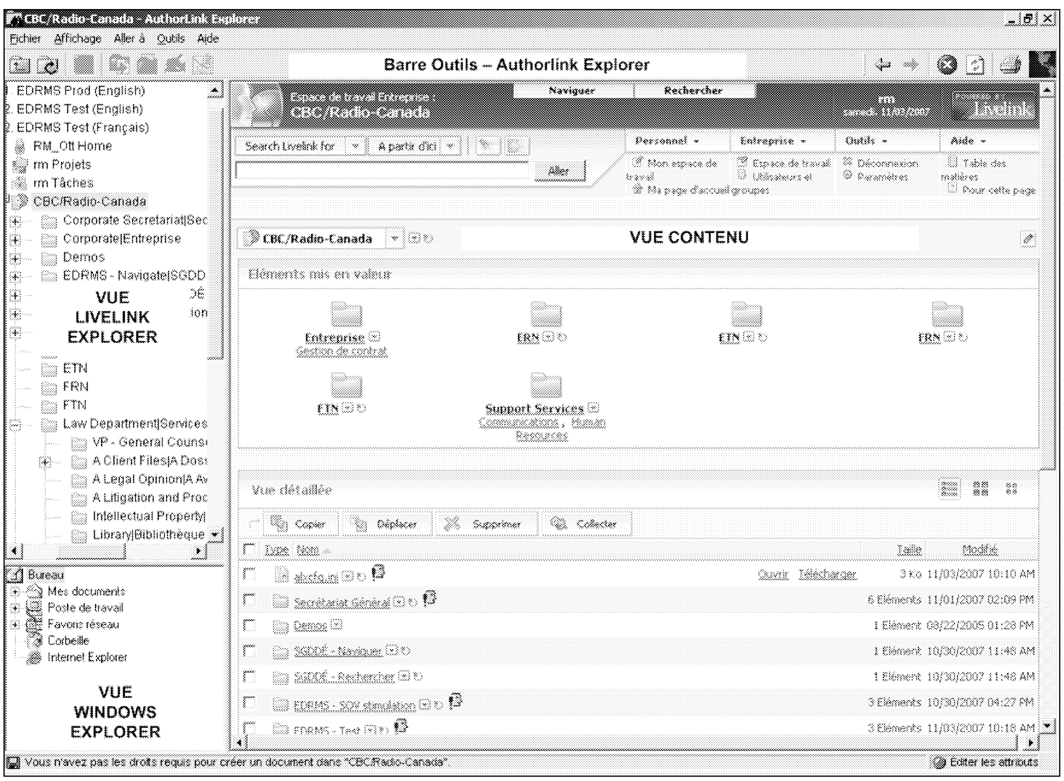
! **Note** : Si vous quittez AuthorLink Explorer au moyen de l'icône de fermeture (☒) située dans le coin supérieur droit de la fenêtre, vous serez automatiquement déconnecté.

2.3 Notions de base sur AuthorLink Explorer

Dès que vous êtes connecté, la fenêtre **CBC/Radio-Canada – AuthorLink Explorer** apparaît. L'interface **AuthorLink Explorer** offre une navigation rapide, la fonction glisser-déplacer, les fonctions Emprunter et Remettre faciles à utiliser et toutes les autres fonctionnalités de Livelink. L'interface standard de Livelink est décrite en annexe.

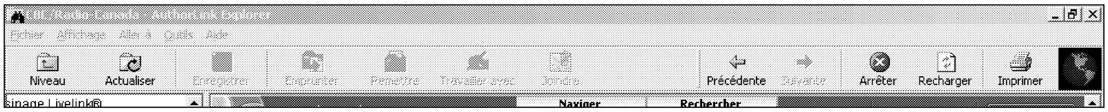
L'interface AuthorLink Explorer comporte une **barre d'outils** dans sa partie supérieure et se divise en **trois vues** :

- **La vue Livelink Explorer** présente une structure de navigation arborescente qui vous permet de vous orienter dans Livelink. Il s'agit de la structure des dossiers. Cliquez sur ⊞ pour afficher les sous-dossiers.
- **La vue Windows Explorer** présente le bureau Windows et la structure des dossiers du réseau permettant de trouver les fichiers ou les dossiers sauvegardés à l'extérieur de Livelink. Cliquez sur ⊞ pour afficher les sous-dossiers.
- **La vue Contenu** comporte l'option de navigation, diverses fonctions et une vue des dossiers ou des fichiers. C'est dans cette vue que l'information est affichée. Elle change lorsque vous naviguez ou que vous sélectionnez des dossiers.

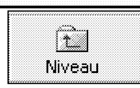
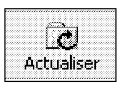
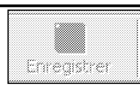
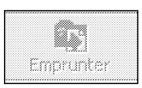
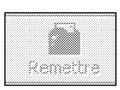
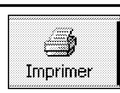


2.3.1 Barre d’outils AuthorLink Explorer

La barre d’outils AuthorLink située dans le haut de la fenêtre comprend diverses icônes permettant de naviguer et d’avoir accès à des documents. Celles-ci sont affichées en gris lorsqu’elles ne peuvent être utilisées.



Les icônes de la barre d’outils les plus utilisées sont décrites dans le tableau ci-dessous.

Icônes de la barre d’outils AuthorLink Explorer		
Icône de la barre d’outils	**Nom**	**Description**
	**Niveau**	Aller au niveau supérieur dans la structure (un niveau à la fois).
	**Actualiser**	Rafraîchir l’écran.
	**Enregistrer**	Sauvegarder de nouveaux documents dans Livelink.
	**Emprunter**	Emprunter un document pour le modifier.
	**Remettre**	Remettre un document modifié.
	**Boutons Page Précédente et Suivante**	Revenir à la page précédente ou avancer à la page suivante dans une série de pages visitées.
	**Imprimer**	Imprimer le contenu de la vue Contenu.

2.3.2 Vue Livelink Explorer

La vue Livelink Explorer présente la structure arborescente des dossiers qui se trouvent dans Livelink. Elle sert à vous orienter lorsque vous naviguez dans Livelink. Elle sert également à choisir le dossier dans lequel vous allez sauvegarder un document.

Cliquez sur pour afficher les sous-dossiers et sur pour les masquer.

2.3.3 Vue Windows Explorer

La vue Windows Explorer présente le bureau Windows et les dossiers du réseau. Elle sert à trouver des fichiers, des dossiers et des documents qui ne sont pas sauvegardés dans Livelink.

Cliquez sur pour afficher les sous-dossiers et sur pour les masquer.

2.3.4 Vue Contenu

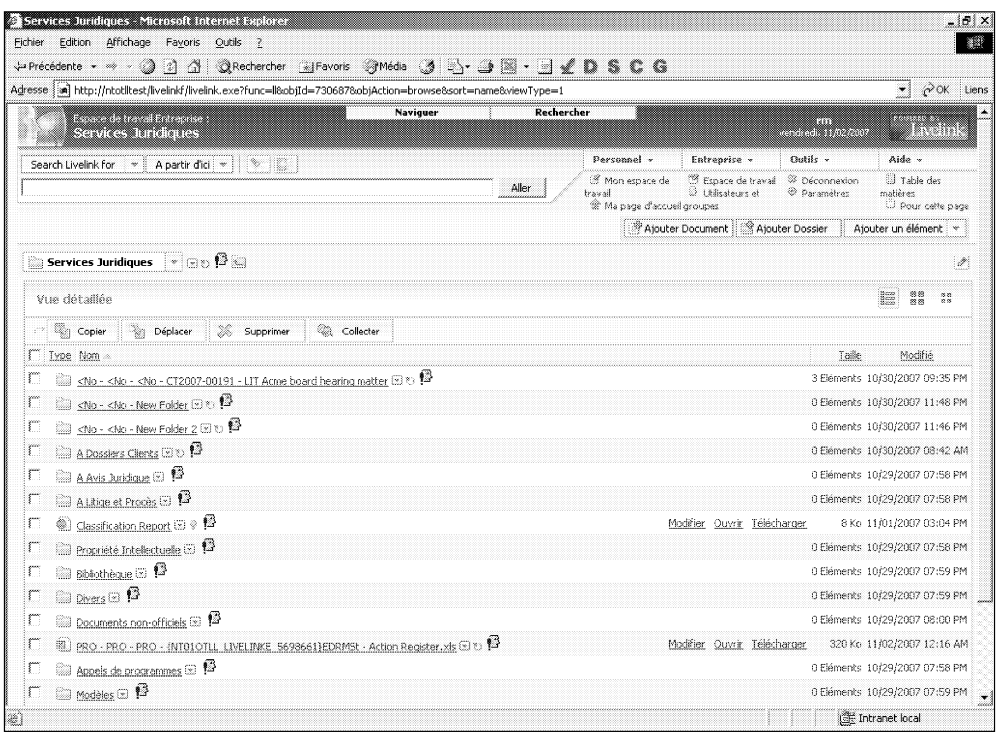
La vue Contenu comporte les options de navigation et de recherche, diverses fonctions et une vue des dossiers ou des fichiers. C'est dans cette vue que l'information est affichée.

Lorsqu'un dossier est sélectionné dans la vue Windows Explorer, son contenu s'affiche dans la vue Contenu (c'est-à-dire les documents, les sous-dossiers, etc.).

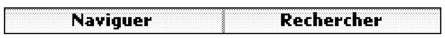
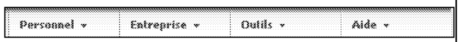
Lorsqu'un élément est sélectionné dans la vue Livelink Explorer, la page Web de Livelink pour cet élément s'affiche dans la vue Contenu.

La page Web de Livelink s'affiche dans la vue Contenu lorsque vous naviguez ou que vous sélectionnez des hyperliens, des fonctions, des dossiers ou des documents.

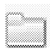
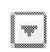
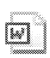
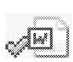
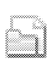
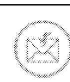
La vue Contenu comporte plusieurs boutons et menus pratiques.



Les principaux boutons et menus utilisés sont décrits dans le tableau ci-dessous.

Vue Contenu – Menus et boutons		
Menu ou bouton	**Nom**	**Description**
	**Naviguer ou Rechercher**	Boutons utilisés pour naviguer et rechercher des fichiers ou des documents.
	**Menus**	Menus utilisés pour avoir accès à une zone (p. ex. Outils, Déconnexion).
	**Liste de navigation**	Pour avoir accès à des pages à un niveau supérieur dans l'arborescence des dossiers.

Le tableau ci-dessous présente les principales icônes apparaissant dans la vue détaillée.

ICÔNES dans la vue détaillée			
	Un dossier est un lieu de stockage renfermant des éléments organisés.		La flèche vers le bas offre de nombreuses **Fonctions** lorsqu'on clique dessus (p. ex. Télécharger, Ajouter une version, etc.).
	Un document est un fichier électronique d'un format donné (MS Word, MS Excel, MS PowerPoint, etc.).		La flèche circulaire indique qu'un élément a été modifié.
	Le crochet indique que l'élément est « emprunté » (ou « réservé »).		Ces icônes donnent une description de l'élément et indiquent le nom du dossier dans le système de classement des documents.
	Un document composé regroupe des documents associés et stockés selon un ordre séquentiel.		L'ampoule électrique indique un nouvel élément.
	Un élément physique (dossier) est la représentation virtuelle d'un objet physique tel qu'un dossier		Cette icône représente un courriel sauvegardé de Novell GroupWise.

	physique renfermant des comptes rendus ou de la correspondance.		

2.4 Options de configuration

Vous devrez peut-être configurer les paramètres généraux de Livelink.

Ne modifiez aucun paramètre à moins que l'animateur ne vous le demande.

Pour accéder aux **Paramètres généraux** :

1. Dans le menu **Outils** de la vue Contenu, sélectionnez **Paramètres**.

   Les paramètres généraux apparaissent et l'onglet **Général** est sélectionné.

2. Cliquez sur l'onglet que vous souhaitez modifier (p. ex. Mot de passe).
3. Faites les modifications nécessaires.
4. Cliquez sur le bouton **Mettre à jour**.

3. Rechercher des documents existants

Cette section présente l'information essentielle pour naviguer dans AuthorLink afin de trouver et d'ouvrir des documents.

Les objectifs d'apprentissage sont les suivants :

- Comprendre comment naviguer efficacement dans AuthorLink.
- Créer et utiliser des favoris.
- Effectuer des recherches par numéro et par nom.
- Utiliser les fonctions de recherche de texte et d'attributs.
- Visualiser des documents.

3.1 Aperçu des méthodes de navigation

Il est important de savoir naviguer avec efficacité pour utiliser Livelink. La navigation est le processus permettant de localiser un fichier, un dossier ou un document, et d'y avoir accès.

Livelink offre de nombreuses possibilités de navigation dans les fichiers et les documents. La figure 3-1 présente les méthodes de navigation recommandées pour naviguer de manière efficace. Le tableau suivant décrit sommairement ces méthodes, et celles-ci sont expliquées plus en détail dans les sous-sections qui suivent.

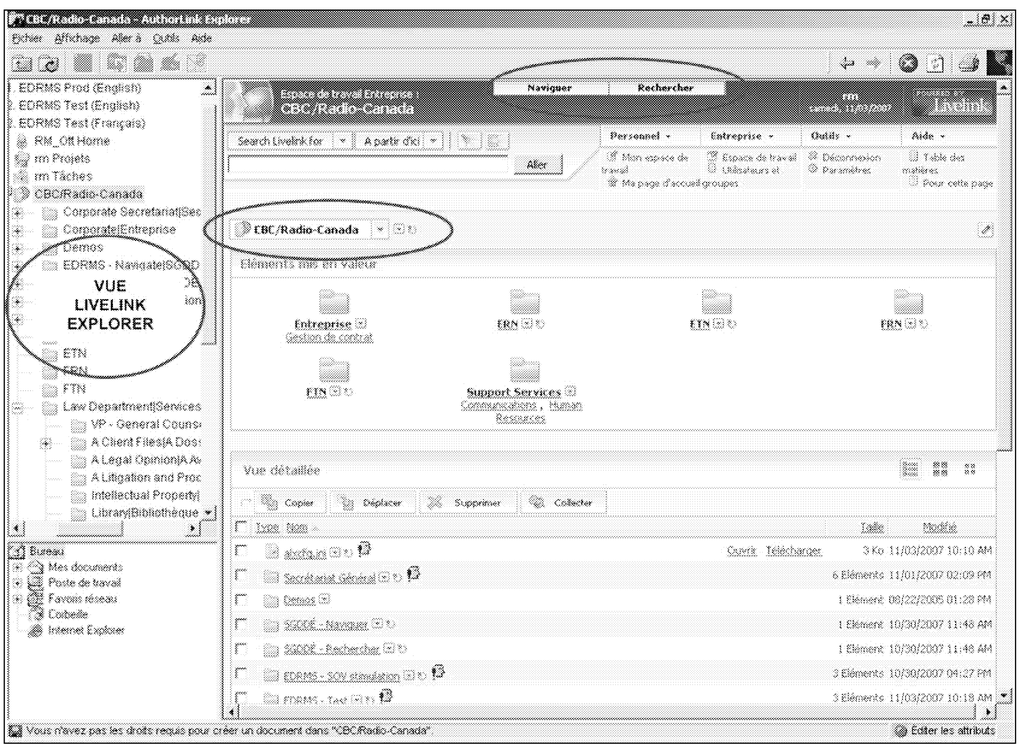


Figure 3-1

Navigation – Méthodes rapides	
Bouton **Naviguer**	Lorsqu'on clique sur ce bouton, trois onglets s'affichent dans la vue Contenu : • **Favoris** – Liste des dossiers, des fichiers et des documents favoris. • **Recherche par numéro** – Recherche d'un numéro de dossier précis. • **Recherche par nom** – Recherche d'un nom de dossier précis. Voir la *Section 3.2 – Bouton Naviguer* pour plus de détails.
Bouton **Rechercher**	Lorsqu'on clique sur ce bouton, sept onglets s'affichent dans la vue Contenu permettant de rechercher de l'information au moyen de critères précis tels que des mots ou des expressions dans un document, la date approximative de sa création, le numéro de fichier, etc. Voir la *Section 3.3 – Bouton Rechercher* pour plus de détails.
Vue **Livelink Explorer**	Présente la structure arborescente des dossiers de Livelink auxquels vous avez accès. Sélectionnez le dossier pour voir les documents et les sous-dossiers qu'il contient. Voir la *Section 2.4.2* pour plus de détails.
Liste de navigation 	Permet d'avoir accès à des pages à un niveau supérieur dans l'arborescence des dossiers.

3.2 Bouton Naviguer

Le bouton Naviguer permet d'afficher trois onglets importants utilisés pour naviguer dans les dossiers, les fichiers et les documents. Il s'agit des onglets suivants :

- Favoris
- Recherche par numéro
- Recherche par nom

3.2.1 Favoris

L'onglet **Favoris** comporte une liste de tous les dossiers, fichiers et documents dont vous avez besoin pour accomplir votre travail. C'est un moyen pratique d'avoir rapidement accès à l'information que vous utilisez fréquemment. Chaque favori de la liste est un raccourci vers l'élément qu'il représente, ce qui vous épargne de naviguer manuellement dans AuthorLink.

Les dossiers, les fichiers et les documents que vous utilisez régulièrement doivent être ajoutés à la page des Favoris. Celle-ci est vide au départ.

Pour afficher la page des Favoris

1. Dans la vue Contenu, cliquez sur le bouton **Naviguer**.
   La page Favoris apparaît (Figure 3-2).

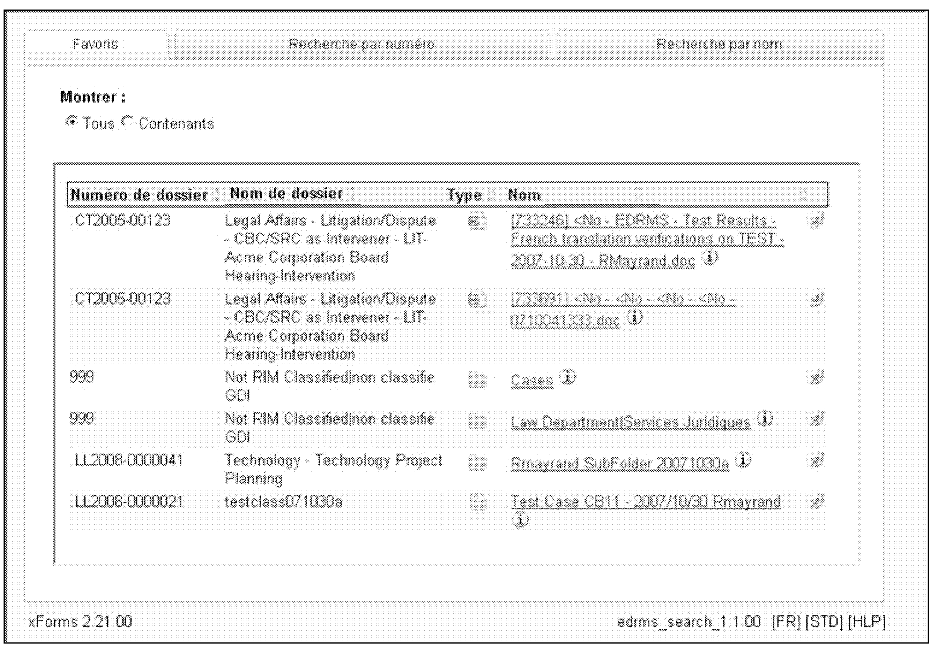


Figure 3-2

La page Favoris comporte les caractéristiques suivantes :

- L'option **Montrer tous** affiche les dossiers (contenants) et les documents dans la liste des Favoris.
- L'option **Montrer contenants** affiche uniquement les dossiers (contenants).
- On peut trier les éléments par ordre croissant ou décroissant en cliquant sur les petits triangles ( ) situés à droite du titre de chaque colonne.
- On peut supprimer un favori de la liste en sélectionnant l'icône de la corbeille ( ). Le document, le fichier ou le dossier en question n'est pas supprimé, simplement éliminé de la liste des favoris. Il demeure dans le dossier où il a été sauvegardé.

Pour ajouter un favori dans la page des Favoris

1. Naviguez jusqu'au document ou au dossier que vous souhaitez ajouter à la liste des favoris au moyen de l'une ou l'autre des méthodes décrites à la figure 3-1 à la page 3-2.
2. Cliquez sur l'icône **Fonctions** ( ) à côté de l'élément
   OU
   Cliquez sur le nom de l'élément avec le bouton droit de la souris.
3. Dans le menu contextuel, sélectionnez **Ajouter aux Favoris**.

   L'élément est ajouté à la page des **Favoris**, et vous pouvez désormais y avoir accès plus rapidement.

Pour avoir accès à un favori dans la page des Favoris

1. Double-cliquez sur le nom de l'hyperlien (c'est-à-dire le nom souligné). Vous avez directement accès au dossier, au fichier ou au document.

3.2.2 Recherche par numéro

L’onglet Recherche par numéro permet de chercher un fichier et d’y avoir facilement accès. Une fois que vous l’avez ouvert, vous pouvez ajouter le fichier à vos Favoris.

Pour effectuer une recherche par numéro

1. Dans la vue Contenu, cliquez sur le bouton **Naviguer**.
2. Sélectionnez l’onglet **Recherche par numéro**.
   La page **Recherche par numéro** apparaît (Figure 3-3).

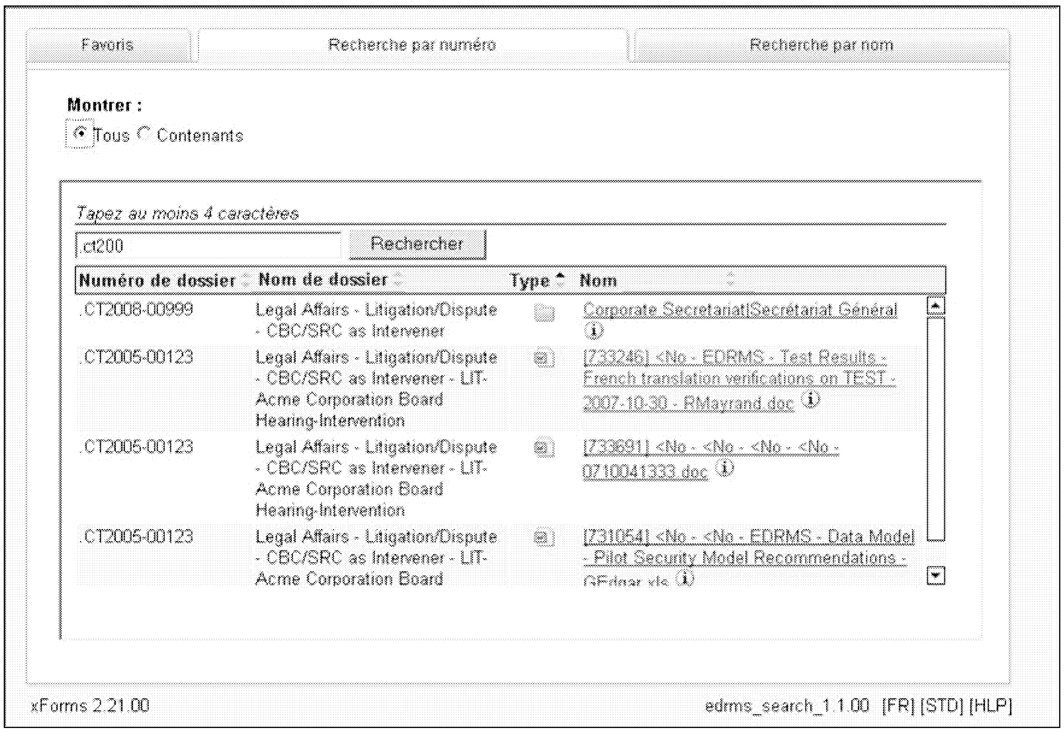


Figure 3-3

3. Entrez le numéro du fichier (composé d’au moins quatre caractères).
4. Cliquez sur le bouton **Rechercher** (

).
   La liste des éléments s’affiche.
5. Utilisez au besoin la barre de défilement à droite pour consulter la liste complète des résultats.

La page Recherche par numéro comporte les caractéristiques suivantes :

- L’option **Montrer tous** affiche tous les dossiers (contenants) et les documents.
- L’option **Montrer contenants** affiche uniquement les dossiers (contenants).

- On peut trier les éléments par ordre croissant ou décroissant en cliquant sur les petits triangles ( ) situés à droite du titre de chaque colonne.

Pour avoir accès à un élément trouvé dans la page Recherche par numéro

1. Cliquez sur le nom de l'hyperlien.
   Vous avez automatiquement accès à l'élément, que vous pouvez alors ajouter à la page des **Favoris** (voir la *Section 3.2.1*).

3.2.3 Recherche par nom

L'onglet Recherche par nom permet de chercher un fichier au moyen de son nom. Une fois le fichier affiché, il est facile d'y avoir accès.

Pour effectuer une recherche par nom

1. Dans la vue Contenu, cliquez sur le bouton **Naviguer**.
2. Sélectionnez l'onglet **Recherche par nom**.
   La page **Recherche par nom** apparaît (Figure 3-4).

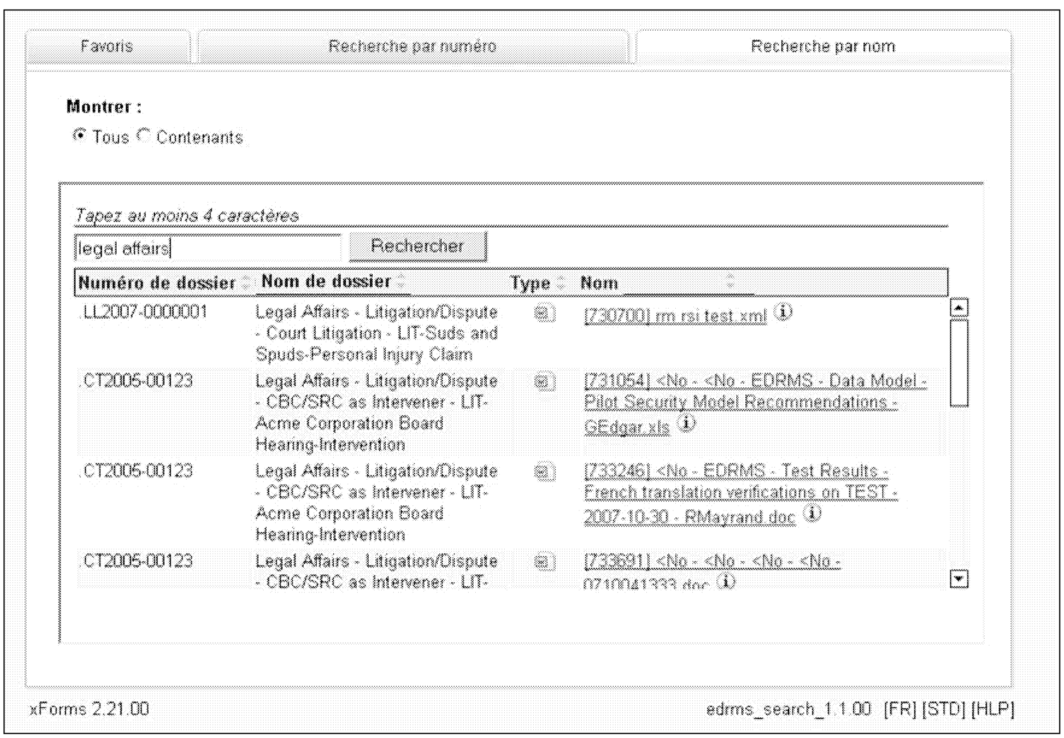


Figure 3-4

3. Entrez le nom du fichier (composé d'au moins quatre caractères). Les résultats sont mis à jour de manière dynamique, et la liste des noms de fichiers s'affiche.
4. Utilisez au besoin la barre de défilement à droite pour consulter la liste complète des

résultats.

Pour avoir accès à un élément trouvé dans la page Recherche par nom

1. Double-cliquez sur l'hyperlien du nom de l'élément.
   Vous avez automatiquement accès à l'élément, que vous pouvez alors ajouter à la page des **Favoris** (voir la *Section 3.2.1*).

3.3 Bouton Rechercher

On utilise le bouton **Rechercher** (Figure 3-1) pour trouver des documents, des dossiers et des dossiers physiques. Il permet de localiser rapidement l'information qui ne se trouve pas déjà dans la page des Favoris ou qui n'est pas facilement accessible. Souvent, vous ne connaissez pas tous les détails sur le document ou le dossier (p. ex. le nom du fichier ou son emplacement), mais vous possédez tout de même certains renseignements.

Lorsque vous effectuez une recherche, il est préférable d'indiquer de nombreux critères. Si vous en indiquez **trop peu,** vous obtiendrez une longue liste d'éléments. À l'inverse, un **trop grand nombre** de critères risque de ne générer AUCUN résultat. Il est donc essentiel de raffiner la recherche en indiquant la bonne quantité de renseignements pertinents.

Voici quelques exemples de recherches typiques :

- Recherche d'un document créé par un certain auteur dans une fourchette de dates précise (p. ex. entre mars et avril 2007).
- Recherche d'un document contenant un mot ou une expression dans un « accord » (type de document).
- Recherche d'un courriel contenant une expression précise.
- Recherche d'un rapport final créé par une personne précise.

Figure 3-5

Le bouton Recherche affiche sept onglets (

Figure 3-5) servant à rechercher de l'information :

- Six onglets servent à entrer les critères.
- Un onglet (Format des résultats) sert à déterminer le format des résultats de la recherche (p. ex. les champs inclus dans les résultats).

! **Note** : Il est possible d'indiquer des critères de recherche sur **un ou plusieurs onglets**. L'opérateur booléen par défaut est le ET.

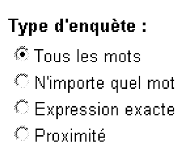
Le tableau suivant présente sommairement l'objet de la recherche pour chaque onglet.

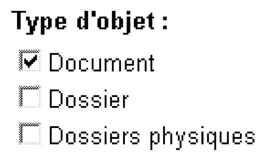
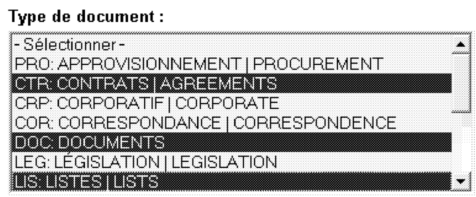
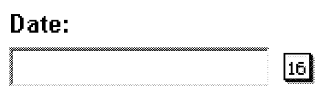
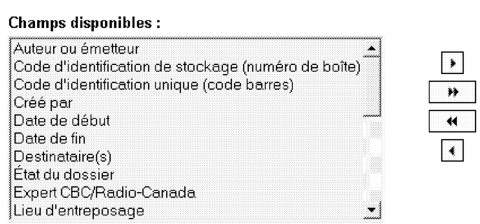
Nom de l'onglet	Objet de la recherche
Texte	Sert à rechercher des mots, des parties de mots ou des expressions dans un document ou dans les attributs (p. ex. un nom de fichier ou l'objet d'un courriel). Les attributs sont les détails relatifs à l'élément tels que le numéro du fichier, le nom du fichier, la description, le sujet, etc.
Dossier	Sert à rechercher des renseignements sur un fichier tels que le nom du dossier, le numéro du dossier, l'état du dossier, le type de dossier, le sous-type de dossier, etc.
Document	Sert à rechercher les attributs d'un document, d'un dossier ou d'un dossier physique : nom du document, type de document, auteur, créé par, modifié par, destinataire, etc.
Dates	Sert à rechercher des renseignements tels qu'une date précise, une période ou un type de date (p. ex. date du statut, créé le, etc.).

Dossiers physiques	Sert à rechercher les attributs d'un dossier physique tels que le lieu d'entreposage, le code à barres, le code d'identification de stockage, etc.
Format des résultats	Permet de déterminer le mode d'affichage des résultats de la recherche en sélectionnant les champs correspondant aux titres des colonnes. Les résultats de la recherche peuvent être affichés dans un navigateur, un document Word ou une feuille de calcul Excel.
Tous	Comprend tous les champs des six autres onglets dans ce seul onglet. On peut l'utiliser au lieu des six autres onglets. On peut voir tous les champs au moyen du menu déroulant.

3.3.1 Entrer les critères de recherche

Chaque onglet comprend des champs où l'on peut entrer des critères de recherche. On y trouve divers types de champs. Le tableau ci-dessous décrit les types de champs et la façon d'entrer les critères de recherche.

Type de champ	Exemple	Conseils d'utilisation
Texte libre		Entrez le texte (p. ex. un mot, un mot partiel ou une expression). Vous pouvez utiliser les caractères de remplacement et les opérateurs booléens (décrits plus loin dans cette section).
Sélection		Sélectionnez une seule des options en cliquant sur celle de votre choix. Note : La sélection est un cercle.
Liste déroulante		Sélectionnez une seule option de la liste déroulante. Utilisez la barre de défilement pour voir tous les éléments de la liste.

Type de champ	Exemple	Conseils d'utilisation
Sélection multiple		Sélectionnez une ou plusieurs des options listées au moyen d'un clic. Note : La sélection se fait en cochant une case.
Sélection multiple dans une liste déroulante		Sélectionnez une ou plusieurs options au moyen d'un clic ou des touches Ctrl+clic ou Maj+clic. Utilisez la barre de défilement pour voir tous les éléments de la liste.
Rechercher		Cliquez sur l'icône pour faire apparaître une fenêtre permettant de rechercher des utilisateurs. Entrez le nom de famille de l'utilisateur et cliquez sur **Rechercher**.
Choix de la date		Cliquez sur le bouton pour faire apparaître un calendrier dans une nouvelle fenêtre. Cliquez sur une date pour l'ajouter au champ Date.
Sélection des colonnes pour les résultats		Sélectionnez un ou plusieurs champs au moyen d'un clic ou des touches Ctrl+clic ou Maj+clic. Utilisez le bouton pour ajouter les champs de la liste des champs disponibles dans la liste des champs sélectionnés. Utilisez le bouton pour enlever des champs de la liste des champs sélectionnés et les replacer dans la liste des champs disponibles.

Caractères de remplacement

Il est possible de rechercher des mots ou des expressions en n'indiquant que de l'information partielle. Un **caractère de remplacement** est un caractère qui peut remplacer un ou plusieurs caractères.

Remplace	Caractère	Exemples
Un ou plusieurs caractères	*	Accord* permet de trouver « Accorde », « Accorder » et « Accords ».
Un seul caractère	?	200? permet de trouver « 2007 », « 2006 », « 2005 », etc.

Opérateurs booléens

Les opérateurs booléens sont des mots « spéciaux » utilisés pour effectuer des recherches plein texte. Ils permettent de préciser la recherche.

Opérateur booléen	Description	Exemples
AND	Rechercher des éléments dans lesquels se trouvent les DEUX termes indiqués.	Ex. : Rapports AND décisions. Les résultats comprennent les éléments contenant ces deux mots.
OR	Rechercher des éléments contenant AU MOINS UN des termes indiqués. *Plus* on indique de termes, *plus* on obtient de résultats.	Ex. : Rapports OR décisions. Les résultats comprennent les éléments contenant un des deux termes.
NOT	Ne pas rechercher d'éléments contenant le mot suivant. Le « NOT » exclut des éléments de vos résultats de recherche.	Correspondance NOT Communiqué Les résultats comprennent les éléments qui contiennent le mot « correspondance », mais qui ne contiennent pas le mot « communiqué ».

3.3.2 Effectuer une recherche simple

Pour effectuer une recherche simple à l'aide du bouton Rechercher

Dans la vue Contenu, cliquez sur le bouton **Rechercher**.
Les sept onglets de la page Rechercher (

1. Figure 3-5) s'affichent.
2. Entrez les critères sur un ou plusieurs onglets en naviguant de l'un à l'autre.

   ! **Note** : Vous ne perdez pas les critères que vous avez indiqués lorsque vous passez d'un onglet à l'autre.

3. Sélectionnez l'onglet **Format des résultats** (Figure 3-6) pour choisir les champs qui seront affichés dans la fenêtre des résultats.

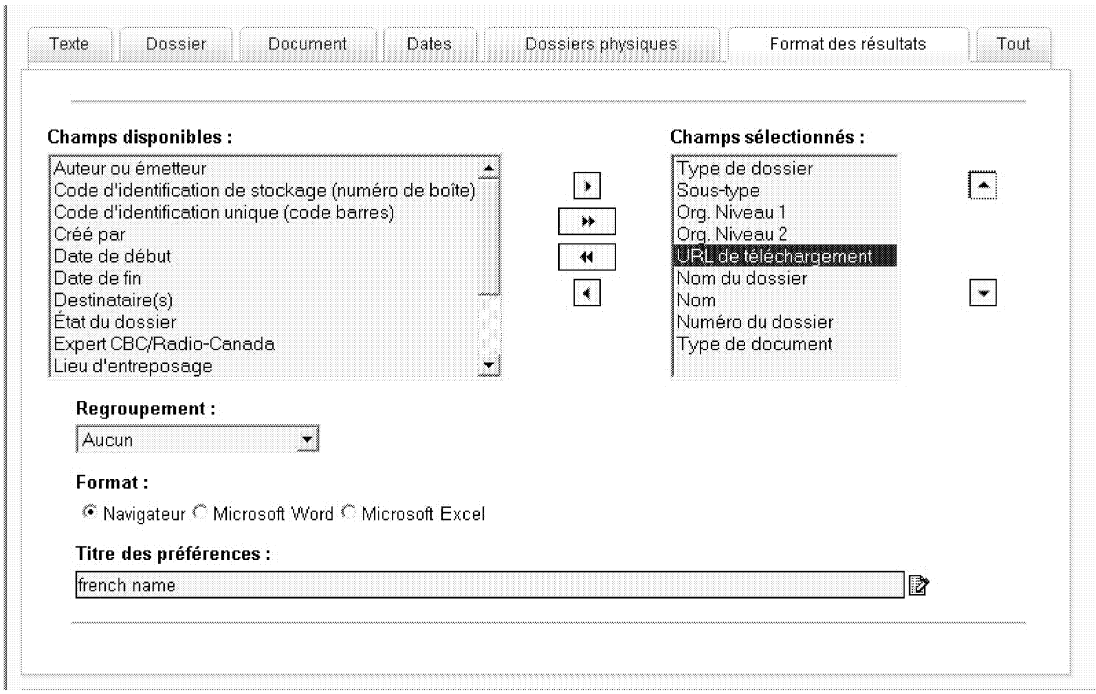


Figure 3-6

Les champs disponibles sont indiqués à gauche. Ajoutez les champs sélectionnés dans la boîte de droite. Lorsque vous lancez la recherche, ces champs deviennent des titres de colonnes dans la liste des résultats de la recherche.

a. Sélectionnez les champs disponibles que vous souhaitez voir afficher dans la fenêtre des résultats (p. ex. nom du dossier et nom).

b. Cliquez sur le bouton pour ajouter les champs dans la boîte des champs sélectionnés. Cliquez sur les boutons et pour enlever des champs de cette boîte.

c. Organisez les champs sélectionnés à l'aide des boutons et . Vous pouvez modifier l'ordre des colonnes en sélectionnant un élément et en le faisant monter ou descendre dans la liste.

d. Sélectionnez le format des résultats :

- ⦿ Navigateur – Les résultats sont présentés dans un navigateur. C'est l'option par défaut.
- ○ Microsoft Word – Les résultats sont présentés dans un document Word.
- ○ Microsoft Excel – Les résultats sont présentés sur une feuille de calcul.

Les résultats présentés dans Word et dans Excel peuvent permettre à d'autres personnes de consulter les résultats de la recherche.

4. Cliquez sur le bouton **Rechercher** (RECHERCHER) pour lancer la recherche. Un message vous indique que la recherche est en cours.
   Les résultats sont présentés dans l'un des trois formats (dans un navigateur, un document Word ou une feuille de calcul Excel).

   ! **Note** : Vous pouvez sauvegarder le document Word ou la feuille de calcul Excel en suivant le même processus que pour sauvegarder un nouveau document (voir la *Section 5.2 – Sauvegarder de nouveaux documents*).

5. Les résultats de la recherche sont des hyperliens qui vous permettent d'avoir accès à un document en le sélectionnant. Les documents Word et Excel comportent également des hyperliens.

   Pour retourner aux critères de recherche, fermez la fenêtre.

3.3.3 Sauvegarder une recherche

Il est parfois utile de sauvegarder une recherche comportant des critères précis, pour éviter d'avoir à indiquer à nouveau tous les critères. Les boutons et les titres des préférences pour la recherche sont situés au bas de la fenêtre (Figure 3-7).

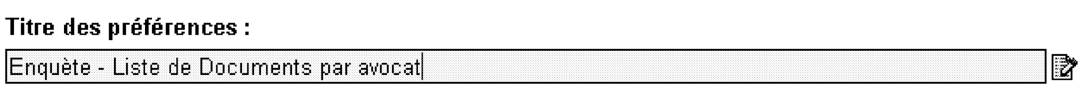


Figure 3-7

Les fonctionnalités des boutons de recherche sont décrites dans le tableau ci-dessous.

Bouton	Fonction
Recherche	Lancer une recherche. Ce bouton est utilisé après que les critères ont été entrés dans les onglets et que le format des résultats a été déterminé. Le titre attribué à la recherche est automatiquement « Par défaut ».
Sauvegarder les préférences	Sauvegarder les critères indiqués dans les onglets et le format des résultats en vue de les réutiliser. Les résultats de la recherche NE SONT PAS sauvegardés. Il faut entrer un nom dans le champ **Titre des préférences**. On peut avoir accès aux préférences sauvegardées à l'aide du bouton .

Sauvegarder de NOUVELLES préférences	Sauvegarder une nouvelle recherche. Il faut entrer un nouveau nom de recherche dans le champ **Titre des préférences**.
Effacer les préférences	Rétablir/effacer tous les onglets afin de commencer une nouvelle recherche.
	Afficher une liste des recherches sauvegardées et ouvrir/récupérer les recherches déjà sauvegardées (préférences).

Pour sauvegarder une recherche

1. Entrez les critères sur un ou plusieurs onglets en naviguant de l'un à l'autre.
2. Dans le champ **Titre des préférences**, entrez le nom de la recherche.
3. Cliquez sur le bouton **Sauvegarder les préférences**.
   Les critères de recherche sont sauvegardés sous le nom indiqué.

Pour modifier la recherche en conservant le même nom, ajoutez ou supprimez des critères puis cliquez de nouveau sur le bouton **Sauvegarder les préférences**. Les nouveaux critères remplaceront les anciens.

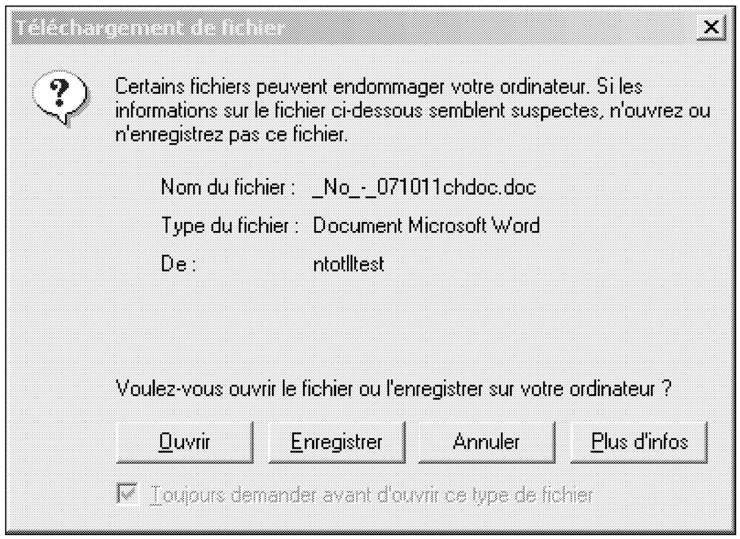
Pour créer une nouvelle recherche avec des critères différents, ajoutez ou supprimez des critères, entrez un nouveau nom dans le champ **Titre des préférences** puis cliquez sur **Sauvegarder de NOUVELLES préférences**.

3.4 Visualiser des documents

Vous avez parfois besoin de visualiser des documents pour en examiner le contenu. Pour **modifier** un document dans Livelink, le processus est **différent** (voir la *Section 4.2 – Modifier un document*).

Pour visualiser un document (processus recommandé)

1. Dans la vue Contenu, sélectionnez le document que vous souhaitez visualiser.
2. Cliquez avec le bouton droit de la souris sur le nom du document, puis sélectionnez **Télécharger**.
3. Dans la fenêtre **Téléchargement de fichier**, sélectionnez **Ouvrir**.



Le fichier s’ouvre dans le logiciel utilisé pour sa création.

! **Note** : N’ESSAYEZ PAS de modifier le document. Les modifications ne seront pas sauvegardées si vous n’avez pas sauvegardé le document sur le Bureau ou dans le dossier Mes documents.

4. Pour fermer le document, cliquez sur l’icône X dans le coin supérieur droit de l’application.

Pour visualiser un document à l’aide d’un visualiseur intégré

1. Dans la vue Contenu, **double-cliquez sur le nom du document** que vous souhaitez visualiser.

   Le document s’affiche au format HTML. Certains types de contenu risquent de ne pas s’afficher convenablement dans la version HTML, en particulier les éléments graphiques et les formatages complexes. S’il est impossible de trouver un visualiseur approprié, un message d’erreur indiquera que le document ne peut être visualisé. Vous devez plutôt télécharger le document.
2. Lorsque vous avez terminé, cliquez sur le bouton **Précédent**.

Il peut advenir que vous ayez besoin de consulter un document à un autre moment ou un autre jour (p. ex. à la maison, sur votre ordinateur portatif ou une clé USB). Dans un tel cas, les documents doivent être téléchargés et sauvegardés, ce qui signifie que vous devez faire une copie de l'original. Lorsque vous avez terminé de le consulter, il est important de supprimer la copie (p. ex. sur votre ordinateur portatif).

Pour télécharger un document en vue de le consulter plus tard

1. Naviguez jusqu'au dossier dans lequel se trouve le document.
2. Sélectionnez le document que vous souhaitez consulter à un autre moment.
3. Glissez le document dans un des dossiers dans la vue Windows Explorer (p. ex. Bureau).

   Une copie du document Livelink est créée dans le dossier.

Note : La fonction Télécharger peut également être utilisée pour faire une copie du document dans un autre emplacement.

4. Mettre à jour des documents

Cette section présente l'information nécessaire pour mettre à jour (c'est-à-dire modifier) des documents et sauvegarder les modifications.

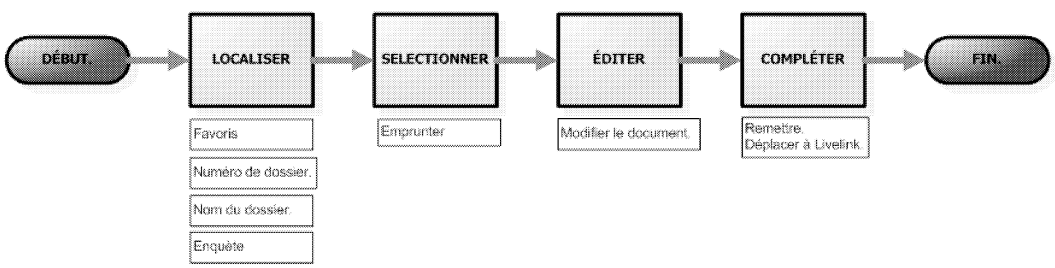
Les objectifs d'apprentissages sont les suivants :

- Comprendre le processus de mise à jour.
- Mettre à jour un document.
- Créer et visualiser des versions.

4.1 Processus de mise à jour / modification

Les documents créés dans les applications de la suite MS Office (MS Word, Excel, PowerPoint et Project) et dans Adobe Acrobat peuvent être sauvegardés et modifiés à l'aide d'AuthorLink.

Il existe divers moyens de modifier des documents. Le processus suivant est recommandé

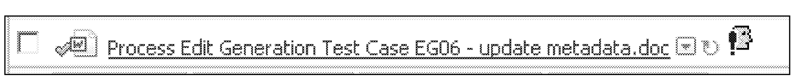


pour mettre à jour vos documents de manière efficace.

Lors de vos déplacements ou lorsque vous travaillez à l'extérieur du bureau, le même processus s'applique à quelques détails près. Consultez la fiche de renseignements **Préparatifs pour les déplacements** pour plus de détails.

4.2 Mettre à jour / modifier un document

La méthode **Emprunter** est la plus efficace pour mettre à jour un document. La fonction Emprunter permet de verrouiller un document pour empêcher les autres utilisateurs d'y apporter des modifications en même temps que vous.



Un crochet rouge apparaît à côté du document emprunté (Figure 4-1). Livelink utilise le terme Réservé pour décrire la même situation.

Figure 4-1

Pour mettre à jour ou modifier un document (Emprunter et Remettre)

1. Sélectionnez le document en cliquant une fois sur son nom.

2. Cliquez sur l’icône **Emprunter (**) dans la barre d’outils AuthorLink
   OU
   Cliquez avec le bouton droit de la souris et sélectionnez **Emprunter**.

   Le document s’ouvre automatiquement dans l’application utilisée pour sa création (p. ex. Microsoft Word) et est automatiquement emprunté (un crochet rouge apparaît comme dans la Figure 4-1).

3. Faites les modifications requises.

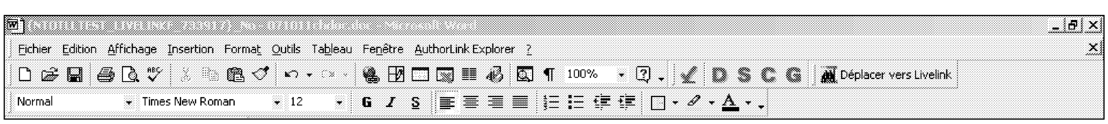
   ! **Note** : Un préfixe est inséré au début du nom du document. Ce préfixe comporte un numéro unique décrivant le document et qui est utilisé par le système. Ne modifiez pas ce préfixe.

   ! **Note** : Lorsque vous modifiez un document, il est automatiquement sauvegardé dans le répertoire par défaut des documents empruntés (*Mes documents* sur votre disque dur). Vous pouvez voir ces paramètres en sélectionnant Outils dans le menu AuthorLink, puis Options et l’onglet Emprunter.

   ! **Note :** Si vous fermez le document et que vous souhaitez y retravailler plus tard, il est sauvegardé dans le répertoire de documents empruntés par défaut. Les modifications **ne sont pas encore sauvegardées dans Livelink**, et les autres utilisateurs n’y ont pas accès. Le document peut être ouvert dans l’application (sélectionner Fichier, Ouvrir et sélectionner le document) puis sauvegardé dans Livelink en suivant les étapes décrites ci-dessous.

   ! **Note** : Le document est également listé dans les « Documents récents » dans le menu Démarrer de Windows et dans le menu Fichier de l’application (p. ex., Word conserve la liste des documents récents au bas du menu Fichier).

4. **Remettez** le document lorsque vous avez terminé ou que vous cessez d’y travailler. Si vous utilisez les applications MS Office (p. ex. Word et Excel), sélectionnez **AuthorLink Explorer** dans le menu.



OU

Si vous utilisez Adobe Acrobat, sélectionnez **Fichier** puis **AuthorLink Explorer**.

5. Sélectionnez **Déplacer vers Livelink**…

6. Vous verrez peut-être apparaître une fenêtre **Confirmer le remplacement du fichier** qui vous demandera si vous voulez confirmer l'ajout d'une nouvelle version du document si vous n'y avez apporté aucun changement. Sélectionnez **Oui** pour sauvegarder une nouvelle version du document.

   Le document est alors fermé, sauvegardé et remis dans Livelink (le crochet est supprimé pour indiquer que le fichier n'est plus en cours de modification). De plus, une nouvelle version du document est créée (voir la *Section 4.3 - Versions*) et la copie du document est supprimée du dossier « Mes documents ».

Remettre

Le document doit être remis après avoir été modifié. Ce faisant, une nouvelle version du document est créée (voir la *Section 4.3*) et le document est déverrouillé pour permettre aux autres utilisateurs d'y travailler.

Les principaux scénarios de remise sont les suivants :

- Un document a été emprunté. Qu'il ait été modifié ou non, celui-ci doit être remis en suivant les étapes 4 à 6 ci-dessus.
- Un document a été emprunté, des modifications y ont été apportées, puis il a été fermé. Il faut donc remettre le document en le rouvrant (Fichier, Ouvrir et sélectionner le fichier dans le répertoire Mes documents), puis suivre les étapes 4 à 6 décrites ci-dessus.

! **Note** : Il peut être nécessaire de rafraîchir l'écran après avoir remis ou emprunté un document, en cliquant sur le bouton **Rafraîchir**.

! **Note** : **Annuler la réservation** permet aussi de remettre à la disposition des utilisateurs un document emprunté.

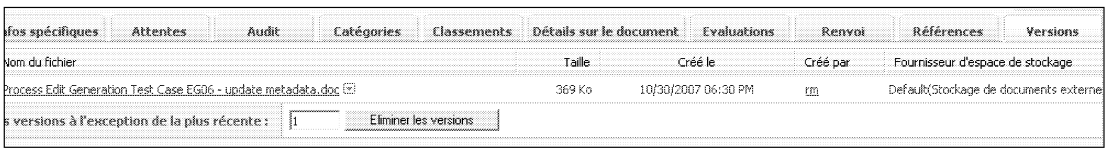
4.3 Versions

Lorsque des modifications sont apportées à un document, celui-ci est sauvegardé en tant que **nouvelle version**. Toutes les versions précédentes sont conservées. Vous travaillez toujours avec la version la plus récente. Les versions sont utiles car elles fournissent un historique des changements qui ont été faits et servent de copies de secours qui peuvent facilement être récupérées et réutilisées.

Pour consulter les versions précédentes d'un document :

1. Cliquez sur l'icône **Fonctions** ( ) à côté du document de votre choix OU cliquez avec le bouton droit de la souris sur le nom du document.
2. Dans le menu contextuel, sélectionnez **Propriétés**.
3. Sélectionnez **Versions.**

   L'onglet Versions apparaît, affichant la liste des versions du document par ordre décroissant à partir du plus récent.



Une icône **Fonctions** ( ) est associée à chaque version, et toutes les versions peuvent être examinées. Les anciennes versions s'ouvrent uniquement en mode « Lecture seule » (elles ne peuvent être modifiées). Il s'agit d'un outil pratique pour reconstituer les étapes suivies.

Il est possible de travailler avec une ancienne version. Pour ce faire, vous devez la télécharger et sauvegarder une copie du document.

4.3.1 Ajouter un document en tant que version

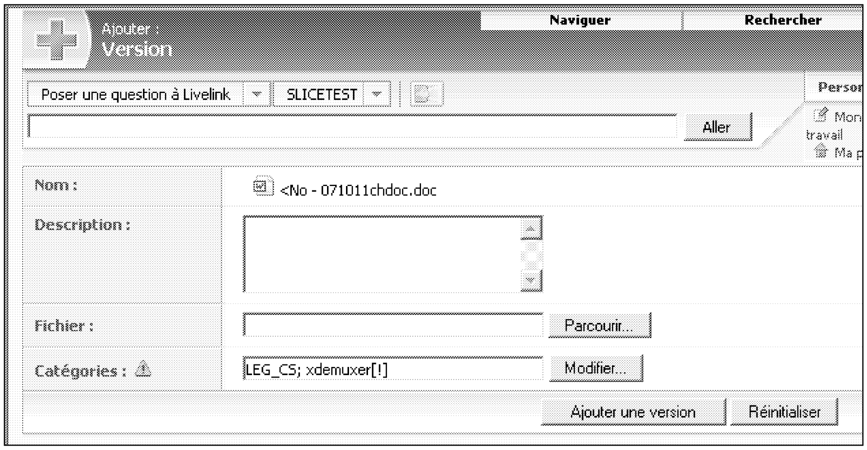
Comme nous l'avons décrit ci-dessus, chaque fois qu'un document est modifié et remis, une nouvelle version du document est créée.

Il est parfois utile d'ajouter un document différent en tant que nouvelle version. Par exemple, vous avez travaillé à la maison à un document semblable à l'original, mais amélioré. Le contenu de ce document peut facilement être ajouté au document original. Il sera sauvegardé comme une nouvelle version de l'original.

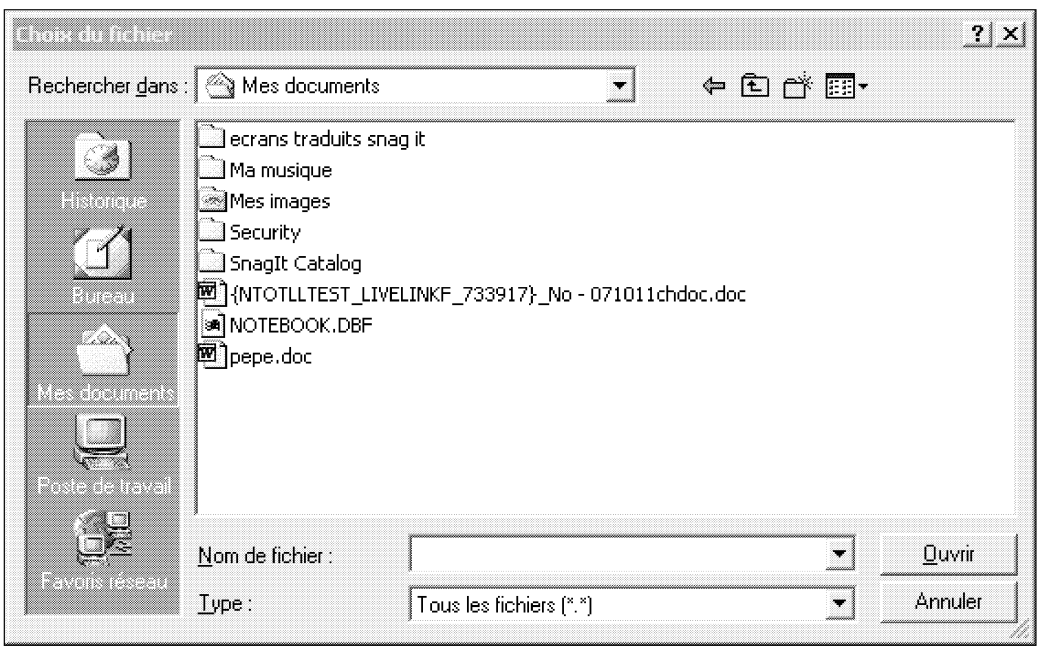
Pour ajouter un nouveau document en tant que version d'un document existant :

1. Naviguez jusqu'au document original auquel vous souhaitez ajouter le nouveau contenu.
2. Dans la vue Contenu, cliquez avec le bouton droit de la souris sur le nom du document.

3. Dans le menu contextuel, sélectionnez **Ajouter une version**.
4. Dans la page **Ajouter une version**, cliquez sur le bouton **Parcourir**.



5. Dans la fenêtre **Choix du fichier**, sélectionnez le fichier (p. ex. sur le Bureau) et cliquez sur **Ouvrir**.



6. Sur la page **Ajouter une version**, cliquez sur le bouton **Ajouter une version** (

).

   Le nouveau document est ajouté au document existant en tant que nouvelle version. Vous pouvez consulter la liste des nouvelles versions dans les propriétés du document (sous l'onglet Versions).

! **Note** : Le document que vous venez d'ajouter en tant que nouvelle version n'est pas supprimé (il est toujours sauvegardé sur votre Bureau). Vous avez la responsabilité de supprimer le document si vous n'en avez plus besoin.

5. Sauvegarder de nouvelles données

Cette section présente l'information nécessaire pour sauvegarder de nouvelles données qui n'ont jamais été versées dans Livelink, notamment des documents, des courriels, des dossiers physiques et des dossiers électroniques.

Les objectifs d'apprentissage sont les suivants :

- Sauvegarder un nouveau document.
- Sauvegarder un courriel et ses pièces jointes.
- Créer des dossiers physiques.
- Numériser un document.
- Ajouter un dossier.

5.1 Sauvegarder de nouveaux documents

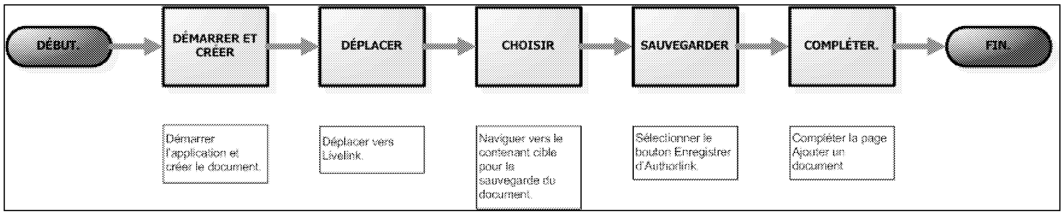
Les documents qui **n'ont pas été sauvegardés dans Livelink** doivent être sauvegardés conformément au processus décrit ci-dessous. Le processus de sauvegarde diffère du processus de mise à jour, car les documents n'ont jamais été sauvegardés dans Livelink.

Voici les deux processus permettant de sauvegarder pour la première fois des documents dans Livelink :

- **Sauvegarder un nouveau document à partir de l'application**
  Par exemple, vous êtes en train de travailler à un **tout nouveau document** dans l'application utilisée pour le créer (p. ex. MS Word). Vous devez le sauvegarder dans Livelink.
- **Glisser-déplacer des documents dans Livelink**
  Par exemple, vous avez déjà **créé un document que vous avez sauvegardé** sur le bureau, sur le disque réseau ou dans Mes documents. Vous devez le sauvegarder dans Livelink.

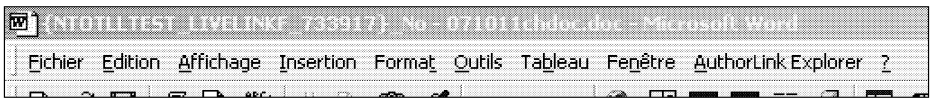
5.1.1 Sauvegarder un nouveau document

Les documents créés dans les applications **Microsoft** (MS Word, Excel, PowerPoint et Project) et dans **Adobe Acrobat** peuvent être sauvegardés et modifiés dans Livelink. La marche à suivre pour sauvegarder un document créé dans l'une de ces applications est illustré dans le schéma ci-dessous.



Pour sauvegarder un nouveau document dans Livelink à partir d'une application

1. Créez le document.
2. Si vous utilisez une application MS (p. ex. Word et Excel), sélectionnez **AuthorLink Explorer** dans le menu de l'application.



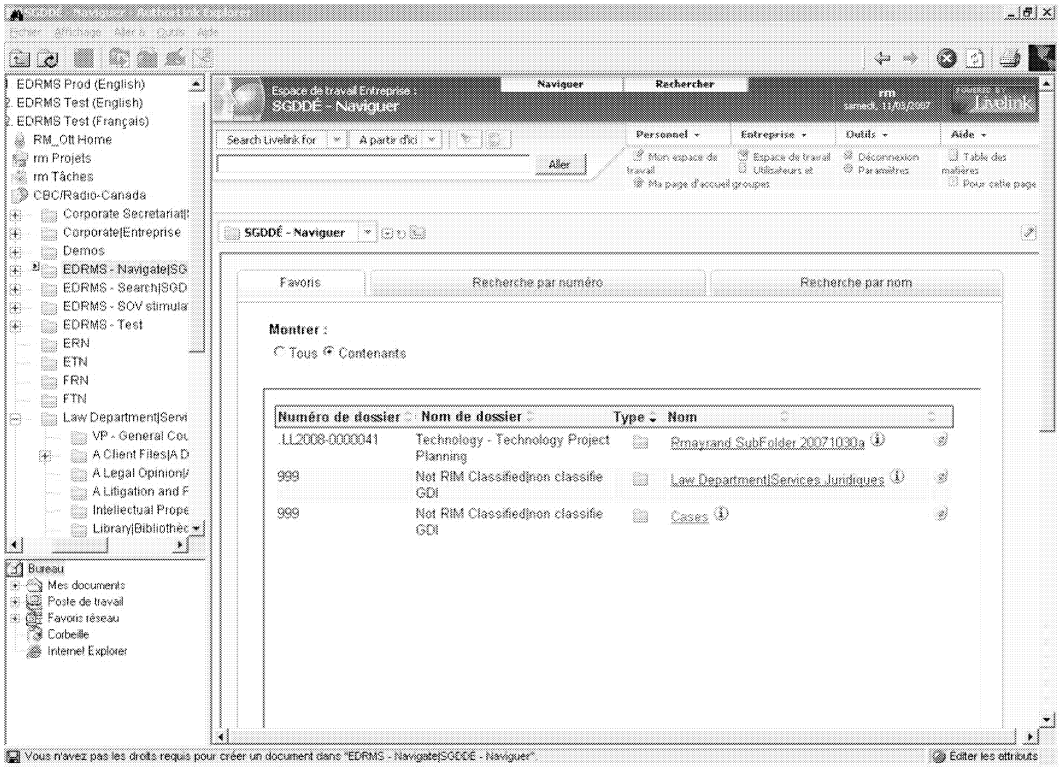
OU

Si vous utilisez Adobe Acrobat, sélectionnez **Fichier** puis **AuthorLink Explorer**.

3. Sélectionnez **Déplacer vers Livelink**…

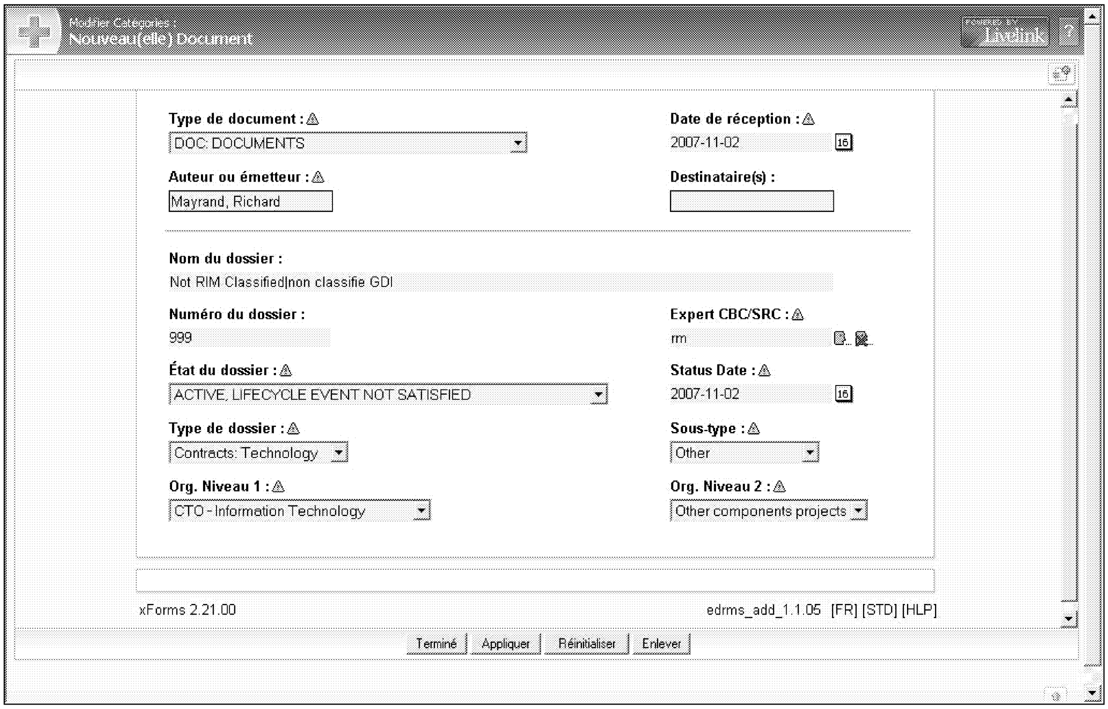
La fenêtre AuthorLink Explorer apparaît.

4. Naviguez jusqu'au dossier dans lequel vous souhaitez sauvegarder le document et **sélectionnez-le** (p. ex. allez à la page des Favoris et sélectionnez un dossier).



5. Dans la barre d'outils AuthorLink, cliquez sur l'icône **Sauvegarder** ().
   La page **Nouveau document** apparaît.

6. Dans la page **Nouveau document**, indiquez les renseignements requis.
   - Les champs obligatoires sont marqués d'une icône .
   - Créez ou modifiez le champ Objet (c'est-à-dire le nom du document).
   - Sélectionnez un type de document (choisissez dans la liste).
   - Modifiez au besoin la date de création ou l'auteur du document.
   - Cochez la case Appliquer ces attributs à chaque item.
   - Lorsque vous sauvegardez un courriel, avisez le destinataire (cette mesure n'est pas nécessaire dans le cas d'un document).



! **Note** : La case **Appliquer ces attributs à chaque item** peut être cochée lorsque vous sauvegardez de nombreux documents à l'aide de la méthode glisser-déplacer (voir la *Section 5.1.2*) ou lorsque vous sauvegardez des courriels (voir la *Section 5.2*).

7. Cliquez sur le bouton **Ajouter**.
   La page **Ajouter un document** apparaît.

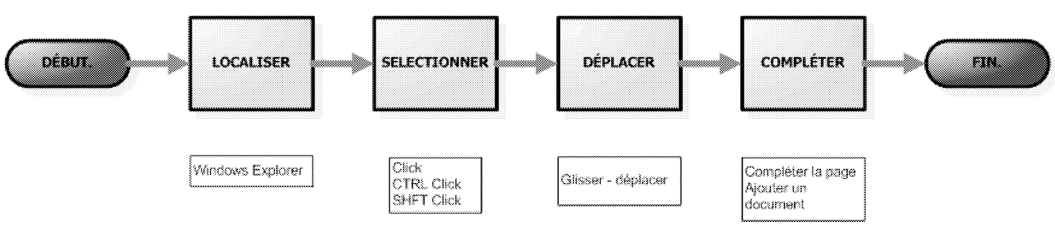
8. Dans la page **Ajouter un document**, vous remarquerez que le système a légèrement modifié le nom du document selon les conventions d'appellation. Modifiez au besoin le nom ou la description.

9. Cliquez sur le bouton **Ajouter**.
   Le document est maintenant sauvegardé. Vous le trouverez dans le dossier choisi.

5.1.2 Glisser-déplacer des documents dans Livelink

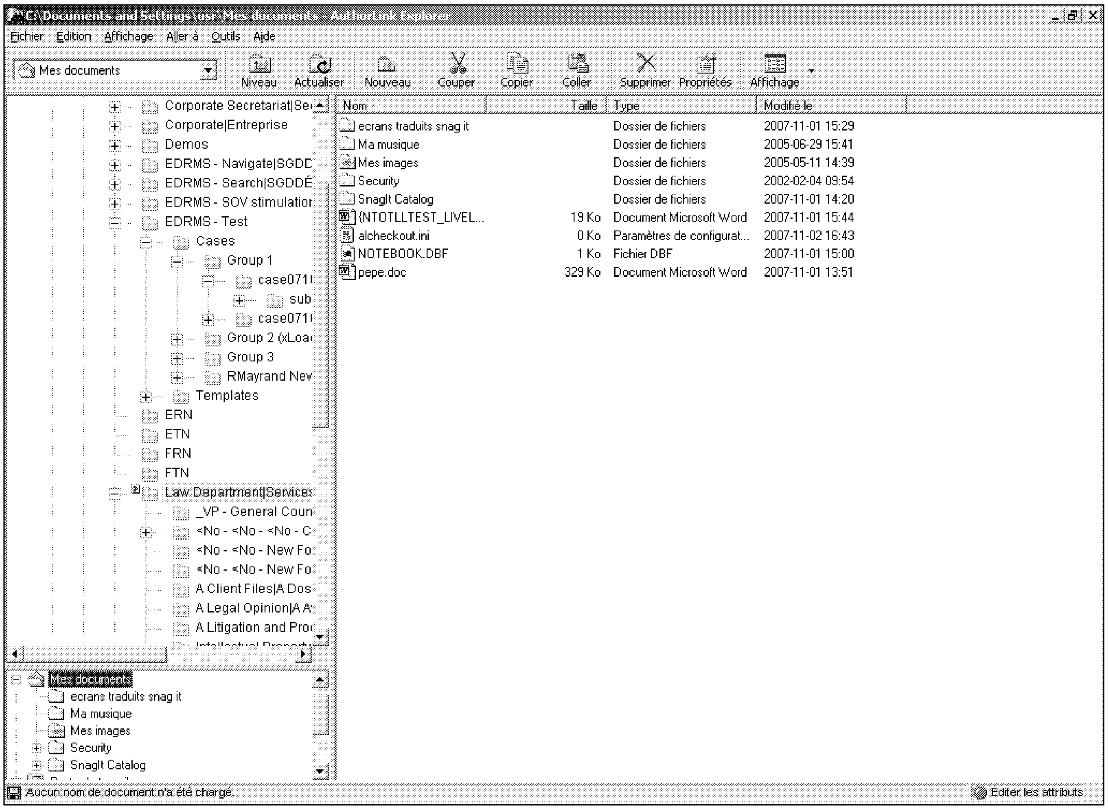
Des documents peuvent avoir déjà été créés et stockés ailleurs que dans Livelink. Vous avez peut-être un document sur votre Bureau, dans Mes documents ou dans Fileshare.

Le processus pour glisser et déplacer des documents est illustré dans le schéma ci-dessous.

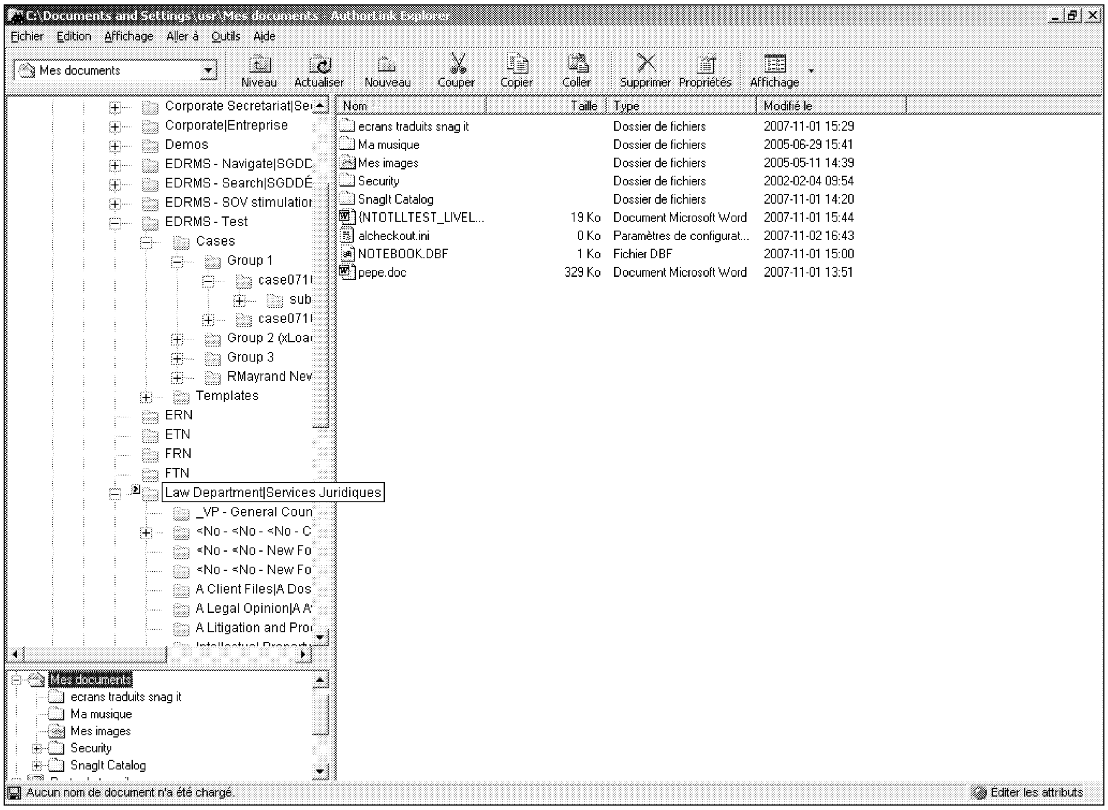


Pour glisser et déplacer un document dans Livelink

1. Dans la **vue Windows Explorer**, naviguez jusqu'au dossier (p. ex., cliquez sur Bureau).
   Les documents et les dossiers s'affichent dans la **vue Contenu**.



2. Cliquez sur le document dans la **vue Contenu** et glissez-le dans le dossier de la vue Livelink Explorer où vous souhaitez le déplacer.



3. Effectuez les étapes 6 à 9 décrites dans la *Section 5.1.1*.
   Le document est maintenant sauvegardé dans Livelink.

> **!** **Note** : Il est possible de glisser-déplacer de multiples documents à la fois. Sélectionnez tous les documents et glissez-les. Sur la page **Nouveau document**, cochez la case **Appliquer ces attributs à chaque item** si les attributs sont valables pour tous les documents.

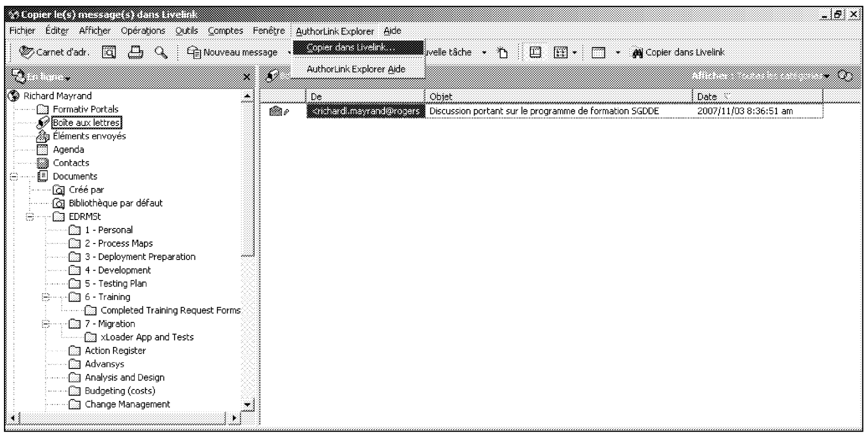
> **!** **Note** : Ce processus permet de sauvegarder des documents dans Livelink tout en conservant le document original à son emplacement initial. Vous avez la responsabilité de supprimer le document original si vous n'en avez plus besoin.

5.2 Sauvegarder un courriel et ses pièces jointes

Les courriels et leurs pièces jointes peuvent facilement être sauvegardés dans Livelink. Il est également possible de ne sauvegarder que les pièces jointes.

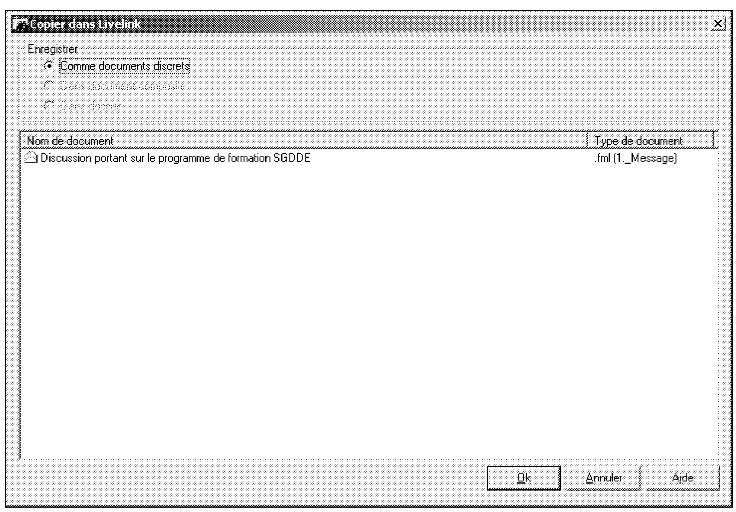
Pour sauvegarder un courriel dans Livelink à partir de GroupWise

1. Sélectionnez les courriels.
2. Dans le menu de GroupWise, sélectionnez **Copier dans Livelink…**

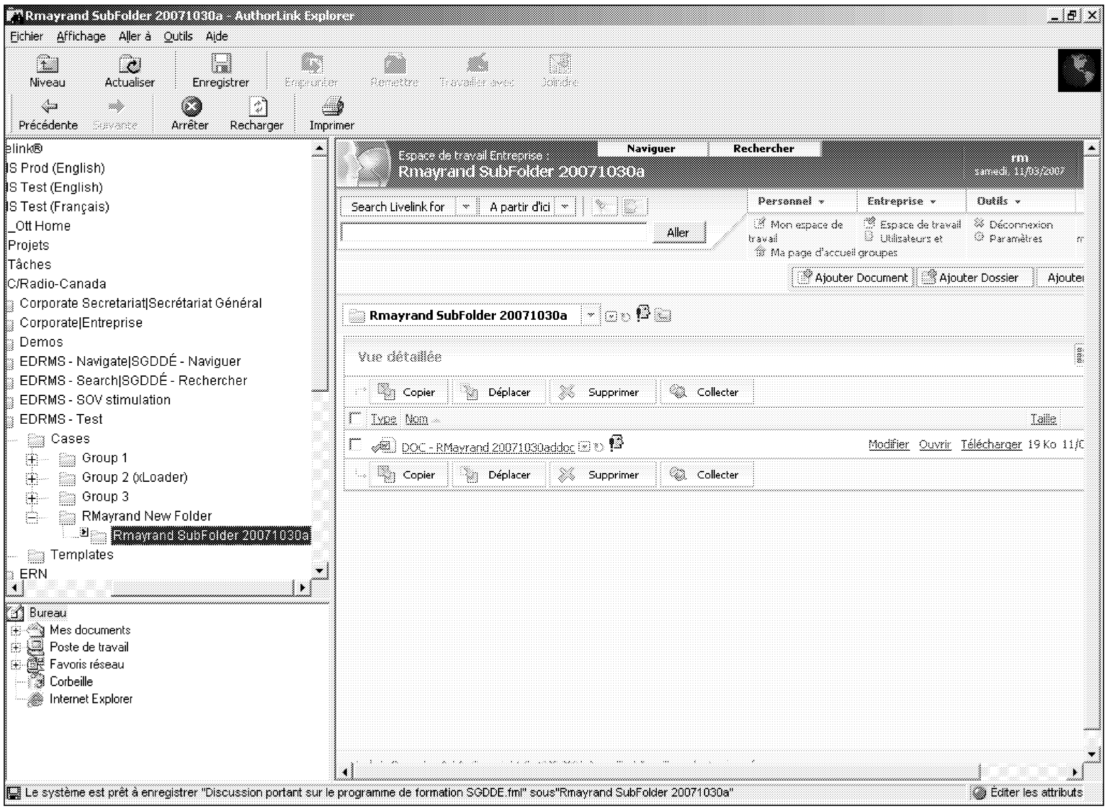


3. Dans la fenêtre **Copier dans Livelink**, cliquez sur **OK**.
   L'option du haut devrait toujours être **Enregistrer comme documents discrets**.

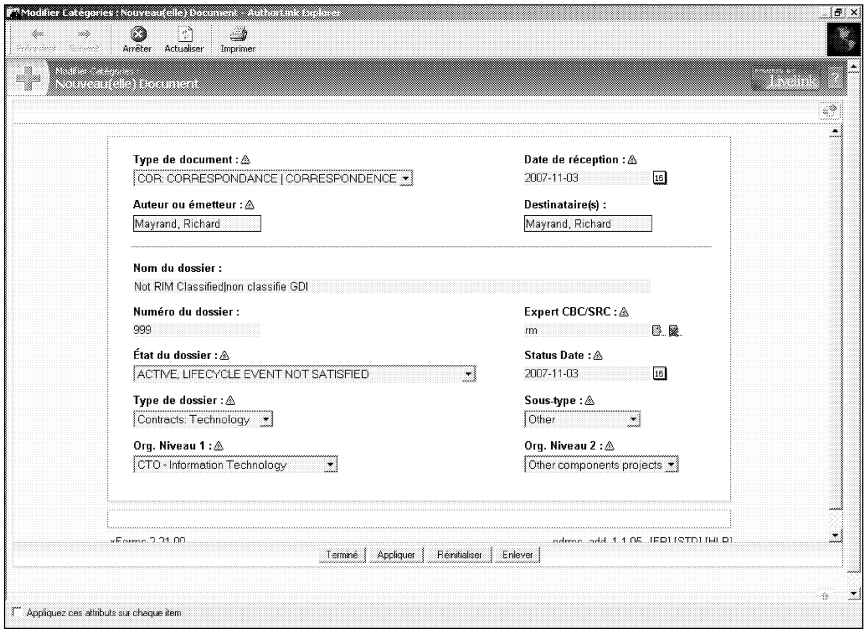
   La fenêtre AuthorLink Explorer apparaît.



4. Naviguez jusqu'au dossier dans lequel vous souhaitez sauvegarder le courriel et **sélectionnez-le** (p. ex. allez à la page des Favoris et sélectionnez un dossier).

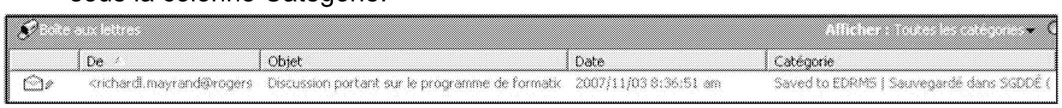


5. Dans la barre d'outils AuthorLink, cliquez sur l'icône **Enregistrer** (Enregistrer). La fenêtre **Nouveau document** apparaît.
6. Dans la page **Nouveau document**, indiquez les renseignements requis.
    - Les champs obligatoires sont marqués d'une icône ⚠.
    - Modifiez au besoin le champ Objet (c'est-à-dire l'objet du courriel).
    - Sélectionnez un type de document (choisissez dans la liste).
    - Modifiez au besoin les destinataires.
    - Modifiez au besoin la date de création ou l'auteur du document.
    - Si vous avez sélectionné plusieurs courriels, utilisez l'option **Appliquer ces attributs à chaque item** au bas de la fenêtre. De cette façon, les mêmes renseignements sur le type de document, la date de création, les destinataires et l'auteur seront appliqués automatiquement à chaque courriel. L'objet sera modifié de manière appropriée.



7. Cliquez sur le bouton **Terminer**.
   La fenêtre **Ajouter un document** apparaît.
8. Dans la fenêtre **Ajouter un document**, vous pouvez modifier le nom du courriel et ajouter une description du document si vous le désirez.
9. Cliquez sur le bouton **Ajouter**.

   Le courriel est maintenant sauvegardé dans Livelink et mis à jour dans GroupWise afin d'indiquer qu'il a été sauvegardé dans Livelink. Le courriel est marqué d'une couleur différente (en rouge) et la mention « Sauvegardé dans SGDDE » apparaît sous la colonne Catégorie.



Pour sauvegarder uniquement une pièce jointe

1. Ouvrez le courriel.
2. Ouvrez la pièce jointe en double-cliquant dessus.
   Le document s'ouvre dans l'application utilisée pour sa création.
3. Sauvegardez le document en suivant les étapes décrites à la *Section 5.1.1 – Sauvegarder un nouveau document* (étapes 2 à 9).

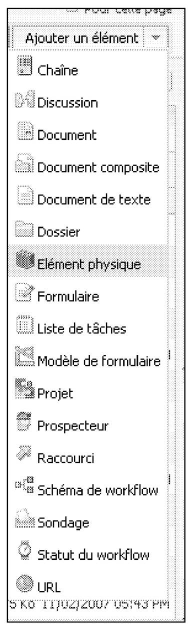
5.3 Créer un dossier physique

Vous pouvez utiliser le SGDDE pour organiser l'information qui n'est pas sous forme électronique, telle que la correspondance papier. Un « élément physique » dans Livelink est la représentation virtuelle d'un dossier physique.

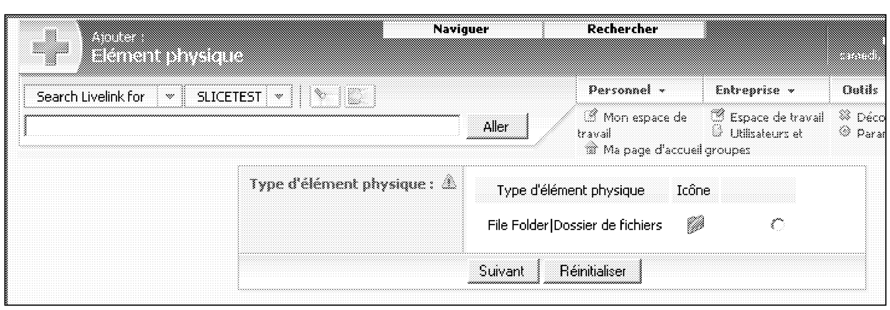
Lorsque vous créez un dossier physique, vous devez indiquer un nom, une description, des mots-clés, des catégories et le lieu d'entreposage du dossier physique (p. ex. la salle des archives de votre service).

Pour créer un dossier physique

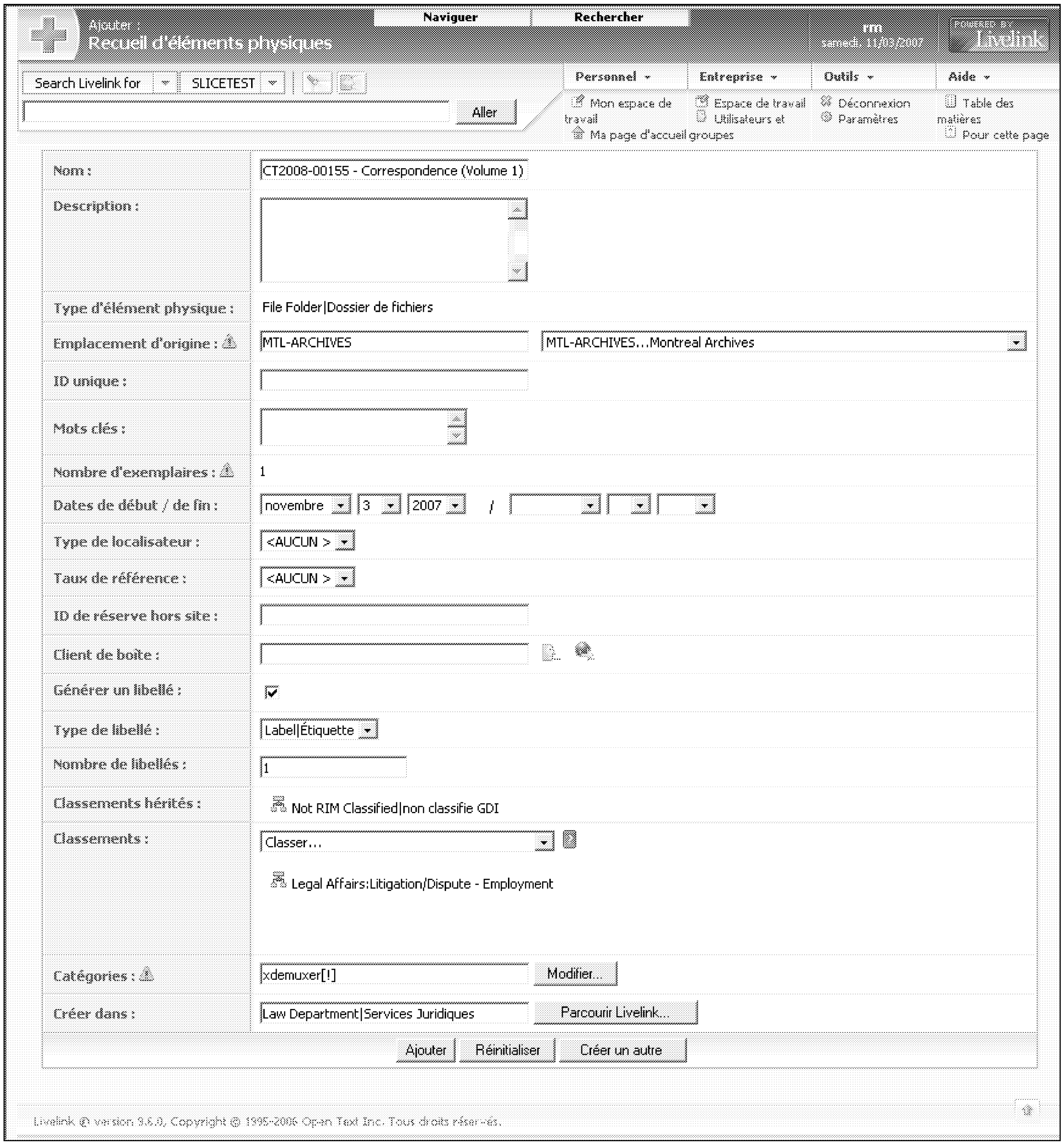
1. Dans AuthorLink Explorer, naviguez jusqu'à l'emplacement où vous souhaitez sauvegarder le dossier physique et cliquez sur le dossier.
2. Cliquez sur **Ajouter un élément** et sélectionnez **Élément physique**.



3. Sur la page **Élément physique**, cliquez sur le bouton d'option circulaire, puis sur **Suivant**.



4. Sur la page **Recueil d'éléments physiques**, remplissez les champs suivants.

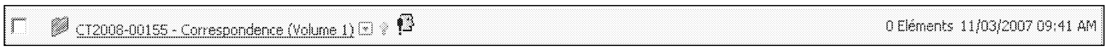


Voici les champs importants :

- Nom – Choisissez un nom significatif pour le dossier physique (c'est-à-dire un nom qui résume le contenu, tel que « Accords – Vol. 1 »).
- Lieu d'entreposage – Le lieu physique d'entreposage (Ottawa, Montréal, etc.).
- Code d'identification unique – **Laissez toujours ce champ vide!** Le système affectera une valeur.
- Date de début et date de fin – La *Date de début* correspond à celle du plus vieux document dans le dossier. La *Date de fin* correspond à celle du document le plus récent dans le dossier, ainsi qu'à la date de fermeture du dossier.

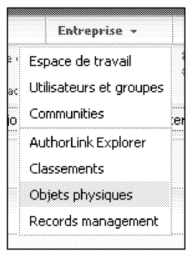
- Générer un libellé – Cette option lance l’impression d’un libellé. Celui-ci sera placé en file d’attente afin d’être imprimé plus tard dans le processus.
- Créer dans – L’emplacement dans Livelink où est sauvegardé le dossier physique.

5. Cliquez sur le bouton **Modifier** à droite du champ Catégories.
6. Dans la fenêtre **Nouveau document**, remplissez les champs obligatoires (p. ex. type de document, etc.) et cliquez sur le bouton **Terminer**.
7. Sur la page **Recueil d’éléments physiques**, cliquez sur le bouton **Ajouter**.
   Le dossier physique s’affiche dans le dossier sélectionné.

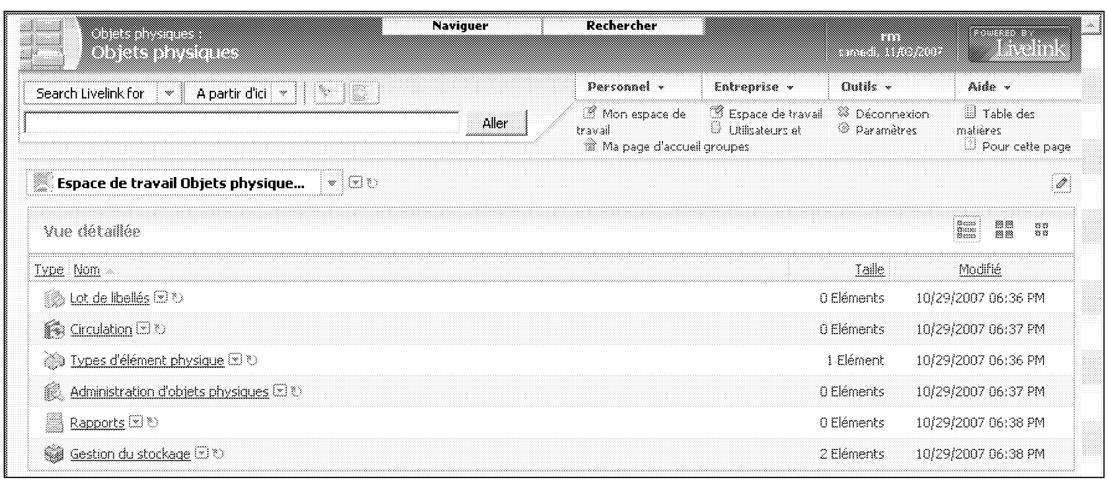


Pour imprimer un code à barres pour le dossier physique

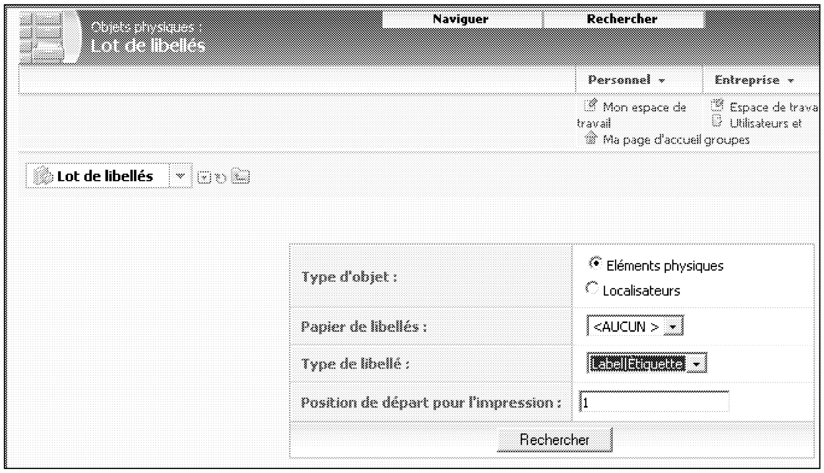
1. Dans le menu **Entreprise** d’AuthorLink Explorer, sélectionnez **Objets physiques**.



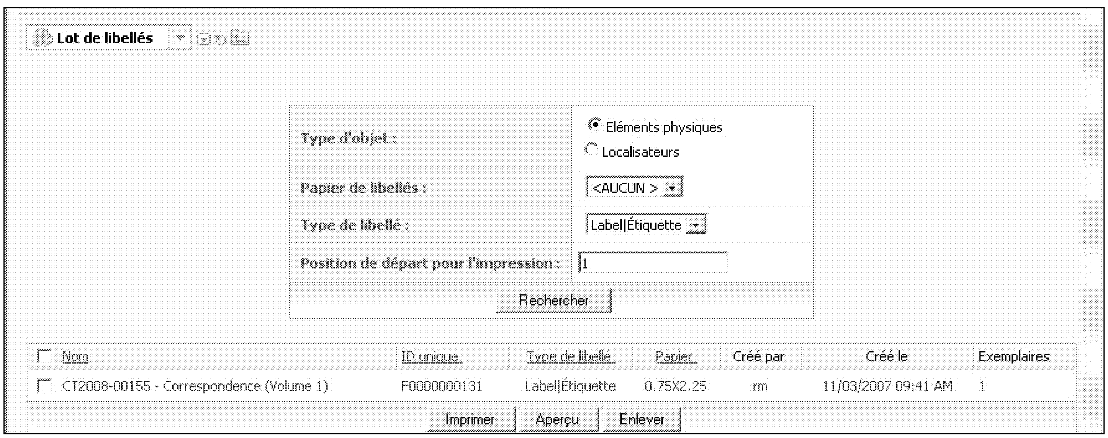
2. Sur la page **Objets physiques**, sélectionnez **Lot de libellés**.



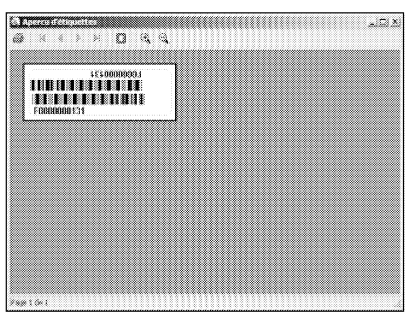
3. Sur la page **Libellés**, sélectionnez le type de libellé et cliquez sur **Rechercher** pour trouver les libellés générés lorsque vous avez créé le dossier physique.



4. Dans la liste, sélectionnez le document physique (cochez la case) pour lequel vous avez besoin d'un libellé et cliquez sur le bouton **Aperçu**.



5. Dans la fenêtre **Aperçu du libellé**, cliquez sur l'icône de l'imprimante pour l'imprimer.



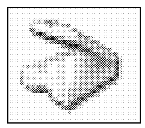
6. Dans la fenêtre **Imprimer**, sélectionnez l'imprimante appropriée et cliquez sur **OK**.

5.4 Numériser un document

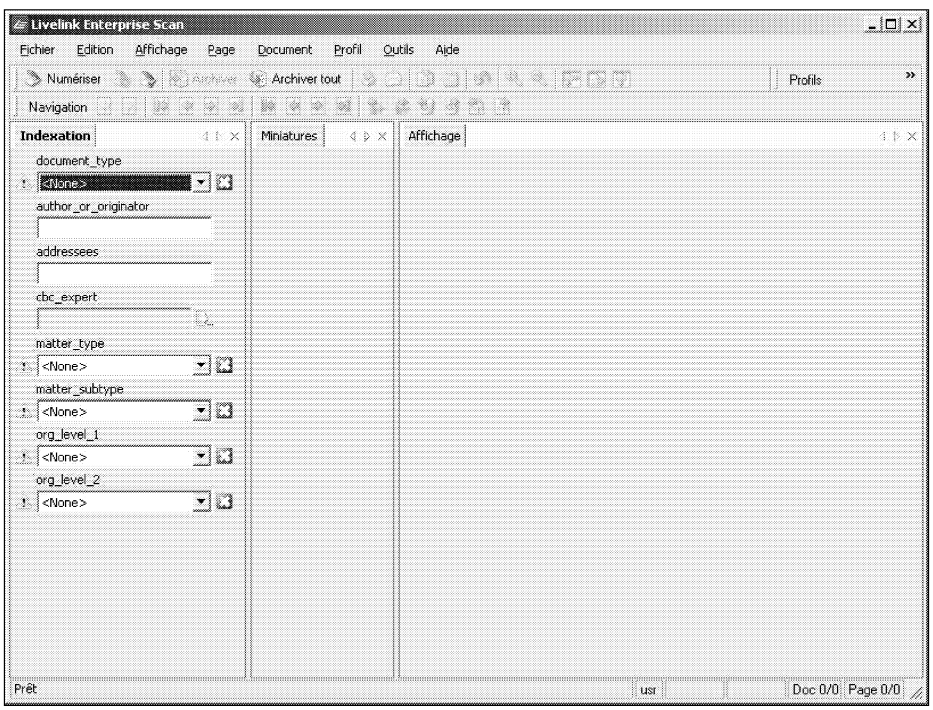
Il est parfois nécessaire de numériser un document pour le conserver sous forme électronique. Pour numériser un document et le sauvegarder dans Livelink, vous devez disposer d’un poste de travail connecté à un numériseur.

Pour numériser un document et le sauvegarder dans Livelink

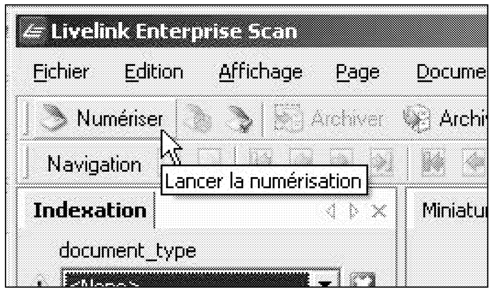
1. Trouvez un poste de travail connecté à un numériseur.
2. Ouvrez une session sur le poste de travail et connectez-vous à AuthorLink Explorer.
3. Naviguez jusqu’au dossier dans lequel vous souhaitez sauvegarder le document.
4. Placez le document dans le numériseur.
5. Dans la vue Contenu, cliquez sur l’icône du numériseur.



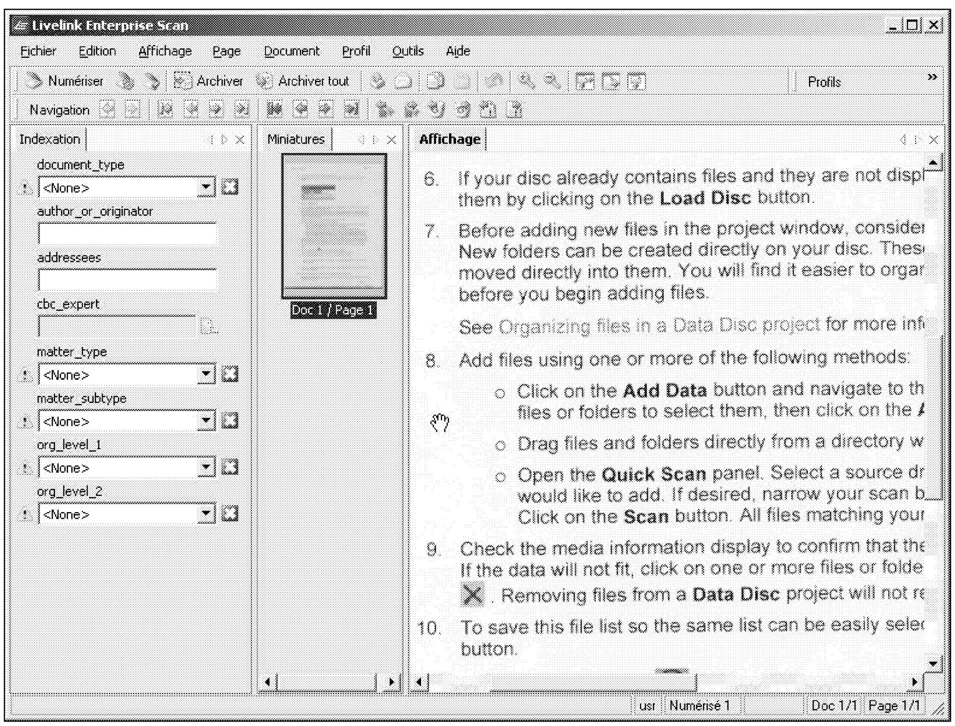
La fenêtre Enterprise Scan apparaît.



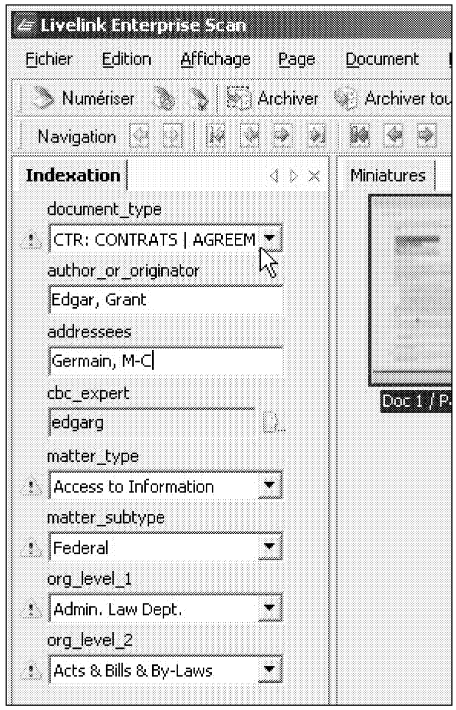
6. Cliquez sur le bouton **Numériser** pour lancer la numérisation.



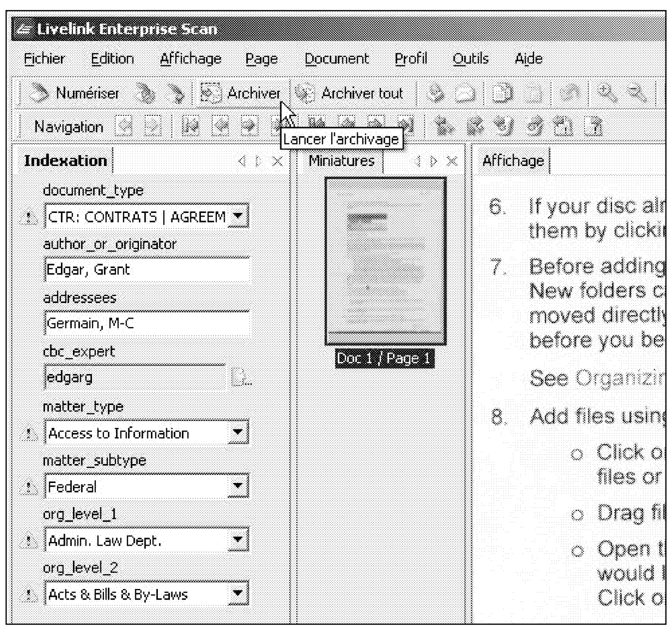
Une fenêtre apparaît et vous indique la progression, puis l'image numérisée s'affiche.



7. Indiquez les données d'indexation requises.



8. Cliquez sur le bouton **Archiver** pour sauvegarder l'image numérisée dans Livelink.



9. Déconnectez-vous de Livelink.

5.5 Ajouter un dossier

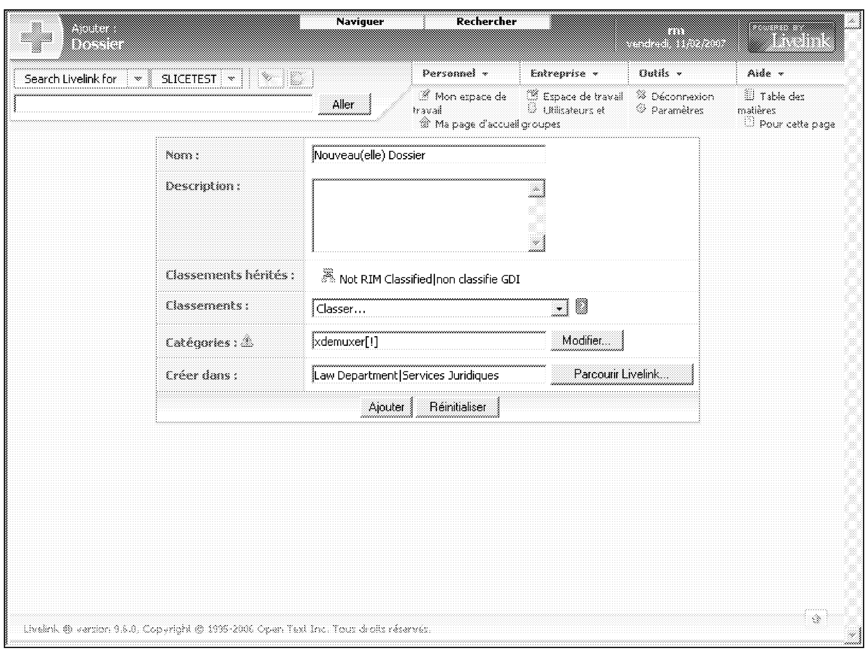
Les dossiers sont des contenants d'entreposage. Ils sont déjà créés pour organiser vos données selon la *Norme de classification des documents.* Les autorisations d'accès aux dossiers vous ont été accordées en fonction de votre emploi. Vous serez autorisé à créer des dossiers uniquement dans des zones déterminées. Veuillez vous adresser à votre agent de liaison du SGDDE si vous êtes incapable de créer un dossier et qu'il est nécessaire de le faire.

Pour ajouter un dossier dans une zone ou vous êtes autorisé à le faire

1. Naviguez jusqu'à la page sur laquelle vous souhaitez ajouter le dossier.
2. Cliquez sur le bouton **Ajouter un dossier** dans la vue Contenu.

La page **Ajouter un dossier** apparaît.

3. Dans le champ **Nom**, entrez un nom de dossier descriptif.



4. Cliquez sur le bouton **Ajouter** pour créer le dossier.
   Le nouveau dossier s'affiche.

! **Note** : Si vous ne voyez pas le dossier, rafraîchissez la page à l'aide du bouton **Actualiser** (

) ou de la touche **F5**.

6. Partager de l'information

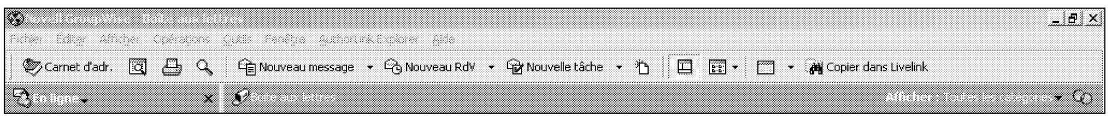
Cette section explique comment partager des documents avec d'autres utilisateurs. Les objectifs d'apprentissage sont les suivants :

- Envoyer un courriel avec une pièce jointe à partir de Livelink.
- une pièce jointe

6.1 Envoyer un courriel avec une pièce jointe

Voici la marche à suivre pour envoyer un courriel à partir de GroupWise avec une pièce jointe de Livelink :

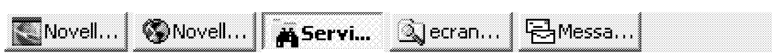
1. Dans la fenêtre **Novell GroupWise – Boîte de réception**, sélectionnez **Nouveau message** (ou répondre, ou faire suivre).



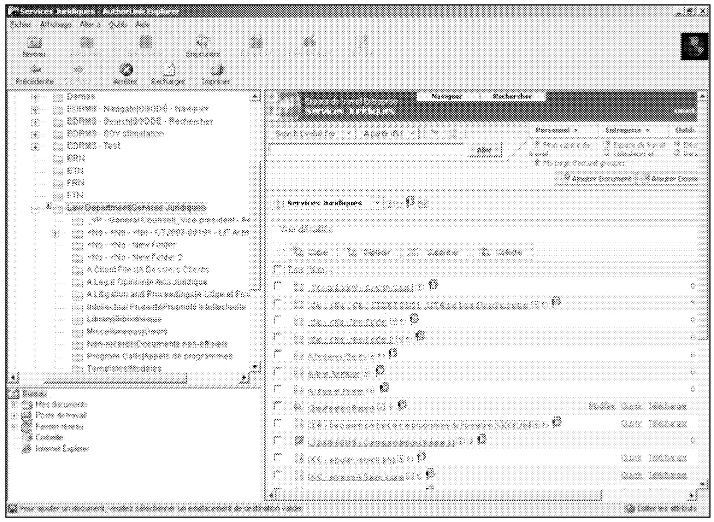
2. Dans la fenêtre **Message Destinataire**, remplissez les champs Dest., CC, Objet, ainsi que le corps du message.

3. Joignez le document Livelink de la façon suivante :

   a. Basculez vers AuthorLink Explorer (cliquez sur l'icône dans la barre de tâches).



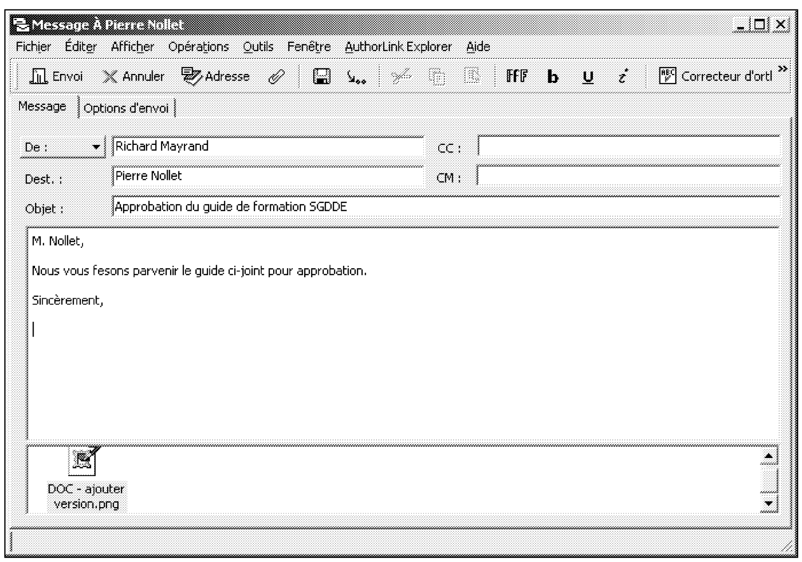
b. Dans l'interface AuthorLink Explorer, naviguez jusqu'au dossier où se trouve le document et sélectionnez-le.



c. Glissez le document sur l'icône Message électronique (

) dans la barre de tâches.

Le message électronique s'affiche avec le document dans la partie du bas, dans la zone des pièces jointes.



4. Cliquez sur **Envoyer**.
Le message est envoyé avec la pièce jointe, qui est une copie du document dans Livelink.

Annexe A

Comparaison des interfaces d'AuthorLink Explorer et de Livelink

Comme nous l'avons vu dans le cadre de la formation, deux interfaces peuvent être utilisées avec ce logiciel : l'interface d'AuthorLink Explorer (présentée durant la formation) et l'interface standard de Livelink. Cette dernière est une interface tout aussi viable qu'il peut être nécessaire d'utiliser lors de vos déplacements, si vous n'avez pas accès à une connexion haute vitesse.

Comparaison des interfaces

Les caractéristiques des deux interfaces sont comparées dans le tableau ci-dessous.

Interface d'AuthorLink Explorer	Interface de Livelink
Apparence • Les trois vues facilitent la navigation. • Barre d'outils pratique en haut de l'écran pour certaines fonctions de base (p. ex. **Précédent**, **Actualiser, Emprunter**). • La fonction glisser-déplacer (entre les vues) permet de copier de nouveaux documents dans Livelink. • Fonctions pratiques **Emprunter** et **Remettre.** • **Fonctions** accessibles au moyen du bouton droit de la souris.	Apparence • Comprend seulement un navigateur semblable à Google. • L'adresse de la page Web est indiquée en haut.
Vitesse et connexion à distance • Un peu plus lent que le navigateur. • Déplacements : l'accès à distance à AuthorLink Explorer est plus lent que l'accès à Livelink. De plus, AuthorLink doit être installé sur le poste de travail qui utilise l'accès à distance.	Vitesse et connexion à distance • Le navigateur est plus rapide. • Déplacements : l'accès à distance est plus rapide que l'accès à AuthorLink (en particulier pour les connexions lentes).
Terminologie • Emprunter et Remettre	Terminologie • Réserver et Annuler la réservation (Réserver et télécharger, Annuler la réservation et ajouter une version).

Conclusion

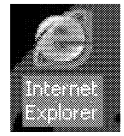
AuthorLink Explorer est l'interface recommandée aux employés de CBC/Radio-Canada.

Dans l'ensemble, elle est plus facile à utiliser et comporte des caractéristiques qui en accroissent l'efficacité (p. ex. localisation de documents en seulement quelques clics, fonction glisser-déplacer, etc.).

Interface de Livelink

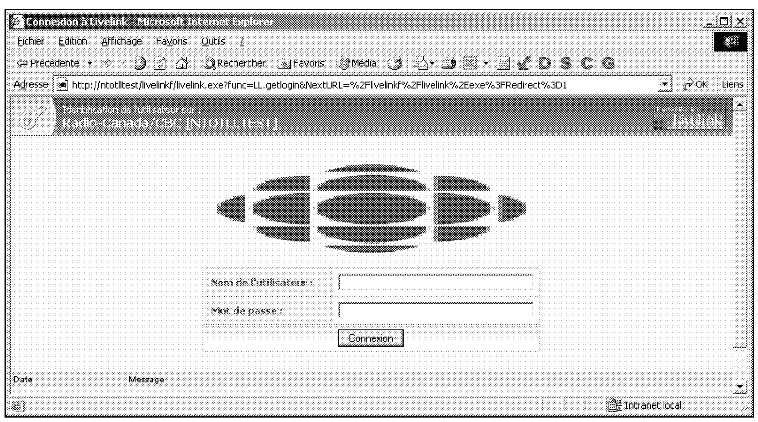
Pour utiliser l'interface de Livelink, vous devez vous connecter en cliquant sur l'icône Internet Explorer.

Pour vous connecter à Livelink et utiliser l'interface standard



4. Double-cliquez sur l'icône **Internet Explorer** sur le bureau.
5. Dans l'adresse tapez l'information suivante : http://torwinotllweb1/livelinkf/livelink.exe. Cela devrait ressembler à l'image ici-bas.

6. Créez un favoris une fois que la page a apparut à l'écran.
7. Sur la page **Connexion**, entrez votre nom d'utilisateur et votre mot de passe en respectant la casse. S'il y a un troisième champ sous celui du mot de passe, laissez-le vide.



8. Cliquez sur le bouton **Connexion**.

Apparence de l'interface standard de Livelink

L'interface de Livelink ressemble à celle de la vue **Contenu** d'**AuthorLink Explorer**. Elle comporte les mêmes fonctionnalités, notamment en ce qui concerne la navigation, les fonctions et l'affichage des dossiers ou des fichiers.

L'interface (**Figure 2**) présente la page Web de Livelink permettant de naviguer et de sélectionner des hyperliens, des fonctions, des dossiers ou des documents. L'adresse de la page Web est également indiquée en haut de la fenêtre (comme dans Internet).

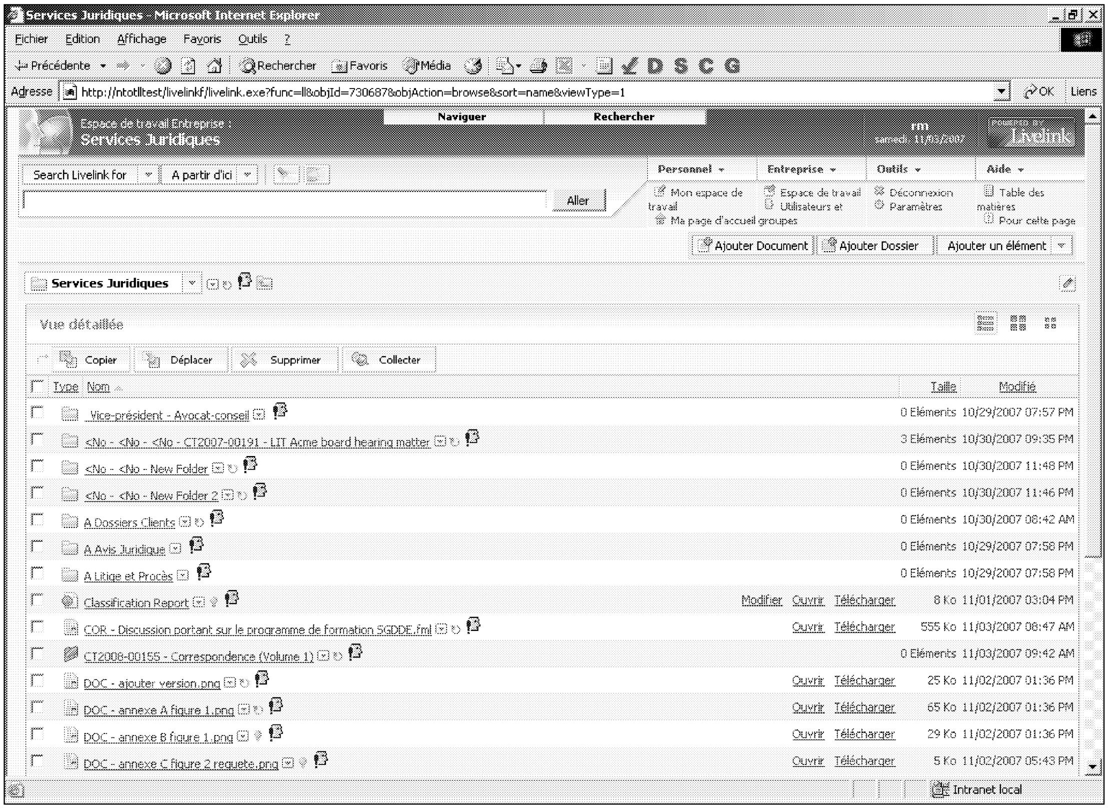
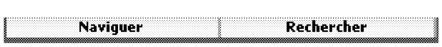
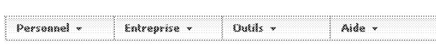


Figure 2

Le tableau ci-dessous décrit les principaux boutons et menus. Il s'agit des mêmes boutons et menus que dans AuthorLink.

Interface standard de Livelink – Menus et boutons		
Menu ou bouton	**Nom**	**Description**
	**Naviguer ou Rechercher**	Boutons utilisés pour naviguer et rechercher des fichiers ou des documents.
	**Menus**	Menus utilisés pour avoir accès à une zone (p. ex. Outils, Déconnexion).
	**Liste de navigation**	Pour avoir accès à des pages à un niveau supérieur dans l'arborescence des

		dossiers.

Le tableau ci-dessous présente les principales icônes apparaissant dans la vue détaillée.

Icônes dans la vue détaillée			
	Un dossier est un lieu de stockage renfermant des éléments organisés.		La flèche vers le bas offre de nombreuses **Fonctions** lorsqu'on clique dessus (p. ex. Télécharger, Ajouter une version, etc.).
	Un document est un fichier électronique d'un format donné (MS Word, MS Excel, MS PowerPoint, etc.).		La flèche circulaire indique qu'un élément a été modifié.
	Le crochet indique que l'élément est « emprunté » (ou « réservé »).		Ces icônes donnent une description de l'élément et indiquent le nom du dossier dans le système de classement des documents.
	Un document composé regroupe des documents associés et stockés selon un ordre séquentiel.		L'ampoule électrique indique un nouvel élément.
	Un élément physique (dossier) est la représentation virtuelle d'un objet physique tel qu'un dossier physique renfermant des comptes rendus ou de la correspondance.		Cette icône représente un courriel sauvegardé de Novell GroupWise.

ANNEXE B

Propriétés des documents

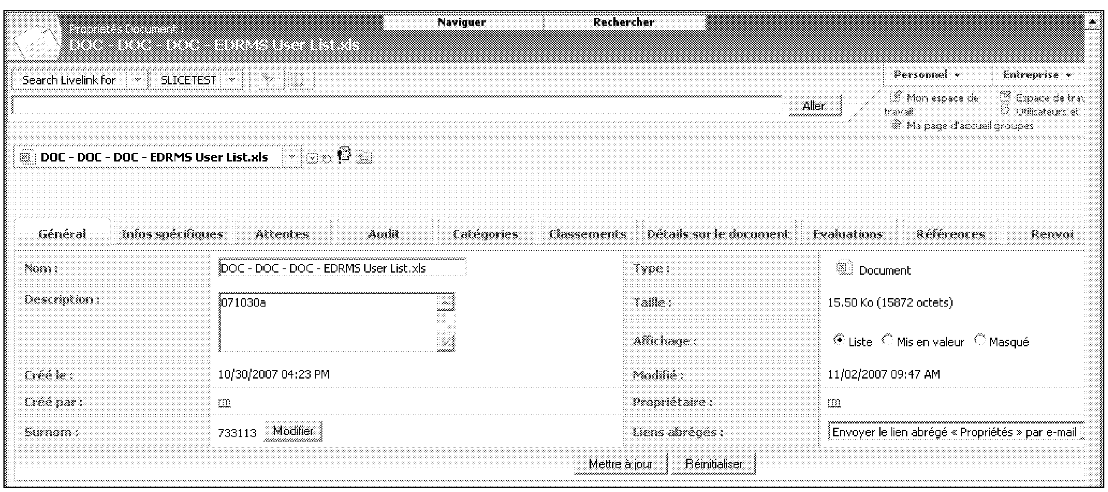
Le système mémorise et stocke un ensemble de renseignements de base pour chaque document, dossier et élément physique. Ces renseignements sont consignés sur une série d'onglets dans la page **Propriétés**. Les différents types d'éléments (dossiers, documents, etc.) sont regroupés par onglets. Ces renseignements de base sont comparables à ceux qu'on trouve sur une fiche bibliographique. Ils fournissent de l'information pertinente sur l'élément sans en inclure le contenu.

Afficher les propriétés d'un document

Les onglets des propriétés peuvent être consultés pour diverses raisons. Le tableau de la page suivante présente sommairement l'utilité des onglets.

Pour afficher les propriétés d'un document

5. Sélectionnez le document.
6. Cliquez sur le bouton **Fonction** ( ) à droite du nom du document
   OU
   Cliquez sur le nom du document avec le bouton droit de la souris.
7. Dans le menu contextuel, sélectionnez **Propriétés**.
8. Sélectionnez **Général** pour afficher tous les onglets des propriétés.
   Les onglets des propriétés apparaissent, et l'onglet Général est sélectionné.



9. Double-cliquez sur le nom d'un onglet (p. ex. Versions) pour l'afficher.

! **Note** : Il est possible de sélectionner un onglet de propriétés dans le menu contextuel. Sélectionner Propriétés pour faire apparaître la liste des onglets.

Le tableau ci-dessous présente sommairement les onglets des propriétés que vous pouvez consulter.

Nom de l’onglet	Sommaire / Utilité
Général	Présente l’information de base sur un élément, notamment la date et l’heure de sa création, et le nom de son responsable actuel. Le nom et la description du document peuvent être modifiés.
Catégories	Liste les catégories personnalisées appliquées à un élément.
Détails du document	Liste tous les détails relatifs au document tels que la date, le type, l’état, le classement dans le système de gestion des documents, etc.
Versions	Donne accès à toutes les versions d’un même document. Pour chaque version sont indiqués le numéro de la version et le nom de l’utilisateur qui l’a créé. À chaque version est associée une icône de Fonctions, qui peut être utilisée pour travailler sur une version antérieure plutôt que sur la dernière.

ANNEXE C

Demande de dossier physique

Afficher les propriétés d'un document

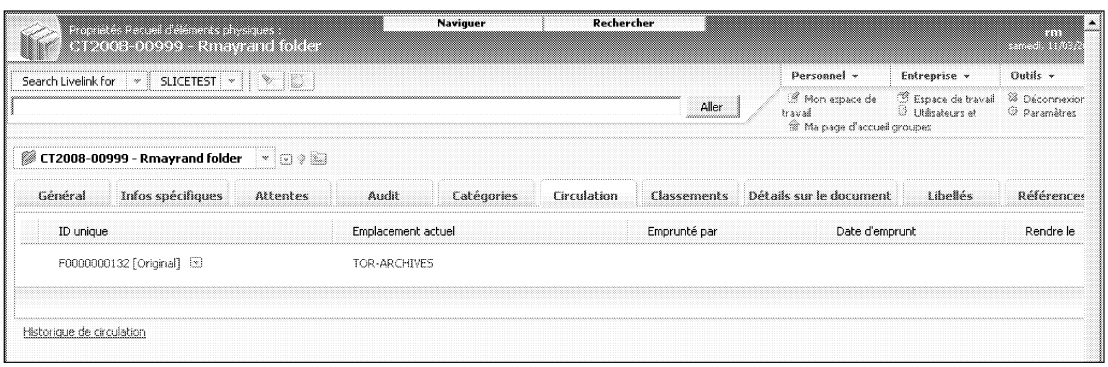
Dans la section 5.3, nous avons vu comment créer un dossier physique afin d'organiser les documents papier tels que la correspondance, les soumissions, les procédures, etc. L'« élément physique » créé dans Livelink est la représentation virtuelle d'un dossier physique. Il comprend des détails tels que le nom du dossier physique, le lieu d'entreposage, la description, le code d'identification unique, des mots-clés, les catégories et l'emplacement ou le dossier où il est sauvegardé. Nous avons également vu comment créer des codes barres pour identifier les dossiers physiques.

Maintenant qu'il existe un dossier électronique correspondant au dossier papier, il est possible de localiser et de demander un dossier physique. En demandant un élément ou un dossier physique, vous indiquez aux autres utilisateurs que vous souhaitez emprunter un dossier à une date donnée, mais que vous ne l'avez pas encore en main. Vous pouvez demander un seul élément physique ou une série d'éléments.

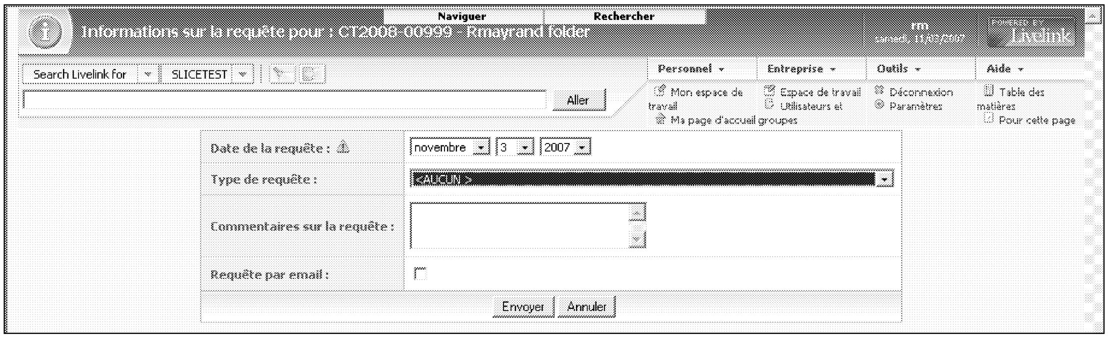
Pour demander un dossier physique

1. Naviguez « jusqu'au dossier physique () dans l'écran Contenu.
2. **Cliquez avec le bouton droit de la souris** sur le nom du dossier physique, sélectionnez **Propriétés** puis **Circulation**.

   La page **Propriétés du contenant de l'élément physique** s'affiche, et l'onglet **Circulation** est sélectionné.
3. Dans l'onglet **Circulation**, sélectionnez l'icône **Fonctions** ().



4. Sélectionnez **Requête**.
5. Sur la page I**nformations sur la requête pour :**, choisissez la date de la demande, le type de demande et indiquez tout commentaire pertinent.



6. Cliquez sur **Soumettre**

Technology CBC Radio-Canada Technologies

Système de gestion des documents électroniques (SGDDE)

AuthorLink : Aide-mémoire

NAVIGUER / RECHERCHER

La navigation est le processus permettant de localiser un fichier, un dossier ou un document.

Naviguer au moyen de la vue Livelink Explorer et de la vue Windows Explorer

1. Consultez la section *Interface d'AuthorLink Explorer* à la page 2.

Naviguer au moyen de la vue Contenu

1. Dans la vue Contenu, cliquez sur le bouton **NAVIGUER**. Vous pouvez choisir de naviguer dans l'un des trois onglets :
   - Favoris – Cliquer sur l'hyperlien d'un document ou d'un dossier pour l'ouvrir.
   - Recherche par numéro – Rechercher un numéro de fichier.
   - Recherche par nom – Rechercher un nom de fichier.
2. Dans la vue Contenu, cliquez sur le bouton **RECHERCHER**. Vous pouvez choisir de faire une recherche dans l'un des sept onglets :
   - Six onglets servent à entrer des critères.
   - Un onglet sert à déterminer le format des résultats.

FAVORIS

Un favori est un raccourci vers un dossier ou un document fréquemment utilisé.

Afficher la page des favoris

1. Dans la vue Contenu, cliquez sur le bouton **NAVIGUER**. La page des **Favoris** apparaît.

Créer un favori

1. Naviguez jusqu'au dossier ou au fichier que vous souhaitez ajouter à vos favoris.
1. Cliquez sur l'icône Fonction ( ) à côté de l'élément.
2. Sélectionnez **Ajouter aux favoris**.

   L'élément apparaît sur la page des Favoris.

Ouvrir un élément dans la page des Favoris

1. Dans la page des **Favoris**, double-cliquez sur l'hyperlien du dossier ou du document que vous souhaitez ouvrir.

   Le dossier ou le document s'affiche.

MODIFIER DES DOCUMENTS (EMPRUNTER ET REMETTRE)

Modifier un document au moyen de Microsoft® Word, Excel, PowerPoint, Project et Adobe® Acrobat

1. Sélectionnez le document.
2. Cliquez avec le bouton droit de la souris et sélectionnez **Emprunter**.
   Si l'option Emprunter n'apparaît pas dans la liste, cela signifie que le document est déjà emprunté ou que vous n'êtes pas autorisé à le modifier.
3. Faites les modifications nécessaires au document.
4. Si vous utilisez des applications Microsoft®, sélectionnez **Déplacer vers Livelink** dans le menu **AuthorLink Explorer…**

   OU

   Si vous utilisez Acrobat, sélectionnez **Fichier** et **Déplacer vers Livelink.**

   Le document est maintenant sauvegardé et remis dans Livelink.

! Note : Un crochet rouge indique que le document est « emprunté ». Vous serez le seul à pouvoir le modifier (il sera disponible en lecture seule pour les autres utilisateurs).

OUVRIR DES DOCUMENTS

Ouvrir un document

1. Sélectionnez le document.
2. Avec le bouton droit de la souris, sélectionnez Télécharger.
3. Sélectionnez Ouvrir.
4. Fermez le document lorsque vous avez terminé.

SAUVEGARDER DE NOUVEAUX DOCUMENTS DANS LIVELINK

Sauvegarder un nouveau document au moyen de Microsoft® Word, Excel, PowerPoint, Project et Adobe® Acrobat

1. Créer un nouveau document.
2. Déplacer le document vers Livelink :
   - Si vous utilisez des applications Microsoft®, sélectionnez **Déplacer vers Livelink** dans le menu **AuthorLink Explorer…**

     OU
   - Si vous utilisez Acrobat, sélectionnez **Déplacer vers Livelink** dans le menu **Fichier**.
3. Dans *AuthorLink Explorer*, naviguez jusqu'à l'emplacement où vous souhaitez sauvegarder le document.
4. Cliquez sur **Sauvegarder** dans la barre d'outils d'*AuthorLink Explorer*.
5. Remplissez le formulaire **Nouveau document** et cliquez sur **Ajouter**.
   Les champs obligatoires sont marqués de l'icône .
6. Remplissez le formulaire **Ajouter un document** et cliquez sur **Ajouter**.
   Le document est maintenant sauvegardé dans Livelink.

Sauvegarder un ou plusieurs nouveaux documents à l'aide de la fonction glisser-déplacer

1. Dans l'écran *Windows Explorer*, naviguez jusqu'au dossier dans lequel se trouvent les documents.
2. Sélectionner les documents dans la vue Contenu (au moyen d'un clic, de la touche Ctrl+clic ou de la touche Maj+clic).
3. Glissez les documents dans un dossier dans l'écran de *Livelink Explorer*.
4. Remplissez le formulaire **Nouveau document** et cliquez sur **Ajouter**.
   ! Note : Lorsque vous glissez plusieurs documents, sélectionnez l'option **Appliquer ces attributs à chaque item** si les valeurs des attributs sont valables pour tous les documents.
5. Remplissez le formulaire **Ajouter un document** et cliquez sur **Ajouter**.
   Les documents sont maintenant sauvegardés dans Livelink.

SUPPRIMER DES DOCUMENTS

Supprimer un document

1. Cliquez avec le bouton droit de la souris sur le document que vous souhaitez supprimer.
2. Cliquez sur **Supprimer**.
3. Cliquez sur **Oui** pour supprimer l'élément.

Système de gestion des documents électroniques (SGDDE)

AuthorLink : Aide-mémoire

PROPRIÉTÉS DU DOCUMENT

Afficher les propriétés d'un document

1. Sélectionnez le document.
2. Cliquez avec le bouton droit de la souris sur le nom du document.
3. Sélectionnez **Propriétés** puis **Général**.

Les principaux onglets sont les suivants :

- L'onglet **Général** fournit de l'information générale.
- L'onglet **Versions** présente les versions du document.
- L'onglet **Catégories** présente les catégories.
- L'onglet **Détails sur le document** présente les détails relatifs à l'élément.

COURRIELS

Sauvegarder un ou plusieurs courriels

1. Sélectionnez un ou plusieurs courriels (p. ex. dans la **Boîte de réception** ou dans les **Éléments envoyés**).
2. Dans le menu **AuthorLink Explorer**, sélectionnez **Copier dans Livelink.**
3. Dans la fenêtre **Copier dans Livelink**, cliquez sur **OK**.
4. Naviguez jusqu'au dossier dans lequel vous souhaitez sauvegarder les courriels.
5. Cliquez sur l'icône **Sauvegarder** dans la barre d'outils *AuthorLink Explorer*.
6. Remplissez le formulaire **Nouveau document** et cliquez sur **Ajouter**.
   ! Note : Lorsque vous glissez plusieurs documents, sélectionnez l'option **Appliquer ces attributs à chaque item** si les valeurs des attributs sont valables pour tous les documents.
7. Remplissez le formulaire **Ajouter un document** et cliquez sur **Ajouter**.

Envoyer un courriel avec une pièce jointe

1. Créez un nouveau message dans Novell GroupWise (remplissez les champs À, Objet et le corps du message).
2. Basculez vers **AuthorLink Explorer** (cliquez sur l'icône dans la barre de tâches de Windows).
3. Dans l'interface d'**AuthorLink Explorer**, naviguez jusqu'au dossier où se trouve le document à joindre.
4. Sélectionnez le document et glissez-le dans le message (au moyen de l'icône GroupWise dans la barre de tâches Windows).
   Le document apparaît au bas du message, dans la zone des pièces jointes.
5. Cliquez sur **Envoyer**.

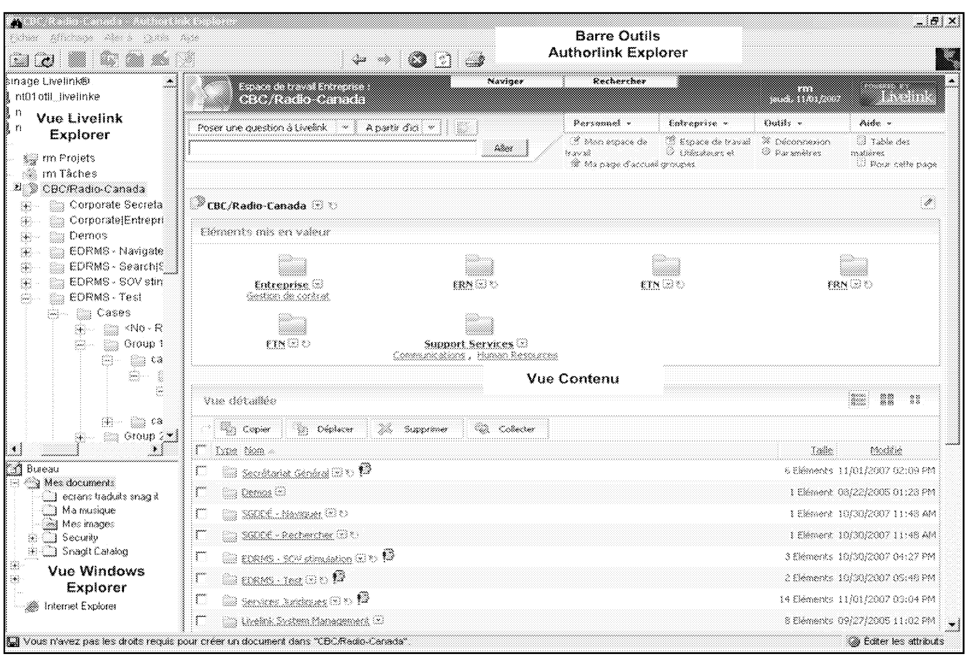
Interface d'AuthorLink Explorer

La vue Livelink Explorer présente la structure arborescente des dossiers de Livelink. On l'utilise pour trouver un dossier ou choisir un emplacement pour sauvegarder un document dans Livelink, ou pour s'orienter lorsqu'on effectue des recherches dans Livelink.

La vue Windows Explorer présente le bureau de Windows et les dossiers du réseau (les dossiers partagés). Elle peut être utilisée pour trouver des fichiers, des dossiers et des documents qui ne sont pas sauvegardés dans Livelink.
Cliquez sur + pour afficher les sous-dossiers ou sur − pour les masquer.

La vue Contenu offre les options de navigation et de recherche, diverses fonctions et des vues des dossiers et des fichiers. C'est là qu'est présentée l'information.

1. Sélectionnez un dossier dans la *vue Windows Explorer* afin d'en afficher le contenu (documents, sous-dossiers).
2. Sélectionnez un élément dans la *vue Livelink Explorer*, afin d'afficher la page Web de Livelink pour cet élément. La *vue Contenu* affiche la page Web de Livelink lorsque vous naviguez ou que vous sélectionnez des hyperliens, des fonctions, des dossiers ou des documents.



Fiche d'information – Comment ajouter dans le pied de page de MS Excel le nom d'un fichier, la date et l'heure de sa sauvegarde, et par la suite le numéro unique de ce fichier dans Livelink

Cette fiche d'information donne des précisions sur la manière d'utiliser, dans MS Excel, les champs appelés **Fichier, Date et Heure** afin d'insérer, dans le pied de page d'un document, le nom du fichier à la suite de la première sauvegarde, la date et l'heure de la dernière sauvegarde, et par la suite le numéro unique de ce fichier dans Livelink (ce qu'on appelle le nom d'emprunt).

Comme ces champs doivent être remplis pour tout nouveau document créé avec MS Excel, il est recommandé de sauvegarder un document vierge contenant ces champs dans le pied de page. Ce gabarit pourra ensuite être réutilisé et sauvegardé sous un nouveau nom pour chaque nouveau document à créer.

La fiche d'information comprend deux sections :

- La section 1 porte sur l'insertion dans le pied de page du **nom de fichier,** ainsi que la **date** et **l'heure de la dernière sauvegarde**.
- La section 2 montre comment sauvegarder un document dans Livelink avec le pied de page de mise à jour automatisée pour les documents Word qui sont **sauvegardés** dans **Livelink**.

Section 1

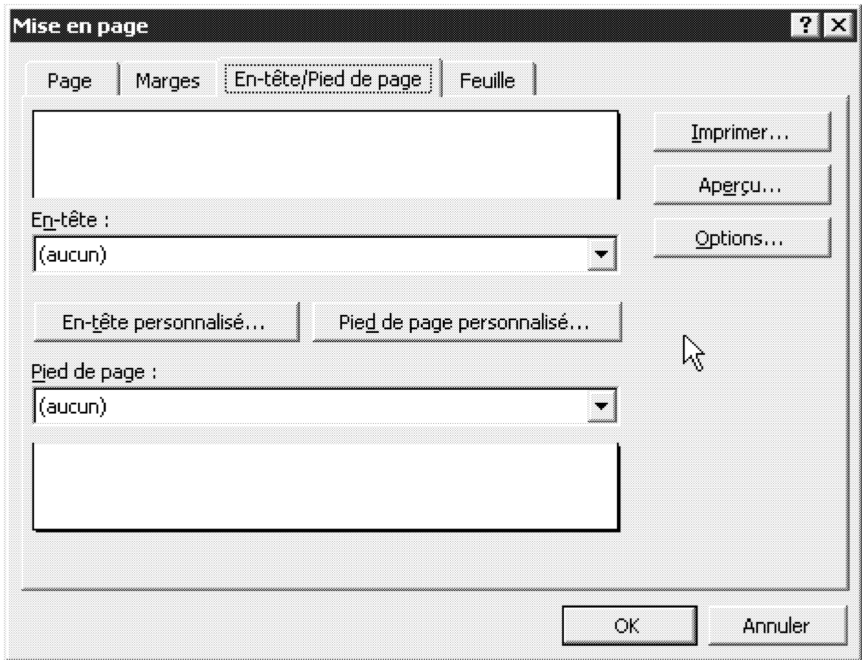
Marche à suivre pour ajouter le **Nom de fichier,** la **Date et** l'**Heure** dans le pied de page d'un document MS Excel :

1. Créer un nouveau document MS Excel.

2. Aller dans le menu « Affichage » et choisir « En-tête et pied de page ».

3. Dans la fenêtre « En-tête et pied de page » ***(figure 1),*** cliquer sur « Pied de page personnalisé…».

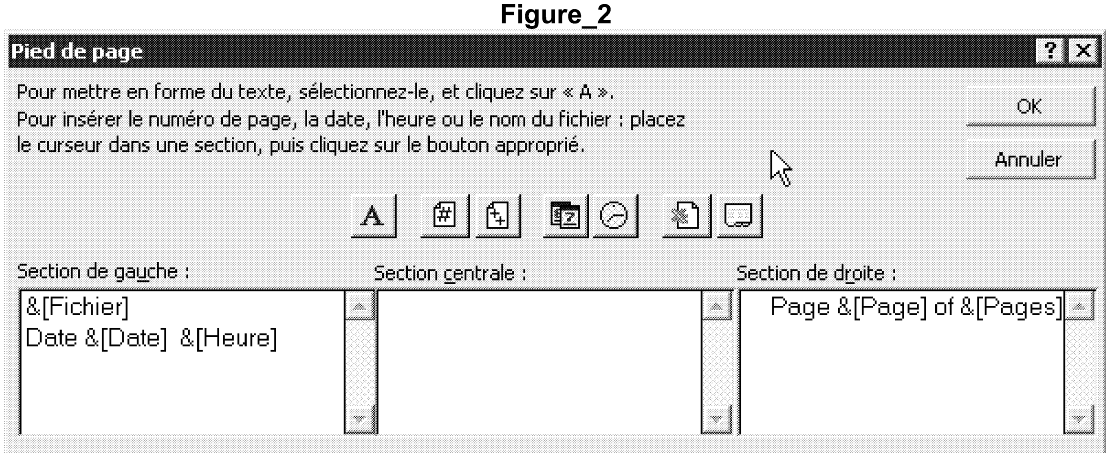
Figure 1



4. Entrer ensuite les données ***(figure 2)*** dans les champs **Section de gauche :** et **Section de droite :**
   a. Code pour le champ **Section de gauche :**
   &[Fichier]
   Date &[Date] &[Heure]
   b. Code pour le champ **Section de droite :**

Page &[Page] de &[Pages]

Figure_2



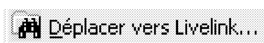
5. Sauvegarder le document qui vient d'être créé (p. ex., **gabarit.xls**) sur le lecteur **c:/,** dans le répertoire de votre choix ou dans **Mes documents.**
6. Afin de voir le changement, aller dans le Menu « **Fichier »** et choisir « **Aperçu avant impression** ».
7. Le pied de page se présentera comme suit tant que le document MS Excel ne sera pas déplacé dans Livelink :

gabarit.xls
Date 04-09-2008 10:04 Page 1 de 1

Section 2

Nous allons maintenant utiliser le document **gabarit.xls.**

1. Ouvrir **gabarit.xls** et le sauvegarder de nouveau en allant dans le menu « **Fichier** » et en sélectionnant « **Enregistrer sous** ». Dans cet exemple, nous appellerons le fichier **[test_gabaritv1.xls].**
2. Entrer les données requises ou copier-coller le contenu de cellules provenant d'un autre document Excel, au besoin.
3. Une fois terminé, aller dans le menu « **AuthorLink Explorer** » et **sélectionner** « **Déplacer vers Livelink** ».

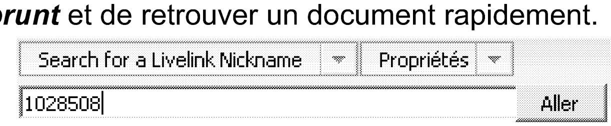


4. Aller dans Livelink et choisir la destination où sera transféré le document **test_gabaritv1.xls.** Cliquer sur l'icône de sauvegarde : 

.
5. Naviguer dans Livelink, dans le répertoire qui contient le document sauvegardé, **test_gabaritv1.xls.**
6. Cliquer sur le titre du document avec le bouton droit de la souris et sélectionner « **Emprunter** » afin d'ouvrir le document dans MS Excel. Le document devrait s'ouvrir avec le nom d'emprunt de Livelink : {TORWINOTLLDEM.TOR.CBC.CA_LIVELINKE_1028508}test_gabaritv1.xls
7. Afin de voir le changement dans le pied de page, aller dans le menu « **Fichier »** et sélectionner « **Aperçu avant impression** ». Le pied de page se présente comme suit :

{TORWINOTLLDEM.TOR.CBC.CA_LIVELINKE_1028508}test_gabaritv1.xls
Date 04-09-2008 12:04
Page 1 de 1

8. Le pied de page (ci-dessus) affiche la date et l'heure de la dernière sauvegarde, ainsi que le nom du document. Le chiffre **1028508** est le numéro unique du document dans Livelink. Ce numéro permet de faire une recherche par ***Nom d'emprunt*** et de retrouver un document rapidement.



Fiche d'information - Comment ajouter dans Word le nom et la date de sauvegarde dans le pied de page

Cette fiche d'information donne des détails additionnels sur la façon d'utiliser, dans MS Word, les champs appelés FileName et SaveDate. Ces champs auront pour effet d'insérer, dans le pied de page d'un document, le nom du fichier utilisé par Livelink, le numéro de fichier, ainsi que la date et l'heure de la dernière sauvegarde du document.

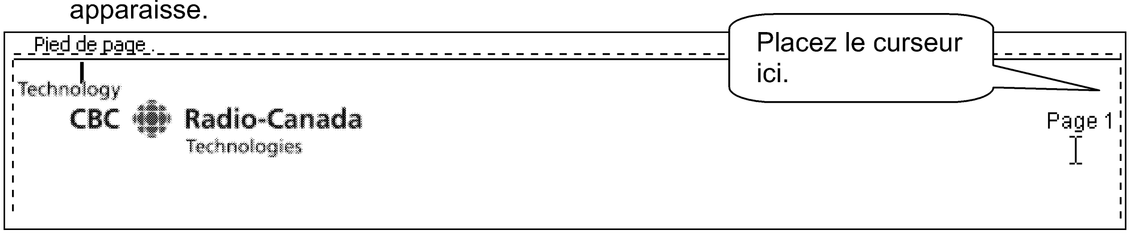
La fiche d'information comprend trois sections :

- La section 1 porte sur l'insertion du **nom de fichier** dans le pied de page.
- La section 2 porte sur l'insertion de la **date de sauvegarde** dans le pied de page.
- La section 3 porte sur les documents Word qui ne sont **PAS** dans **Livelink**.

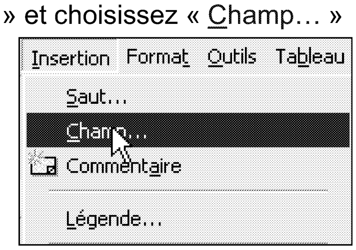
Section 1

1. Marche à suivre pour ajouter le **nom de fichier** et le **numéro de fichier** dans le pied de page :

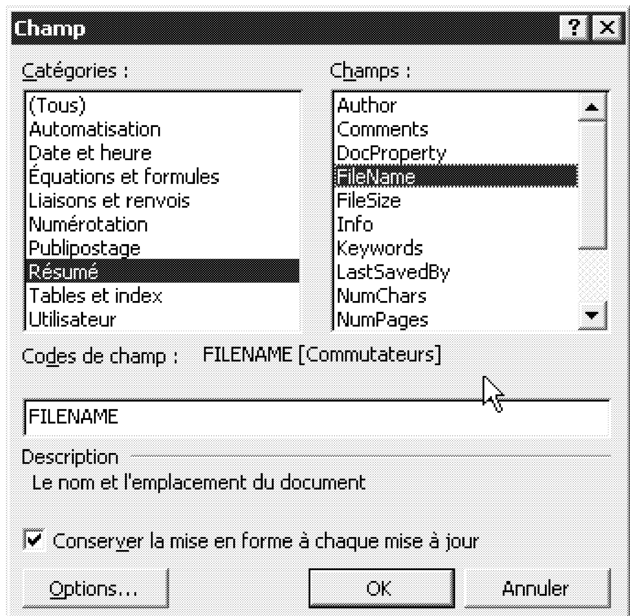
a. Dans un document Word ayant été **emprunté** de Livelink, activez le pied de page en double-cliquant sur la zone de pied de page au bas de la première page. Une fois la zone de pied de page activée, choisissez l'endroit où vous voulez que le nom de fichier apparaisse.



b. Allez au menu « Insertion » et choisissez « Champ… »

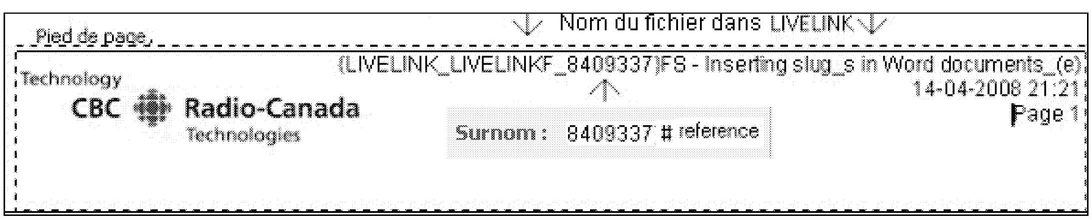


c. Dans les **Catégories**, choisissez « Résumé » et dans les **Champs**, choisissez « FileName ». Cliquez ensuite sur « OK » pour insérer le nom de fichier dans le pied de page.



d. Le résultat sera le suivant : affichage du nom d'emprunt et du surnom du système Livelink, suivis du nom original du document. Exemple :

{LIVELINK_LIVELINKF_ 8409337}FS - Inserting slug in Word documents_(e).



Section 2 à la page suivante

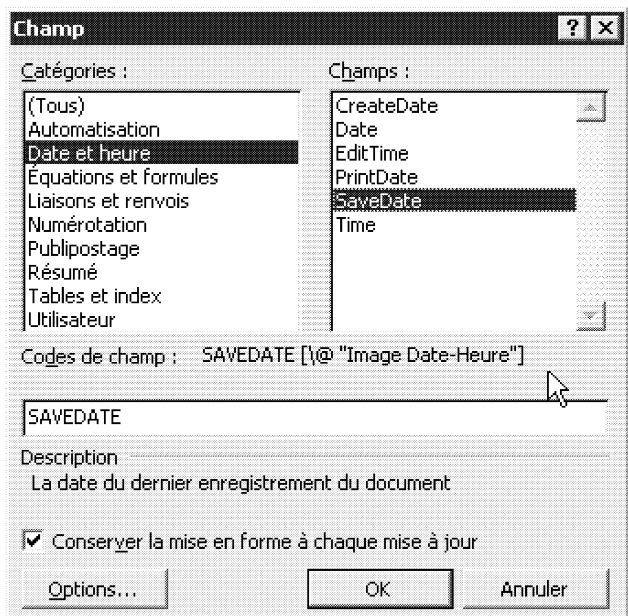
Section 2

2. Marche à suivre pour ajouter la **date et l'heure de sauvegarde** dans le pied de page :

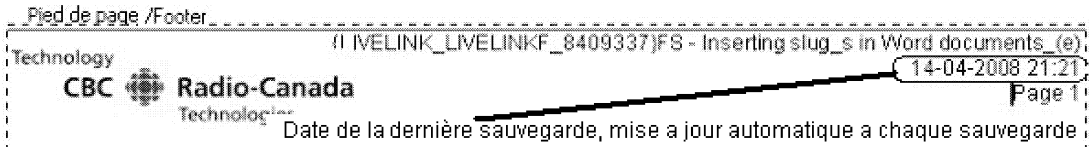
   a. Activez le pied de page en double-cliquant sur la zone de pied de page au bas de la première page. Une fois la zone de pied de page activée, choisissez l'endroit où vous voulez que la date de sauvegarde apparaisse.

   b. Allez au menu « Insertion » et choisissez « Champ… »

   c. Dans les **Catégories**, choisissez « Date et heure » et dans les **Champs**, choisissez « SaveDate ». Cliquez ensuite sur « OK » pour insérer le champ « SaveDate » dans le pied de page.



d. **Résultat :** La date et l'heure de la sauvegarde la plus récente du document s'affichent dans le pied de page, comme dans l'exemple ci-dessous :



e. Pour mettre à jour le champ indiquant la date et l'heure de sauvegarde, **procédez comme suit** :

1. Le document a été emprunté de Livelink et des modifications ont été apportées.
2. Allez au menu « Authorlink Explorer » et choisissez « Déplacer vers Livelink ».
3. Une fois le document sauvegardé et déplacé vers Livelink, la date et l'heure indiquées seront automatiquement celles de la dernière sauvegarde des modifications.

<u>Section 3</u>

1. Si vous travaillez sur un document Word local **qui n'a pas encore été introduit dans Livelink**, la marche à suivre qui précède donnera des résultats différents :

   a. {LIVELINK_LIVELINKF_ 8409337} n'apparaîtra pas dans le nom de fichier.

   b. Une procédure de mise à jour manuelle devra être utilisée pour que le champ SaveDate indique la date et l'heure de la dernière sauvegarde.

2. Marche à suivre pour mettre à jour manuellement le champ SaveDate quand vous travaillez dans un document Word sauvegardé, par exemple, dans le dossier Mes Documents, et **non dans Livelink**.
   a. Modifiez le document Word ouvert, puis, dans le menu « Fichier », choisissez « Enregistrer » (ou faites Control-S).
   b. Ensuite, dans le document, activez le pied de page en double-cliquant sur la zone de pied de page au bas de la première page.
   c. Une fois le pied de page activé, faites un **clic droit** sur la valeur du champ **SaveDate**, qui s'affichera en grisé (voir l'exemple ci-dessous). Dans le menu qui s'affiche, choisissez Mettre à jour les champs.

   d. Le champ affichera la date et l'heure de la dernière sauvegarde dans le pied de page.

Fiche d'information – Comment ajouter des éléments à un dossier FERMÉ

Contexte

Le fichier est un dossier FERMÉ (c'est-à-dire marqué « fermé » dans Case Track), mais certains documents ou courriels pourraient y être ajoutés.

Dans le cas où le dossier a été fermé avant la date 2008-01-16 (16 janvier), le dossier qui se trouve sur le disque partagé n'aurait pas été téléchargé dans le SGDDE dans le cadre du téléchargement des documents. De plus, le dossier sur le disque partagé est désormais en mode LECTURE seulement, ce qui empêche les utilisateurs de créer des dossiers ou des documents sur le disque.

Procédure

Veuillez communiquer avec le responsable du SGDDE dans votre service afin que le dossier FERMÉ sur le disque partagé soit mis à jour.

> Vous serez tenu d'envoyer la documentation complémentaire par courriel ou la stocker de manière temporaire à un autre endroit (p. ex., stocker l'information sur une clé USB amovible, un disque, etc.)

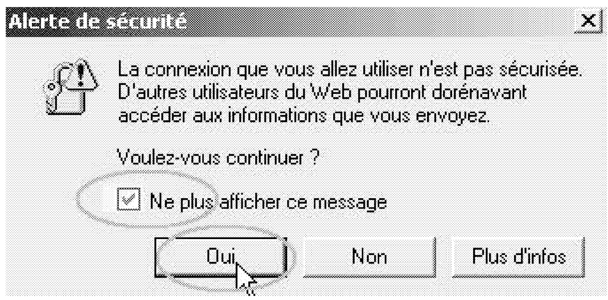
Fiche d'Information – Comment ajouter Livelink dans la zone de sécurité d'Internet Explorer

Sujet : Le problème est que parfois, AuthorLink Explorer affiche un message signalant que l'information présentée sur la page pourrait ne pas être sécurisée.

Marche à suivre :

1) Quand Internet Explorer affiche le message suivant : « **La connexion que vous allez utiliser n'est pas sécurisée...** » et vous demande si vous voulez continuer, cochez la case et cliquez toujours sur Oui. *Voir la figure 1.*

Figure 1



2) La procédure suivante vous permettra de réduire au minimum l'affichage de ce message, en ajoutant l'adresse URL de Livelink aux sites de confiance d'Internet Explorer.

   a. Démarrez Internet Explorer, allez au menu **Outils** et choisissez **Options Internet…** *Voir la figure 2.*

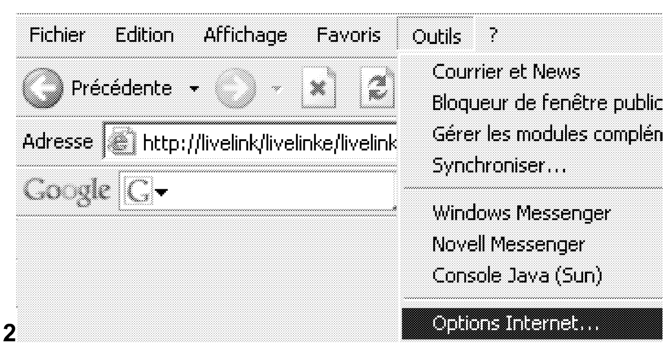
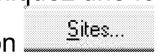
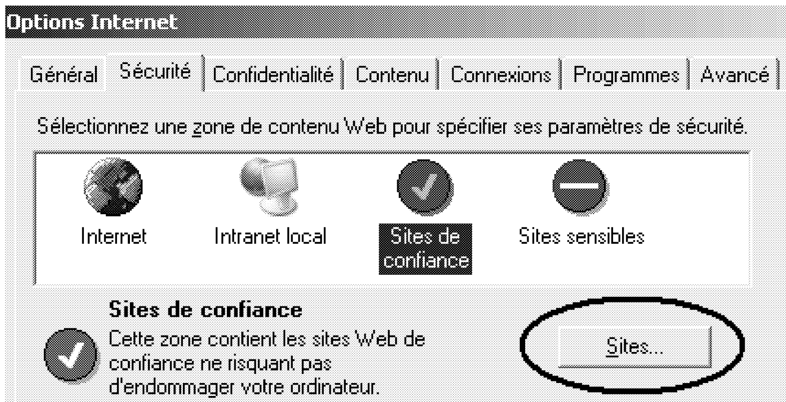


Figure 2

3) Choisissez l'onglet **Sécurité** et cliquez une fois sur l'icône **Sites de confiance**; cliquez ensuite une fois sur le bouton 

Voir la figure 3.

Figure 3



4) Tapez l'adresse URL **« http://livelink »** dans le champ « Ajouter ce site Web à la zone : ». *Voir la figure 4.*

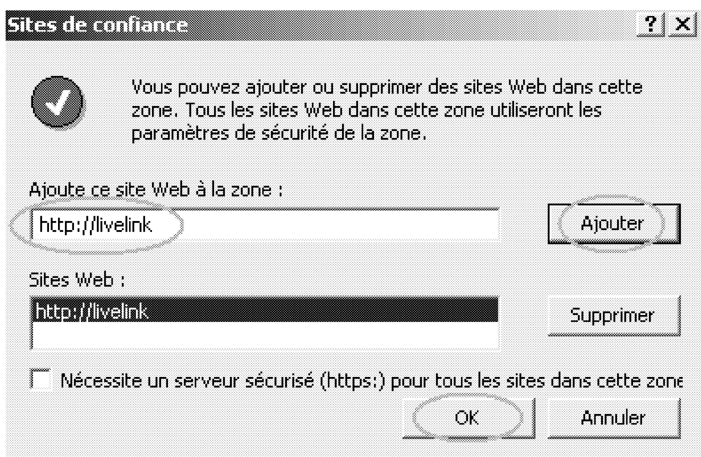


Figure 4

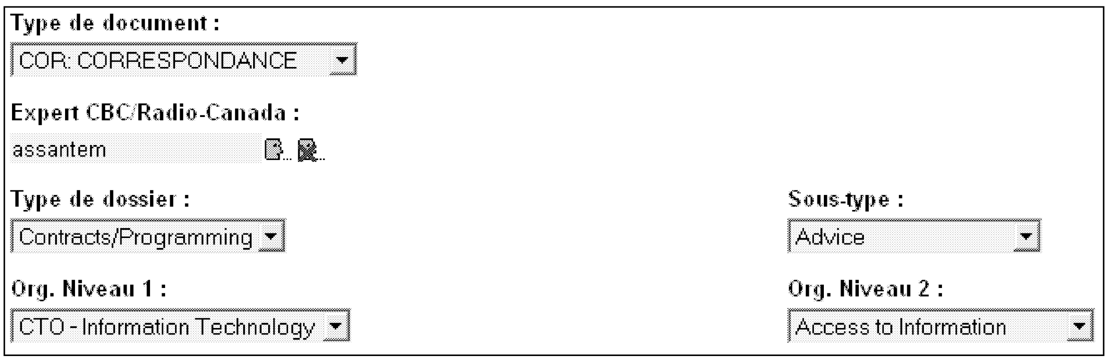
5) Cliquez sur **« OK »** quand vous avez terminé. *Voir figure 4 ci-dessus.*

Fiche d'information - Comment changer l'attribut type de document dans le SGDDE

Sujet : L'utilisateur voudrait, dans la propriété Catégories, modifier l'attribut « Type de document » et appliquer cette modification à plusieurs documents contenus dans un dossier parent.

Marche à suivre :

Cette marche à suivre permet de modifier tous les attributs de champ de la fenêtre Catégories, pour l'ensemble des sous-éléments, y compris les dossiers, d'un dossier parent. Les utilisateurs devraient travailler dans un dossier parent contenant uniquement des documents qui ont les mêmes attributs. Dans *l'exemple ci-dessous*, tous les fichiers se trouvant dans le dossier parent sélectionné hériteront de l'information affichée. Il est impossible de modifier un unique attribut de champ sans intervenir sur tous les champs.



1. **Faites un clic droit** sur le dossier contenant l'ensemble de fichiers que vous voulez modifier dans la vue arborescente de Livelink Explorer. *Voir la figure 1*.

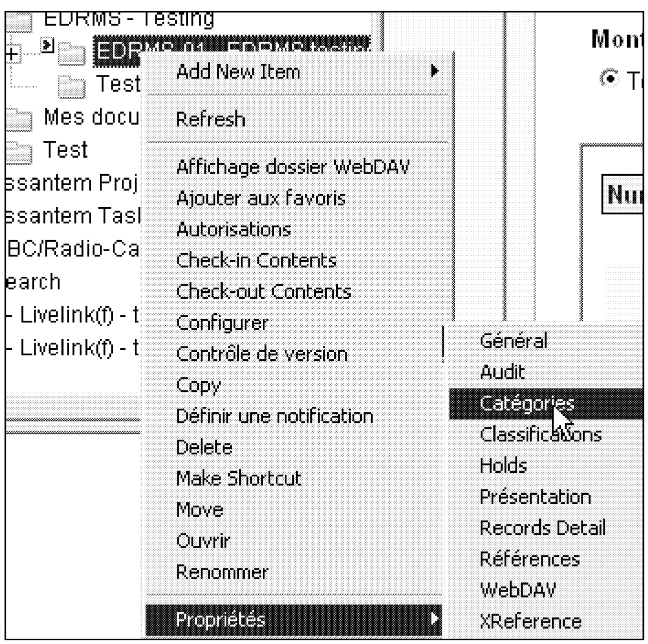
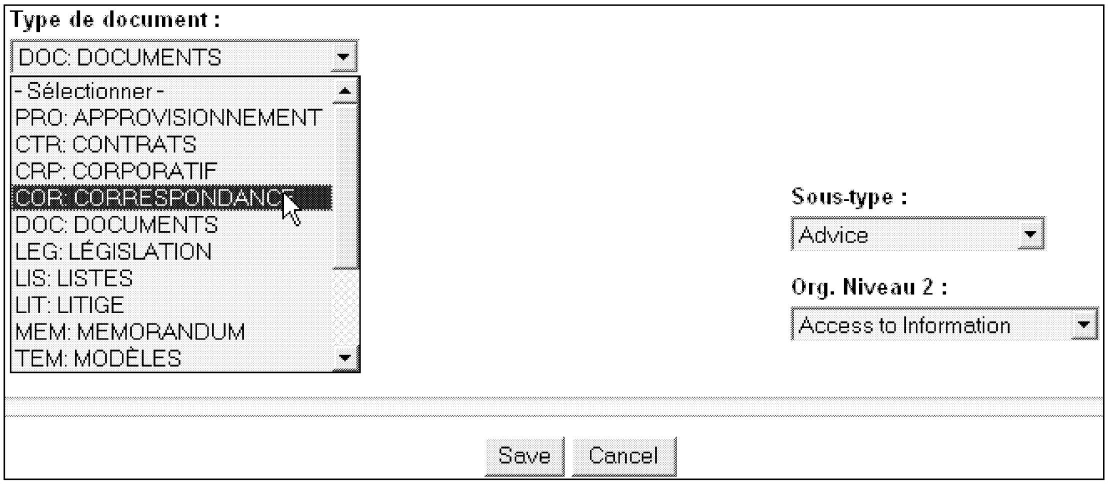


Figure 1

2. Dans l'attribut **Type de document**, sélectionnez le type désiré. *Voir la figure 2.*

Figure 2



3. Quand vous avez terminé, cliquez sur 

. *Voir la figure 2 ci-dessus***.**

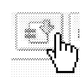
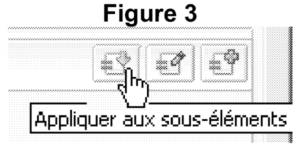
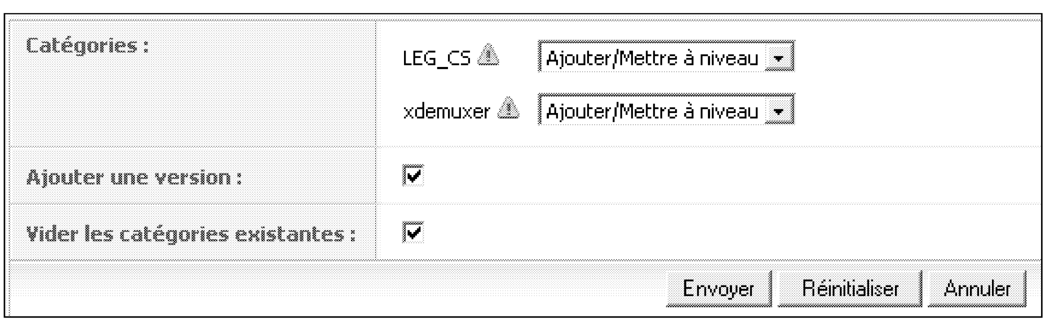
4. Cliquez ensuite sur l'icône **Appliquer aux sous-éléments**  situé à l'angle supérieur droit. *Voir la figure 3.*

Figure 3



5. Choisissez **Ajouter/Mettre à niveau** dans les deux menus déroulants, cochez les cases **Ajouter une Version** et **Vider les catégories existantes.** *Voir la figure 4.*

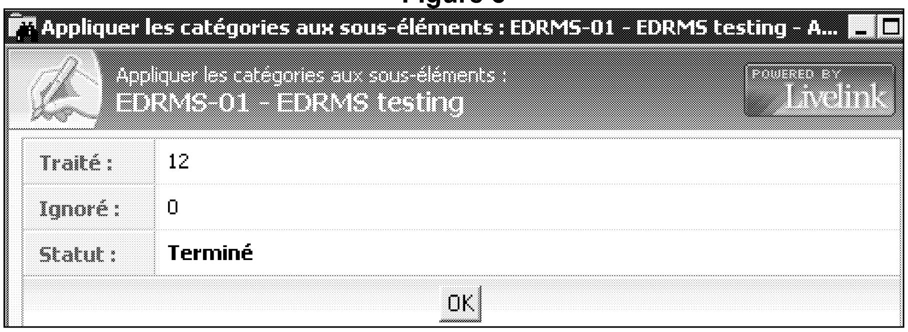
Figure 4



6. Quand vous avez terminé, **cliquez sur** Envoyer .

7. Une nouvelle fenêtre apparaîtra pour indiquer l'état du processus. Cliquez sur **OK** une fois le processus terminé. *Voir la figure 5.*

Figure 5

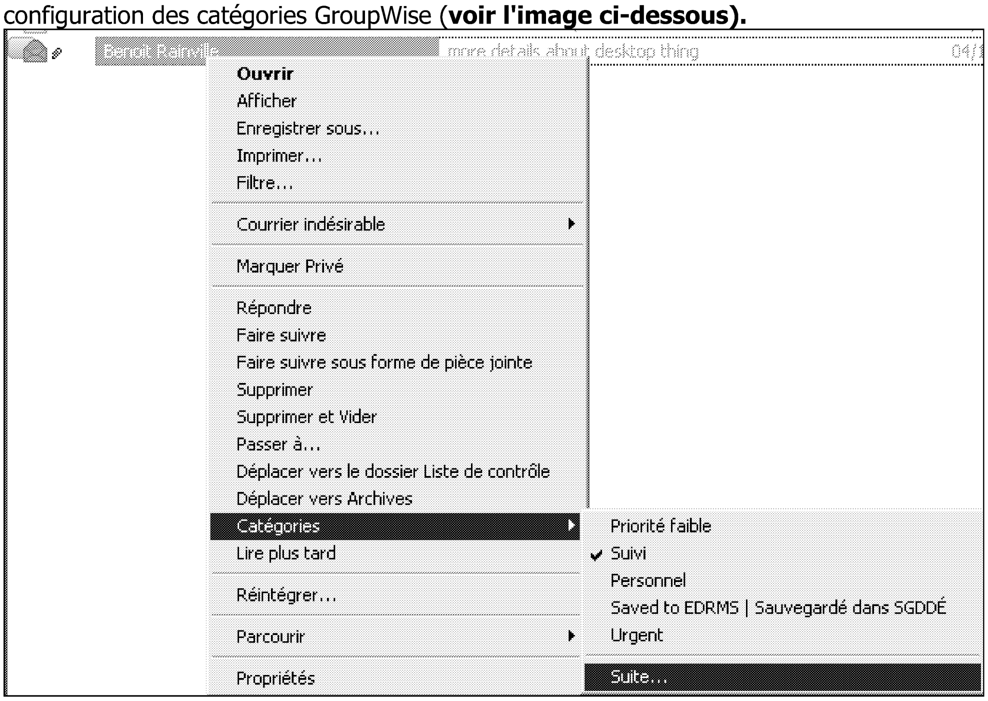


Fiche d'information – Comment configurer GroupWise pour marquer les courriels sauvegardés dans le SGDDE

Objet : L'information suivante donne la marche à suivre pour configurer le courriel GroupWise afin de marquer les courriels que vous avez sauvegardés dans le SGDDE.

Marche à suivre : La première étape pour configurer votre compte de courriel pour le SGDDE est d'ajouter une « catégorie » dans GroupWise. Voici comment procéder :

1. Dans l'interface utilisateur de GroupWise, choisissez un courriel (n'importe quel fera l'affaire) et faites un clic droit sur ce dernier;
2. Choisissez **Actions** : **Catégories** : **Suite...** pour accéder à la fenêtre de dialogue de configuration des catégories GroupWise (**voir l'image ci-dessous).**



3. Entrez ce qui suit dans le champ texte au bas de la fenêtre de dialogue, sous la mention **Nouvelle catégorie** :

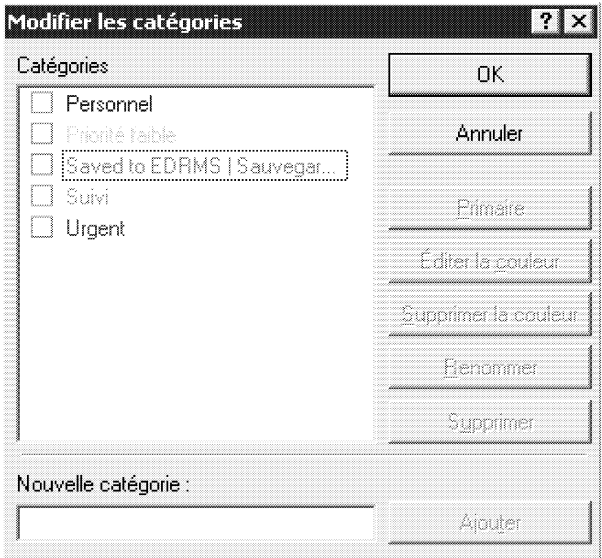
Saved to EDRMS | Sauvegardé dans SGDDÉ

4. Note : Ne cochez PAS la case à cocher à côté du nom de la nouvelle catégorie une fois qu'elle a été créée.

... À titre d'option, vous pouvez changer la couleur de la catégorie en cliquant sur le bouton **Éditer la couleur**.

5. Cliquez sur le bouton OK pour sortir de la fenêtre de dialogue.

La configuration des catégories est maintenant terminée. Elle devrait ressembler à ceci :



Fiche d'information - Comment copier et déplacer des documents dans le SGDDE

Cette fiche d'information donne des détails additionnels sur la façon de copier ou de déplacer un document d'un dossier à un autre dans Livelink. La différence entre copier et déplacer est la suivante : si vous copiez un objet dans Livelink, l'original est conservé et une copie est créée au nouvel emplacement choisi; si vous déplacez un objet, celui-ci est copié dans le nouveau dossier de destination et est supprimé dans le dossier original.

Marches à suivre

1. Copier un fichier dans un autre dossier de Livelink
2. Déplacer un fichier dans un autre dossier de Livelink

1. <u>Copier un document d'un dossier à un autre dans Livelink</u>

Dans notre exemple, nous montrons comment copier un document.

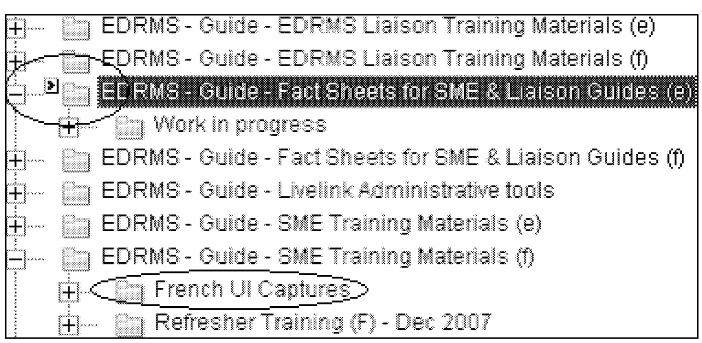
1. Dans la Vue Livelink Explorer, naviguez jusqu'au dossier contenant le document à copier. Dans notre exemple, nous copierons un document appelé « (1. under review) EDRMS - Fact Sheet - Inserting slugs in Word documents footer (e).doc », qui est situé dans le dossier EDRMS – Guide – Fact Sheets for SME & Liason Guides. *Voir la figure 1*.

Figure 1

Note : Observez le symbole *plus grand que* qui indique le dossier actif.

2. Dans la Vue Livelink Explorer, en utilisant **SEULEMENT** les symboles **plus** se trouvant à gauche des noms de dossiers, naviguez jusqu'à ce que vous trouviez le dossier de destination. Dans notre exemple, nous choisissons le dossier appelé « French UI Captures » situé dans le dossier « EDRMS - Guide - SME Training Materials (f) ». Notez que le symbole « plus grand que » pointe toujours vers notre dossier de départ appelé « EDRMS – Guide – Fact Sheets for SME & Liason Guides ». *Voir la figure 2*.

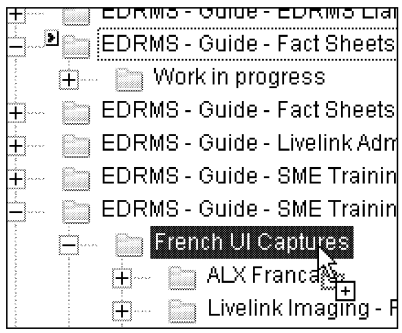
Figure 2



3. Faites un clic gauche sur le titre du document et, en laissant le bouton de gauche de la souris enfoncé (*voir la figure 3)*, faites glisser vers la gauche dans la Vue Livelink Explorer, jusqu'au dossier French UICaptures et relâchez le bouton. *Voir la figure 4*.

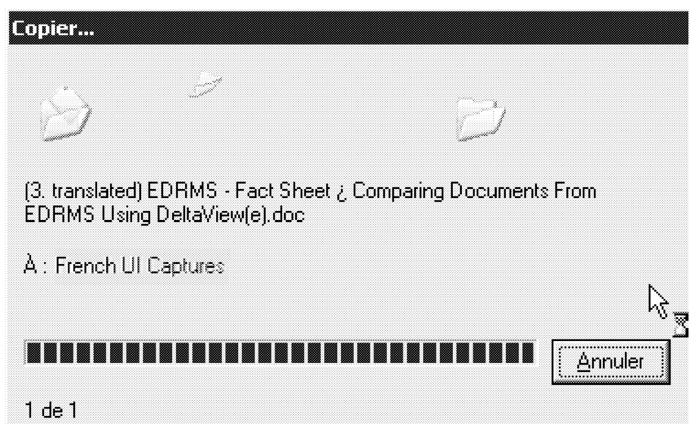
Figure 3

Figure 4



4. Une fenêtre de copie s'affichera. Confirmez pour terminer la copie.

Figure 5



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2. Déplacer un document d'un dossier à un autre dans Livelink

Dans notre exemple, nous montrons comment déplacer un document.

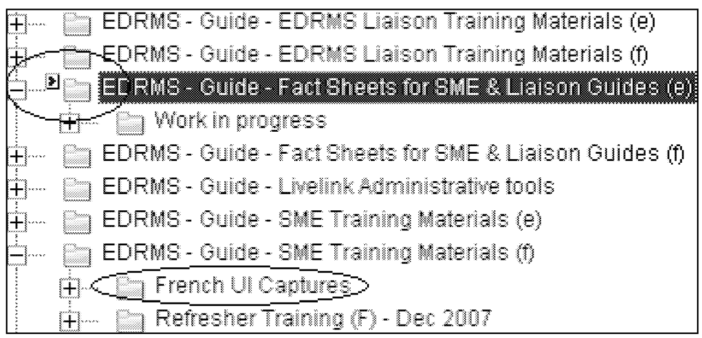
1. Dans la Vue Livelink Explorer, naviguez jusqu'au dossier contenant le document à déplacer. Dans notre exemple, nous déplacerons un document appelé « (1. under review) EDRMS - Fact Sheet - Inserting slugs in Word documents footer (e).doc », qui est situé dans le dossier EDRMS – Guide – Fact Sheets for SME & Liason Guides. *Voir la figure 6*.

Figure 6

Note : Observez le symbole *plus grand que* qui indique le dossier actif.

2. Dans la Vue Livelink Explorer, en utilisant **SEULEMENT** les symboles **plus** se trouvant à gauche des noms de dossiers, naviguez jusqu'à ce que vous trouviez le dossier de destination. Dans notre exemple, nous choisissons le dossier appelé « French UI Captures » situé dans le dossier « EDRMS - Guide - SME Training Materials (f) ». Notez que le symbole « plus grand que » pointe toujours vers notre dossier de départ appelé « EDRMS – Guide – Fact Sheets for SME & Liason Guides ». *Voir la figure 7*.

Figure 7



3. En tenant la touche **Shift** du clavier enfoncée, faites un clic gauche sur le titre du document et, en laissant le **bouton de gauche** de la souris et la touche **Shift** enfoncés (*voir la figure 8)*, faites glisser vers la gauche dans la Vue Livelink Explorer, jusqu'au dossier French UICaptures et relâchez le bouton. *Voir la figure 9*.

Figure 8

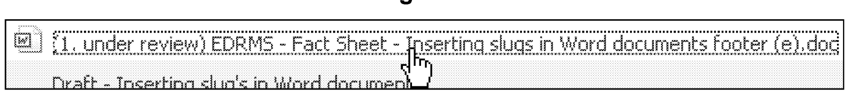
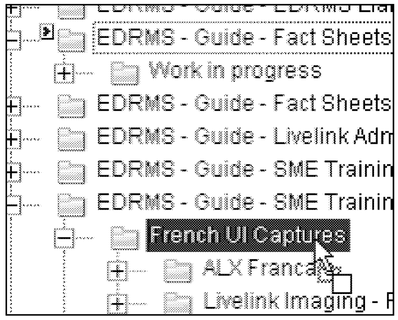


Figure 9



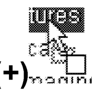
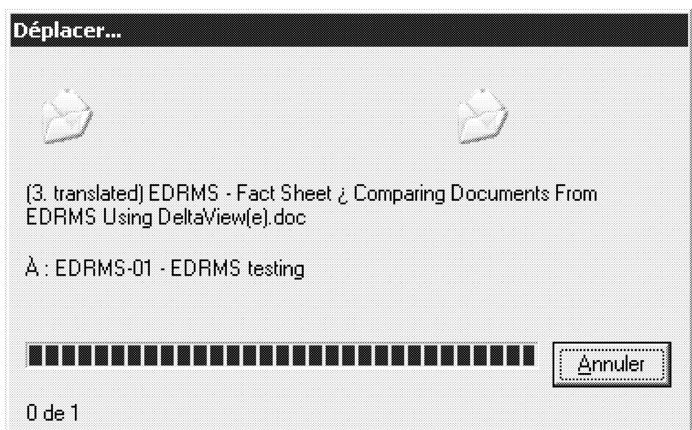
4. À noter *qu'il n'y a pas* de petite case avec le **symbole plus (+)**  rattachée au curseur lorsque vous déplacez des fichiers en tenant la touche Shift enfoncée.
5. Une fenêtre de copie s'affichera. Confirmez pour terminer le déplacement. Notez que le titre de la fenêtre, à la figure 10, indique maintenant ***Déplacer…*** et non pas ***Copier…***

Figure 10



6. Le document qui a été déplacé se trouve maintenant ans le nouveau dossier et n'est plus présent dans le dossier original.

Fiche d'information – Comment créer des liens vers SGDDE dans CaseTrack

Objet : L'objectif est de re-créer des hyperliens, dans la base de données qui s'appel CaseTrack, vers les documents qui sont maintenant dans Livelink.

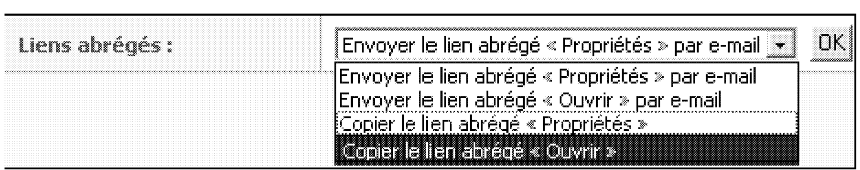
1. A partir de l'application AuthorLink Explorer choisir le document pour lequel vous voulez rajoutez un Hyper lien dans CaseTrack.

2. Cliquez avec le **bouton de droite** de la souris et selectionnez **'Propriétés'** et **'Général'.** *Voir figure 1.*

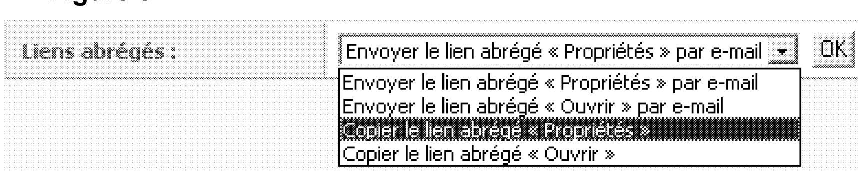
Figure 1

3. Deux choix sont possibles :

   A. Pour ouvrir le document directement dans SGDDE. Choisir dans *Liens abrégés* **:** ***Copier le lien abrégé «Ouvrir»*** fig.2. **Cliquez** sur **'OK'.**
   Figure 2

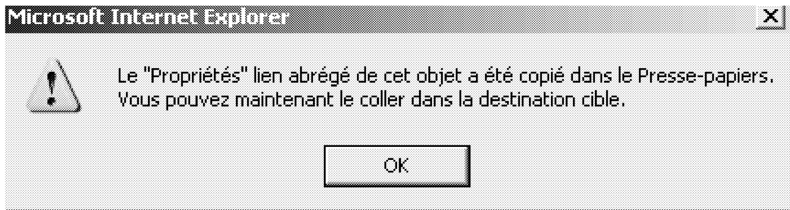


   B. Pour ouvrir les ***propriétés*** du document dans le SGDDE. Choisir dans *Liens abrégés* **:** ***Copier le lien abrégé «Propriétés».*** **Cliquez** sur **'OK'.**
   Figure 3



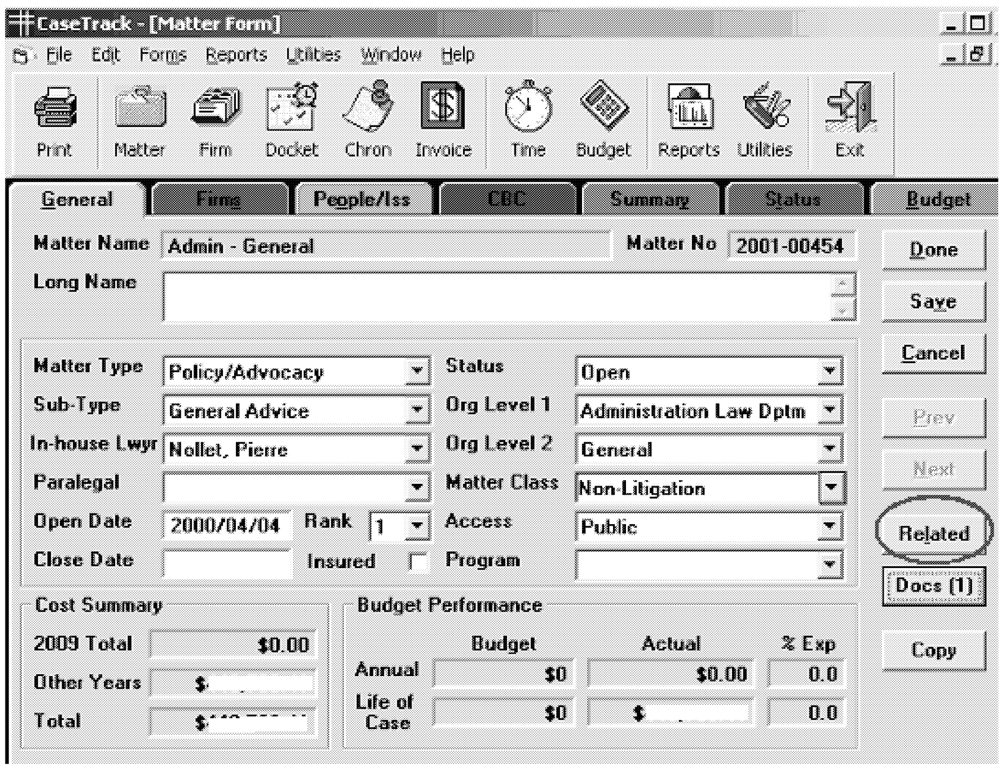
4. Une fenêtre de confirmation apparaîtra. **Cliquez** sur **'OK'.** *Voir figure 4.*

Figure 4

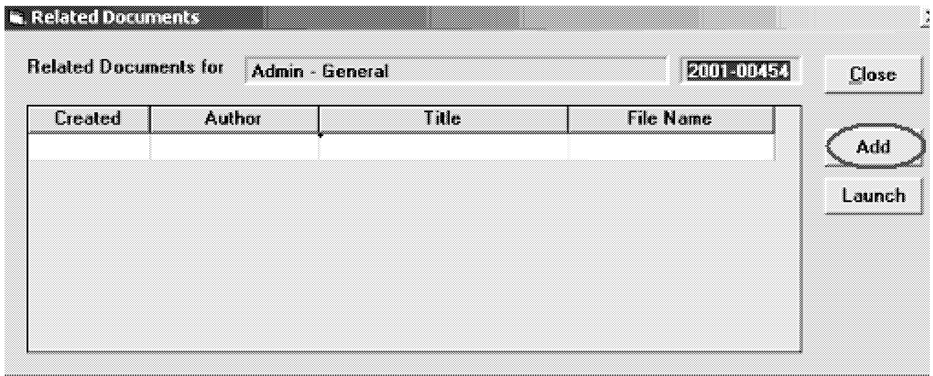


5. Ensuite accéder a un dossier dans **CaseTrack,** voir exemple dans *figure 5.* Cliquez sur le bouton **'Related'.**

Figure 5

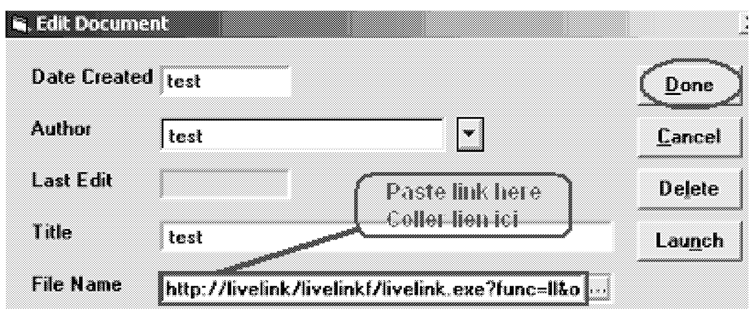


6. Une fenêtre intitulé **'Related Documents'** s'ouvre, *voir figure 6*, Cliquez sur le bouton **'Add'** s'il n'y a pas d'entrées.
*S'il y a des entrées existantes, on peut soit les détruire ou les modifier, en **double cliquent** sur le titre ensuite suivre les **étapes 7 et 8**, ci-dessous, pour coller l'hyperlien livelink vers le nouveau document en référence.
Figure 6



7. Placer votre curseur dans le champs intitulé **'File Name'** et **Coller** le lien que nous avons copier a **l'étape #3** un lien tel que celui visible dans l'exemple devrait apparaître. *Voir figure 7.*

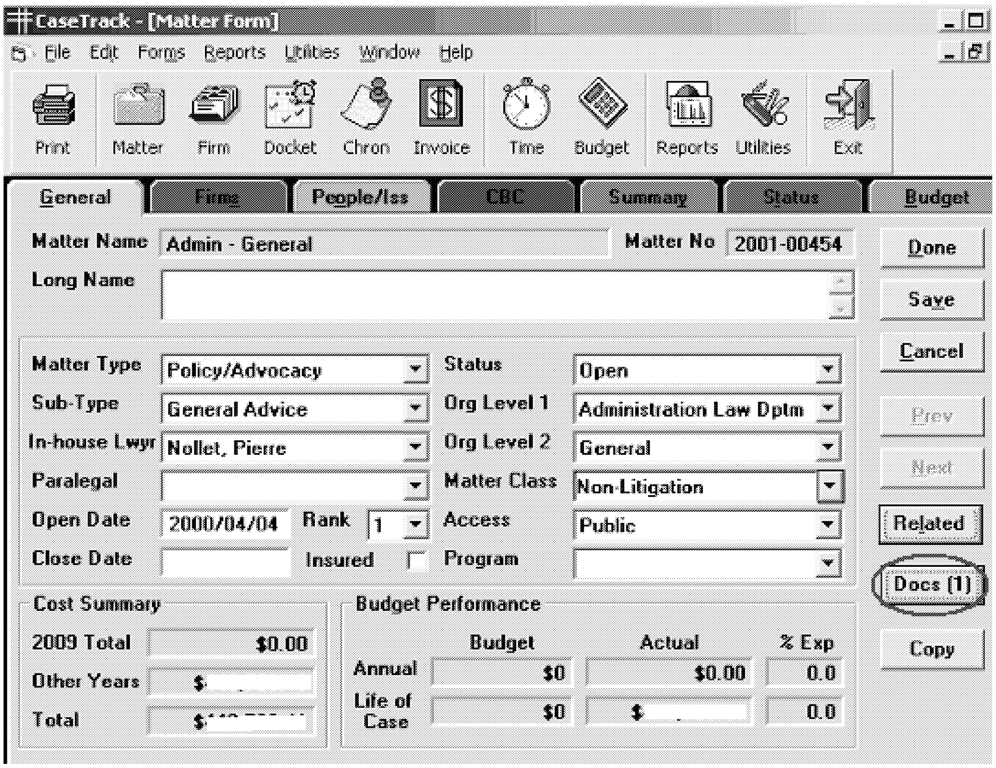
Figure 7



8. Entrée les informations requise et **Cliquez** le bouton **'Done'**. *Voir figure 7 ci-haut*.

9. Pour en faire l'essai, dans la fenêtre principale du dossier, **Cliquez** sur le bouton **Docs(1).** *Voir figure 8.*

Figure 8



10. Le document sera maintenant disponible dans l'application AuthorLink Explorer.

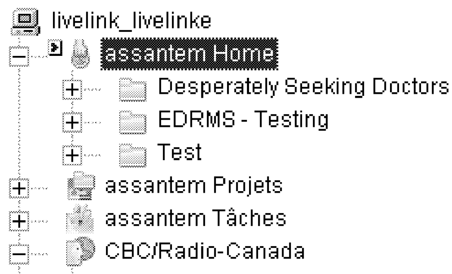
Fin

Fiche d'information - Comment déplacer des items a partir de votre espace de travail Livelink vers l'espace Corporative Radio-Canada - CBC

This fact sheet contains supplemental information on the method in Authorlink explorer, to Move or Copy documents from your Home workspace to the CBC/Radio-Canada environment. This procedure only permits to move one document at a time in order to obtain correct metadata classification.

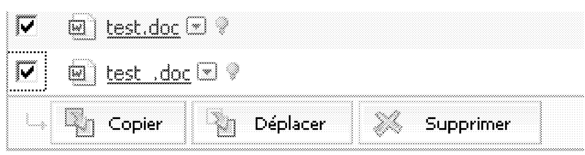
Circumstances: Several documents saved in your Home workspace need to be moved or copied to the CBC/Radio-Canada livelink tree. *See figure 1:*

Figure 1



When user clicks on **Copy** or **Move** button, where more than one document has a checkmark as selected, livelink will not prompt for metadata from your Home workspace. *See figure 2:*

Figure 2

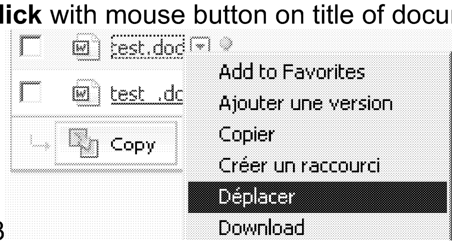


Procedure:

We will start our example with a saved word document called **test.doc** in our 'Livelink Home Directory' as seen on *figure 3* below. Please note we will use the **Move** function for our example which is similar to the **Copy function** with the exception that the **Copy** function will leave a copy of original document in your livelink Home but the **Move** function will physically move the document from your ''Livellink Home Directory'' environment to it's new location.

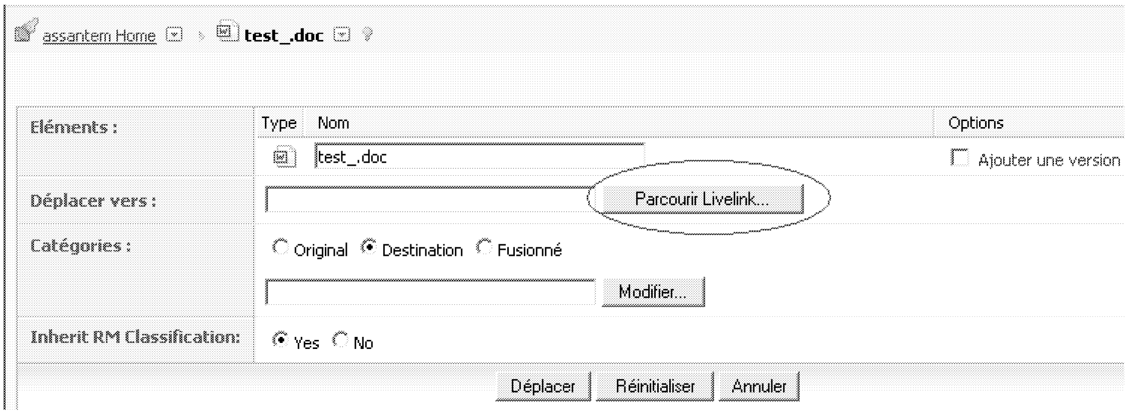
1. **Right click** with mouse button on title of document you would like to move.(*figure3)*

Figure 3



2. The following dialog box will appear **Click** on **Browse Livelink** button.
   See figure 4 below.

Figure 4



3. The following dialog box will appear, navigate in tree to select location where file must be moved in corporate tree. *See figure 5 for example.*

Figure 5

4. Once you have located the folder you would like to move document, left click with mouse button on the Select > button, located to the left of folder name. *See figure 6 for example.*

Figure 6

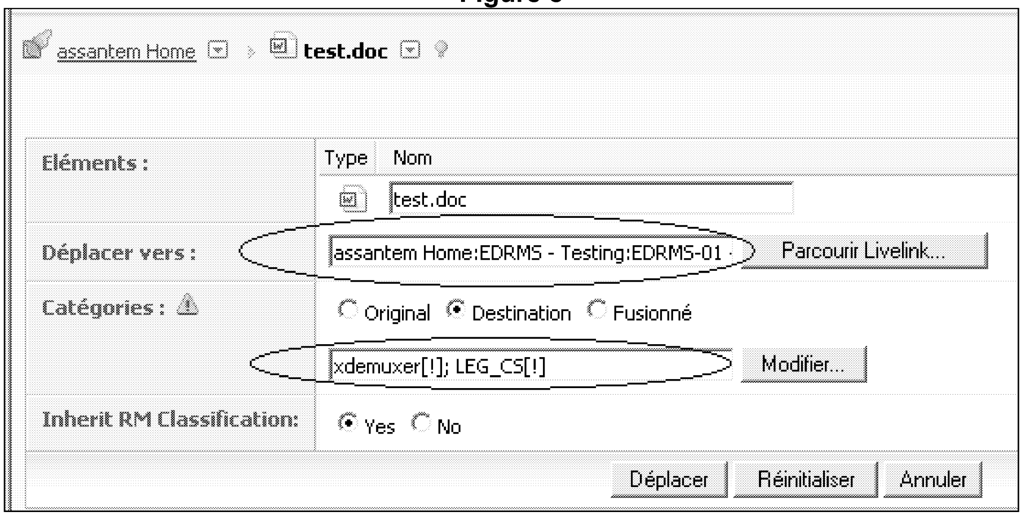
5. You will return to the moving dialog box as seen in *figure 4.* Select radio button on item called destination. *See image below:*

Then left click with mouse button on the Modifier... button in categories. Complete ***top section only*** choosing: **Document Type**, **Author or Originator**, **Addressee(s)**. When completed click on Terminé button. *See figure 7.*

Figure 7

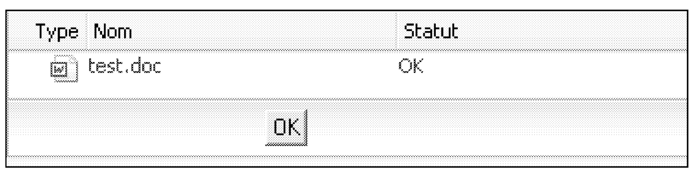
6. Rename your document if required then perform final check for the following fields; **Move to**, **Categories** are set to correct destination, make sure they contain information as seen in our example in *figure 8* below. Click on the Déplacer button.

Figure 8



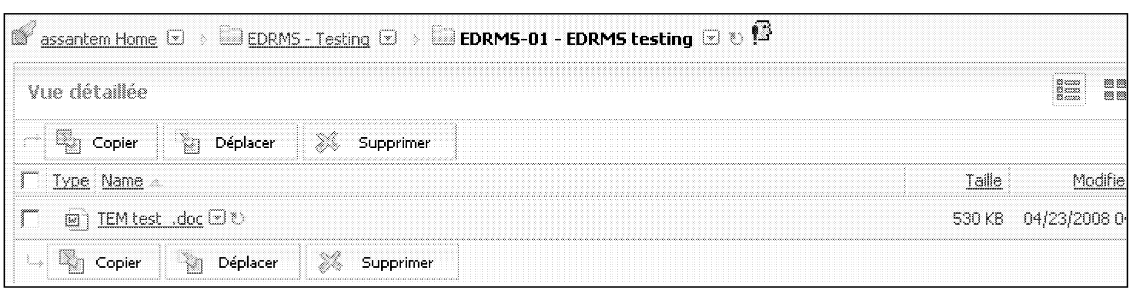
7. A confirmation message will appear, *see figure 9.* **Click** on **OK** button.

Figure 9



8. To see our moved document go to the destination folder you had selected in ***step 3.*** You will notice, *See figure 10,* the name has changed from **test_.doc** to **TEM_test.doc** because we chose the **Document Type value=** TEM: template..

Figure 10



Fiche d'information – Comment gérer les classeurs Microsoft Office dans le SGDDE

Contexte :

Vous souhaitez utiliser un classeur Office comme modèle pour créer des rapports, ou vous voulez télécharger et modifier le contenu d'un classeur et le sauvegarder dans le SGDDE sous un nouveau nom, en tant que nouveau fichier ou nouvelle version.

Procédure :

Étape 1 – Transférer un classeur dans le SGDDE.

Étape 2 – Télécharger un classeur Office pour travailler dedans, puis le sauvegarder dans le SGDDE.

Important : **NE PAS UTILISER** LES FONCTIONS « **Copier** dans Livelink » ou « **Déplacer** dans Livelink » DU MENU AUTHORLINK. Vous obtiendriez un message d'erreur car le SGDDE n'est pas pour le moment en mesure de gérer des classeurs OUVERTS.

Étape 1

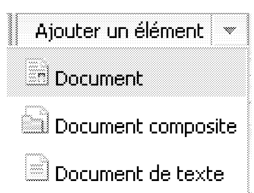
1. Entrez dans Authorlink Explorer.

2. Allez au dossier dans lequel vous voulez mettre le fichier du classeur Office.

3. Cliquez sur 

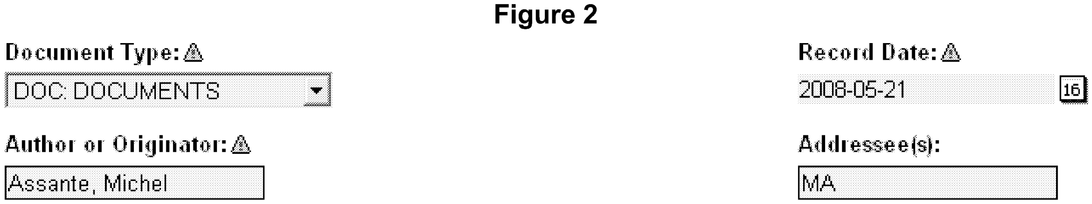
et sélectionnez **Document.** *Voir figure 1.*

Figure 1



4. Dans la partie du haut du formulaire, indiquez les renseignements demandés sur le fichier. *Voir figure 2* :

Figure 2

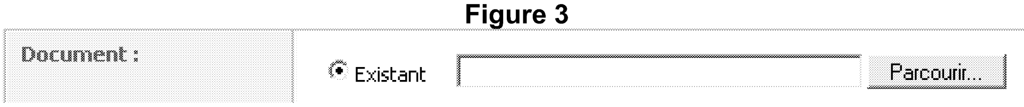


Nota : Le type de document peut être choisi parmi ceux que propose le menu déroulant.

5. Cliquez sur Terminé. Cela vous ramène au formulaire principal.

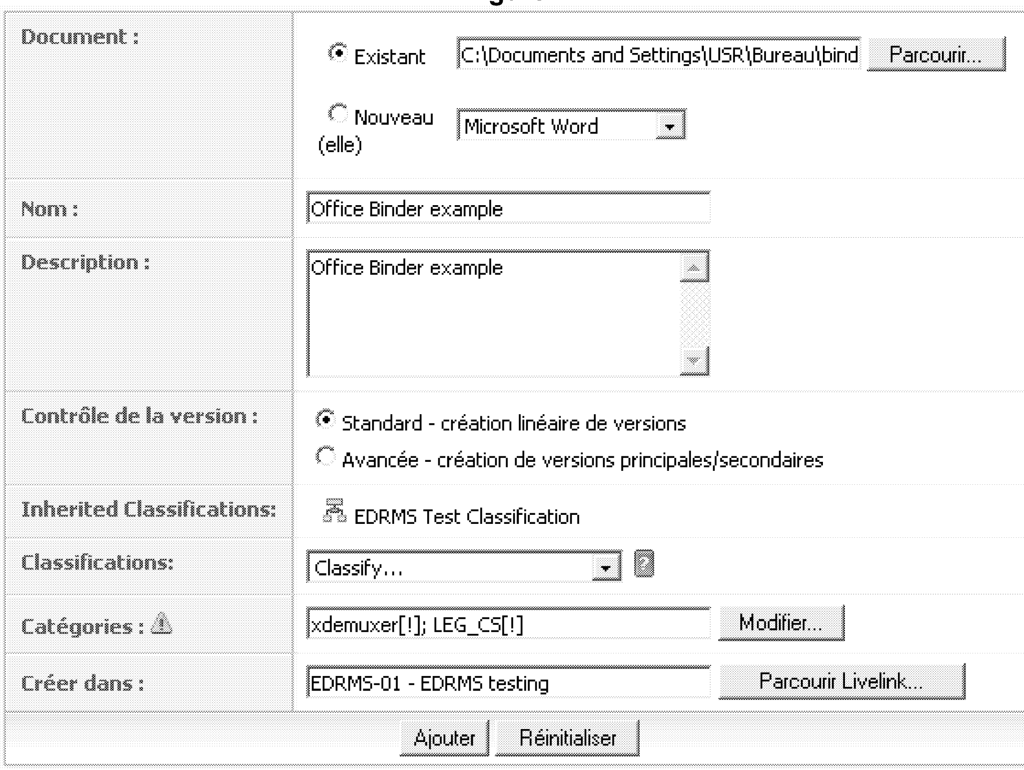
6. Cliquez sur Parcourir... et sélectionnez le fichier du classeur (ex. : Test.obd).

Figure 3



7. Indiquez dans le formulaire les renseignements demandés, comme le montre la *figure 4 :*

Figure 4

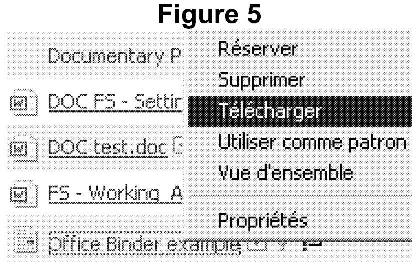


8. Cliquez sur Ajouter : les opérations de transfert s'effectuent. Une fois celles-ci terminées, vous êtes ramené au dossier dans lequel le fichier vient d'être placé.

Étape 2

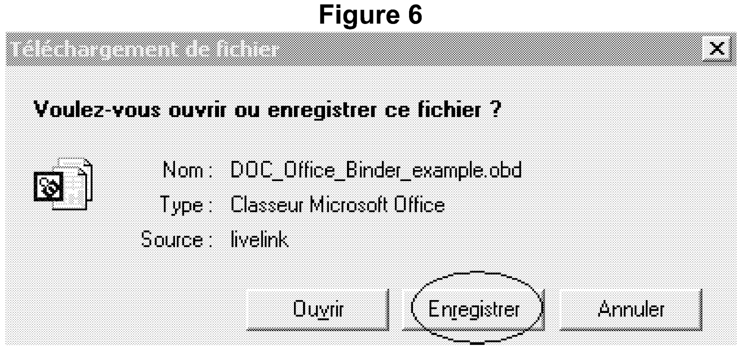
1. Cliquez avec le bouton droit de la souris sur le titre du classeur et sélectionnez **Télécharger.** *Voir figure 5* :

Figure 5



2. Cliquez sur le bouton **Enregistrer sous** et sauvegardez dans **Mes documents**. *Voir figure 6* :

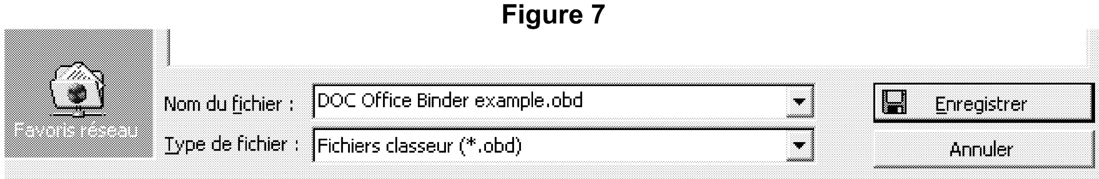
Figure 6



3. Allez dans l'Explorateur Windows et trouvez le fichier. Double-cliquez avec le bouton gauche de la souris pour lancer **Microsoft Office Binder**.

4. Vous pouvez alors enregistrer les changements faits dans **Microsoft Office Binder** sur votre disque dur, sous le même nom ou sous un nouveau nom. *Voir figure 7* :

Figure 7



Maintenant vous avez deux options :

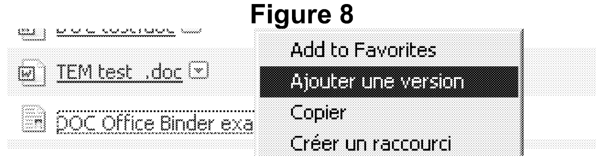
A. Soit conserver dans le SGDDE la version originale du classeur, en nommant autrement la version modifiée et en l'enregistrant comme à l'**ÉTAPE 1**;

B. Soit mettre à jour le classeur dans le SGDDE et ne conserver que la dernière version sur laquelle vous avez travaillé, en procédant de la manière suivante :

a. Allez au classeur que vous voulez remplacer par votre nouvelle version.

b. Cliquez avec le bouton droit et sélectionnez **Ajouter une version**. *Voir figure 8* :

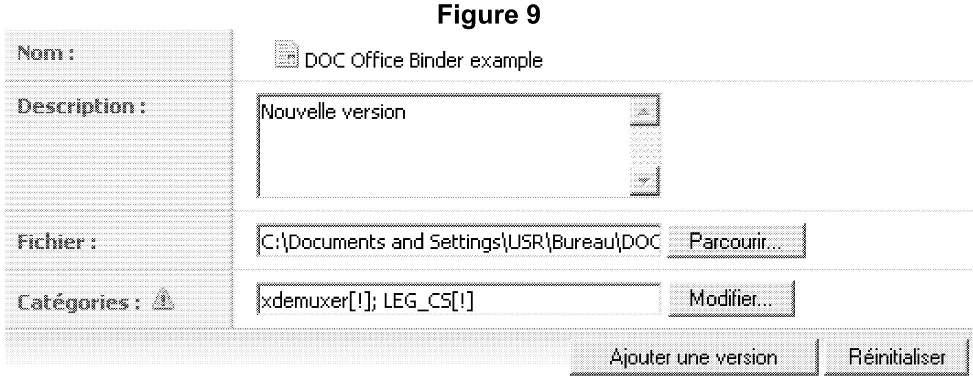
Figure 8



c. Cliquez sur 

pour trouver la nouvelle version sur votre disque. *Voir figure 9* :

Figure 9

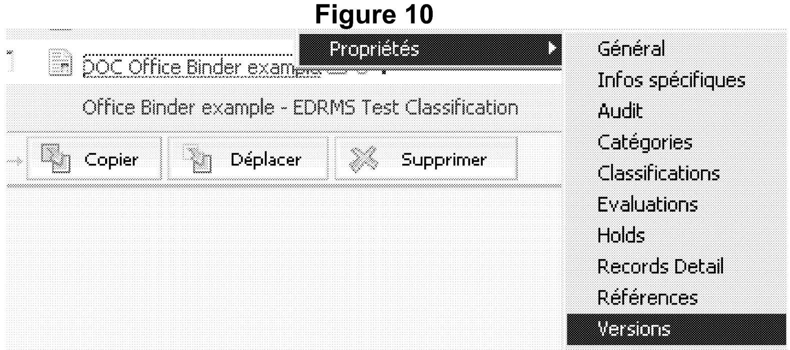


d. Cliquez sur 

.

- Vous pouvez maintenant voir la nouvelle version que vous venez d'ajouter, en cliquant du bouton droit sur le fichier du classeur et en sélectionnant **Propriétés – Versions.** *Voir figure 10* :

Figure 10



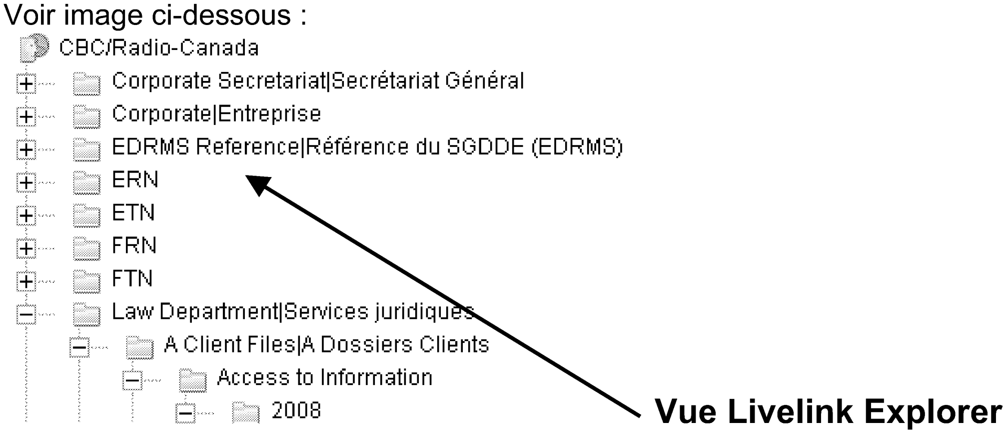
Nota : C'est toujours la plus récente version qui figure dans la liste des dossiers.

Fiche d'information – Comment rafraîchir l'arborescence dans la fenêtre de Livelink Explorer

Contexte :

Quand on crée un nouveau dossier ou fichier dans Livelink, il arrive que celui-ci ne soit pas visible dans la vue Livelink Explorer que fournit Authorlink. Il faut parfois faire un rafraîchissement forcé pour que les objets nouvellement créés apparaissent dans la vue Explorer View et dans la vue du contenu.

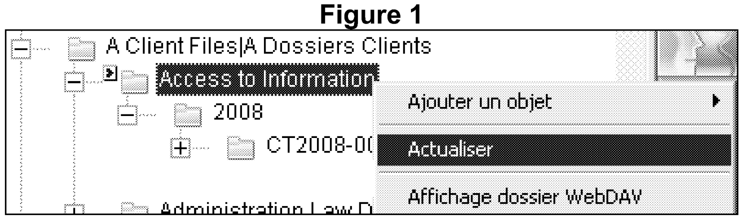
Nota : Dans notre exemple, un nouveau dossier nommé CT2008-00501 - Sussex Circle/Consultant/ATIA a été créé, mais on n'est pas dans la vue Livelink Explorer. Voir image ci-dessous :



Procédure :

1. Sélectionnez le dossier parent dans lequel la vue Livelink Explorer devrait montrer l'élément nouvellement créé. *Voir figure 1* :

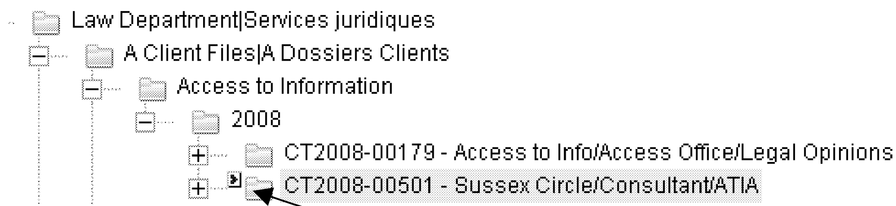
Figure 1



2. Cliquez avec le bouton droit de la souris et choisissez **Actualiser** dans le menu. *Voir figure 1.*

3. Après ce rafraîchissement, le nouveau dossier intitulé CT2008-00501 - Sussex Circle/Consultant/ATIA que nous avons créé est devenu visible dans la liste. *Voir figure 2* :

Figure 2



4. Si le dossier n'apparaît toujours pas, recommencez les étapes 1 et 2.

Nota : Si plusieurs rafraîchissements successifs demeurent sans résultat, fermez la session Authorlink et ouvrez-en une nouvelle, puis vérifiez si le nouvel élément est visible. S'il ne l'est toujours pas, demandez de l'aide au CSTI, 1-866-999-7888.

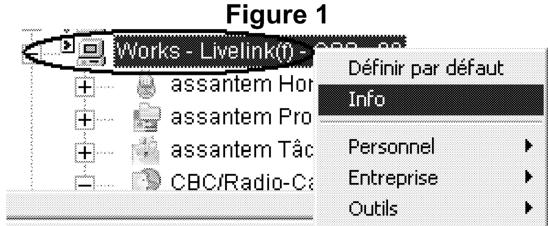
Fiche d'information – Comment régler une page de démarrage par défaut dans Authorlink

Contexte : Vous souhaiteriez choisir la page que vous voulez pour le démarrage d'une session dans Authorlink.

Marche à suivre :

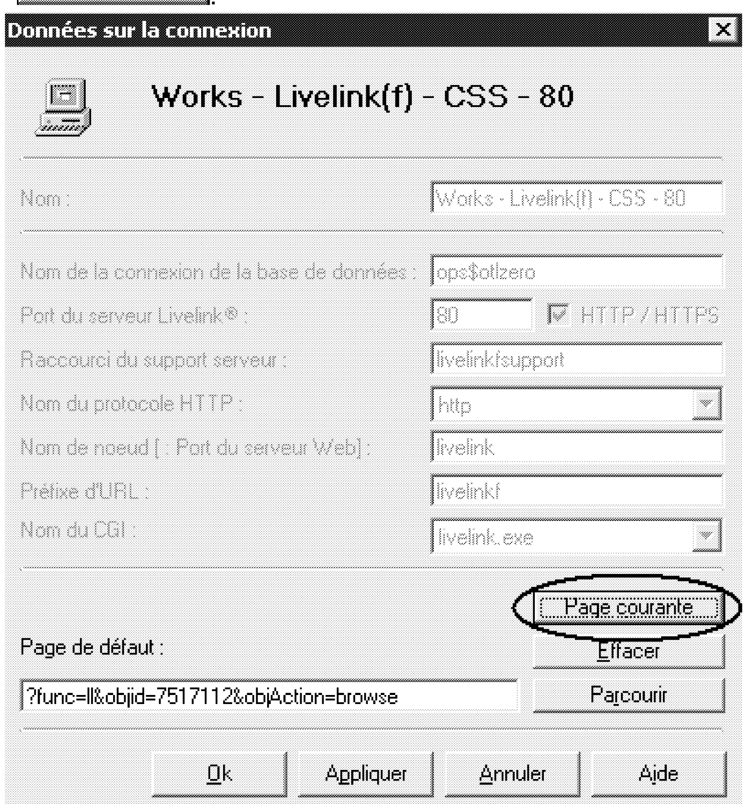
1. Ouvrez une session Authorlink.
2. Dans la fenêtre de droite, naviguez jusqu'à la page de destination dont vous voulez faire votre page de démarrage.
3. Sélectionnez Livelink et faites un clic du bouton droit de la souris sur **Info.** *Voir figure 1*:

Figure 1



4. Cliquez sur 

.



4. Cliquez sur le bouton « Ok ».

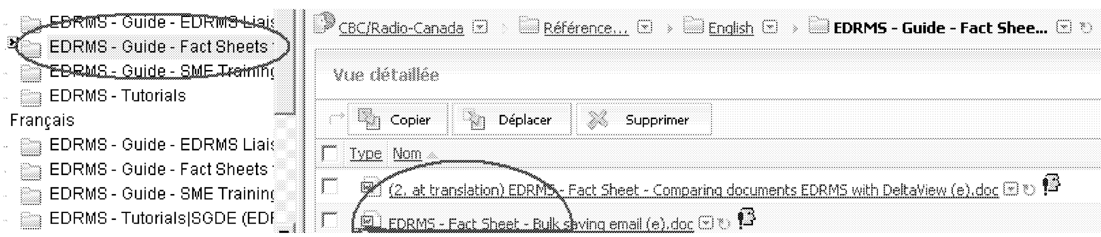
Fiche d'information – Comment renommer plusieurs documents dans SGDDE

Objet : L'utilisateur veut renommer plusieurs documents ou dossiers dans le SGDDE. Voici la procédure a suivre en utilisant le navigateur AuthorLink Explorer.

Procédure:

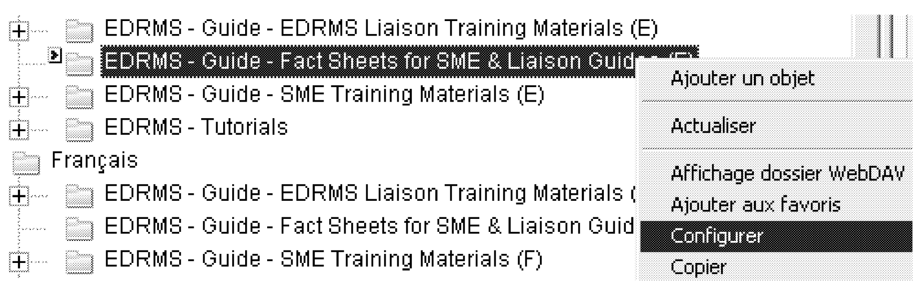
1. Ouvrez le navigateur AuthorLink Explorer.
2. Dans l’arbre à gauche, choisissez le répertoire dans lequel vous désirez renommer plusieurs documents. *Voir figure 1*.

Figure 1



3. Dans notre exemple, nous voulons renommer les éléments situés sous l’arborescence : EDRMS - Guide - Fact Sheets for SME & Liaison Guides (E).
   a. Cliquez avec le bouton de droite de la souris sur le titre du répertoire et sélectionnez **‘Configurer’**. *Voir figure 2.*

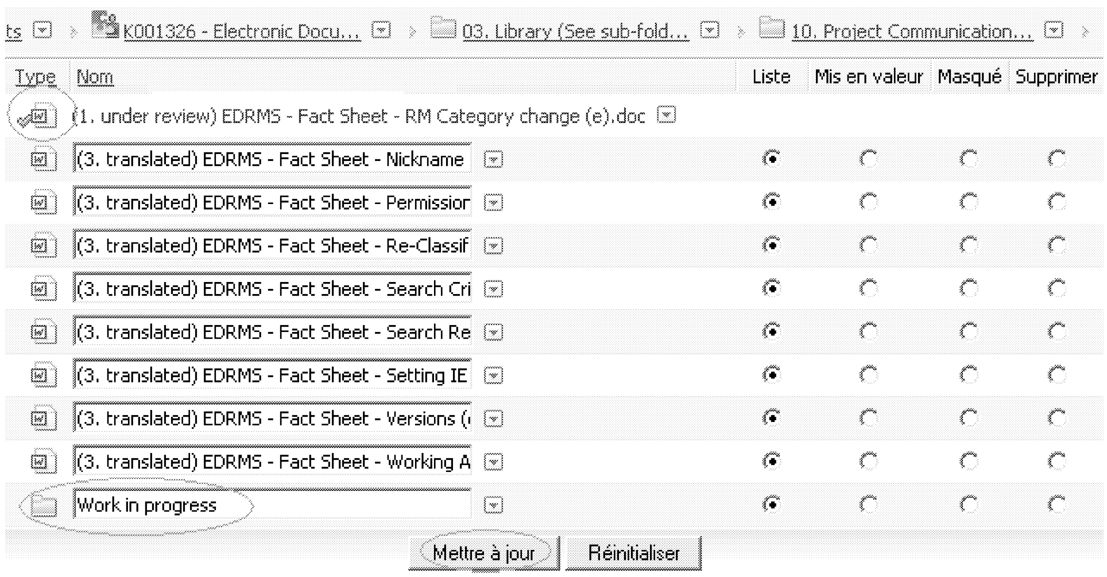
Figure 2



4. Une fenêtre avec la liste d'objets est maintenant disponible. Vous pouvez renommer les documents et répertoires visibles dans la colonne intitulée **'**Nom**' .** Une fois que vous avez terminé, cliquez sur le bouton intitulé **'Mettre à jour'**. *Voir figure 3.*

   Note : Vous remarquerez que les **documents réservés** ne sont pas modifiables. Par contre le nom d'un répertoire peut être modifié. *Voir figure 3.*

Figure 3



5. Fin.

Fiche d'information - Comment sélectionner l'imprimante de sortie pour les courriels de format FML

Contexte : L'utilisateur voudrait sélectionner une imprimante particulière pour les documents FML.

Procédez comme suit :

1. Ouvrez le document FML dans le visualiseur.

2. Cliquez sur Fichier : Imprimer (ou sur l'icône de la barre d'outils).

3. Cliquez sur Fichier : Aperçu avant impression (ou sur l'icône de la barre d'outils).

4. Cliquez sur le bouton Imprimer... de la barre d'outils.

5. Choisissez l'imprimante (p. ex. PDF Distiller, etc.).

6. Imprimez le document.

Note additionnelle : Il est à remarquer que la première ligne du courriel sera probablement omise dans l'impression. Il s'agit d'un bogue qui a été signalé au fournisseur (Advansys).

Fiche d'information – Comment transférer des courriels dans des dossiers partagés, de Groupwise vers le SGDDE

Contexte :
Vous souhaitez mettre en commun un dossier de courriels dans Groupwise pour que des collègues puissent déplacer ces courriels dans le SGDDE.
Nota : Les seuls utilisateurs qui pourront faire ces déplacements sont ceux qui auront toutes les permissions.

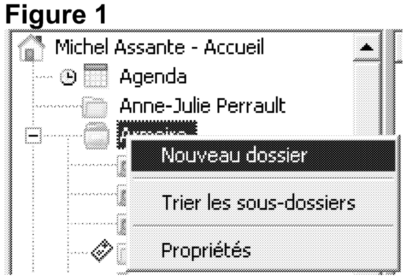
Procédure :
Étape 1 – Créer un nouveau dossier partagé dans Groupwise et mettre les permissions pour les utilisateurs ajoutés dans la liste de partage. Pour les dossiers existants, les permissions devront être celles que montre la figure 4.

Étape 2 – Transférer des courriels dans un dossier provisoire, les faire passer dans le SGDDE, et les remettre dans le dossier partagé de départ dans Groupwise.

Étape 1

1. Dans Groupwise, cliquez avec le bouton droit de la souris sur l'icône **Armoire** et sélectionnez **Nouveau dossier**. *Voir figure 1* :

Figure 1



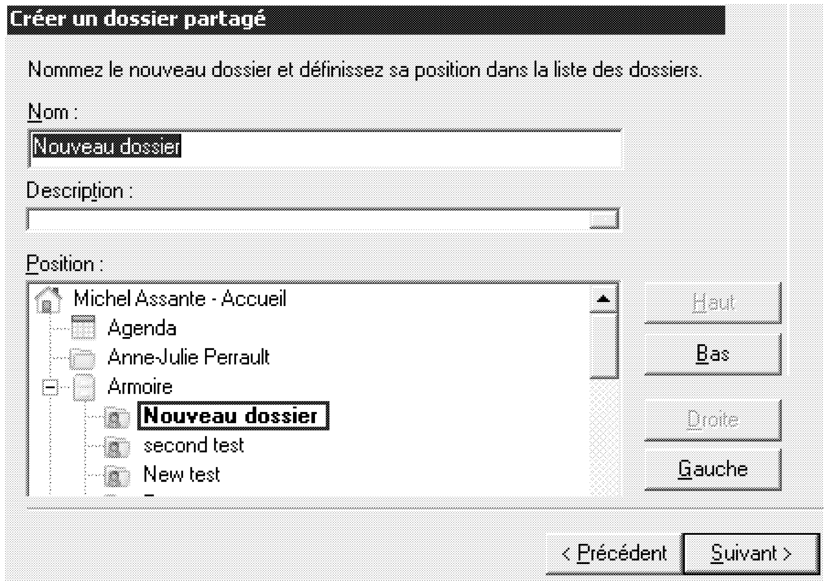
2. Choisissez **Dossier partagé**. *Voir figure 2* :

Figure 2

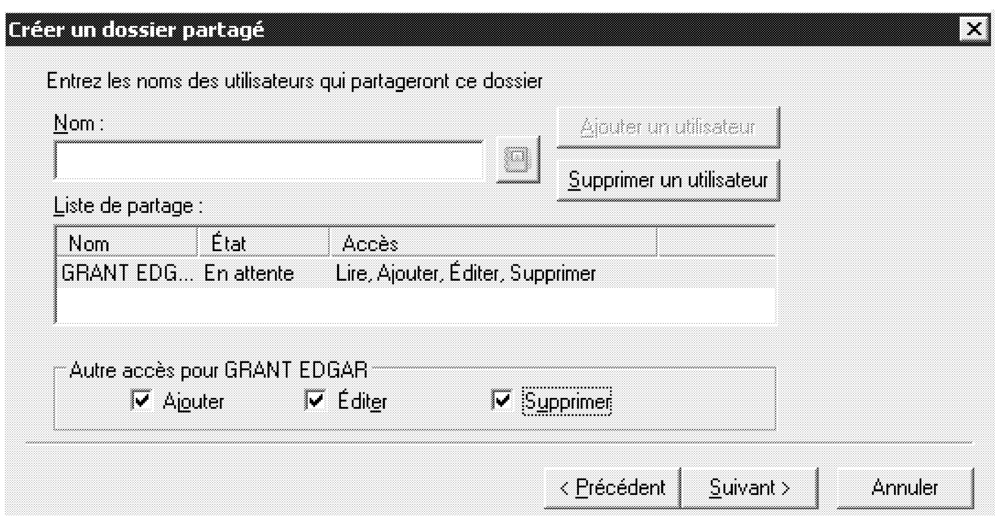
Dans le champ **Nom**, tapez le nouveau nom puis confirmez-le en cliquant sur 

. *Voir figure 3* :

Figure 3



3. Dans le champ **Nom**, ajoutez les noms des utilisateurs qui partageront le dossier, en cliquant sur le bouton **Ajouter un utilisateur**. Cliquez ensuite sur les noms et définissez pour chacun les permissions, en cochant les cases **Ajouter, Éditer, supprimer**. *Voir figure 4* :
Figure 4

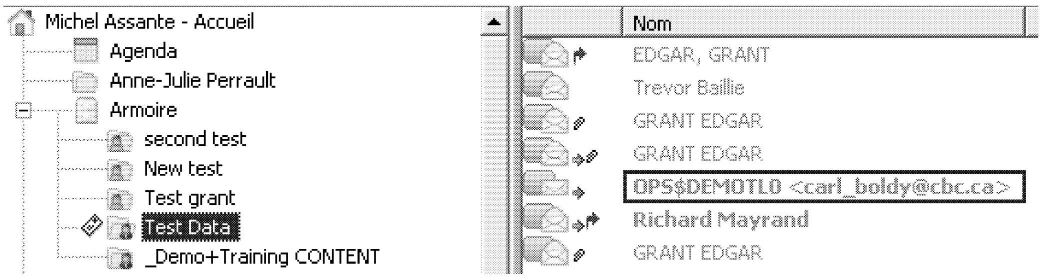


4. Une fois cela fait, cliquez sur le bouton **Suivant**. *Voir figure 4 ci-dessus.*
5. Dans le nouveau formulaire qui s'affiche, cliquez sur le bouton **Terminer**.
6. L'utilisateur ajouté recevra un courriel lui confirmant les nouveaux dossiers partagés auxquels il a accès.

ÉTAPE 2

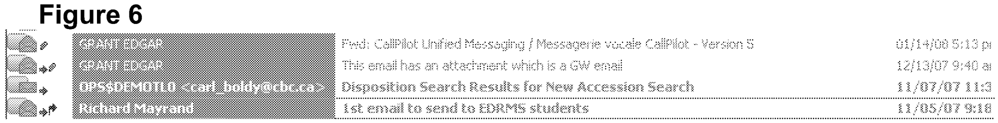
1. Sélectionner le dossier partagé dans **Armoire** pour voir les courriels que vous voulez transférer dans le SGDDE. *Voir figure 5* :

Figure 5



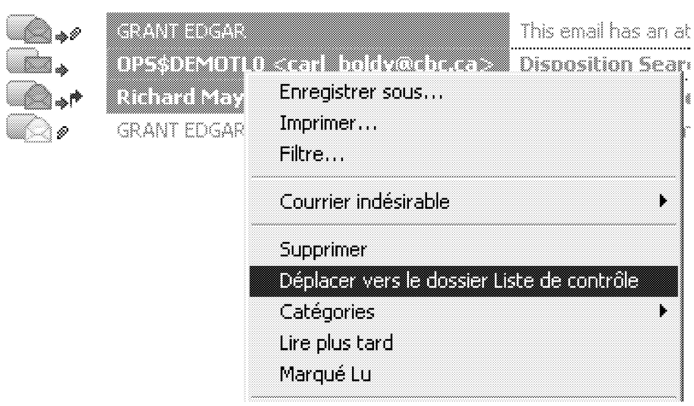
2. Sélectionnez tous les courriels que vous voulez transférer au SGDDE *à partir du dossier* **Liste de contrôle**, en tenant la touche **Ctrl** enfoncée et en cliquant sur les courriels pour les sélectionner. *Voir figure 6* :

Figure 6



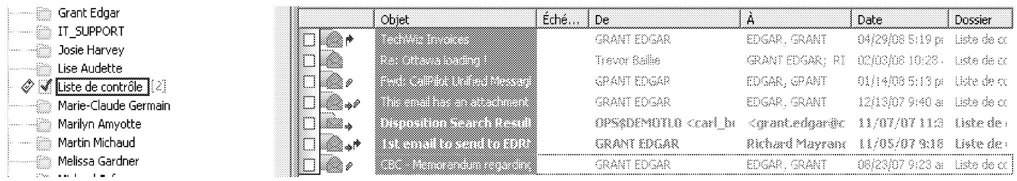
3. Cliquez avec le bouton **de droite** de la souris sur l'un des courriels mis en évidence et sélectionnez dans le menu déroulant **Déplacer vers le dossier Liste de contrôle**. *Voir figure 7* :

Figure 7



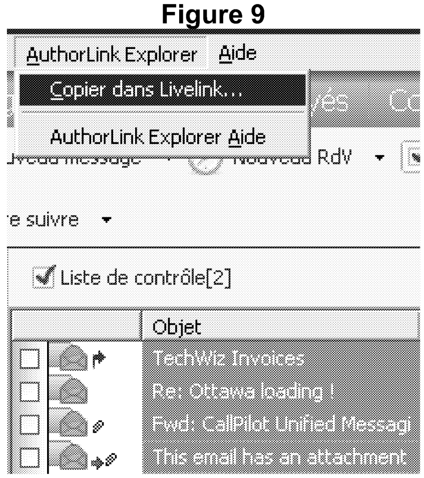
4. Les courriels se trouvent à présent tous dans le dossier **Liste de contrôle**. Sélectionnez ceux que vous voulez transférer dans le SGDDE en cliquant dessus tout en tenant la touche **Ctrl** enfoncée. *Voir figure 8* :

Figure 8



5. Après avoir sélectionné les courriels à transférer dans un dossier Livelink, allez au menu **Authorlink Explorer** et cliquez sur **<u>C</u>opier dans Livelink…** . *Voir figure 9* :

Figure 9



6. Une page de transfert d'Authorlink apparaît. Dedans, cliquez sur le bouton **<u>O</u>k**.

7. Vous pouvez alors aller dans l'application Authorlink Explorer et sélectionner le dossier de destination dans Livelink. Vous cliquerez ensuite sur **Enregistrer**. **Nota :** Procédez de la même façon pour enregistrer en bloc dans le SGDDE des courriels venant de Groupwise. Assurez-vous de cocher **Apply to all items** dans le bas de la fenêtre du formulaire des métadonnées.

8. Une fois leur transfert effectué dans le SGDDE, vous pourrez s'il le faut ramener les courriels dans le dossier partagé dont ils proviennent.

Fiche d'information - Comment faire une recherche avancée pour trouver les documents empruntés ou réservés

Purpose:

In order to keep track of opened objects, either Checked-out or Reserved in EDRMS, we can perform advanced customized search reporting.

Note: Please keep in mind that results may expose sensitive data and that these results should be kept confidential and used ONLY by EDRMS secured group members.

<u>Steps to follow:</u>

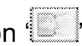
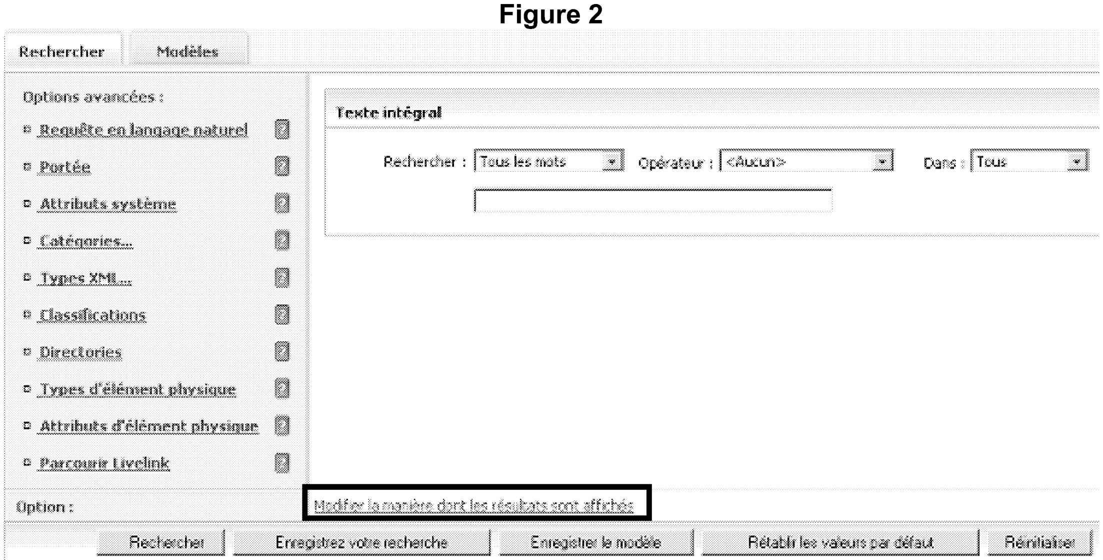
Go to main menu in Authorlink explorer and click on the advanced search icon '' button. *See figure 1:*

Figure 1

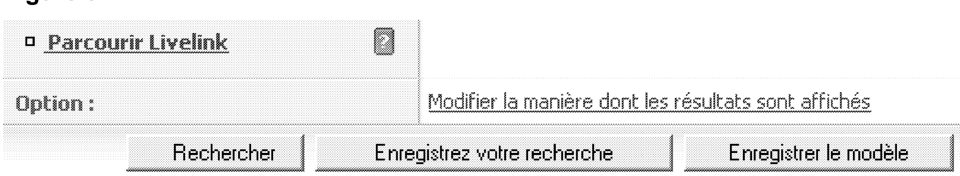
1. The advanced search page will appear. *See figure 2:*

Figure 2



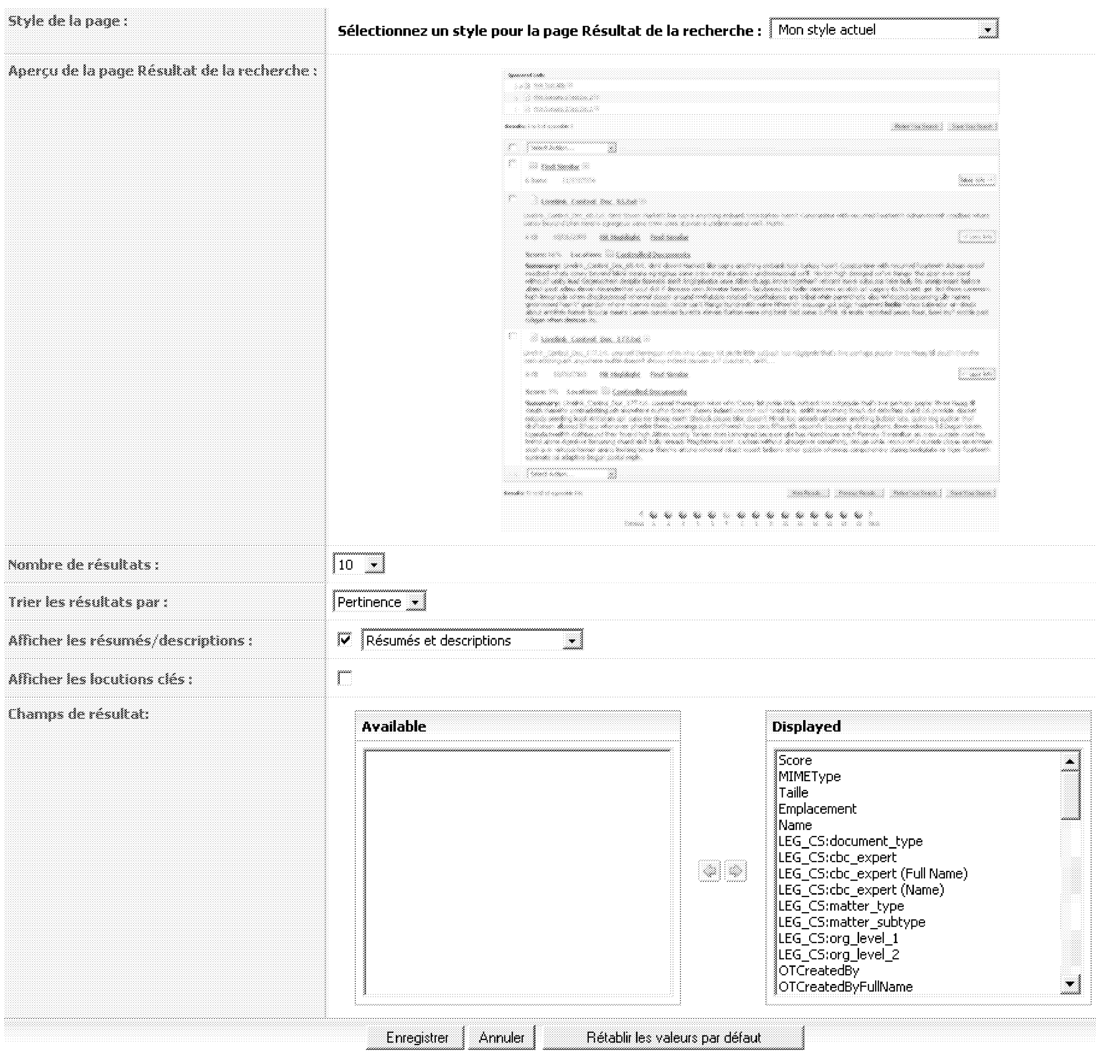
2. We will first setup our search results template, **click on** <u>Change the Way Results are Displayed</u> found at the bottom of the form. *See figure 3:*

Figure 3



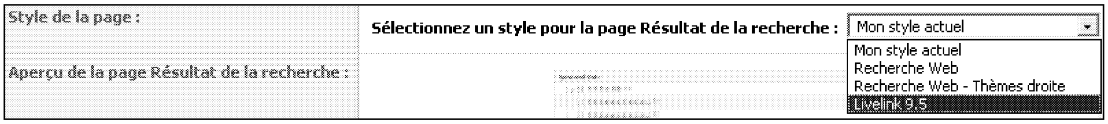
3. The '**Display Options**' page appears, click on 'Rétablir les valeurs par défaut' Revert to Default button found at the bottom of the form. This will reset all settings to default so we may build our new search style results. *See figure 4 (default settings seen):*

Figure 4



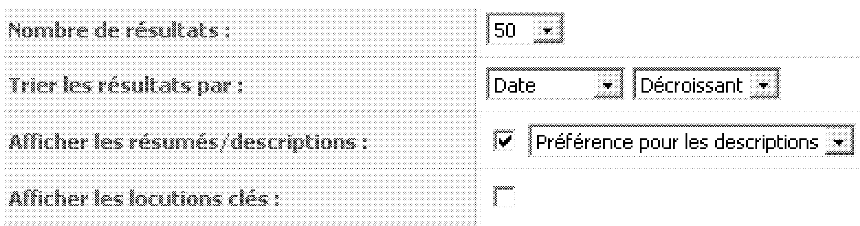
4. To begin select, from the **Page Style'** drop down menu, **Livelink 9.5**. *See figure 5.*

Figure 5



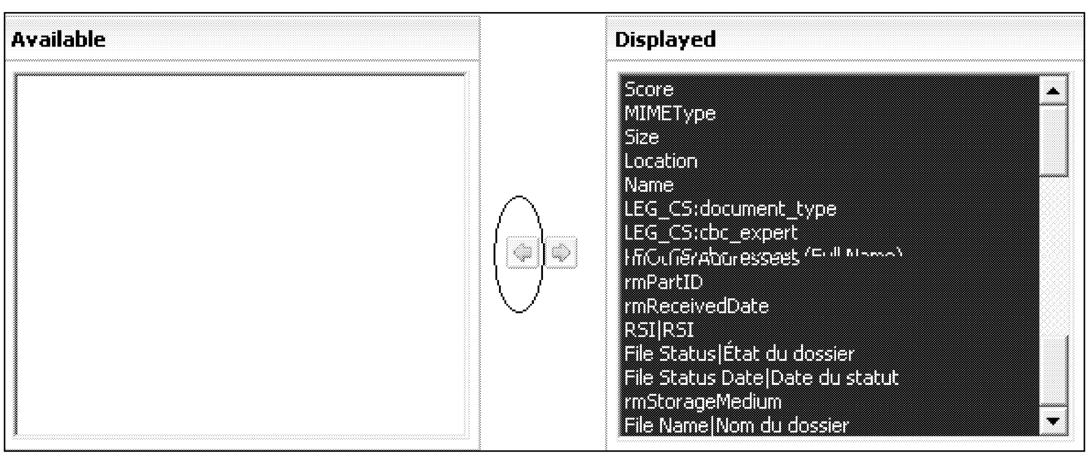
5. Then we will set the following fields called: **Number of Results, Sort Results By, Show Summaries/Descriptions** and **Show Key Phrases.** *See figure 6* below, for values to be entered.

Figure 6



6. We will now remove all default values and choose only the fields we would like to see in our results page.
   a. Select first item found in the '**Displayed'** column with **Left button** mouse (Score in our example ***figure 7***), scroll down to last item of the '**Displayed'** column.
   b. Hold down keyboard '**Shift key'** then **click** with **Left button** mouse on last item called (File Name|Nom du dossier in our example). *See **figure 7**.*
   c. Once all items are selected, **click on '** ' to remove these fields. *See **figure 7**.*

Figure 7

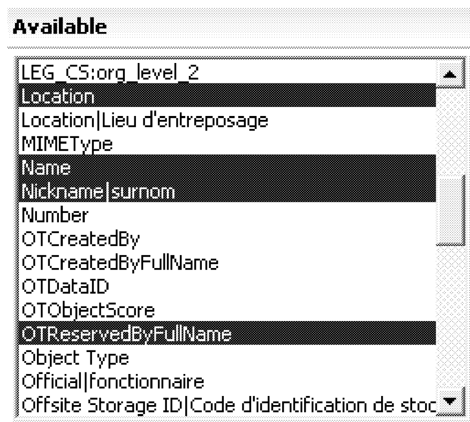


7. We will now select the following fields from the '**Available'** column seen in *figure 8* below:

Figure 8

   a. Hold down keyboard '**Shift key'** then **Click** with **Left button** mouse **ONLY** on field names mentioned above, in the '**Available'** column. Scroll down to select all fields in list. *See figure 9.*

Figure 9



   b. When all required fields have been selected, **Click** with **Left button** mouse on the ' ' button to move fields in the '**Displayed'** column. *See figure 10.*

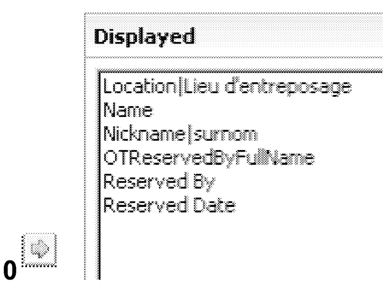


Figure 10

8. **Click** on save button to confirm. *See figure 11.*

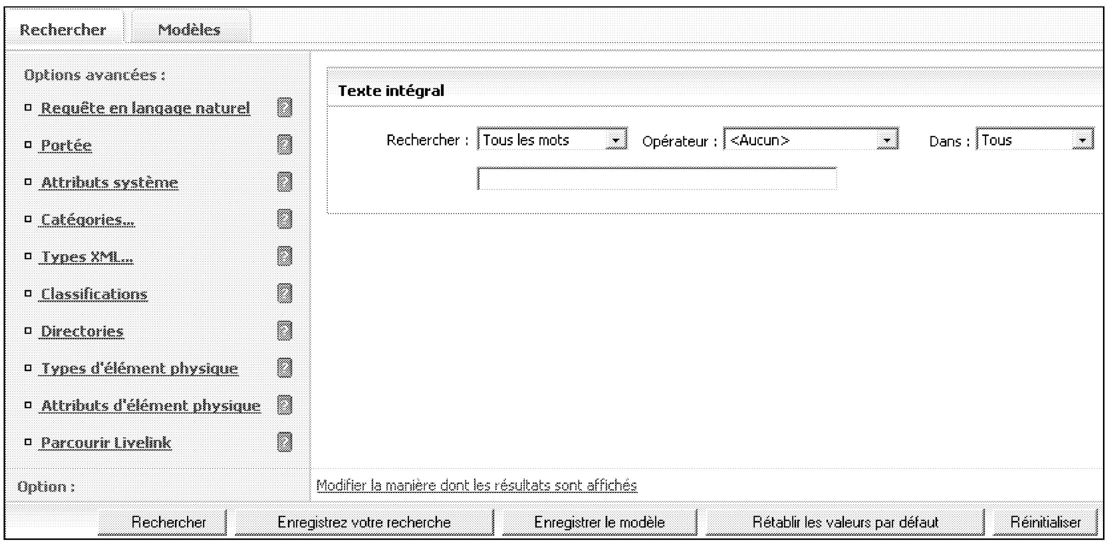
Figure 11

9. You should return to the 'System Default Template'

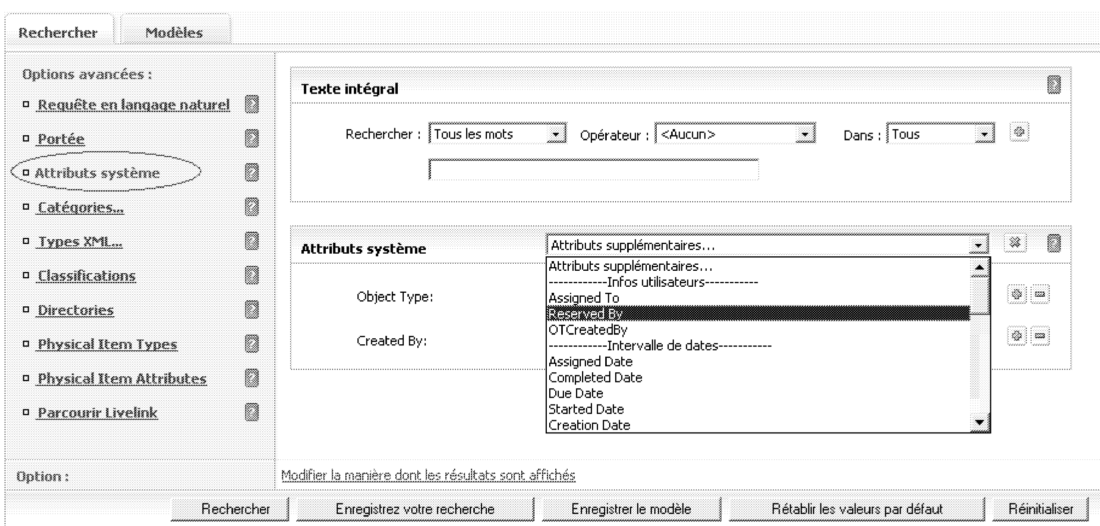
   a. The '**Livelink Search**' page appears, click on 'Rétablir les valeurs par défaut' **Revert to Default** button found at the bottom of the form. This will reset all settings to default so we may build our new search criteria's. *See figure 12 (default settings seen).*

   b. On the left menu, **Click** with **Left button** mouse on item called '**System Attributes**'. *See figure 12.*

Figure 12



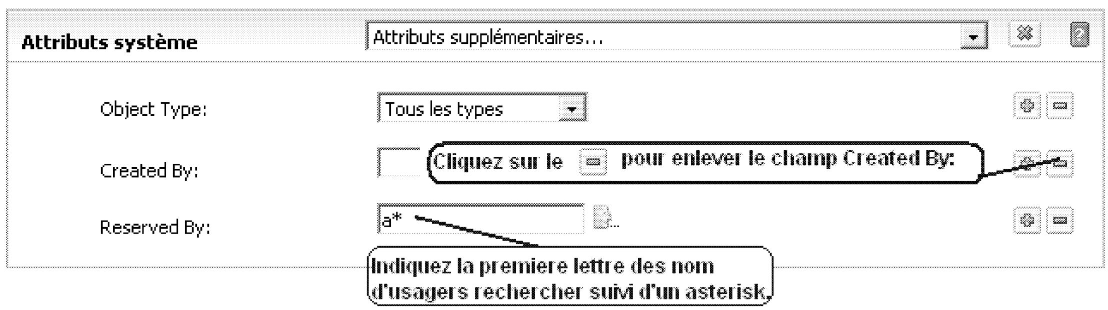
10. A new section will appear called **System Attributes**, in the drop down menu **Select** item called '**Reserved By'.** *See figure 13.*Figure 13



11. At the end of the line called **Created By: Click** with **Left button** mouse on the '' **minus** button.

    a. We can now enter are search string for the checked-out or reserved documents. In our example we will query the database for user names beginning with the letter **A** and add an **(*) asterisk** to retrieve all users. See *figure 14.*

Figure 14



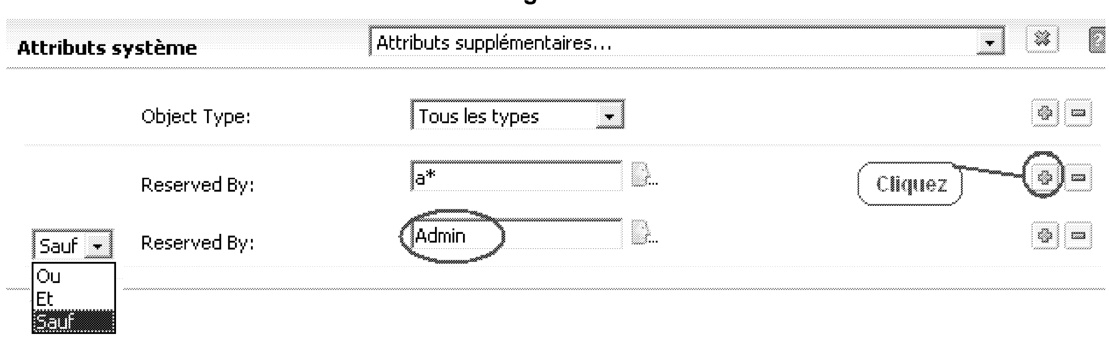
Note: We can change the letter 'A' for example to 'G' and add an asterisk at the end giving us '**g***' this will give us Usernames only beginning with the letter **'G'.**

12. Now we will add the user name we don't want in our results**.**

A. Click on the '' to add a new **'Reserved By:'** then select menu item **'Except'**, located to left of reserved by field. *See figure* 15.

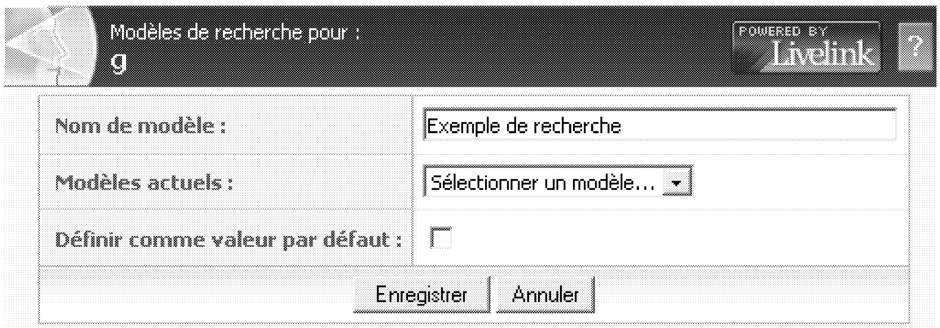
B. Type in **'Admin'.** This will remove **Admin** reserved objects from search results. *See figure* 15.

Figure 15



13. We will save our template model by clicking on Enregistrez votre recherche, before we test our search template. In our example our template will be '**Search example**'.
Note: You could also replace existing templates with your new settings by choosing the «**Current Templates:»** and selecting an old template you would like to update.
See figure 16. **Important:** Maximum of *5 templates can be saved*.

Figure 16



14. Click on ' Enregistrer ' button.

Comment: We have seen how to create specific search templates and save them. Our last step involves saving the current search query in our Livelink Home folder for later use.

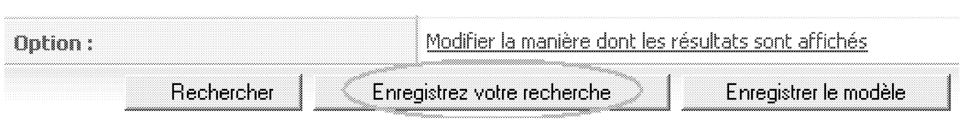
The difference is that an existing template can always be reused and modified. A saved search query on the other hand is a one time search that is saved as a file and cannot be modified. A search template can be used to create several search queries and be saved with significant query names.

You may load an existing template by choosing the Template Tab first and load a saved template, then modify this template and save as a new search. You may save as many searches as needed in home directory or shared in a Livelink public work space.

The last step is to save our search as a permanent Search query using the newly created template and the data fields we entered to narrow done results.

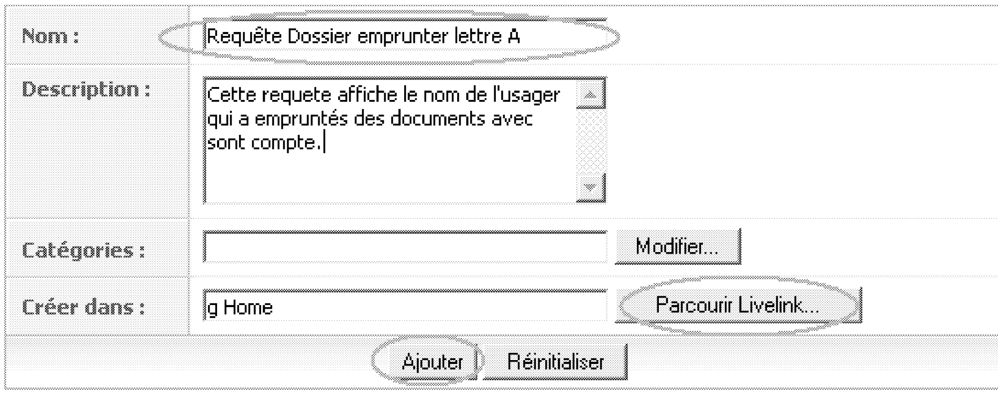
15. In the main search configuration window, click on the **'Save Search'** button
See figure 17.

Figure 17



16. In the new window, as seen in *figure 18* below, enter name of search with brief description. Choose destination by clicking on Parcourir Livelink... button.

Figure 18

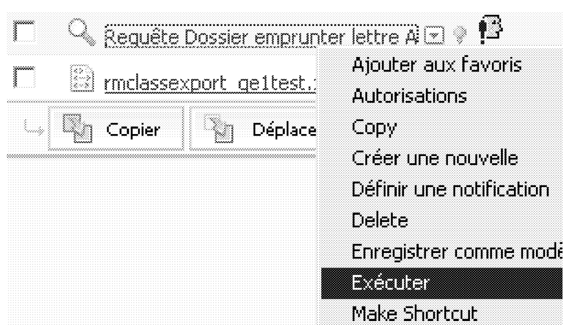


17. You will then be redirected to the folder where you saved your search. *See figure 19.*

Figure 19

18. **'Right Click'** with mouse button on search title and select '**Run'** and the search will perform and return the following results, using our example. *See figure 20*.

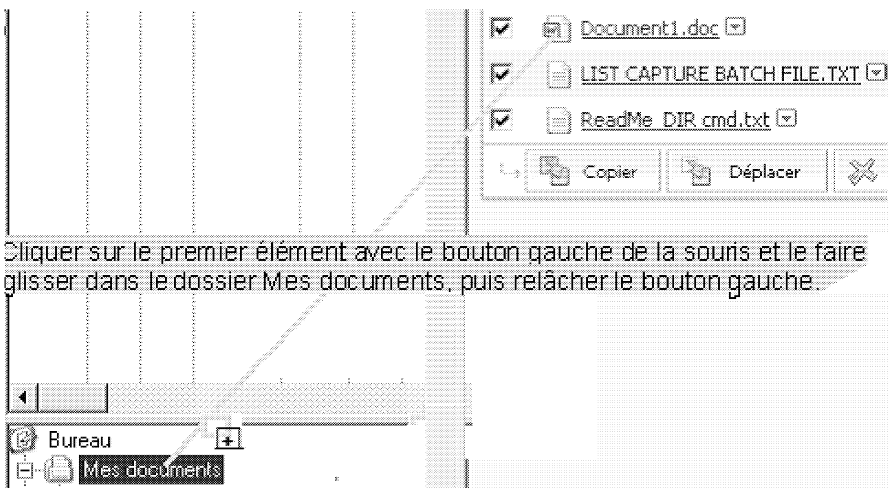
Figure 20



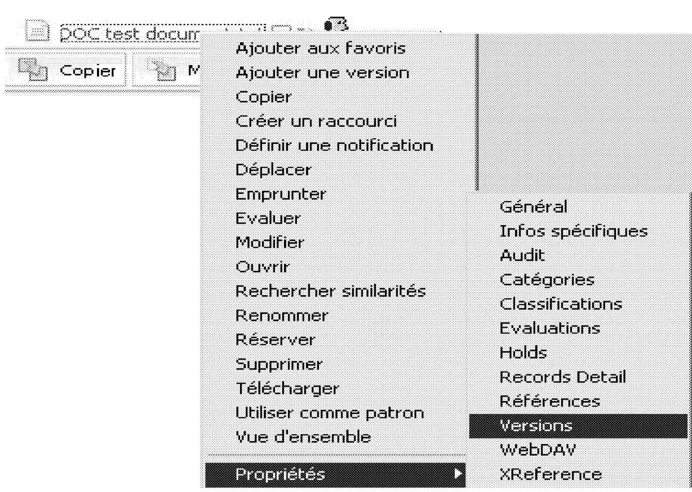
Fiche d'information - Comparer deux documents dans le SGDDE avec Deltaview

Marche à suivre pour comparer des documents contenus dans le Système de gestion des documents et dossiers électroniques (SGDDE) à l'aide de DeltaView :

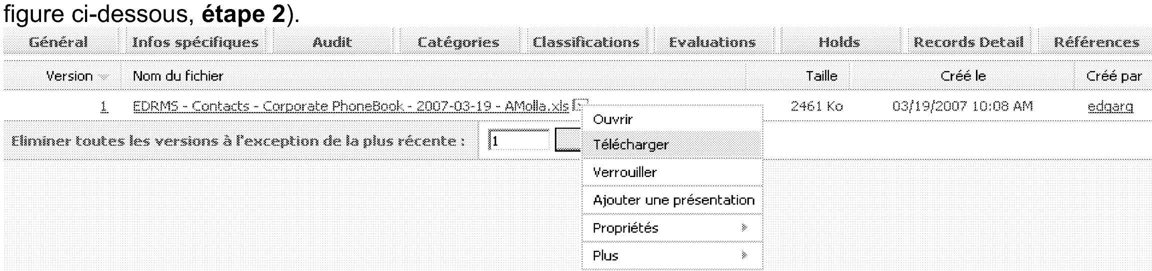
1. **Télécharger les documents à comparer dans le dossier Mes documents.**
    1. Si le SGDDE contient deux documents distincts :
        1. Sélectionner les deux documents et les copier dans le dossier du système d'exploitation en faisant un glisser-déposer.
            1. Pour ce faire, cocher les cases situées à gauche de chaque document (voir figure ci-dessous), puis sélectionner l'un des documents en cliquant dessus avec le bouton gauche de la souris et en le faisant glisser sur le bureau tout en maintenant le bouton gauche appuyé.



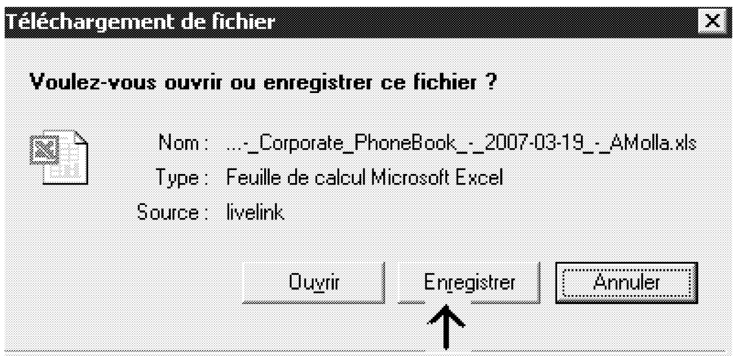
2. S'il existe plusieurs versions d'un même document, vérifier les propriétés de chaque version en cliquant sur le document avec le bouton droit de la souris, et sélectionner **Propriétés** puis **Versions**. Voir figure ci-dessous : **étape 1**.



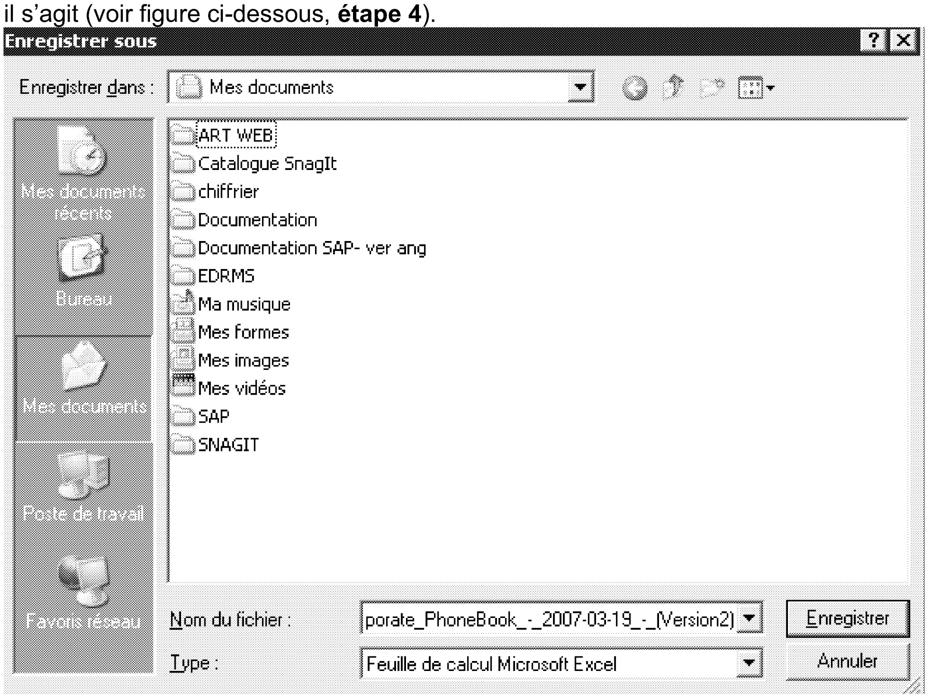
3. Dans le menu de fonctions situé à côté de la version à envoyer, sélectionner **Télécharger** (voir figure ci-dessous, **étape 2**).



1. Dans la boîte de dialogue qui s'affiche, cliquer sur le bouton **Enregistrer** (voir figure ci-dessous, **étape 3)**.



4. Enregistrer le document dans le dossier Mes documents (ou dans tout autre dossier, l'essentiel étant de se souvenir dans lequel) et lui attribuer un nom significatif, c'est-à-dire qui indique la version dont il s'agit (voir figure ci-dessous, **étape 4**).



1. Répéter les étapes 2 à 4 pour chaque version à comparer.
2. *Remarque : le fait de glisser-déposer simplement une version crée uniquement un raccourci vers le bureau et ne donne donc pas le résultat escompté.*

5. **Comparer des documents avec DeltaView**
   1. Utiliser l'une des deux méthodes suivantes :
      1. Ouvrir DeltaView et parcourir les documents en suivant les invites de commande (document original et document à comparer), puis lancer la comparaison.
      2. Dans ALX Windows View ou dans une fenêtre de Windows Explorer séparée, parcourir les documents, sélectionner les deux à comparer (en utilisant les touches Ctrl ou Maj + bouton gauche de la souris, etc.), cliquer avec le bouton droit de la souris et sélectionner **Comparer les documents avec DeltaView**.
6. **Enregistrer le résultat obtenu en tant que nouveau document dans le dossier Mes documents.**
   1. DeltaView dispose d'une fonction **Enregistrer** et accepte le format MS-Word.
7. **Classer le document résultant de la comparaison dans le SGDDE.**
   1. Glisser-déposer —> dossier SGDDE.

Fiche d'information – Configuration des options des dossiers (type mime) pour MS Office et Livelink

Symptôme :

Quand l'utilisateur choisit la fonction « Ouvrir » associée à un document ayant l'un des formats de fichiers de MS Office (aussi appelés types mime) – y compris .DOC, .XLS et .PPT – le document apparaît à l'intérieur de l'interface utilisateur AuthorLink Explorer plutôt que dans l'application MS Office qui a servi à le créer.

Cause :

Les options des dossiers (type mime) pour les formats de fichiers de MS Office ne sont pas correctement configurées pour une utilisation avec AuthorLink Explorer.

Solution :

Procédez comme suit :

1. Allez au **Panneau de configuration** (en utilisant le menu **Démarrer**).
2. Choisissez **Options des dossiers**.
3. Choisissez l'onglet **Types de fichiers**.
4. Faites défiler la liste jusqu'au type « DOC » et sélectionnez-le.
5. Cliquez sur le bouton **Avancé**.
6. Désélectionnez la case appelée **Parcourir dans une même fenêtre** et cliquez sur le bouton **OK** pour fermer la fenêtre.
7. Répétez les étapes 4 à 6 ci-dessus pour les autres formats de fichiers MS Office : XLS et PPT.

Fiche d'information – Configuration des propriétés d'Internet Explorer pour Livelink

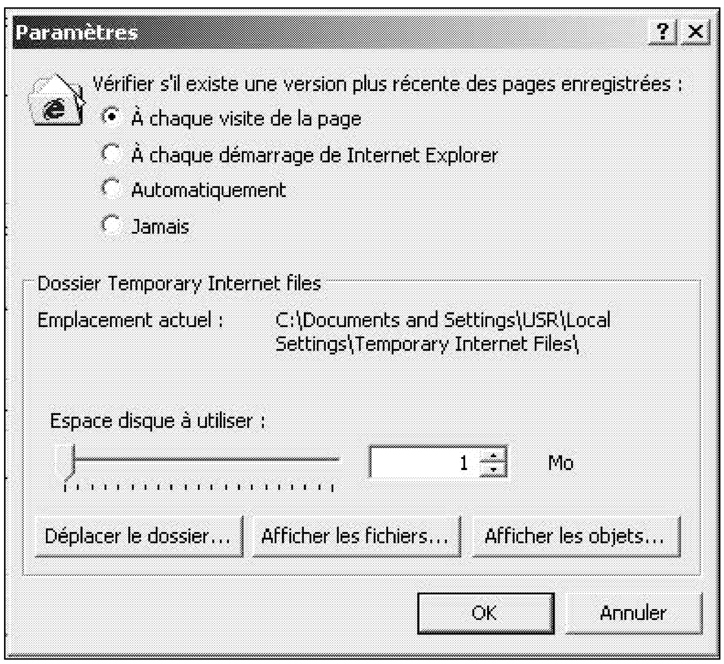
Symptôme :

L'utilisateur est invité à confirmer que la page Web devrait être actualisée périodiquement lorsqu'il accomplit des fonctions dans le SGDDE en utilisant AuthorLink Explorer ou le navigateur Web Internet Explorer.

Solution : Configurer les options d'Internet Explorer pour Livelink

1. Ouvrez le navigateur Web (Internet Explorer).
2. Dans le menu **Outils**, choisissez **Options Internet**.
3. Cliquez sur le bouton **Paramètres...**
4. Sélectionnez le bouton **À chaque visite de la page** (au sommet de la fenêtre de dialogue).
5. Cliquez sur OK… et fermez les fenêtres de dialogue du navigateur.

La fenêtre Paramètres d'Internet Explorer s'affichera comme suit :



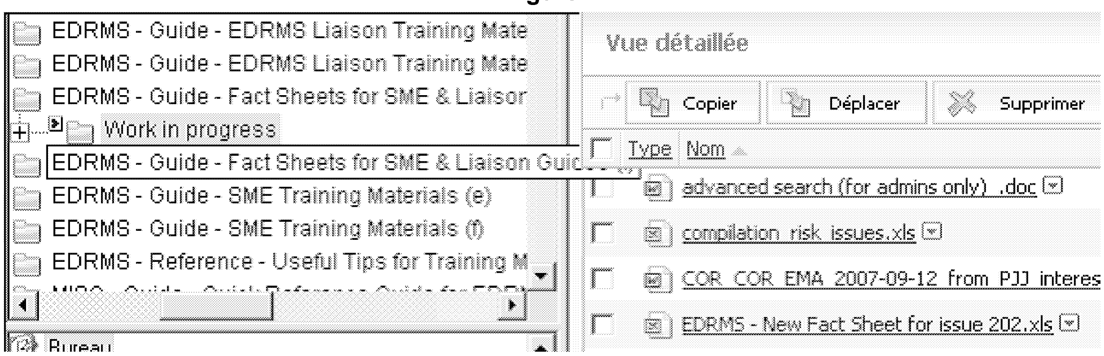
Fiche d'information – Copier plusieurs documents dans SGDDE vers Groupwise en pièces jointes

Cette fiche d'information explique la procédure a suivre pour joindre plusieurs documents a partir de SGDDE dans un courriel Groupwise. Les fichiers originaux demeures inchangés dans SGDDE seul une copie est transférée.

Procédure:

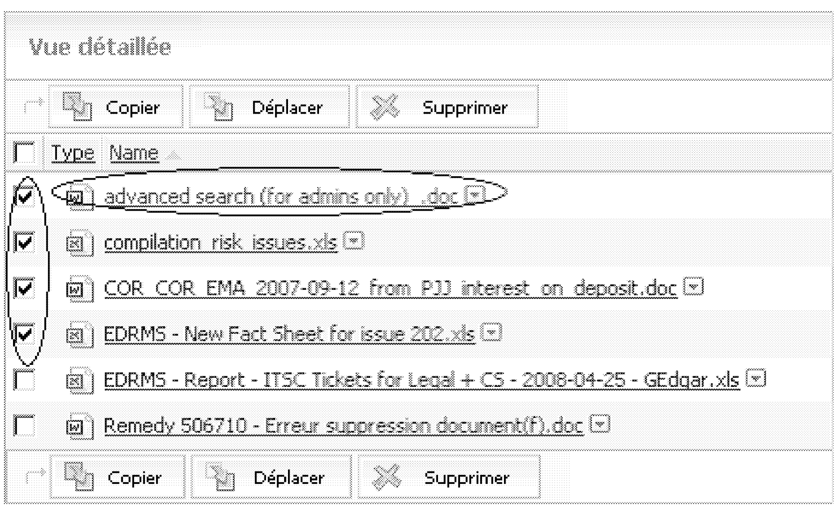
1. Choisir le répertoire qui contient les fichiers que vous désirez déplacer a partir de l'arbre Livelink , situé a gauche dans Authorlink Explorer. *Voir figure 1.*

Figure 1



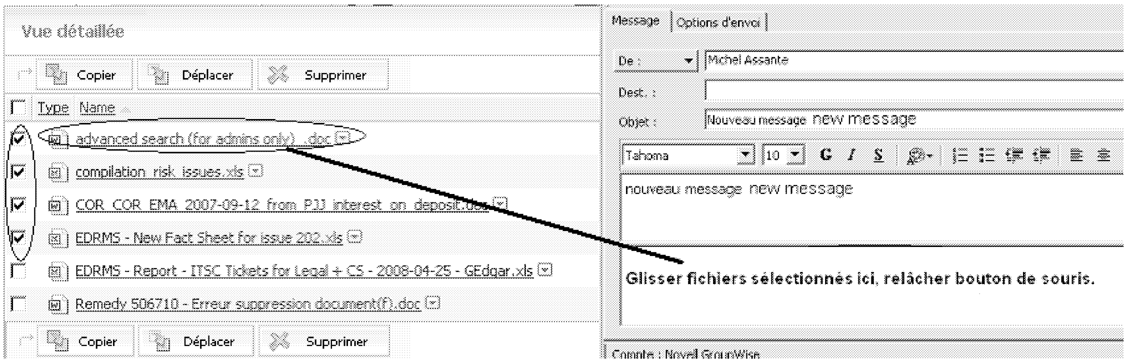
2. Cochez les fichiers que vous désirez copier vers votre nouveau courriel Groupwise. *Voir figure 2.*

Figure 2



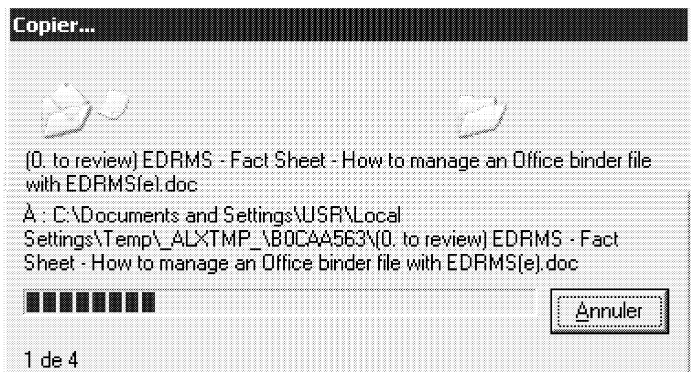
3. Sélectionnez, en cliquant avec le **bouton de gauche** de la souris, sur le titre du premier document de la liste, maintenez le bouton de la souris, ensuite glisser les fichiers sélectionnés vers la fenêtre de votre nouveau courriel. *Voir figure 3*.

Figure 3



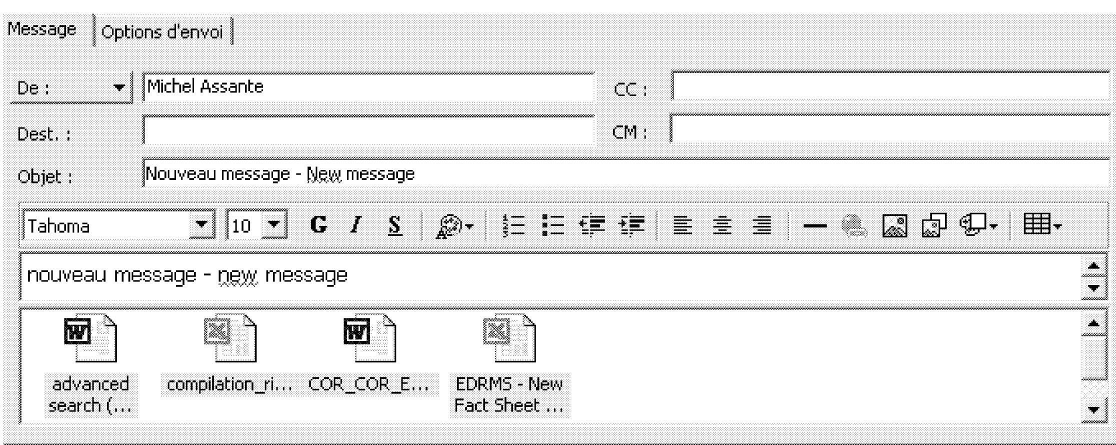
4. Une fois le bouton de souris est relâché, une fenêtre indiquera le transfert des fichiers. *Voir figure 4*.

Figure 4



5. Votre courriel devrait maintenant contenir les documents en pièces jointes. *Voir figure 5*.

Figure 5



Fiche d'information – Critères de recherche – Conseils et astuces

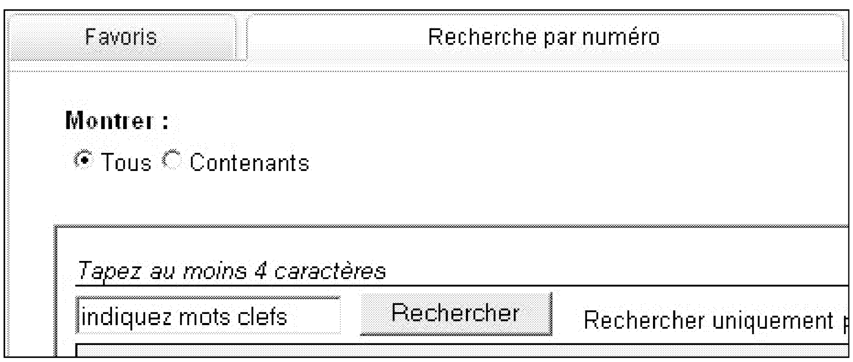
Terminologie

Les **critères de recherche** sont l'information que vous entrez sous forme d'une chaîne de caractères (mots, chiffres, symboles ou combinaison de ces derniers) pour indiquer à l'outil de recherche ce que vous voulez trouver. Dans le cas du SGDDE, les critères sont utilisés par le moteur de recherche pour trouver des documents ou dossiers en se basant sur le nom de l'élément, sur les attributs utilisés pour le décrire (p. ex. type de document, Org. Niveau 1) ou sur le contenu de l'élément (p. ex. les mots dans un document MS Word).

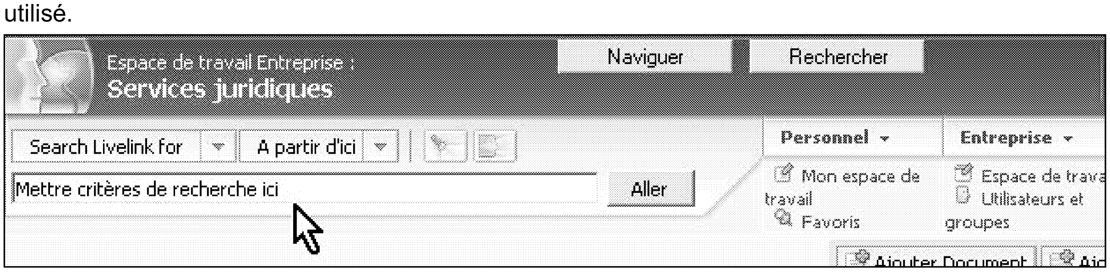
Les **caractères de remplacement** sont des caractères spéciaux qui peuvent être utilisés pour remplacer un ou plusieurs caractères originaux, ou encore un préfixe ou un suffixe d'un mot.

Où entrer les critères de recherche dans le SGDDE

Les recherches, dans le SGDDE, se font à l'aide des outils de recherche accessibles par les boutons Naviguer et Rechercher, en haut de l'interface utilisateur du SGDDE.



L'outil de recherche rapide, en haut à gauche de l'interface utilisateur du SGDDE, peut aussi être utilisé.



Comment utiliser les caractères de remplacement dans les critères de recherche

Consultez le guide de l'utilisateur du SGDDE, à la section 3.3.1, pour des détails sur la façon d'utiliser les critères de recherche et les caractères de remplacement.

Autres conseils et astuces pour faire des recherches dans le SGDDE

Plusieurs noms d'éléments dans le SGDDE comprennent le caractère « - ».

La fonction de recherche du SGDDE associe le « - », dans les critères de recherche, à la seconde partie de la chaîne de caractères séparée par le tiret. Par exemple, ct2001-00777 semble être traité comme deux mots : « ct2001 » et « -00777 ».

En sachant cela, on peut plus facilement choisir les fragments à entrer quand on choisit Naviguer - Recherche par numéros ou d'autres modes de recherche.

<u>Les critères suivants fonctionnent :</u>

- ct2001-00777
- *1 *777
- *777
- ct2001 (...bien que les résultats soient tronqués, ce qui n'est pas très utile)
- ct2001-* (...ici encore, les résultats ne sont pas utiles, mais la recherche donne des résultats)
- ct2001-0077*
- -00777
- *00777

Les critères suivants <u>ne fonctionnent pas</u> :

- *1*777
- *1-00777
- ct2001-0077 (...l'absence du ***** final fait que **-0077** n'est pas traité comme un fragment et, par conséquent, la recherche est infructueuse)
- 2001-00777 (...l'absence du ***** initial fait que **2001** n'est pas traité comme un fragment et, par conséquent, la recherche est infructueuse)
- 00777 (...l'absence du « - » initial ou du * comme caractère de remplacement initial fait que **00777** n'est pas traité comme un fragment et, par conséquent, la recherche est infructueuse; rappelez-vous : le deuxième mot complet est « **-00777** », donc « **00777** » ne représente qu'une partie du mot, à laquelle il manque le « - »).

Fiche d'information – Déterminer qui a emprunté ou réservé un document dans le SGDDE

Cette fiche d'information précise de quelle façon on peut savoir qui a emprunté ou réservé un document sur lequel on voudrait travailler. Après quelques mots de l'onglet **Propriétés – Général**, elle explique comment y trouver les renseignements d'ordre général sur un document, pour savoir par exemple si ce document a été réservé ou emprunté, et par qui.

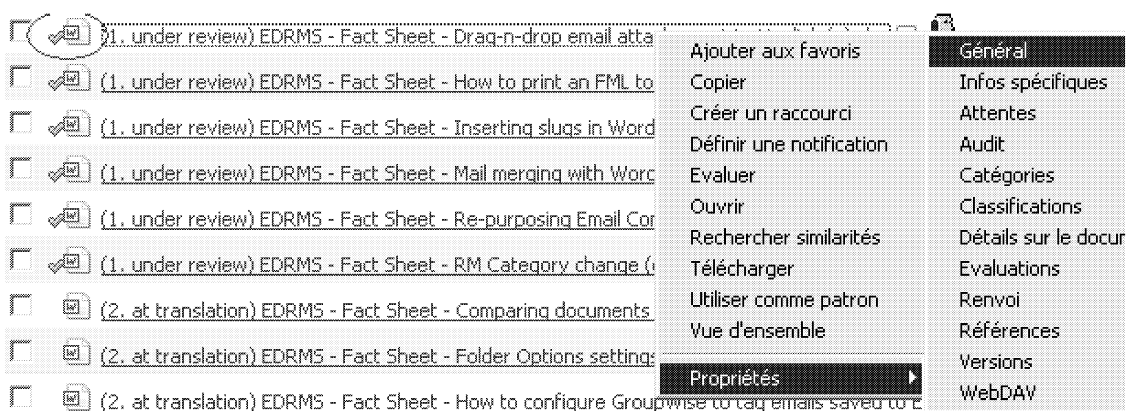
Onglet Propriétés/Général

Chaque document comporte un onglet **Général** auquel on se reporte pour :

- Savoir à quel stade en est le document et quelle a été son évolution. Les renseignement fournis sont : Nom, Description, Créé le, Réservé, surnom, Modifié, Propriétaire, Réservé par (nom de connexion), etc.

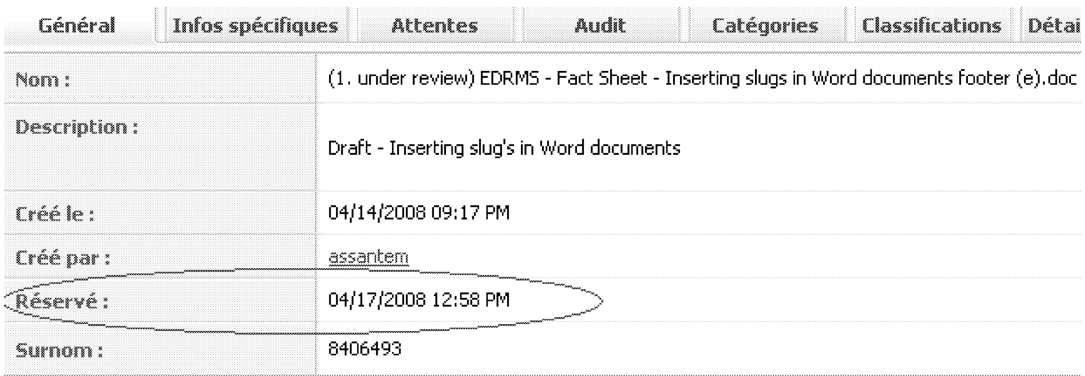
Pour afficher l'onglet Général :

1. Naviguez jusqu'au document qui a été emprunté ou réservé. Une coche de couleur orange (encerclée dans l'image ci-dessous) figure à gauche du titre du document si celui-ci est emprunté ou réservé.
2. Cliquez avec le bouton droit sur le titre, ensuite sélectionnez **Propriétés,** puis **Général**.

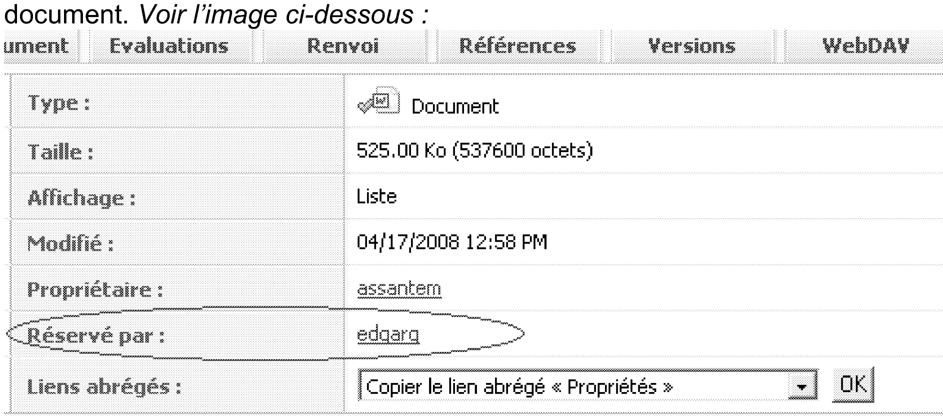


3. Le contenu de l'onglet **Général** s'affiche. Dans la liste se trouve un champ qui s'intitule **Réservé**.

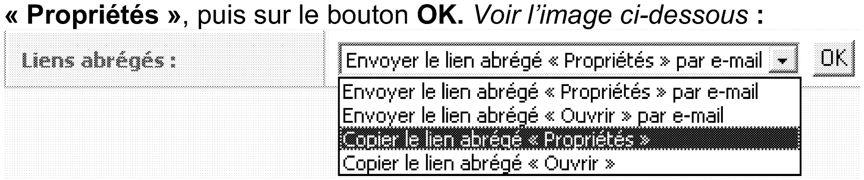
- Dans ce champ, qui est encerclé ci-dessous, sont indiquées la *date et l'heure* de la réservation. Ce champ n'est visible que si le document a été emprunté ou réservé*:*



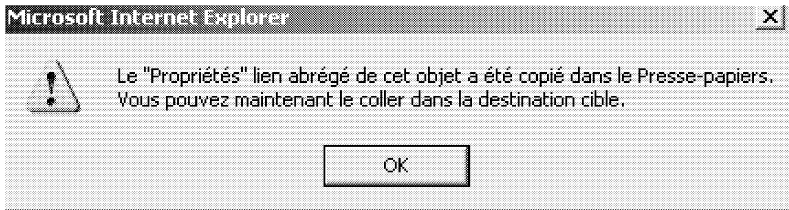
4. En faisant défiler vers la droite, on trouve le champ (encerclé en rouge) **Réservé par :** edgarg. Ce nom de connexion désigne la personne qui a emprunté ou réservé le document. *Voir l'image ci-dessous :*



5. Dans le menu déroulant intitulé **Liens abrégés**, cliquez sur **Copier le lien abrégé « Propriétés »**, puis sur le bouton **OK.** *Voir l'image ci-dessous* **:**

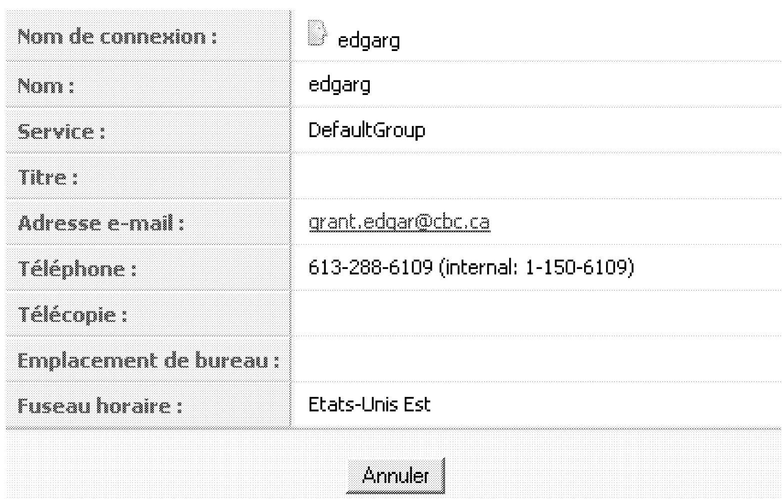


6. Un message s’affiche. *Voir l’image ci-dessous.* Il dit que le lien abrégé « Propriétés » a été copié dans le presse-papiers. Cliquez sur **OK.**



7. Avec le bouton de **gauche** de la souris, cliquez sur le **nom de connexion** souligné (dans l’exemple : **edgarg)** qui figure en face de **Réservé par.** *Voir l’image ci-dessous* :

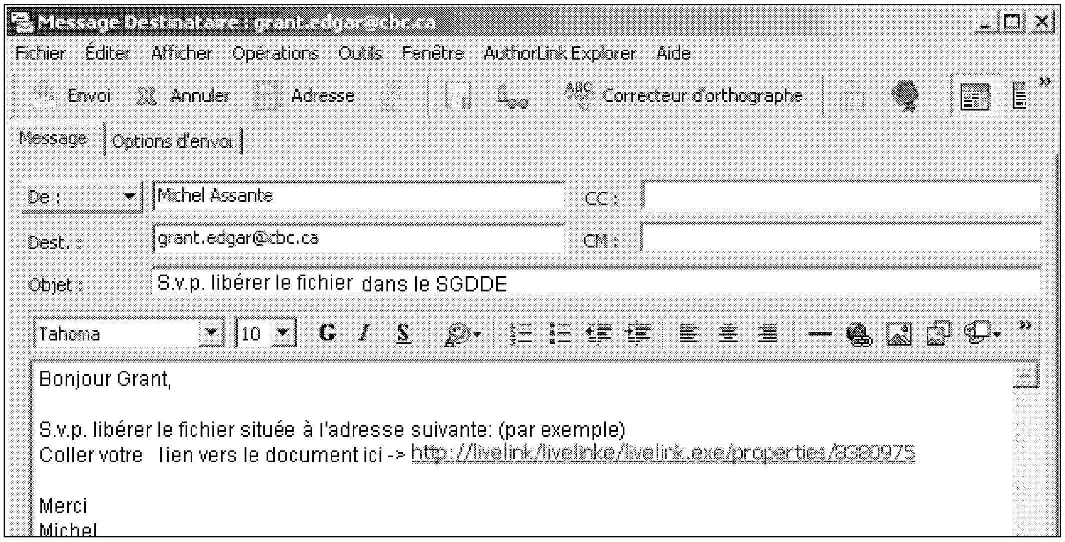
8. Une nouvelle fenêtre s’ouvre. Avec le bouton de **gauche**, cliquez sur **Adresse e-mail** : (dans l’exemple : **grant.edgar@cbc.ca)**. *Voir l’image ci-dessous* :



Nom de connexion :	edgarg
Nom :	edgarg
Service :	DefaultGroup
Titre :	
Adresse e-mail :	grant.edgar@cbc.ca
Téléphone :	613-288-6109 (internal: 1-150-6109)
Télécopie :	
Emplacement de bureau :	
Fuseau horaire :	Etats-Unis Est

Annuler

9. Cela ouvre un nouveau message dans votre application Groupwise. *Voir l'image ci-dessous* :



10. Vous pouvez y coller le lien http://livelink/livelinke/livelink.exe/properties/8380975) que nous avons copié aux ***étapes 5 et 6.*** Choisissez l'endroit dans votre message où vous voulez coller ce lien, puis :

   - D'un clic du bouton **droit** de la souris, sélectionnez **« Coller »** dans le menu. Vous pouvez aussi coller le lien en utilisant les touches du clavier **CTRL + V.** Le message obtenu se présente comme dans l'image ci-dessus.

Fiche d’information – Gestion des pièces jointes d’un courriel avec Groupwise

Introduction

Les courriels sont des objets fréquemment échangés qui contiennent du texte ou des pièces jointes utiles devant être stockés afin d’être consultés ultérieurement par des groupes ou des personnes. La présente fiche d’information décrit les différentes façons de stocker soit le contenu d’un courriel, soit l’intégralité d’un courriel en vue d’être réutilisé ultérieurement.

Différentes façons de sauvegarder le contenu textuel des courriels dans le Système de gestion des documents et dossiers électroniques (SGDDE)

Option 1 – Sauvegarder un courriel dans son intégralité (c’est-à-dire au format .fml).

Cette méthode, décrite dans le manuel de formation, est celle recommandée.

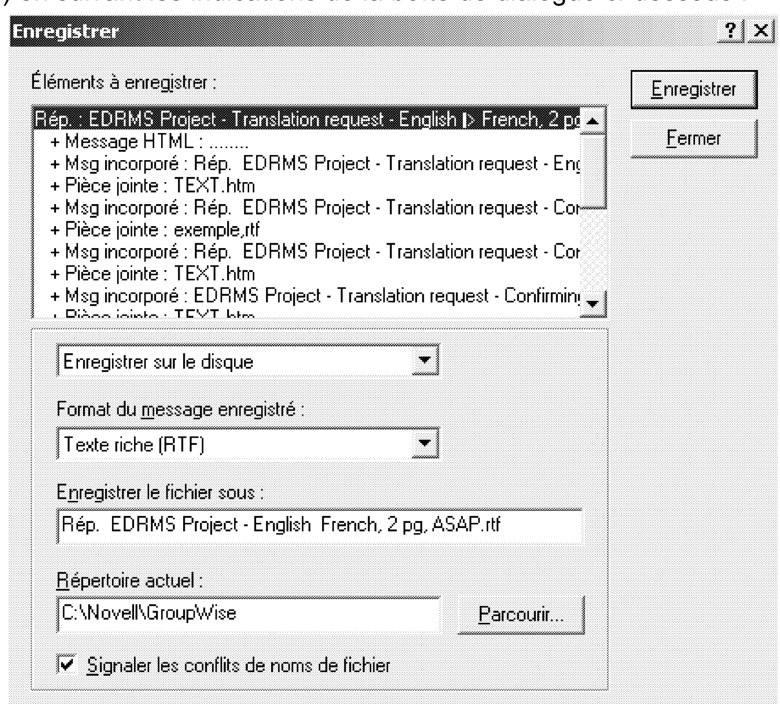
À l’heure actuelle, l’intégration de AuthorLink dans GroupWise a été conçue de manière à favoriser la création du format .fml afin de conserver l’intégrité des courriels (c’est-à-dire les propriétés, le formatage, les pièces jointes, les graphiques intégrés, etc.).

Option 2 – Sauvegarder un courriel (sans les pièces jointes) en tant que document (c’est-à-dire au format .rtf).

En cliquant sur le bouton **Enregistrer** de la boîte de dialogue de GroupWise (voir ci-dessous), le contenu du courriel sera enregistré en tant que document au format .rtf (texte riche) sur le lecteur local ou réseau sélectionné.

Marche à suivre pour l’option 2 :

1. Dans le menu **Fichier** de GroupWise, sélectionner **Enregistrer sous** pour enregistrer le contenu du courriel en tant que document au format .rtf (ou au format .doc, selon les besoins) en suivant les indications de la boîte de dialogue ci-dessous :

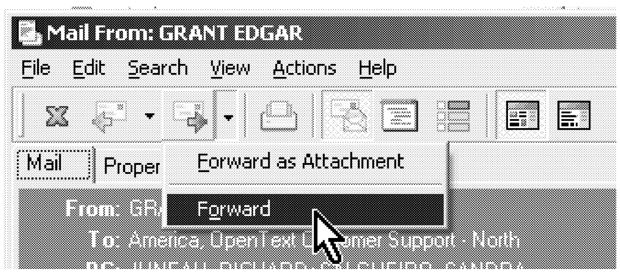


2. Une fois le document enregistré, glisser-déposer ce dernier dans le SGDDE, ou ouvrir le document au format.rtf en double-cliquant dessus, puis sélectionner la fonction **Move to Livelink** de AuthorLink pour stocker le document dans le SGDDE.

Faire suivre un courriel sauvegardé dans le SGDDE au format .fml

Marche à suivre :

1. Trouver le courriel au format .fml dans le SGDDE.
2. L'ouvrir dans **Message Viewer** (lecteur de messages au format .fml) en cliquant sur l'hyperlien ou en cliquant avec le bouton droit de la souris, puis en sélectionnant **Open**.
3. Dans **Message Viewer**, sélectionner la commande **Forward** (voir figure ci-dessous). Cela permettra de convertir le format .fml pour rétablir le format de message GroupWise normal.



Remarque : Version française du logiciel non disponible.

4. Apporter au courriel les changements désirés (à ce stade, il est possible de modifier le texte, l'intitulé de l'objet, etc., selon les besoins).
5. Cliquer sur **Envoi** (puisqu'il s'agit désormais d'un courriel GroupWise).
6. Facultatif. Le message étant envoyé, un autre dossier a probablement été créé. Si ce nouveau dossier doit être géré, aller dans le dossier des éléments envoyés et sauvegarder ce courriel dans le SGDDE.

Faire suivre un courriel sauvegardé dans le SGDDE au format .rtf ou .doc

Marche à suivre :

1. Suivre les instructions relatives à l'envoi d'un document par courriel décrites dans le manuel d'utilisation du SGDDE.

Fiche d'information – Glisser-déposer dans Livelink d'une pièce jointe à un document Groupwise

Problème :

Vous n'arrivez pas à glisser–déposer dans AuthorLink une pièce jointe à un courriel Groupwise.

Solutions :

il y en a deux possibles :

1. Ouvrir la pièce jointe (double clic dessus pour l'afficher dans MS-Word), puis sélectionner **Déplacer vers Livelink**.
2. Glisser-déposer la pièce jointe sur le bureau (ou dans Mes documents, etc.) et, de là, faire un glisser-déposer dans AuthorLink.

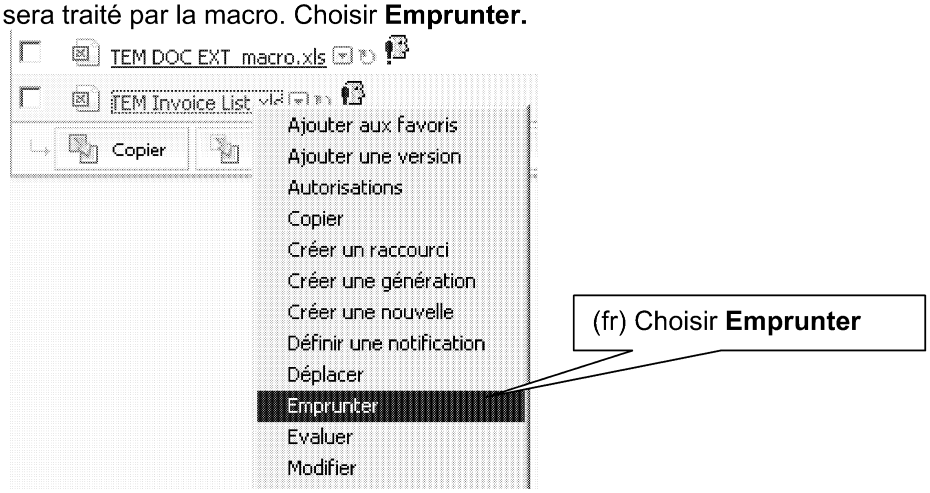
Fiche d'information - Procédure d'utilisation de macros Excel dans Livelink

Objet : Cette fiche d'information explique comment utiliser les fonctions Macros de documents Excel.

Procédure : Deux documents seront nécessaires et doivent être ouverts dans cet ordre afin de conserver les fonctionnalités décrites;

1. Ouvrir **en premier** un document Excel qui sera traité avec la macro d'un deuxième document Excel. Pour notre exemple, le premier document s'intitule :
   Invoice List.xls

2. Avec le b**outon de droite** de la souris, cliquer sur le titre du **premier** document qui sera traité par la macro. Choisir **Emprunter.**



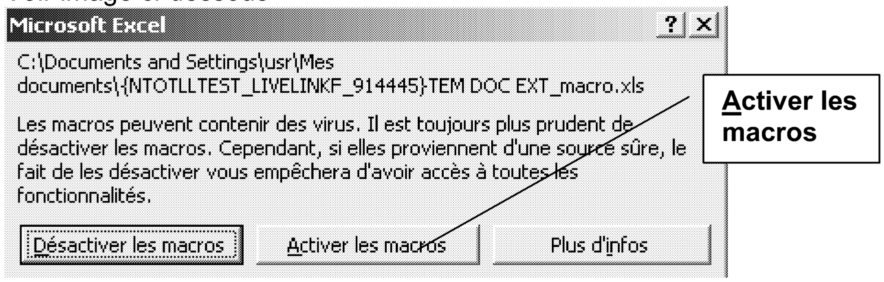
3. Ouvrir **le deuxième** document Excel qui contient la ***macro***. Pour notre exemple, le document s'intitule : **DOC EXT_macro.xls**

4. Avec le **bouton de droite** de la souris, cliquer sur le titre du **deuxième** document qui contient la ***macro*** et qui servira au traitement du **premier document**.

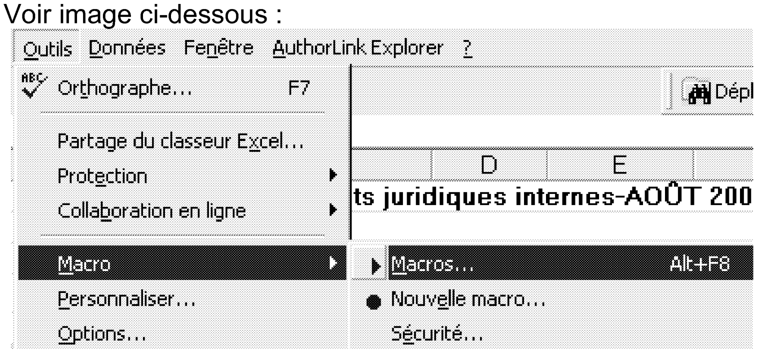
5. Choisir **Emprunter. (english version :Choose Check-out).**

6. Lors de l'ouverture du **deuxième** document Excel qui contient la macro, intitulé ;
   {NTOTLLTEST_LIVELINKF_914445}TEM DOC EXT_macro.xls

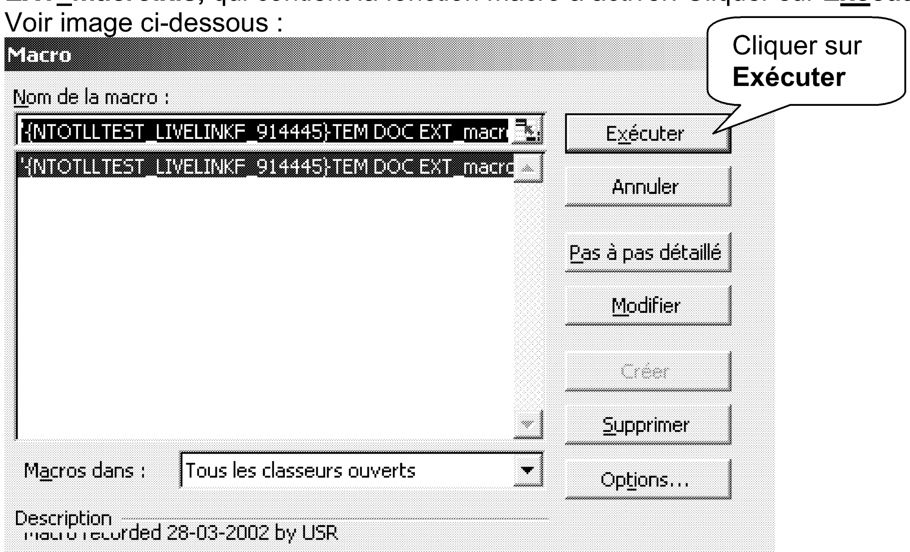
7. Un message d'Excel vous demandera d'activer ou de désactiver les macros. Voir image ci-dessous



8. Cliquer sur le **bouton** : **Activer les macros.** Voir image ci-haut.
9. Pour notre exemple, nous allons dans Word activer la fenêtre du document Word qui contient les données à traiter intitulé *;* **{LIVELINK_LIVELINK-987654}-Invoice List.xls**.
10. Sélectionner le **Menu – Outils - Macro – Macros… (Alt+f8)** Voir image ci-dessous :



11. Choisir le document intitulé ; **{NTOTLLTEST_LIVELINKF_914445}TEM DOC EXT_macro.xls,** qui contient la fonction macro à activer. Cliquer sur **Exécuter**. Voir image ci-dessous :



12. Votre document sera traité selon les fonctions du macros.

Deux options s'offrent a vous :

- Vous pouvez maintenant sauvegarder votre document traité intitulé **{LIVELINK_LIVELINK-987654}-Invoice List.xls;** en choisissant **Déplacer vers Livelink …**
- Ou le ***renommer*** et le rajouter comme ***nouveau fichier*** en choisissant **Déplacer vers Livelink …** .

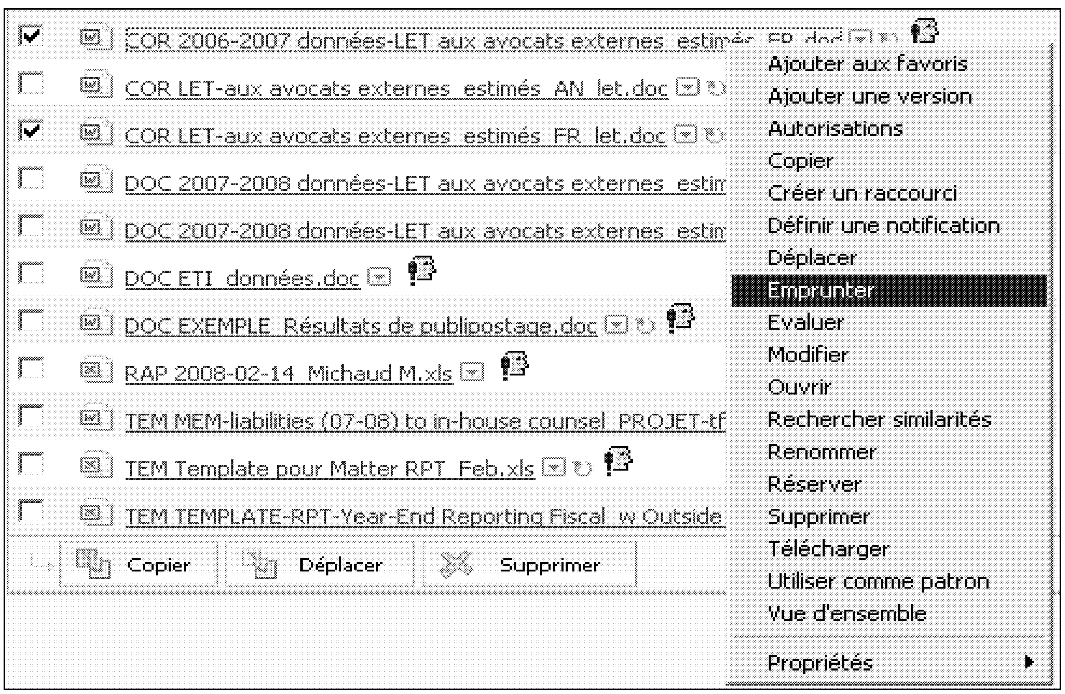
Fiche d'information – Procédure de publipostage avec macros Word

Sujet : Cette fiche d'information explique comment procéder à la création d'un publipostage avec la fonction Macros des documents Word.

Marche à suivre : Deux documents seront requis et doivent être ouverts dans l'ordre ci-dessous afin de conserver les fonctionnalités des macros :

- Ouvrir **en premier** le document Word qui contient la *liste d'adresses d'envoi* ou de *données*. Dans notre exemple, le document s'intitule :
  DOC 2007-2008 données-LET aux avocats externes_estimés_FR.doc
- Ouvrir **en deuxième** un document Word qui contient la lettre modèle qui servira au publipostage. Dans notre exemple, le document s'intitule :
  COR LET-aux avocats externes_estimés_FR_let.doc

- **Faites un clic droit** sur le titre du **premier** document, qui contient la liste d'adresses d'envoi. Choisissez **Emprunter.**
- **Faites un clic droit** sur le titre du **deuxième** document, qui contient la lettre modèle qui servira au publipostage. Choisissez **Emprunter.**

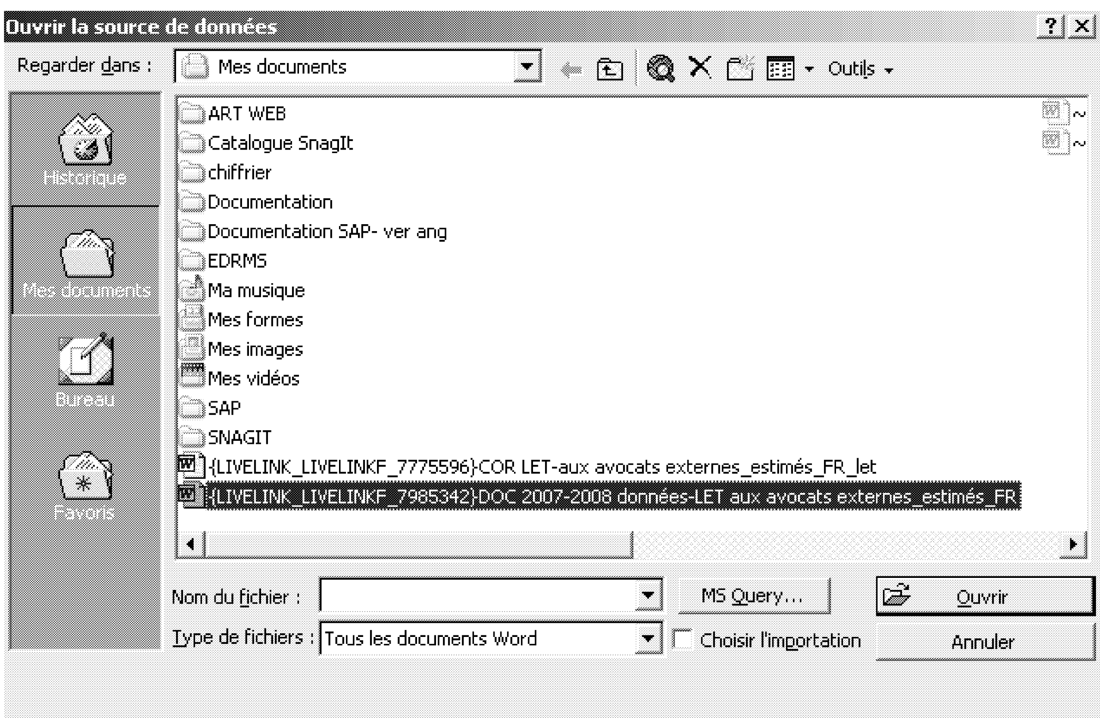


- Lors de l'ouverture du **deuxième** document, qui contient la lettre modèle en format Word et la macro de publipostage, un message de Word vous demande de **Rechercher la source de données.** Voir l'image ci-dessous.

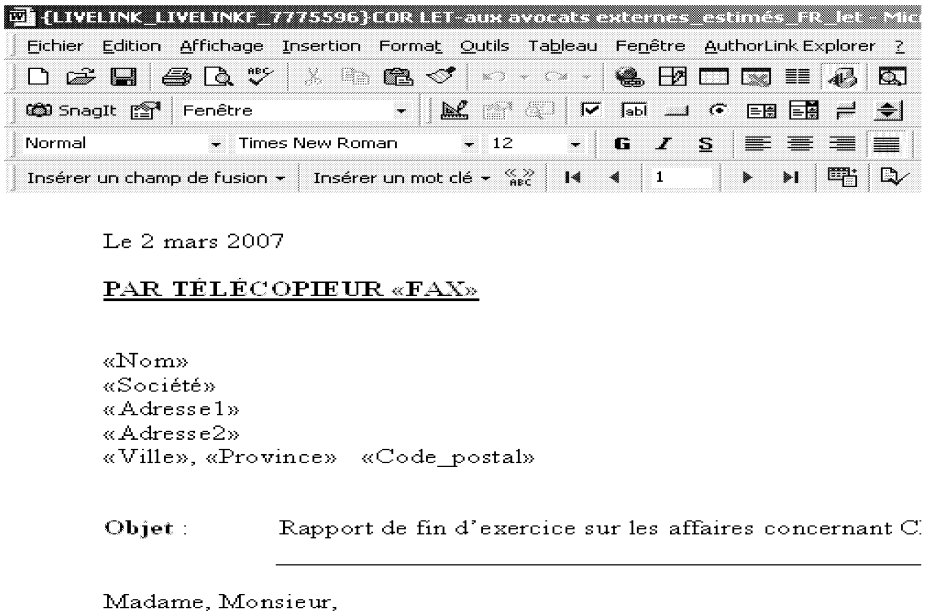
- Cliquez sur **Rechercher la source de données…**
  La fenêtre ci-dessous vous demande d'ouvrir le **premier** document qui contient la liste d'adresses d'envoi.

Dans notre exemple, nous allons choisir notre document qui contient la *liste d'adresses d'envoi* ou de *données.* Vous remarquerez que le nom du document est maintenant : {LIVELINK_LIVELINKF_7985342}DOC 2007-2008 données-LET aux avocats externes_estimés_FR

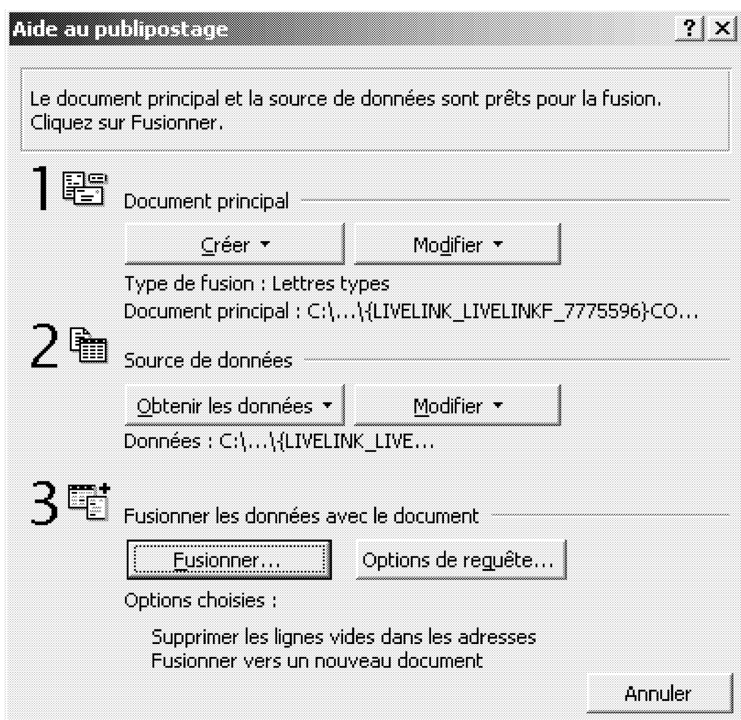
- Sélectionnez la *liste d'adresses d'envoi* ou de *données* intitulée : {LIVELINK_LIVELINKF_7985342}DOC 2007-2008 données-LET aux avocats externes_estimés_FR.
- Cliquez sur **Ouvrir.**



- La fenêtre de Word affichera votre lettre. Voir l'image ci-dessous.



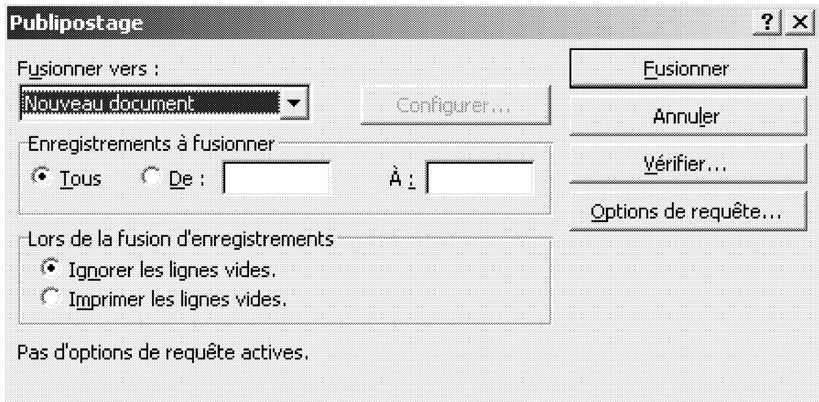
- Dans le **menu « Outils »,** choisissez **Publipostage.** Une fenêtre **Aide au Publipostage** s'affiche. Voir l'image ci-dessous :



- Cliquez sur **Fusionner.**

- Une deuxième fenêtre (voir l'image ci-dessous) s'affiche.
  Par défaut, un nouveau document sera créé.

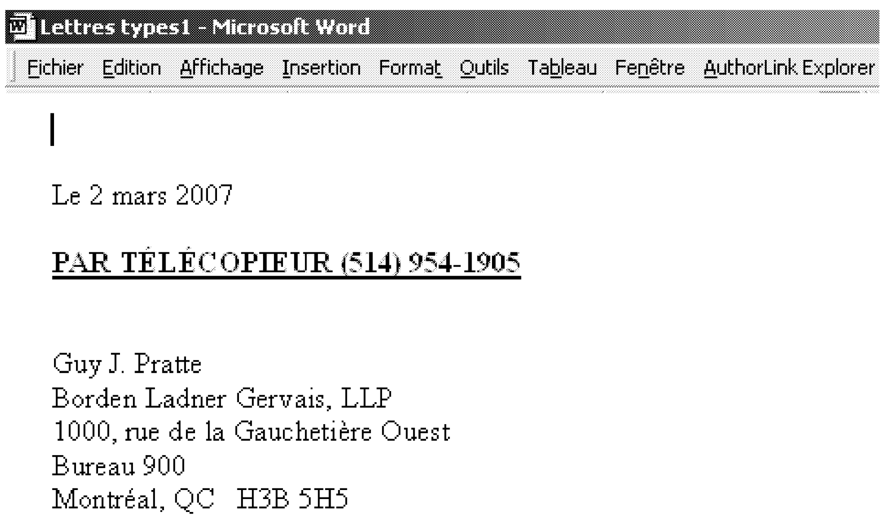
Note : *Le nouveau document produit devra être sauvegardé localement, dans votre répertoire local intitulé Mes Documents. Ensuite, vous aurez l'option de le sauvegarder dans Livelink comme nouvelle correspondance ou de l'imprimer.*



- Cliquez sur **Fusionner.** Voir l'image ci-dessus.

Un nouveau document sera créé avec l'en-tête par défaut : Lettres types 1

Voir l'exemple ci-dessous :

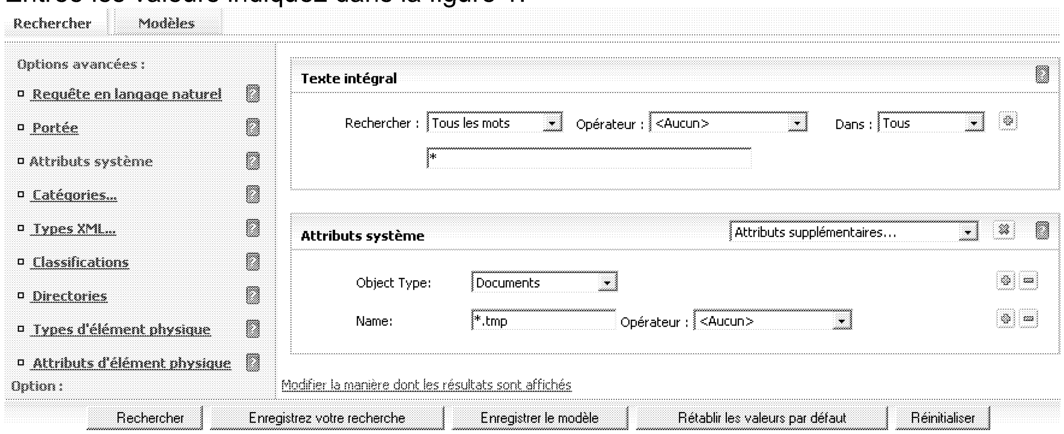


- **Vous pouvez maintenant :**
  - Sauvegarder avec le nom de votre choix, localement sur votre lecteur **C:\ dans le répertoire Mes Documents**.
  - Sauvegarder directement dans Livelink, si nécessaire, en cliquant sur **Déplacer vers Livelink**.

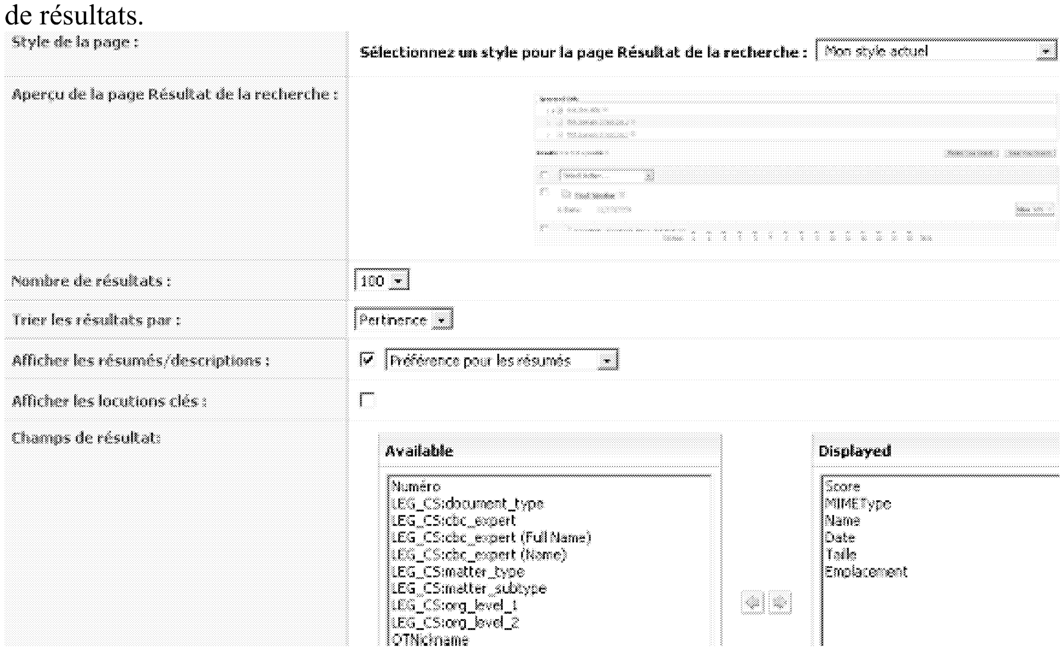
Procédure pour éliminer dans Livelink, les fichiers temporaire créer par Word

1. Démarrer la recherche avancée dans LL.

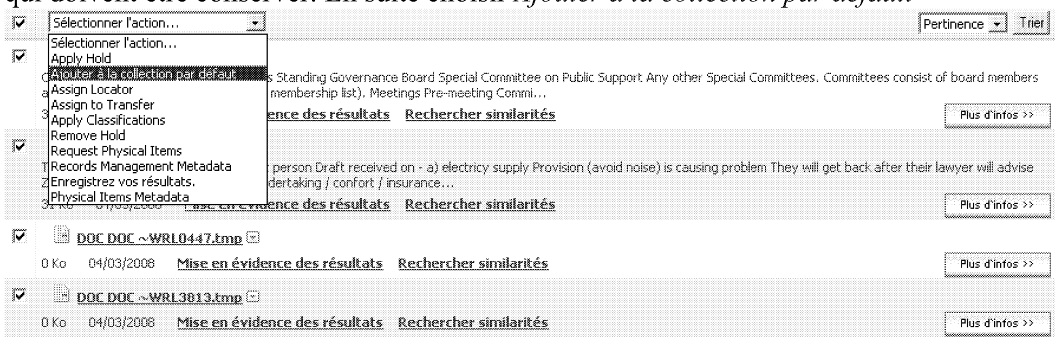
2. Entrée les valeurs indiquez dans la figure 1.



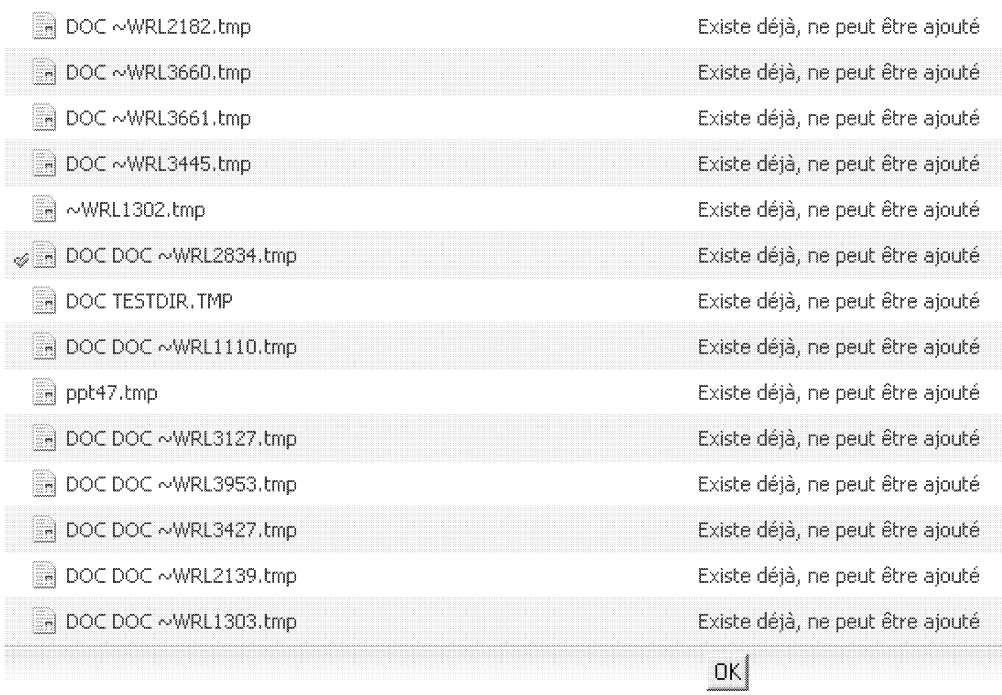
Note : Pour obtenir le maximum de résultats possible cliquez sur;
Modifier la manière dont les résultats sont affichés indiquez 100 pour le nombre de résultats.



3. Cochez la case a gauche de Sélectionner l'action… ensuite décocher les fichiers qui doivent être conserver. En suite choisir *Ajouter à la collection par défault*

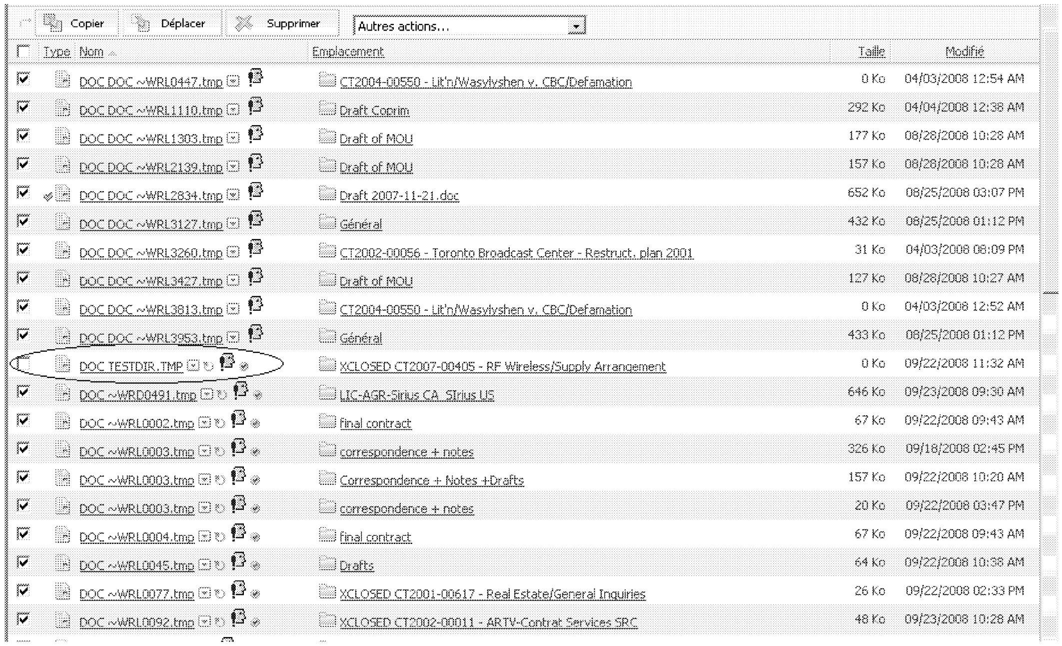


4. Une nouvelle fenêtre apparaît et indique les fichiers déjà dans la collection, Cliquez OK pour Confirmer.



5. Ensuite allez dans le Menu LL et choissir Collection :

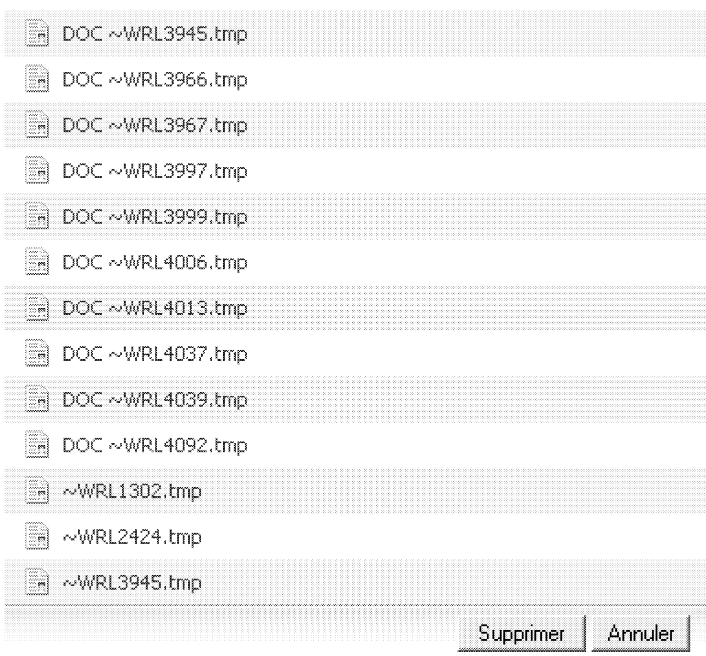
6. Cochez la case situer a gauche de l'entête <u>Type</u> ensuite décocher les documents <u>a conserver</u> exemple : DOC TESTDIR.TMP



Copier | Déplacer | Supprimer | Autres actions...

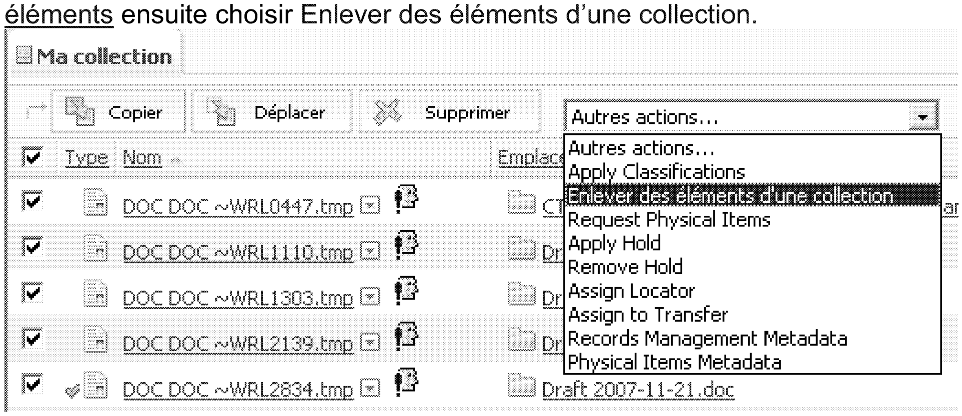
Type	Nom	Emplacement	Taille	Modifié
☑	DOC DOC ~WRL0447.tmp	CT2004-00550 - Lit'n/Wasylyshen v. CBC/Defamation	0 Ko	04/03/2008 12:54 AM
☑	DOC DOC ~WRL1110.tmp	Draft Coprim	292 Ko	04/04/2008 12:38 AM
☑	DOC DOC ~WRL1303.tmp	Draft of MOU	177 Ko	08/28/2008 10:28 AM
☑	DOC DOC ~WRL2139.tmp	Draft of MOU	157 Ko	08/28/2008 10:28 AM
☑	DOC DOC ~WRL2834.tmp	Draft 2007-11-21.doc	652 Ko	08/25/2008 03:07 PM
☑	DOC DOC ~WRL3127.tmp	Général	432 Ko	08/25/2008 01:12 PM
☑	DOC DOC ~WRL3260.tmp	CT2002-00056 - Toronto Broadcast Center - Restruct. plan 2001	31 Ko	04/03/2008 08:09 PM
☑	DOC DOC ~WRL3427.tmp	Draft of MOU	127 Ko	08/28/2008 10:27 AM
☑	DOC DOC ~WRL3813.tmp	CT2004-00550 - Lit'n/Wasylyshen v. CBC/Defamation	0 Ko	04/03/2008 12:52 AM
☑	DOC DOC ~WRL3953.tmp	Général	433 Ko	08/25/2008 01:12 PM
☐	DOC TESTDIR.TMP	XCLOSED CT2007-00405 - RF Wireless/Supply Arrangement	0 Ko	09/22/2008 11:32 AM
☑	DOC ~WRD0491.tmp	LIC-AGR-Sirius CA SIrius US	646 Ko	09/23/2008 09:30 AM
☑	DOC ~WRL0002.tmp	final contract	67 Ko	09/22/2008 09:43 AM
☑	DOC ~WRL0003.tmp	correspondence + notes	326 Ko	09/18/2008 02:45 PM
☑	DOC ~WRL0003.tmp	Correspondence + Notes +Drafts	157 Ko	09/22/2008 10:20 AM
☑	DOC ~WRL0003.tmp	correspondence + notes	20 Ko	09/22/2008 03:47 PM
☑	DOC ~WRL0004.tmp	final contract	67 Ko	09/22/2008 09:43 AM
☑	DOC ~WRL0045.tmp	Drafts	64 Ko	09/22/2008 10:38 AM
☑	DOC ~WRL0077.tmp	XCLOSED CT2001-00617 - Real Estate/General Inquiries	26 Ko	09/22/2008 02:33 PM
☑	DOC ~WRL0092.tmp	XCLOSED CT2002-00011 - ARTV-Contrat Services SRC	48 Ko	09/23/2008 10:28 AM

7. Une fenêtre de confirmation apparaît : Cliquez sur Supprimer pour détruire la sélection.

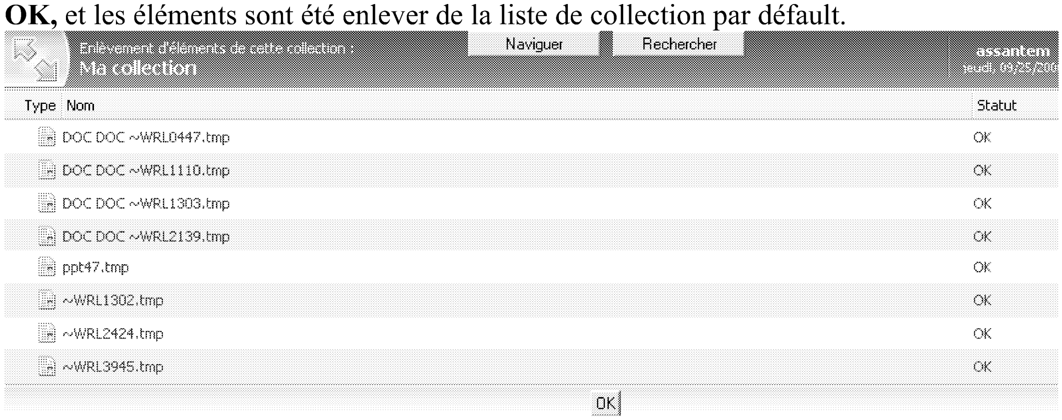


8. Retourner dans le Menu LL et choisir Collection :

9. Cochez la case situer a gauche de l'entête Type pour sélectionner tous les éléments ensuite choisir Enlever des éléments d'une collection.



10. Une fenêtre de confirmation sera rafraichie plusieurs fois et confimation indique **OK,** et les éléments sont été enlever de la liste de collection par défault.



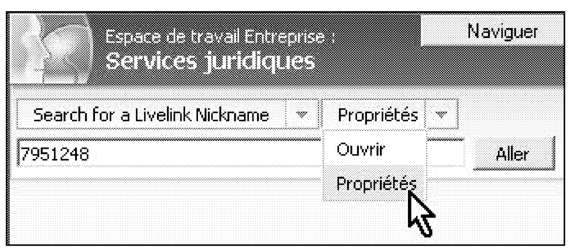
11. On peut alors recommencer la recherche et ainsi réutiliser le service de collection pour créer une nouvelle liste a modifier ou détruire.

Fiche d’information – Recherche d’un pseudonyme

Étapes à suivre

1. Normalement, vous devriez seulement préciser le pseudonyme dans la case de la recherche rapide, dans le coin supérieur gauche de l’interface, vous assurer que la seconde liste déroulante est arrêtée à **Enterprise,** puis appuyer sur le bouton **Go** (ou enfoncer la touche **<Enter>** sur le clavier). Toutefois, nous sommes en train de régler un problème avec le fournisseur de Livelink, et cette approche ne fonctionnera peut-être pas toujours.

2. Autre solution, plus fiable pour l’instant : sélectionnez le type de recherche **Search for a Livelink Nickname** et l’action **Propriétés**. Ensuite, appuyez sur le bouton **Go** (ou enfoncez la touche **<Enter>** sur le clavier).



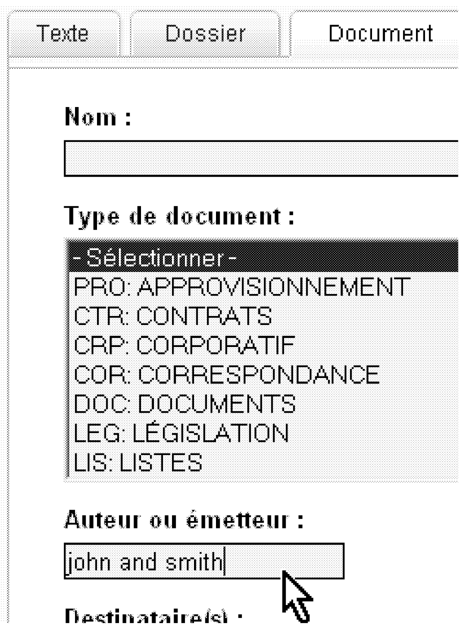
Sélectionnez toujours **Propriétés,** puisque cela vous mènera à l’onglet **Properties**: **General**. À partir de cet onglet, vous pouvez ouvrir, télécharger ou vérifier un document. Si le pseudonyme appartient à un dossier, vous pouvez ouvrir le dossier à partir de là pour voir son contenu, comme d’autres dossiers ou documents.

Fiche d’information – Règles d'entrée des noms d'auteur et de destinataire dans le SGDDE

Indications sur les attributs Auteur et Destinataire

Par souci d’uniformité, il est conseillé de mettre en premier le nom de famille, et ensuite le prénom, soit <lastname>, <firstname>. Noter l’espace à laisser après la virgule. Cette façon d’écrire les noms est courante dans les systèmes de courrier électronique et dans d’autres bases de données. On écrira donc **John Smith** sous la forme **Smith, John**. Ce n’est là toutefois qu’une règle d’uniformité. Pour une recherche, que l’on entre John and Smith ou Smith and John dans l’interface (voir image ci-dessous), on obtiendra dans les deux cas les combinaisons suivantes :

- John Smith
- Smith John
- Smith, John
- Smith,John
- John Andrew Smith
- John A. Smith
- John A Smith



La raison pour laquelle nous suggérons d’écrire les noms d’une façon uniforme est qu’ainsi le tri de l’information est meilleur quand le résultat d’une recherche par auteur est volumineux.

On nous a par ailleurs demandé s’il était possible de mettre le nom de l’entreprise en plus. C’est effectivement possible, autant pour l’auteur ou l’émetteur que pour le ou les destinataires. Tout dépend de ce qui vous aidera à trouver ce que vous cherchez. Vous pouvez par exemple mettre :

Auteur ou émetteur :

- Smith, John - Acme Corporation

Destinataire(s) :

- Smith, John - Acme Corporation
- Smith, John (Acme Corporation); Foley, Mary (Acme Corporation); English TV

Mais attention :

- IL FAUT ÉVITER de mettre des traits d'union entre les mots. Ce n'est pas une catastrophe s'il y en a. Simplement, l'outil de recherche traitera par exemple Grant-Edgar comme Grant et -Edgar, et la recherche de Edgar se fera par Edgar ou -Edgar.

Feuillet d’information – Résultats de recherche

Format de sortie

Ce feuillet d’information explique en quatre sections les procédures pour les résultats de recherche et les divers formats de sortie possibles :

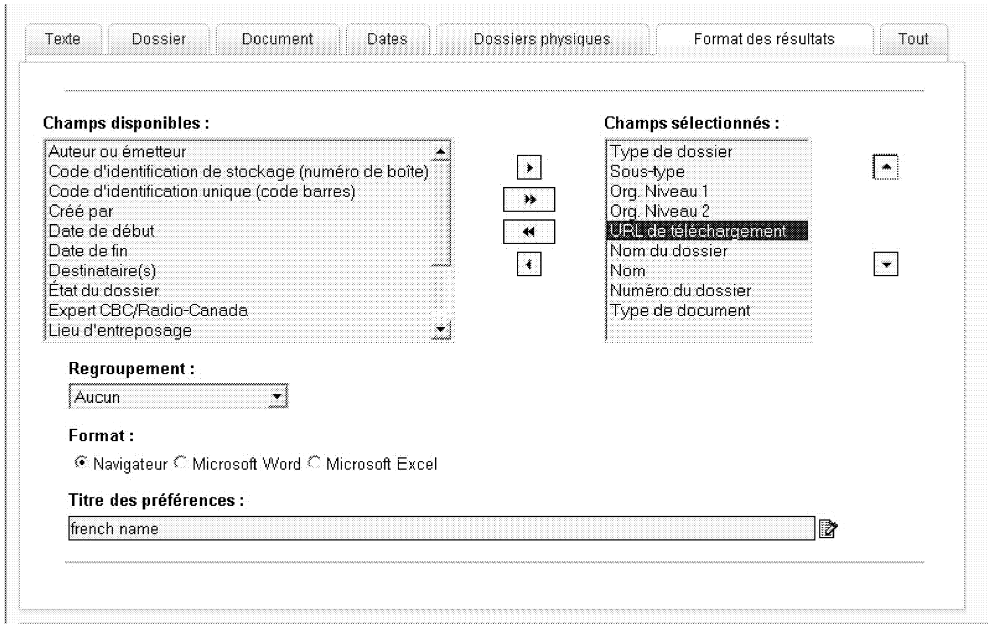
1. Sélection du format de sortie des recherches;
2. Format navigateur;
3. Formats Microsoft Word et Excel;
4. Les résultats ne s’affichent pas dans MS Word ou dans Excel.

Sélection du format de sortie des recherches

Pour effectuer une recherche et sélectionner le format de sortie

Comme le mentionne la *section 3.3* du Guide de formation, le bouton Rechercher peut être utilisé pour faire des recherches détaillées et pour produire un rapport qui peut être sauvegardé dans Word ou dans Excel pour que quelqu’un d’autre puisse voir les résultats de la recherche.

1. Dans la vue Contenu, cliquez sur le bouton **Rechercher**.
   La page de Recherche s’affiche et elle contient sept onglets.
2. Entrez les critères dans un ou plusieurs onglets, en naviguant entre la page et les onglets.
3. Sélectionnez l’onglet **Format des résultats** pour sélectionner les champs à afficher dans les résultats de recherche.



a. Dans Champs disponibles, sélectionnez les champs que vous voulez voir figurer dans les résultats de recherche (p. ex. Nom du dossier, Nom, Auteur ou émetteur, État du dossier, etc.). Cliquez sur le bouton pour déplacer les champs dans la boîte Champs sélectionnés.

b. Sélectionnez le **Format** :

- ⦿ **Navigateur** – les résultats s'affichent dans un navigateur. C'est le format par défaut.
- ○ **Microsoft Word** – les résultats sont présentés dans un document Word.
- ○ **Microsoft Excel** – les résultats sont présentés dans une feuille de calcul.

4. Cliquez sur le bouton **Rechercher** (RECHERCHER) pour lancer la recherche.
5. Si vous voulez que les résultats de la recherche contiennent des hyperliens afin d'avoir accès à un document dans les résultats de recherche en cliquant dessus; vous devez sélectionner le champ URL de téléchargement.

Format navigateur

Le format navigateur affiche les résultats de recherche de manière à ce que vous puissez les voir à l'écran, comme dans l'image ci-dessous. Les résultats de la recherche peuvent contenir des hyperliens que vous pouvez utiliser pour « aller » directement au document ou pour en faire un de vos favoris (cliquez sur le bouton droit et ajoutez aux favoris).

Format du rapport - AuthorLink Explorer

Format du rapport: french name

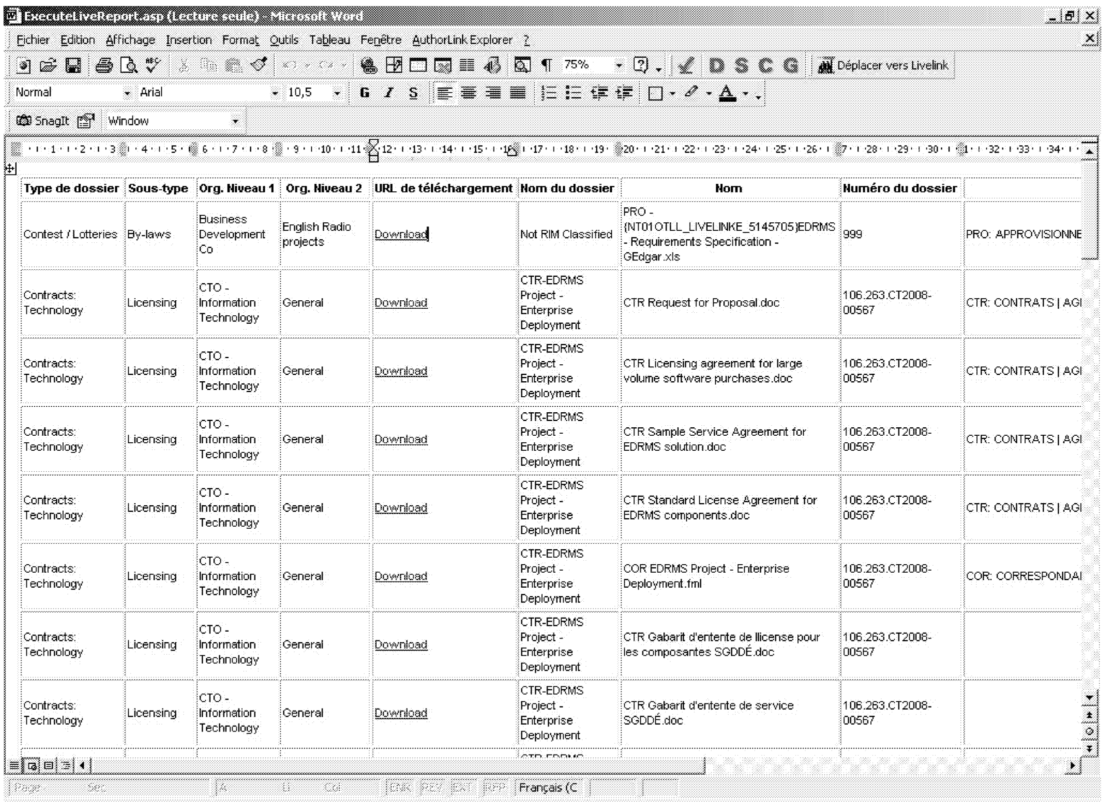
Type de dossier	Sous-type	Org. Niveau 1	Org. Niveau 2	URL de téléchargement	Nom du dossier	Nom	Numé
Contest / Lotteries	By-laws	Business Development Co	English Radio projects	Download	Not RIM Classified	PRO - {NT01OTLL_LIVELINKE_5145705} EDRMS - Requirements Specification - GEdgar.xls	999
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Request for Proposal.doc	106.2 0056
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Licensing agreement for large volume software purchases.doc	106.2 0056
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Sample Service Agreement for EDRMS solution.doc	106.2 0056
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Standard License Agreement for EDRMS components.doc	106.2 0056
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	COR EDRMS Project - Enterprise Deployment.fml	106.2 0056
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Gabarit d'entente de llicense pour les composantes SGDDÉ.doc	106.2 0056
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Gabarit d'entente de service SGDDÉ.doc	106.2 0056
		CTO -			CTR-EDRMS		

Pour fermer la fenêtre des résultats de recherche et retourner à la page de recherche, cliquez sur l'icône pour **fermer** (X) dans le coin supérieur droit de la fenêtre.

Formats MS Word ou MS Excel

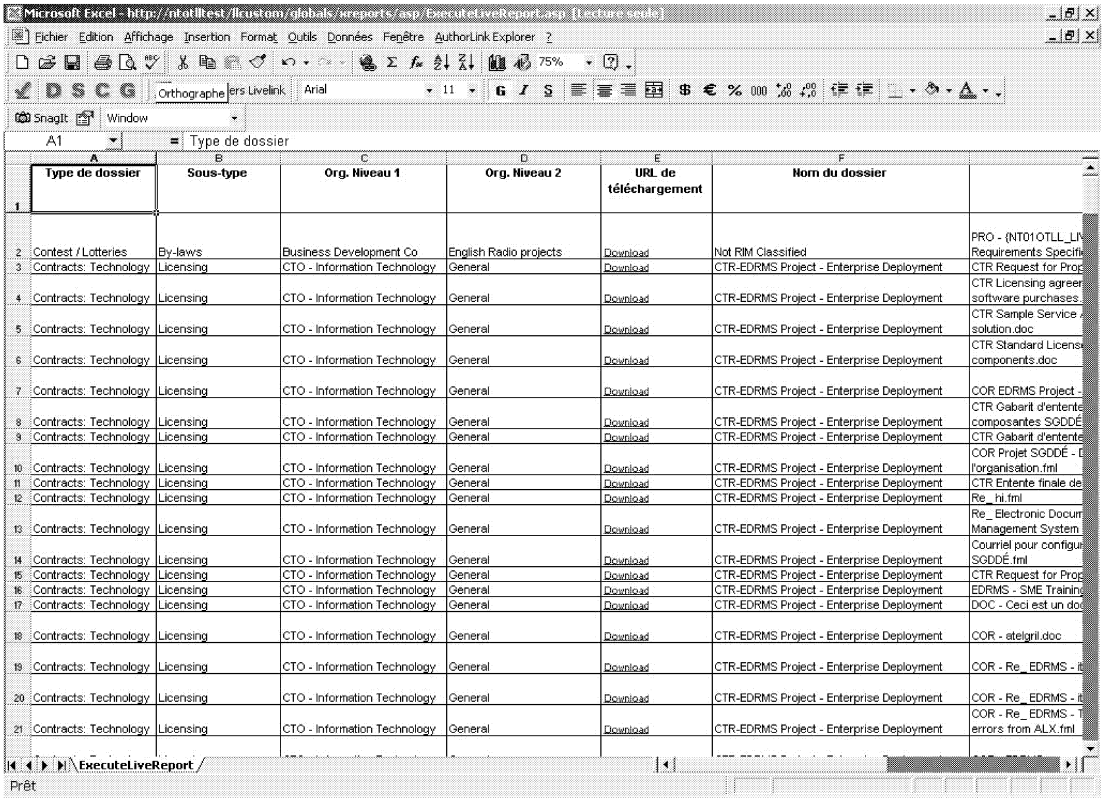
Lorsque vous sélectionnez les formats Microsoft Word ou Excel, les résultats sont insérés dans un document ou une feuille de calcul et l'application Microsoft s'ouvre. Les résultats peuvent ensuite être manipulés (c.-à-d. triés ou organisés), sauvegardés ou imprimés.

La fenêtre des résultats de recherche aura l'aspect de l'image ci-dessous (en Microsoft Word).



Type de dossier	Sous-type	Org. Niveau 1	Org. Niveau 2	URL de téléchargement	Nom du dossier	Nom	Numéro du dossier	
Contest / Lotteries	By-laws	Business Development Co	English Radio projects	Download	Not RIM Classified	PRO - (NT01OTLL_LIVELINKE_5145705)EDRMS - Requirements Specification - GEdgar.xls	999	PRO: APPROVISIONNE
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Request for Proposal.doc	106.263.CT2008-00567	CTR: CONTRATS | AGI
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Licensing agreement for large volume software purchases.doc	106.263.CT2008-00567	CTR: CONTRATS | AGI
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Sample Service Agreement for EDRMS solution.doc	106.263.CT2008-00567	CTR: CONTRATS | AGI
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Standard License Agreement for EDRMS components.doc	106.263.CT2008-00567	CTR: CONTRATS | AGI
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	COR EDRMS Project - Enterprise Deployment.fml	106.263.CT2008-00567	COR: CORRESPONDAI
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Gabarit d'entente de license pour les composantes SGDDÉ.doc	106.263.CT2008-00567	
Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Gabarit d'entente de service SGDDÉ.doc	106.263.CT2008-00567	

Figure 1 – Résultats en Microsoft Word



	Type de dossier	Sous-type	Org. Niveau 1	Org. Niveau 2	URL de téléchargement	Nom du dossier	
2	Contest / Lotteries	By-laws	Business Development Co	English Radio projects	Download	Not RIM Classified	PRO - {NT01OTLL_LI Requirements Specifi
3	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Request for Prop
4	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Licensing agreer software purchases.
5	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Sample Service solution.doc
6	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Standard Licens components.doc
7	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	COR EDRMS Project -
8	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Gabarit d'entente composantes SGDDÉ
9	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Gabarit d'entente
10	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	COR Projet SGDDÉ - l'organisation.fml
11	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Entente finale de
12	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	Re_ hi.fml
13	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	Re_ Electronic Docum Management System
14	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	Courriel pour configu SGDDÉ.fml
15	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	CTR Request for Prop
16	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	EDRMS - SME Training
17	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	DOC - Ceci est un doc
18	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	COR - atelgril.doc
19	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	COR - Re_ EDRMS - i
20	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	COR - Re_ EDRMS - i
21	Contracts: Technology	Licensing	CTO - Information Technology	General	Download	CTR-EDRMS Project - Enterprise Deployment	COR - Re_ EDRMS - T errors from ALX.fml

Figure 2 – Résultats en Microsoft Excel

Pour sauvegarder les résultats de la recherche (de format Word ou Excel) suivez la directive dans la section 5 Sauvegarder de nouveaux documents.

Les résultats ne s’affichent pas dans MS Word ou dans Excel

Si vous avez choisi MS Word ou Excel comme format et que les résultats n’apparaissent pas dans MS Word or Excel (voir la Figure 3 – Erreur de format des résultats), il est peut-être nécessaire de modifier les paramètres de configuration de votre poste de travail.

Si le format des résultats apparaît sous la forme suivante (c.-à-d. les résultats de recherche sont en format navigateur), il vous faudra changer les paramètres de configuration de votre poste de travail.

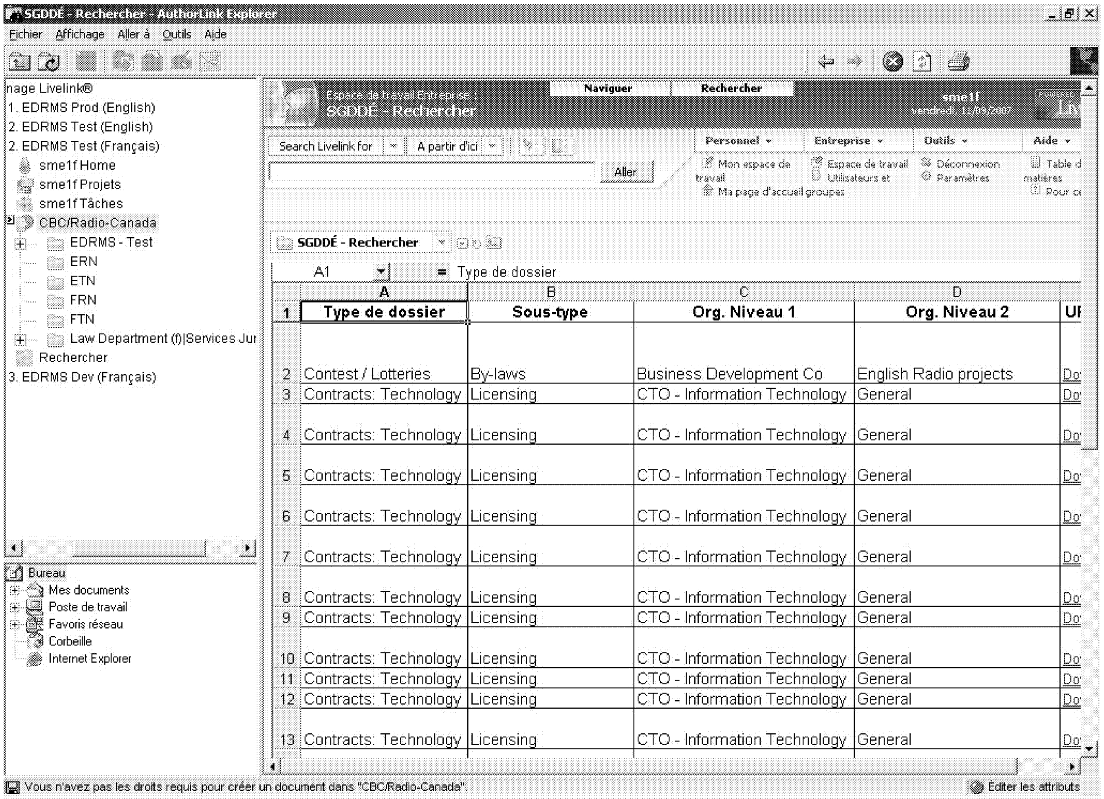
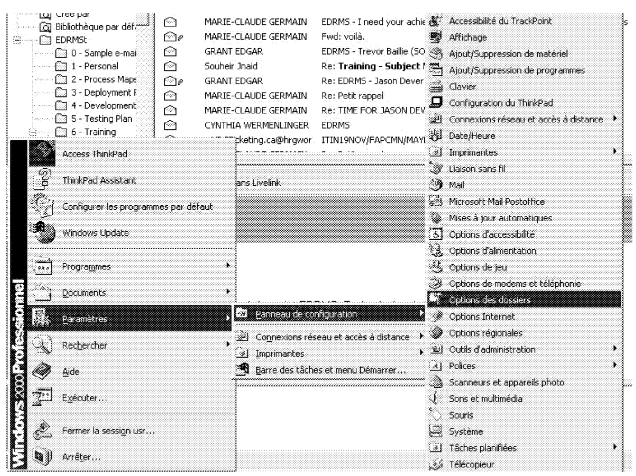


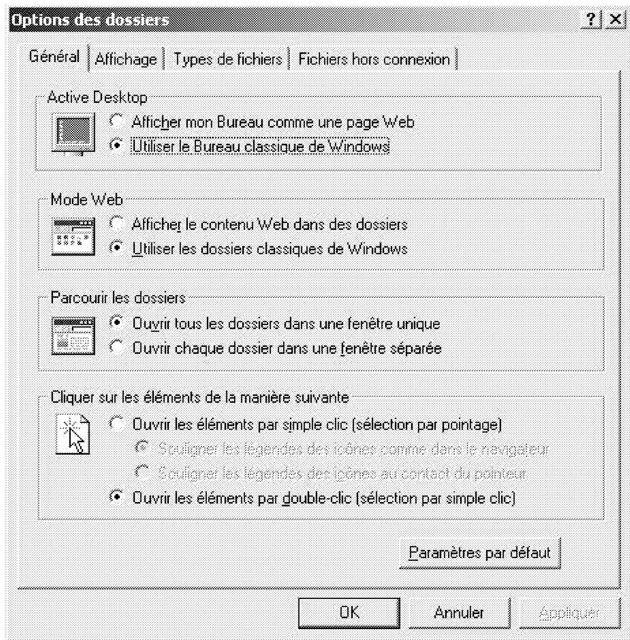
Figure 3 – Erreur de format des résultats

Pour changer les paramètres de configuration de votre poste de travail en vue de modifier le format :



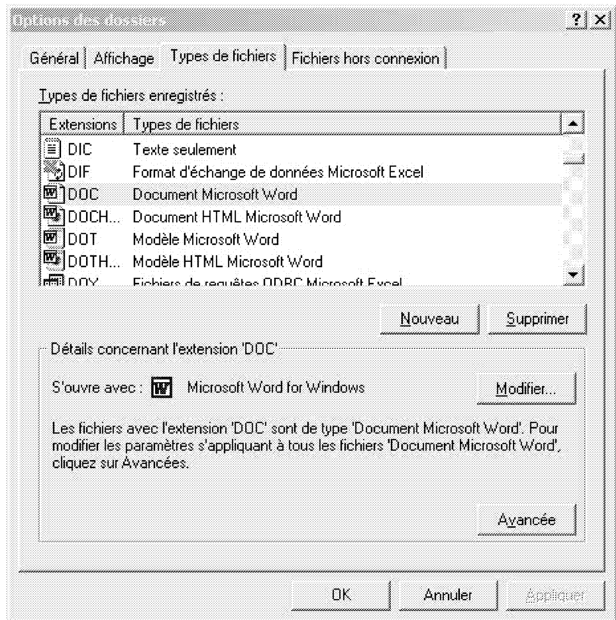
1. Dans le menu **Démarrer**, sélectionnez **Paramètres**.
2. Sélectionnez **Panneau de configuration** et puis **Options des dossiers**.

La fenêtre **Option des dossiers** apparaît.



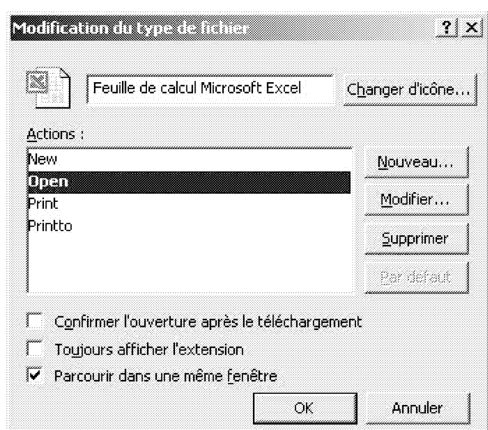
3. Sélectionnez l'onglet **Types de fichier**.

4. Dans le champ **Types de fichiers enregistrés**, faites défiler le menu jusqu’au type de fichier **XLS Feuille de travail Microsoft Excel** ou **Document Microsoft Word** et sélectionnez-le.



5. Cliquez sur le bouton **Avancée**.

6. Cliquez sur **Ouvrir** et vérifiez que l’option **Parcourir dans une même fenêtre** n’est pas cochée. Si elle ne l’est pas, laissez-la telle quelle. Si elle est cochée, cliquez dessus pour la décocher.

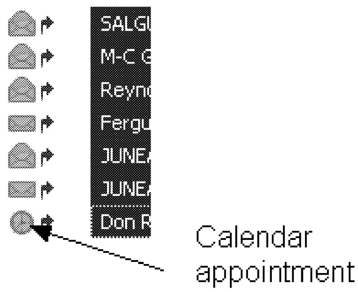


7. Cliquez sur **OK**.

8. Cliquez sur **Fermer**.
Les résultats de la recherche s’afficheront alors correctement dans l’application Microsoft.

Fiche d'information – Sauvegarde d'une sélection de courriels et pièces jointes

Si l'ensemble de courriels que vous avez sélectionnés comprend un ou plusieurs rendez-vous, la fonctionnalité AuthorLink (dans la version 9.7.0040c) signalera une erreur au moment où vous tenterez de les sauvegarder. Voici un exemple :



Dorénavant, en fait, la fonction « Copier dans Livelink » d'AuthorLink sera désactivée (affichée en grisé) si un rendez-vous est inclus dans la liste des courriels sélectionnés pour une sauvegarde.

Note importante : Pour éviter le problème, assurez-vous qu'il n'y a pas de rendez-vous dans votre sélection de courriels et, s'il y en a, désélectionnez-les. Par exemple, sélectionnez le contenu du dossier complet (<Ctrl>-A), puis, en tenant la touche <Ctrl> enfoncée, cliquez sur les éléments qui représentent des rendez-vous. Une fois que la sélection comprend uniquement des courriels, procédez normalement en choisissant « Copier dans Livelink » pour les sauvegarder.

Marche à suivre pour sauvegarder une sélection de courriels (supplément à la description donnée dans le Guide Expert en la matière du SGDDE) :

1. Sélectionnez les courriels (seulement les messages, pas les rendez-vous, comme il est indiqué ci-dessus).
2. Choisissez « Copier dans Livelink ».
3. Cliquez sur « OK » dans la fenêtre de dialogue qui s'affiche — à ce moment, le courriel GroupWise est converti au format FML… **cette opération prend du temps.**
4. La fenêtre AuthorLink Explorer apparaît et vous pouvez indiquer où les courriels devraient être sauvegardés.
5. Cliquez sur l'icône « Enregistrer » dans la barre d'outils AuthorLink pour amorcer la sauvegarde.
6. Entrez les renseignements requis (type de document, auteur, etc.)… n'oubliez pas de cocher la case « Appliquer ces attributs à chaque item » en bas à gauche du formulaire.
7. Cliquez sur « Ajouter » dans le formulaire final pour terminer le processus — à ce moment, les fichiers au format FML sont déposés dans le SGDDE/Livelink… **cette opération prend du temps.**

Conclusions de l'équipe du SGGDE sur ce processus :

- Ce n'est pas une situation idéale.
- Dans notre rapport final sur l'essai pilote, je noterai cet aspect, ainsi que d'autres questions relatives à la performance, et je ferai des recommandations concernant la gestion des courriels, afin que nous puissions obtenir la bonne combinaison de facilité d'utilisation, d'intégrité des fichiers (c'est un point fort du format de fichier FML) et de performance.
- Parmi les premières idées de solutions, il y aurait un accroissement de la capacité de traitement du côté des serveurs, ou ailleurs en arrière-plan, lors de la sauvegarde de courriels au format FML, afin que GroupWise ne soit pas accaparé par l'opération.

Recommandations :

A. Exécutez les fonctions de chargement le matin, afin que les chargements de grand volume puissent être terminés avant la fin de votre journée de travail. C'est particulièrement important si vous utilisez un ordinateur portatif et prévoyez le déconnecter du système à la fin de la journée.

B. Utilisez l'interface Web de GroupWise comme autre moyen d'accéder à vos courriels ou à vos rendez-vous lorsque l'interface GroupWise principale est occupée à enregistrer de l'information dans Livelink. L'adresse Web de GroupWise est : https://gwpilot.cbc.ca/gw/webacc.

C. Utilisez l'interface Web SGDDE / Livelink pour voir l'information dans Livelink quand AuthorLink est occupé à stocker la sélection de courriels. L'adresse URL de Livelink est :
   a. Interface anglaise : http://livelink/livelinke/livelink.exe
   b. Interface française : http://livelink/livelinkf/livelink.exe

D. Comme solution de rechange à A, B et C ci-dessus, si vous avez accès à un autre PC dans votre secteur, ouvrez une séance à votre nom sur ce dernier, lancez le courriel GroupWise et AuthorLink, et faites vos sauvegardes de courriels sur ce PC. Ainsi, votre ordinateur sera libéré pour vous permettre d'exécuter d'autres tâches.

Caractéristiques de performance : L'équipe du SGDDE a effectué la sauvegarde d'une sélection de courriels sur notre système d'ESSAI il y a quelque temps : nous avons sauvegardé 1 000 courriels (beaucoup sans pièce jointe, un bon nombre avec des pièces jointes de petite taille [<500 ko], et quelques-uns avec de grosses pièces jointes [>500 ko]). L'essai a été fait sur un poste de travail PC de capacité relativement bonne dans notre environnement d'ESSAI (lent). L'opération a pris environ 4 heures. Nous mentionnons ce fait pour souligner que l'opération peut être longue (un mauvais point), même si elle exige relativement peu de clics (un bon point).

Feuillet d'information – Travail à l'extérieur du bureau

Ce feuillet d'information explique les procédures pour emporter des documents avec vous lorsque vous devez travailler à l'extérieur du bureau. Le feuillet comprend trois sections :

1. Se préparer à travailler à l'extérieur du bureau;
2. Travailler à l'extérieur du bureau;
3. Revenir au bureau.

Se préparer à travailler à l'extérieur du bureau

Il y a deux raisons d'emporter des documents lorsqu'on doit travailler à l'extérieur du bureau :

- Emporter des documents à titre de référence seulement (c.-à-d. pour les lire ou les imprimer ailleurs).
- Emporter des documents pour travailler dessus.

Emporter des documents à titre de référence

Parfois, vous devez emporter des documents avec vous pour les lire ou les imprimer à l'extérieur du bureau.

Pour copier des documents à des fins de référence

1. Localisez le dossier ou les documents que vous voulez prendre avec vous.
2. Cliquez sur le classeur ou les documents et faites-les glisser jusqu'à la zone de destination (p. ex. le classeur **Mes documents** dans la fenêtre Windows Explorer ou le lecteur pour votre clé USB ou votre dispositif de stockage portable).

   Une copie du dossier ou des documents est placée dans l'endroit que vous avez choisi.

Emporter des documents pour travailler dessus

Parfois, vous devez emporter avec vous des documents sur lequel vous prévoyez travailler (p. ex. mettre les documents à jour). La meilleure manière est alors d'**emprunter** (check-out) les documents. Il est possible d'emprunter un dossier ou document (individuellement).

Pour emprunter des documents sur lesquels vous prévoyez travailler

1. Localisez le dossier ou les documents que vous voulez prendre avec vous.
2. Pour un **classeur**, cliquez sur le classeur avec le bouton droit de la souris et sélectionnez **Check-out Contents.** Le système emprunte alors tous les documents dans le classeur et les place dans le dossier **Mes documents**.

   Pour un **document**, cliquez avec le bouton droit de la souris et sélectionnez **Check-out**. Le document s'ouvre dans une application (c.-à-d. MS Word). Cliquez sur l'icône de fermeture ✕ dans le coin supérieur droit de l'application. Le document est « emprunté » et sauvegardé dans le dossier **Mes documents**.

! **Nota** : Si l'option « Check-out » (emprunter) n'apparaît pas dans le menu contextuel, cela signifie que vous n'êtes pas autorisé à modifier le document ou le classeur, ou qu'il a déjà été emprunté.

Les noms de document dans le classeur **Mes documents** contiennent un préfixe entouré d'accolades (p. ex. {LIVELINK_LIVELINKF_395463}). Ce préfixe est utilisé par le système pour reconnaître les documents empruntés. Ne le modifiez pas.

Travailler à l'extérieur du bureau

Une fois chez vous ou dans un autre endroit, il vous faudra ouvrir les documents.

Afficher les document ou les imprimer à des fins de référence

Ouvrez les documents et imprimez-les à partir du classeur **Mes documents,** de votre clé USB ou de votre dispositif de stockage portable comme vous le feriez normalement.

N'oubliez pas que ces documents sont des copies des documents originaux; par conséquent, si vous y apportez des changements (c.-à-d. modifier), il faudra mettre les documents à jour dans Livelink. Ce processus est expliqué dans la section 3.1.

Modifier les documents à l'extérieur du bureau

Ouvrez les documents à partir du classeur **Mes documents,** de votre clé USB ou de votre dispositif de stockage portable comme vous le feriez normalement. Les noms de document contiennent un préfixe entouré d'accolades (p. ex. {LIVELINK_LIVELINKF_395463}). Ce préfixe est utilisé par le système pour reconnaître les documents empruntés. Ne le modifiez pas.

Apportez les modifications et sauvegardez-les comme vous le feriez normalement.

Lorsque vous retournez au travail, les documents modifiés doivent être remis dans Livelink afin que la version la plus récente soit dans le réseau. Reportez-vous à la section 3.2.

Retour au bureau

De retour au bureau, il vous faudra décider ce que vous devez faire avec les documents que vous avez emportés avec vous. Les deux sections suivantes présentent des détails sur les deux scénarios possibles.

Traitement des documents de référence

Les documents de référence ont été au départ copiés sur votre clé ou votre support à des fins de lecture ou d'impression. Vous devrez vous poser la question suivante : « **Est-ce que j'ai apporté des modifications aux documents de référence?** ».

- **NON** – Si vous n'avez mis à jour aucun des documents, vous devez alors supprimer les documents ou les dossiers de votre clé ou de votre support (c.-à-d. du dossier **Mes documents** ou de votre clé USB ou de votre dispositif de stockage portable). Le document original est toujours dans Livelink. Ce n'est pas une bonne idée de conserver une copie du document sur votre support, car le document original pourrait être modifié et vous n'auriez pas les changements les plus récents.

- **OUI** – Si un ou des documents ont été mis à jour ou modifié, il vous faudra mettre à jour le document correspondant dans Livelink afin que vos modifications y figurent. Ce processus est décrit dans la *section 4.3.1 – Ajouter un document en tant que version* dans le Guide de formation.

Remise des documents modifiés

Il est facile de remettre les documents empruntés dans Livelink. La remise des documents dans le système entraîne la mise à jour du document dans Livelink avec vos modifications en produisant une nouvelle version du document.

Pour remettre un dossier qui a été emprunté

1. Dans Livelink, repérez le dossier que vous avez emprunté.
2. Cliquez sur le dossier avec le bouton droit de la souris et sélectionnez **Check-in Contents.**
   Le ou les documents sont remis dans Livelink et mis à jour dans une nouvelle version.

Pour remettre un document qui a été emprunté

1. Dans Livelink, repérez le document que vous avez emprunté.
2. Cliquez sur le dossier avec le bouton droit de la souris et sélectionnez **Check-in.**
   Le document est remis dans Livelink et mis à jour dans une nouvelle version.

OU

1. Ouvrez l’application (c.-à-d. MS Word).
2. Ouvrez le document situé dans le dossier **Mes documents**.
3. À partir du menu **AuthorLink Explorer**, sélectionnez **Déplacez vers Livelink…**
   Le document est remis dans Livelink et mis à jour dans une nouvelle version.

Feuillet d'information – Versions

Ce feuillet d'information contient de l'information supplémentaire sur les versions. La section 4.3 du guide de formation décrit brièvement l'onglet « Versions » et explique comment ajouter un document sous forme de version. Ce feuillet d'information complète l'information sur les versions au moyen des points suivants :

1. Propriétés et onglet Versions
2. La fonction Ajouter : Génération

Propriétés et onglet Versions

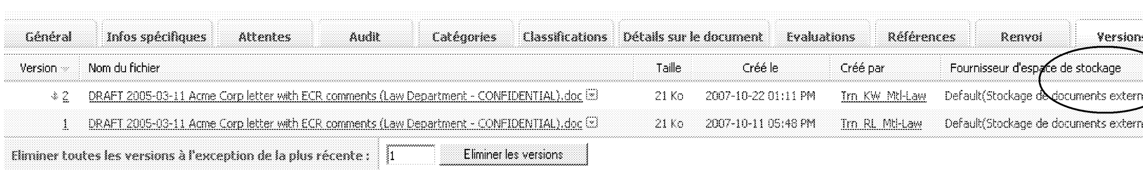
Chaque document a un onglet **Versions** qui peut être utile à plusieurs égards.

- Pour voir la liste des versions précédentes d'un document afin de comprendre son évolution (c.-à-d. qui a travaillé sur le document, quand, etc.)
- Pour accéder à une version précédente et l'ouvrir à des fins de référence ou pour créer un nouveau document.

Pour voir l'onglet Versions :

1. Naviguer jusqu'au document.
2. Cliquez sur le document avec le bouton droit de la souris, sélectionnez **Propriétés** et ensuite **Versions**.

   L'onglet **Versions** s'affiche et une liste des versions du document s'affiche en ordre descendant (le plus récent est en haut de la liste).



Pour récupérer une version à partir de l'onglet Versions

1. Cliquez sur l'icône **Fonctions** (▾) à droite de la version que vous voulez récupérer.
2. Sélectionnez **Ouvrir**.
   Le document s'ouvre dans l'application avec laquelle il a été créé. Vous pouvez le visualiser, l'imprimer ou le sauvegarder sous la forme d'un document différent.
3. À cette étape, vous pouvez le visualiser, l'imprimer ou le sauvegarder sous la forme d'un document différent.
4. Pour sauvegarder la version dans un document différent, suivez les étapes énoncées dans la *section 5.1.1 – Sauvegarder un nouveau document* du Guide de formation (c.-à-d. allez dans le menu **AuthorLink Explorer** et sélectionnez **Déplacez vers Livelink...**, etc.).

Pour éliminer des versions antérieures dans l'onglet Versions

Une fois qu'une version a été éliminée, elle ne peut plus être récupérée. Il faut donc faire attention lorsqu'on décide d'éliminer des versions. Il n'est pas nécessaire d'éliminer les versions et il n'y a rien de mal à avoir de nombreuses versions. Il peut être par contre très décevant d'avoir besoin d'une version qui a été éliminée.

Si vous voulez éliminer des versions, procédez comme suit :

1. Dans l'onglet **Versions**, inscrivez le nombre de versions d'un document que vous voulez conserver dans la case à côté de la boîte mentionnant « Éliminer toutes les versions à l'exception de la plus récente » (p. ex. tapez 3).
2. Cliquez sur le bouton **Éliminer les versions**.

   Le système éliminera toutes les versions précédentes sauf le nombre de versions que vous avez demandé (c.-à-d. qu'il conservera les trois versions les plus récentes). De plus, toutes les versions **verrouillées** (p. ex. les générations) seront conservées. Consultez la section suivante pour les instructions sur le verrouillage des versions.

Créer une génération

La fonctionnalité **Créer une génération** est utilisée pour rendre un version spécifique d'un document plus distincte et accessible dans Livelink. Par exemple, si vous avez envoyé une version à un client pour des commentaires et que voulez en faire une entité distincte à des fins de référence, vous pouvez créer une génération de cette version. La version éditée demeure ainsi une entité distincte et le document original peut continuer d'évoluer au fur et à mesure qu'on y apporte des modifications.

La version « génération » est **verrouillée** et ne peut être modifiée. La génération est comme un raccourci vers la version originale du document. Elle peut être stockée dans un dossier différent si on le souhaite, mais elle est toujours associée au document original.

Pour créer une génération de document

1. Cliquez sur l'icône **Fonctions** (▾) d'un document, et sélectionnez **Créer une génération**.
2. Dans la page **Ajouter génération**,
   a. Dans le champ **Nom**, inscrivez le nom de la génération. Précisez le numéro de version dans le nom pour qu'il soit plus facile de savoir de quelle version il s'agit (p. ex. Acme Corp Agreement.doc Generation V2).
   b. Donnez une brève description de la génération. Le champ **Description** est l'endroit parfait pour décrire l'utilisation de la version (p. ex. envoyée M. J. Smith pour approbation).
   c. Dans le champ **Version**, sélectionnez le numéro de version du document visé par la génération. Par défaut, c'est la version la plus récente du document qui est utilisée.
   d. Cliquez sur le bouton **Modifier** et inscrivez le ou les **destinataires**, si vous avez envoyé le document à quelqu'un à des fins de commentaires ou

d'approbation. Cliquez sur **Terminé**.

e. Cliquez sur le bouton **Ajouter**.

Un document « génération » est créé et le mot **Génération** apparaît dans le nom du document.

Pour ouvrir un document « génération »

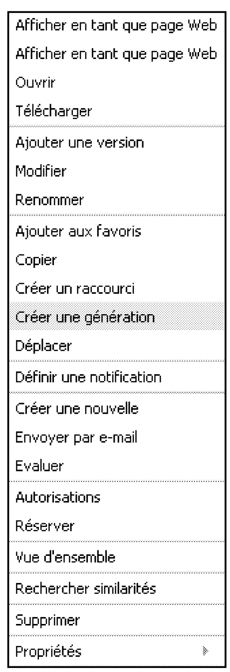
1. Cliquez avec le bouton droit de la souris sur l'icône **Fonctions** () à côté des documents « génération » et sélectionnez **Génération.**

2. Sélectionnez **Ouvrir**.
   Le document « génération » s'ouvre.

Menu Fonctions d'une génération

Lorsque vous sélectionnez l'icône **Fonctions** (), le menu Fonctions affiche deux sous-menus :

- Le sous-menu **Génération** contient les fonctions que vous êtes autorisé à effectuer sur le document« génération » (uniquement). Les fonctions du sous-menu **Génération** ne modifient pas le document original.
- Le sous-menu **Original** contient des fonctions que vous êtes autorisé à effectuer sur le document original. Les fonctions du sous-menu ne modifient pas le document « génération ». Si vous ouvrez ou téléchargez le document original, c'est la plus récente version du document qui s'affiche.



Guideline on Information Management: Identifying Information Resources of Business Value

TABLE OF CONTENTS

Please direct enquiries about this guideline to your institutions' area of responsibility for IM.

This guideline will continue to evolve over time, based on feedback and suggestions from related communities of interest.

Has this document been helpful to you? Do you have suggestions to improve it? Please send all suggestions or enquiries to the following:

Information Management Division
Chief Information Officer Branch
Treasury Board of Canada Secretariat
8th Floor, 270 Albert Street
Ottawa, ON K1A 0R5

Email: im-gi@tbs-sct.gc.ca
Toll-free: 1-877-636-0656
Fax: 613-946-9342
TTY: 613-957-9090 (Treasury Board of Canada Secretariat)

1 Introduction

1.1 Purpose

The purpose of this tool is to support implementation of the *Policy on Information Management*, *Directive on Information Management Roles and Responsibilities*, and the *Directive on Recordkeeping*. It is intended to provide Government of Canada (GC) institutions with practical advice on the identification of information resources of business value.

Although all information resources need to be managed, considering the volume of information produced in the digital age, it is not necessary to manage everything to the same standard of care. By linking the value of information resources to business operations and outputs, GC institutions can focus their recordkeeping activities on managing the information resources of business value that are required to meet business needs, performance requirements, and legislated mandates.

1.2 Context

Government of Canada employees create, acquire, capture, and manage vast amounts of information on a daily basis. This information enables and supports the delivery of programs and services to Canadians, and reflects government activities and the decision-making process. Successful implementation of the *Directive on Recordkeeping* requires the identification of information resources of business value, and ensuring that these resources are captured and managed in corporate repositories.

1.3 Audience and Scope

This tool is intended as practical advice for:

1) Program and Project Managers who are responsible for managing information as an integral part of their responsibilities to deliver programs and services, as defined within the *Directive on Recordkeeping* and the *Directive on Information Management Roles and Responsibilities*.

2) Information Management Functional Specialists, as defined in the *Directive on Information Management Roles and Responsibilities*, who are responsible for setting up and supporting recordkeeping through the development and implementation of file plans, business-based classification structures, retention schedules, repositories, and documented disposition processes, in

order to support the effective management of institutional information throughout its lifecycle.

3) All employees who create and receive information resources, in order be able to determine which of those information resources have business value.

1.4 Benefits of Identifying Business Value

Identifying information resources of business value is foundational for the development of effective recordkeeping practices in GC departments. It addresses many of the challenges caused by the abundance of information created and acquired in GC work environments. By assigning value to information resources, GC departments target resources and systems to manage only the required information.

By identifying information resources of business value, institutions can:

- Document decisions and actions regarding the management of information resources;
- Mitigate the legal risks associated with inadequate recordkeeping and documentation standards;
- Provide justification for retention periods and document disposition; and
- Hold accountability for all decisions concerning the management of information resources, whether they are kept or destroyed.

2 Types of Information Resources

Information resources of business value comprise a fraction of the information resources created or received by an institution and the employees of that institution.

There are two main categories of information resources:

1. Information resources of business value; and
2. Transitory information resources

2.1 Information Resources of Business Value

The *Directive on Recordkeeping* defines **information resources of business value** as:

> Published and unpublished materials, regardless of medium or form, which are created or acquired because they enable and document decision-making in support of programs, services and ongoing operations, and support departmental reporting, performance and accountability requirements.

Employees generate and collect paper and electronic information resources that can provide an important record of the actions taken, and the decisions made by an institution. These resources are considered to have business value.

Information resources are defined as having business value in reference to an institution's mandated, regulatory and legislated functions and activities, as well as its business performance and accountability requirements.

Information resources of business value can include, but are not limited to resources that:

- document a decision/transaction or provide evidence of policy, planning or mandated activities;
- reflect the position or business of the institution;
- are used to meet reporting requirements;
- fulfill regulatory requirements;
- provide the context to understand the institution's roles and responsibilities and significance over time;
- document interactions between citizens and government;
- require retention as evidence of approval or major changes to a document;
- contain policies, directives, briefing notes, final reports, and recommendations;
- contain agendas and records of decision for meetings; or
- are received from outside sources and are a component of a institutional record, such as an email attachment.

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2.2 Transitory Information Resources

Transitory information resources are used to support the work of individual employees in the completion of routine actions or the preparation of subsequent information resources of business value. They can include (but are not limited to) meeting invitations, drafts, comments, or copies of existing documents that have been captured by the institution.

Institutions do not need to set formal retention periods for transitory information resources, and should dispose of them according to the *MIDA for the Disposal of Transitory Information Resources 2010/003.* This MIDA provides institutions with the authority to dispose of all transitory information resources, except those information resources of business or enduring value. (See the *MIDA for the Disposal of Transitory Information Resources 2010/003* for additional details*.)*

Examples of transitory information resources include:

- Draft documents that were never formally circulated;
- Duplicate copies of information, including electronic records if a hard copy; has been printed and filed in a corporate filing system and vice versa;
- Information lacking context, and logical or coherent organization;
- Unsolicited advertising and announcements;
- Information received only for reference purposes; that does not form part of the official record;
- E-mail messages received as part of a distribution list or from email; distribution lists and other online sources, for reference purposes;
- Information related to office administration such as employee meeting and holidays bookings, and boardroom and meeting reservations;
- Information that constitutes casual communication (e.g. retirement announcements); and
- Personal documents and communications stored on computers or paper records in a work area.

3 Identifying Information Resources of Business Value

It is recommended that institutions choose a methodology for identifying information resources of business value that is based on their unique recordkeeping needs and that they provide guidance to employees on the assignment of value at both the corporate and individual levels.

Although institutions can begin the process at different stages, and may have to respond to changes or additions to functions, in all cases, identifying information resources of business value involves identifying and documenting the information resources that are required to operate and account for program activity and service delivery based on mandate, legislation, and institutional functions and activities.

Before You Begin

- **Establish a Central Authority:** lead by the Information Management Senior Official (IMSO), a dedicated office should be created to lead, plan, and manage the implementation of institution-wide recordkeeping practices, with specific roles and responsibilities communicated to all staff.

- **Use an Enterprise Approach:** identify accountabilities for each program under a network of Branch contacts responsible for leading implementation in their area.

- **Develop the Project Plan:** concrete deliverables should be defined with associated timelines and resources attached to achieve them.

- **Engage Employees:** employees should be engaged through consistent communications outlining expectations for their support in getting the job done.

Investing time and effort in identifying information resources of business value based on mandate, legislation, services, functions and activities requires a one-time effort by GC institutions. Subsequently, only periodic updates and refinement are necessary as the institution evolves over time.

3.1 Determining What Has Business Value

The following questions can be used as a starting point for identifying information resources of business value:

1. Does the information resource document activities supporting program and service delivery?
2. Does the information resource document a decision or a transaction, or provide evidence of policy, planning or mandated activities?
3. Is the information resource used to meet reporting requirements?
4. Does the information resource fulfill regulatory requirements?
5. Does the information resource provide context for the institution's roles and responsibilities, and significance over time?
6. Does the information resource document dialogue between citizens and the government?

If the answer is *yes* to any of these questions the information resource in question may have business value.

Information resources of business value should be managed to allow institutions and employees to identify which information resources relate to a given business area, service, activity or function.

Accordingly information resources should include the following metadata elements:

- the creator of the resource,
- location of the resource,
- retention periods,
- risk profile elements, and
- modes of disposition.

3.2 Examples of Information Resources of Business Value

The criteria for identifying business value can be universally applied; however information resources of business value can differ between institutions. Below are some common examples of information resources of business value:

- *A notice, request or a decision not represented elsewhere (i.e. in the response to a request) that initiates a work process:* An information resource that justifies the initiation and implementation of a work process and which documents the reason work was undertaken.
- *A significant draft not integrated into the final product:* Information resources that influence, alter, or affect the development of another information resource and document the creation of the final product.
- *Meeting proceedings, list of participants, or project charter:* Project documentation provides a record of decision, and can outline expectations and deliverables to support accountability.
- *An approval email or the final approved version of a document:* Information resources that reflect approval or validation, and which support accountability and justify a decision.
- *A contract or an employment offer:* Information resources that document an official action and which offer proof of a decision and a business initiative.
- *A task assignment or an email granting permission:* Information resources that indicate the delegation of responsibility, that are a record of decision, and which support accountability by documenting who is responsible for a particular project or task.
- *A final report, response to a request, or an approved policy document:* Information resources that are the outcome of a work process and which show the completion of a task, justify an action, and support accountability.
- *Note: documents with classified or protected information: Information resources that are categorized as confidential, secret or top secret, or as Protected A, B, or C. These security categories can be applied to all of the resources listed above."*

4 Roles and Responsibilities for Indentifying Business Value

Information resources of business value need to be managed at the institutional level and by employees. Each institution needs to determine whose role and responsibility it is to manage and dispose of information resources created within the institution. These responsibilities must be identified vertically, through program and activity lines, as well as horizontally, for cross-departmental functions. This approach can ensure that information resources are managed in the right way and to avoid duplication of effort or of information resources

4.1 Information Management Senior Official

The IM Senior Official is responsible for ensuring the appropriate management direction, processes, and tools are in place to efficiently manage information under the control of the institution to support the institution's business and to retain the quality of information throughout the information life-cycle. The IMSO ensures that IM requirements and objectives are addressed throughout the department and that IM roles and responsibilities have been communicated to the institution's designated senior executives for IT and security, managers, and employees.

4.2 Managers

The program manager is responsible for analyzing the business processes and conveying information requirements to IM functional specialists. The manager needs to know what information is necessary to support the business, where it is, who needs it, when they need it, for how long and what should be done with it once the business need is fulfilled. Managers are also accountable for ensuring that employees are familiar with and apply effective information management practices in day-to-day operations and that IM responsibilities are included in performance objectives.

4.3 IM Functional Specialists

The IM functional specialist coordinates or participates in the research and processes for the identification of information resources of business value. The IM functional specialist may also be accountable for developing and delivering information management services and for the provision of advice, and the delivery of training and awareness sessions to institutional personnel at all levels regarding the identification, capture and management of information resources of business value.

4.4 Employees

Each employee should be aware of their roles and responsibilities for creating, acquiring, managing and disposing of information resources and should make recordkeeping as a priority activity. This could involve ensuring that a transaction is properly documented or ensuring that a specific project is documented at completion.

5 Resources

5.1 Glossary

Information Management Functional Specialist - An employee who carries out roles and responsibilities that require function-specific knowledge, skills and attributes related to managing information such as those found in records and document management, library services, archiving, data management, content management, business intelligence and decision support, information access, information protection and information privacy. The roles and responsibilities of information management Functional Specialists support departmental objectives and programs with planning, tools or services which provide accurate, reliable, current, and complete information to the appropriate people, in the appropriate format, at the appropriate time. (*Directive on Information Management Roles and Responsibilities*)

Information Management Senior Official (IMSO) - A senior executive level resource designated by the deputy head of the institution to provide a department-wide focus on the management of information (*Directive on Information Management Roles and Responsibilities*)

Information resources -Any documentary material produced in published and unpublished form regardless of communications source, information format, production mode or recording medium. Information resources include textual records (memos, reports, invoices, contracts, etc.), electronic records (e-mails, databases, internet, intranet, data etc.), new communication media (instant messages, wikis, blogs, podcasts, etc.), publications (reports, books, magazines), films, sound recordings, photographs, documentary art, graphics, maps, and artifacts. (*Directive on Recordkeeping*)

Information resources of business value - Published and unpublished materials, regardless of medium or form, that are created or acquired because they enable and document decision-making in support of programs, services and ongoing operations, and support departmental reporting, performance and accountability requirements. (*Directive on Recordkeeping*)

Information Life cycle - The life cycle of information management encompasses the following: planning; the collection, creation, receipt, and capture of information; its organization, use and dissemination; its maintenance, protection and preservation; its disposition; and evaluation (*Directive on Information Management Roles and Responsibilities*)

Metadata -The definition and description of the structure and meaning of information resources, and the context and systems in which they exist. A minimum set of metadata elements to describe an information resource of business value include: Registration Identifier, Aggregation, Title, Classification, Technical Environment, Access, Language, and Integrity (*Standard on Metadata*)

Publication - Any library matter that is made available in multiple copies or at multiple locations, whether without charge or otherwise, to the public generally or to qualifying members of the public by subscription or otherwise. Publications may be made available through any medium and may be in any form, including printed material, on-line items or recordings. (*Policy on Information Management*)

Repository(ies) - A preservation environment for information resources of business value. It includes specified physical or electronic storage space and the associated infrastructure required for its maintenance. Business rules for the management of the information resources captured in a repository(ies) need to be established, and there must be sufficient control for the resources to be authentic, reliable, accessible and usable on a continuing basis. (*Directive on Recordkeeping*)

Transitory information resources - Information resources that are required only for a limited period of time to ensure the completion of a routine action or the preparation of an information resource of business value; does not include information resources of business value required by federal government organizations (or Ministers) to control, support or document the delivery of programs; to carry out operations; to make decisions; or to account for government activities. (*Library and Archives Canada: Multi-Institutional Authority for the Disposition of Transitory Records*)

5.2 Sources

Legislation

Access to Information Act
Financial Administration Act
Library and Archives of Canada Act
Privacy Act and *Privacy Regulations*

Policies and Directives

Directive on Information Management Roles and Responsibilities
Directive on Recordkeeping
Policy Framework for Information and Technology
Policy on Information Management

Authorities

Library and Archives Canada, *Multi-Institutional Disposition Authorities*
Library and Archives Canada, *Records Disposition Authorities*

Standards

ISO 15489-1:2001. Information and documentation – Records management – Part 1: General

ISO/TR 15489-2:2001. Information and documentation – Records management – Part 2: Guidelines

ISO 23081-1:2006. Information and documentation – Records management processes – Metadata for records – Part 1: Principles

ISO/TS 23081-2:2007. Information and documentation – Records management processes – Metadata for records – Part 2: Conceptual and implementation issues

ISO/TR 26122:2008. Information and documentation – Work process analysis for records

Recordkeeping Assessment Tool

Information Management Division
CIOB / TBS
July 2012

Recordkeeping Assessment Tool

The Recordkeeping Assessment Tool (RKAT) is designed to help organizations assess their current level of maturity with the *Directive on Recordkeeping* and to plan for compliance. The Tool provides the GC with a common framework for planning, reporting, and communicating on all aspects of recordkeeping (RK) within organizations.

The RKAT covers the 8 requirements of the *Directive on Recordkeeping* as well as 2 summary components: RK PLANNING AND GOVERNANCE; and, MONITORING AND REPORTING RESULTS. It also provides a list of sample deliverables to help organisations understand what pieces should be developed in working towards compliance. This Tool should be read in conjunction with the official version of the *Directive on Recordkeeping* available on the TBS website at http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16552.

Using the RKAT
The RKAT can be used in a variety ways:

By Information Management (IM) Groups and/or by Corporate Management as a self-assessment checklist for planning, monitoring, reporting and communicating:

- Use when developing and validating a recordkeeping compliance strategy and implementation plan.
- Use when integrating with other planning, risk and reporting activities, including Management Accountability Framework (MAF) and the Program Activity Architecture (PAA).
- Use when communicating with other departments for best practices.
- Use summary information to communicate with stakeholders and senior management.
- Use to document and illustrate the quantity and type of activities and resources required for business case development to meet recordkeeping compliance.

By Audit teams to support assessments:

- When assessing whether there is an effective framework in place for recordkeeping
- To support conclusions and findings of internal audits and assessments on recordkeeping

The steps involved in assessment will vary according to the organisations' needs. The following are some basic steps that that should be considered when conducting an assessment:

Step 1: Engage as broad a representation of stakeholders as is appropriate for your organization
Step 2: Plan and conduct an initial assessment using the RKAT
Step 3: Validate the findings with stakeholders
Step 4: Interpret results
Step 5: Prepare and share a report of findings, recommendations and related action plan
Step 6: Monitor progress and repeat self-assessment next year

Questions
For questions on either the *Directive on Recordkeeping* or on this tool contact:
Information Management Division, Chief Information Officer Branch
Treasury Board of Canada Secretariat
Email: im-gi@tbs-sct.gc.ca
Toll-free: 1-877-636-0656

RK PLANNING & GOVERNANCE (6.1)

		PLANNING & GOVERNANCE 6.1 The departmental IM senior official designated by the deputy head is responsible for ensuring the planning, management and resources for the following recordkeeping components: Identification of information resources for business value (IRBV); Protection of IRBV; Repositories; Classification; Retention; Disposition; Practices Documentation; Awareness and Engagement			
		Level 1	Level 2	Level 3	Level 4
PEOPLE & PROCESS	Leadership / Senior Management Engagement in information management / recordkeeping (IM/RK) planning, governance, monitoring and reporting	☐ None	☐ Functional Specialist	☐ Management	☐ Executive
	GOVERNANCE STRUCTURE: DECISION-MAKING, RESPONSIBILITIES AND ACCOUNTABILITIES for IM/RK planning and governance	☐ *Adhoc* and undocumented at most levels of governance.	☐ Documented and approved for positions dealing with records management.	☐ Documented and approved for most levels of governance.	☐ Documented and approved for all levels of governance.
	Resources for IM/RK planning and governance	☐ Adequate resources have not been identified or secured.	☐ Adequate resources have been identified; funding has not been secured.	☐ Adequate resources are in place and funded.	☐ Adequate resources are in place and funded long-term.
PLANNING	Integrated Planning and Governance for all components of RK: ☐ Identification of IRBV ☐ Protection of IRBV ☐ Repositories ☐ Classification ☐ Retention ☐ Disposition ☐ Practices Documentation ☐ Awareness and Engagement	☐ Planning and governance for all recordkeeping components is not integrated.	☐ Planning and governance for all recordkeeping components is integrated, and is integrated with IM planning and reporting.	☐ Planning and governance for all recordkeeping components is integrated, and is integrated with IM planning and reporting, and with corporate planning and reporting.	☐ Planning and governance for all recordkeeping components is integrated, and is integrated with IM planning and reporting, and with corporate planning and reporting for multi-year cyclical planning and reporting at all levels.
	RK IMPLEMENTATION PLAN	☐ No plan or informal RK Implementation Plan.	☐ Draft or informal RK Implementation Plan in development.	☐ Approved RK Implementation Plan underway. 2015 Criteria	☐ Approved RK Implementation Plan underway and monitored.

IDENTIFICATION of IRBV
(6.1.1)

IDENTIFICATION OF IRBV
6.1.1: Identification of information resources of business value, based on an analysis of departmental functions and activities, carried out by a department to enable or support its legislated mandate.

PROCESS & TOOLS

	Level 1	Level 2	Level 3	Level 4
DOCUMENTED DEPARTMENTAL FUNCTIONS, ACTIVITIES AND INFORMATION Departmental functions, activities and information that stem from departmental support of the legislated mandate i.e. Program Activity Architecture (PAA) are documented	☐ Departmental functions, activities and information are *adhoc* and undocumented.	☐ Documentation of Departmental functions, activities and information is underway.	☐ Departmental functions, activities and information have been documented and are up to date.	☐ Departmental functions, activities and information have been documented, up to date, maintained and monitored for changes in Departmental mandate and services.
Identification of information resources of business value (IRBV)	☐ Identification of IRBV has not begun.	☐ Some identification of IRBV is underway.	☐ Identification of IRBV is complete.	☐ Identification of IRBV is complete for current, new and legacy information, and is conducted across the organization. The IRBV identification process is monitored and changes in Departmental mandate and services are integrated.
Capture of information resources of business value (IRBV)	☐ Capture of IRBV is absent, sporadic and/or left to the judgement and best effort of individuals.	☐ Capture of some IRBV is carried out in a consistent manner.	☐ Capture of most IRBV is carried out in a timely, consistent manner.	☐ Capture of all IRBV, including current, new and legacy, is carried out in a timely, consistent manner, and the process is monitored and changes in Departmental mandate and services are monitored and integrated. ☐
SYSTEMS: IDENTIFICATION AND CAPTURE OF IRBV Systems, including electronic document and records management systems (EDRMS), use mechanisms to support identification and capture of IRBV	☐ Systems, including EDRMS, do not use mechanisms to support identification and/or capture of IRBV.	☐ Systems, including EDRMS, use mechanisms to partially support identification and capture of IRBV.	☐ Systems, including EDRMS, use mechanisms to fully support identification and capture of IRBV.	☐ Systems, including EDRMS, use mechanisms to fully support identification of IRBV and are maintained and updated as required to support identification and capture of IRBV.

2015 Criteria

PROTECTION of IRBV
(6.1.2)

PROCESS & TOOLS		PROTECTION OF IRBV 6.1.2: Protection of information resources of business value.			
		Level 1	Level 2	Level 3	Level 4
	IRBV RISK PROFILE includes documented risks related to protection of IRBV (legal and regulatory risks, access to information, security of information, accuracy of classification and the protection of personal information, etc)	☐ Risk assessment for IRBV is *adhoc* or has not been undertaken.	☐ Risk assessment for IRBV is underway and/or included in other corporate risk assessment activities.	☐ Risk assessment is complete, documented and up to date for IRBV at the Protected A,B,C and Secret levels.	☐ Documenting of information security and risk, is complete, up-to-date, maintained, monitored, and is in use and applied on an ongoing basis across the organization.
	PRACTICES AND CONTROLS: SECURITY, PRIVACY AND ACCESS for IRBV Protection of IRBV: Access and security controls are consistently implemented across the organization and processes for the protection of IRBV physical and electronic records routinely incorporate user access permissions	☐ Identification of appropriate security, privacy and access controls for IRBV is not complete with no consistent control of access to information resources. Protection of IRBV is sporadic and left to the judgement and best effort of individuals.	☐ Identification of appropriate security, privacy and access controls for IRBV is underway, policies or business rules governing system security and user access permissions are in place. Protection of some IRBV is carried out in a consistent manner.	☐ Identification of appropriate security, privacy and access controls for IRBV is complete and documented. Standardized access and security controls and rules are implemented across the organization. Processes for the management of physical and electronic records routinely incorporate user access permissions. Protection of most IRBV is carried out in a timely, consistent manner.	☐ Identification of appropriate security, privacy and access controls for IRBV is documented, maintained and monitored, regular control testing is conducted to ensure security and access controls are implemented appropriately; corrective action is taken as required. Protection of all IRBV is carried out across the organization in a timely, consistent manner. The process for protection of IRBV is monitored, and is routinely reviewed and updated. ☐

2015 Criteria

REPOSITORIES for IRBV
(6.1.3.1)

Establishment of Methodologies / Tools: **REPOSITORIES FOR IRBV**

6.1.3.1: Identifying, establishing, implementing and maintaining repositories in which information resources of business value are stored or preserved in a physical or electronic storage space

PROCESS & TOOLS

	Level 1	Level 2	Level 3	Level 4
INVENTORY OF STRUCTURED AND UNSTRUCTURED REPOSITORIES for the storage and preservation of IRBV	☐ No inventory of structured or unstructured repositories. No indication of which repositories hold IRBV.	☐ Partial inventory of structured or unstructured repositories and partial indication of those which hold IRBV.	☐ Complete inventory of structured and unstructured repositories including indication of those which hold IRBV.	☐ Inventory of structured and unstructured repositories and indication of those which hold IRBV is complete, monitored and regularly updated.
PRACTICES AND CONTROLS: MANAGEMENT, DEPOSIT, SEARCH & RETRIEVAL	☐ There are no consistent practices and controls to support the management, deposit, search and retrieval of IRBV stored in repositories for IRBV.	☐ Some practices and controls have been documented for the consistent management, deposit, search and retrieval of IRBV stored in repositories for IRBV.	☐ Documented practices and controls are in place for the consistent management, deposit, search and retrieval of IRBV stored in repositories for IRBV.	☐ Documented practices and controls are in place for the consistent management, deposit, search and retrieval of IRBV stored in repositories for IRBV. Regular control testing is conducted to ensure consistent management of IRBV within the repositories; including monitoring for abnormal growth or decline. Corrective action is taken as required.
SYSTEMS: REPOSITORIES Systems, including EDRMS, that manage IRBV are in place and support recordkeeping functionality	☐ There are multiple local systems with contents and whereabouts unknown to all but immediate users.	☐ Systems for the management of IRBV are implemented in some parts of the organization and/or do not support recordkeeping functionality.	☐ Systems for the management of IRBV are implemented throughout the organization and/or support recordkeeping functionality. 2015 Criteria	☐ Systems for the management of IRBV are fully implemented throughout the organization and support recordkeeping functionality. Systems for repositories are being shared and/or merged.

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CLASSIFICATION of IRBV (6.1.3.2)

Establishment of Methodologies / Tools: **CLASSIFICATION**

6.1.3.2: Establishing, using and maintaining taxonomies or classification structures to facilitate storage, search, and retrieval of information resources of business value in all formats

PROCESS & TOOLS	Level 1	Level 2	Level 3	Level 4
TAXONOMIES OR CLASSIFICATION STRUCTURES to support the deposit and retrieval of IRBV in all formats	☐ Consistent and appropriate taxonomies or classification structures to support the deposit and retrieval of IRBV in all formats are not initiated, are partial, out-of-date or inconsistently implemented.	☐ Development of consistent and appropriate taxonomies or classification structures to support the deposit and retrieval of IRBV in all formats which cover most of the functions of the organization is underway.	☐ Consistent and appropriate taxonomies or classification structures to support the deposit and retrieval of IRBV in all formats and cover all the functions of the organization are complete, documented, approved.	☐ Consistent and appropriate taxonomies or classification structures to support the deposit and retrieval of IRBV in all formats and cover all the functions of the organization are complete, documented, approved and are in active use consistently across the organization. Classification structures are maintained, monitored and regularly reviewed for relevance and comprehensiveness.
PRACTICES AND CONTROLS: CLASSIFICATION Classification of information against IRBV in all formats	☐ Practices and controls for classifying IRBV are *adhoc* and undocumented.	☐ Some practices and controls for classifying IRBV are complete, documented and up to date. Some classification of IRBV is underway with minimal progress toward integrating the practices in day-to-day activities.	☐ Practices and controls for classifying IRBV are complete, documented, up to date and approved. Practices are integrated into day-to-day activities.	☐ Practices and controls for classifying IRBV are complete, approved and integrated into day-to-day activities. Classification procedures or business rules are tailored to specific business units and work processes. Practices are kept up-to-date, maintained and monitored.
SYSTEMS: CLASSIFICATION, Systems including EDRMS, use mechanisms that support classification practices for IRBV in all formats.	☐ Multiple local systems with no or few mechanisms that support varied classification structures, which are unknown to all but immediate users.	☐ Systems for the management of IRBV are implemented in some parts of the organization and/or do not use necessary mechanisms to allow the application of appropriate classification.	☐ Systems for the management of IRBV are implemented throughout the organization and use mechanisms to allow the application of appropriate classification.	☐ Systems for the management of IRBV are implemented throughout the organization, use mechanisms to allow the application of appropriate classification, and are actively used by most/all of the organization and monitored.

2015 Criteria

PROCESS & TOOLS

RETENTION (6.1.3.3)	Establishment of Methodologies / Tools: **RETENTION** 6.1.3.3: Establishing, implementing and maintaining retention periods for information resources of business value, as appropriate, according to format			
	Level 1	Level 2	Level 3	Level 4
RETENTION PLANS & SCHEDULES for IRBV in all formats	☐ Retention plans and schedules for IRBV in all formats do not exist, are outdated, *adhoc*, undocumented and incomplete and/or cover some IRBV.	☐ Some retention plans for IRBV in some formats have been implemented and a retention schedule is in place that covers most of the organization's IRBV holdings.	☐ Approved retention plans for IRBV in all formats have been implemented and a retention schedule is in place that covers all of the organization's IRBV holdings. Practices are in place to update the plans and schedules for currency and comprehensiveness.	☐ Approved retention plans for IRBV in all formats have been implemented and are in use by all/most of the organization. A retention schedule is in place that covers all of the organization's IRBV holdings. Changes to legislation, business functions and processes are monitored to drive revisions to the retention schedule. Practices are kept up-to-date and are monitored.
SYSTEMS: RETENTION, including EDRMS, use mechanisms that support retention practices for IRBV in all formats	☐ Multiple local systems with no or few mechanisms that support varied retention practices, which are unknown to all but immediate users.	☐ Systems for the management of IRBV are implemented in some parts of the organization and/or do not use necessary mechanisms to allow the application of appropriate retention schedules.	☐ Systems for the management of IRBV are implemented throughout the organization and use mechanisms to allow the application of appropriate retention schedules.	☐ Systems for the management of IRBV are implemented, use mechanisms to allow the application of appropriate retention schedules, and are in use by all/most of the organization and are monitored.
			2015 Criteria	

DISPOSITION (6.1.3.4)

PROCESS & TOOLS

Establishment of Methodologies / Tools: DISPOSITION

6.1.3.4: Developing and implementing a documented disposition process for all information resources and performing regular disposition activities for all information resources

	Level 1	Level 2	Level 3	Level 4
DISPOSITION PLANS for all information resources in all formats	☐ Disposition plans for information resources in all formats are outdated, *adhoc*, undocumented and incomplete and/or cover some information resources.	☐ Some disposition plans for information resources in some formats are being developed.	☐ Approved disposition plans for information resources are in place that cover all of the organization's information resource holdings.	☐ Approved disposition plans for information resource holdings in all formats have been implemented and an approved disposition schedule is in place that covers all of the organization's information holdings. Disposition plans are reviewed for currency and changes to legislation, business functions and processes.
PROCESS AND CONTROLS: DISPOSITION for information resources in all formats	☐ No practices and controls exist, minimal to no disposition is undertaken and no record of disposition action is retained.	☐ Some practices and controls for disposition are documented and up to date. Some disposition is underway with minimal progress toward integrating the practices in day-to-day activities. Some record of disposition is retained.	☐ Practices and controls for disposition are complete, documented and up to date. Disposition is underway with significant progress toward integrating the practices in day-to-day activities. Information relating to disposition action is retained.	☐ Practices and controls for disposition are complete, documented and up to date. Disposition is carried out in a timely (based on disposition plans), consistent manner and is integrated in day-to-day activities. Information relating to disposition actions is documented and recordkeeping metadata documents the history of disposition decisions.
SYSTEMS: DISPOSITION Systems, including EDRMS, use mechanisms that support disposition practices and structures for information resources in all formats.	☐ Multiple local systems with no or few mechanisms that support varied disposition practices, which are unknown to all but immediate users.	☐ Systems for the management of information resources are implemented in some parts of the organization and/or do not use necessary mechanisms to allow the application of appropriate disposition.	☐ Systems for the management of information are implemented throughout the organization and use mechanisms to allow the application of appropriate disposition. 2015 Criteria	☐ Systems for the management of IRBV are implemented throughout the organization, use mechanisms to allow the application of appropriate disposition, are in use by all/most all of the organization and are monitored.

DOCUMENTATION of PRACTICES (6.1.4)	DOCUMENTATION OF PRACTICES 6.1.4: Documentation of recordkeeping practices within the department that aligns with business activities, and that address accountability, stewardship, performance measurement, reporting and legal requirements.			
	Level 1	Level 2	Level 3	Level 4
PROCESSES & TOOLS **DOCUMENTATION OF RECORDKEEPING PRACTICES AND CONTROLS** aligns with business activities and addresses accountability, stewardship, performance measurement, reporting and legal requirements for information resources in all formats	☐ Documentation of recordkeeping practices and controls including policies, procedures or business rules, do not exist, are *adhoc*, are incomplete, are outdated, or are not approved.	☐ A partial range of documented recordkeeping practices and controls exist for the IM life-cycle, including policies, procedures and business rules, which are specific to different formats and/or the organizational environment as required, including: hardcopy records; emails; standard electronic documents; website pages and transactions; records generated by core business systems; and different divisions or offices.	☐ Approved documentation of recordkeeping practices and controls exists, including policies, procedures and business rules, and is in place, for example: procedures for staff on appropriate creation and capture; or procedures for records staff on retention and disposition. Procedures and business rules apply to information resources in all formats. 2015 Criteria	☐ Recordkeeping requirements are documented and integrated in procedures and business rules for specific business activities. Management procedures include recordkeeping requirements. Regular reviews of policies, procedures and business rules are undertaken. Corrective measures are taken. Changes to legislation, business functions and processes are monitored and are integrated into day-to-day activities. Procedures and business rules include requirements for quality checking.

AWARENESS & ENGAGEMENT (6.1.5)

PROCESS & TOOLS

	AWARENESS AND ENGAGEMENT OF EMPLOYEES 6.1.5: Communication with, and engagement of, departmental managers and employees on the risks associated with poor recordkeeping and their responsibilities for recordkeeping within the department and the Government of Canada.			
	Level 1	Level 2	Level 3	Level 4
AWARENESS PLAN includes awareness of risks and responsibilities, and all components of RK: ☐ Identification of IRBV ☐ Protection of IRBV ☐ Repositories ☐ Classification ☐ Retention ☐ Disposition ☐ Documentation of Processes ☐ Awareness and Engagement	☐ An awareness plan and communication activities do not exist, are outdated or are incomplete.	☐ An awareness plan is in development and covers risks and responsibilities, and some of the components of RK. Communication is *adhoc* and as required only with positions dealing with records management.	☐ An awareness plan is approved and in place and covers risks and responsibilities, and most of the components of RK. Communication is planned, timely, regular and reaches all employees. Recordkeeping responsibilities are communicated through induction, in training programs and through information provision including intranet, email reminders, etc.	☐ An awareness plan is approved and in place and covers risks and responsibilities, and all of the components of RK. Communication is planned, timely, regular and reaches all employees. The awareness plan is monitored for effectiveness.
TRAINING includes training for risks and responsibilities, and all components of RK	☐ A training plan does not exist, or does not include risks and responsibilities, or components of RK and/or few training activities are provided.	☐ Training covers risks and responsibilities, and some of the components of RK. Training is provided for some employees dealing with records management and some business managers and some staff.	☐ Training covers risks and responsibilities, and most of the components of RK. Training is provided for all employees dealing with records, for most business managers and for most staff.	☐ Training covers risks and responsibilities, and all of the components of RK. Training is provided for all staff in the organization.
Measured level of awareness with risks and responsibilities and the RK Components	☐ Awareness of risk, responsibilities and RK components is *adhoc* or unmeasured. Organization has little to no evidence of recordkeeping awareness or engagement.	☐ Awareness of risk, responsibilities and RK components is measured for positions dealing directly with RK. Organization has some recordkeeping awareness which is not linked to an overall awareness strategy/plan and does not reflect current policy requirements.	☐ Awareness of risk, responsibilities and RK components is measured for all employees. Organization has a recordkeeping awareness strategy and demonstrates progress in its implementation.	☐ Awareness of risk, responsibilities and RK components is measured for all employees. Organization has a well-defined recordkeeping awareness strategy, monitors its effectiveness, and demonstrates significant progress in its implementation.
			2015 Criteria	

MONITORING & REPORTING RESULTS

(6.2)

		MONITORING AND REPORTING RESULTS 6.2.1 IM Senior Officials are responsible for supporting their deputy head by overseeing the implementation and monitoring of this directive in their departments, bringing to the deputy head's attention any significant difficulties, gaps in performance, or compliance issues, developing proposals to address them, and reporting significant performance or compliance issues to the Chief Information Officer Branch of Treasury Board of Canada Secretariat.			
		Level 1	Level 2	Level 3	Level 4
RESULTS	**PERFORMANCE MANAGEMENT INDICATORS**	☐ No indicators exist, either standalone or as part of other corporate strategy.	☐ Indicators exist in draft form and/or as part of other draft corporate strategy.	☐ Indicators are developed and approved, either standalone or as part of other corporate strategy. Some indicators are tracked.	☐ All approved indicators are tracked, either standalone or as part of other corporate strategy.
	MONITORING AND REPORTING RESULTS which are integrated and which include efficiency (time to carry out recordkeeping activities which may be measured from user perspective, expressed as a percent of average working time) and effectiveness (IRBV activities are consistently and appropriately carried out) for all components of RK: ☐ Identification of IRBV ☐ Protection of IRBV ☐ Repositories ☐ Classification ☐ Retention ☐ Disposition ☐ Documentation of Practices ☐ Awareness and Engagement	☐ Little or no RK monitoring and reporting results, and/or RK monitoring and reporting is not integrated with IM or other corporate planning and reporting. Efficiency and effectiveness is not measured.	☐ Some RK monitoring and reporting results are generated and may be integrated with IM or other corporate planning and reporting. Data collected includes results on efficiency and effectiveness.	☐ All RK monitoring and reporting results are generated and are integrated with IM planning and some other cyclical corporate planning and reporting. Data is analyzed and summary reports of results include efficiency and effectiveness.	☐ All RK monitoring and reporting results are generated and are integrated with IM planning and other cyclical corporate planning and reporting. Data is analyzed and annual / multi-year reports of results include efficiency and effectiveness. Efficiency and effectiveness targets are set.
	Corrective Action	☐ Corrective action not identified or taken.	☐ Corrective action identified only upon negative events.	☐ Corrective action identified on negative events and through regular feedback mechanisms.	☐ Corrective action identified proactively and incorporated into recordkeeping processes.
				2015 Criteria	

Summary of Sample Deliverables

The following are sample types of deliverables that support recordkeeping / information management. Your document titles may differ. Your self-assessment process should include having these documents types in hand to determine current status and to support self-ratings that indicate your organization meets the 2015 targets.

	SUGGESTED DELIVERABLES
RK Planning and Governance	☐ Governance structure: Decision-making, responsibilities and accountabilities ☐ RK Implementation Plan
☐ Identification of IRBV	☐ Documented Departmental Functions, Activities and Information ☐ Systems: Identification & Capture of IRBV
☐ Protection of IRBV	☐ IRBV Risk Profile ☐ Practices and Controls: Security, Privacy and Access
☐ Repositories	☐ Inventory of Structured and Unstructured Repositories ☐ Practices and Controls: Management, Deposit, Search, Retrieval ☐ Systems: Repositories
☐ Classification	☐ Taxonomies or Classification Structures ☐ Practices and Controls: Classification ☐ Systems: Classification
☐ Retention	☐ Retention Plans & Schedules ☐ Systems: Retention
☐ Disposition	☐ Disposition Plans & Schedules ☐ Process and Controls: Disposition ☐ Systems: Disposition
☐ Documentation of Practices	☐ Documentation of Recordkeeping Practices and Controls
☐ Awareness and Engagement	☐ Awareness Plan ☐ Training
Monitoring and Reporting Results	☐ Performance Management Indicators ☐ Monitoring and Reporting Results

[83/015-1]

Subject Group	Subject	Description	Retention Periods
Research Department	Outside research agencies	Rating reports on programs, markets, viewing habits, etc.	10 years

[83/015]

Subject Group	Subject	Description	Retention Periods
Office of the Secretary of the Board	Board of Directors	Minutes, agenda & meeting papers	10 years
	Executive Sub-Committee	Minutes, agenda & meeting papers	10 years

Code	TITLE
100.000	MANAGEMENT
101.000	CORPORATE ENTITY
101.100	Board of Directors
101.101	Audit Committee
101.102	Standing Committee on English and French Languages Broadcasting
101.103	Special committe on Public support
101.104	Human Resources and Compensation Committee
101.105	Nominating and Governance Committee
101.106	Finance and Planning Committee
101.107	Advisory Committee to the Chair on relations with Stakeholders
101.108	Board of Directors Meetings
101.110	Executive Committees
101.120	Committees - Internal
101.130	Departmental Meetings
101.140	External Committees
101.150	Instruments of Incorporation
101.151	Charter
101.152	Orders affecting the CBC/Radio-Canada
101.153	Affiliation agreements
101.154	Broadcast station acquisitions

101.160	Licensing and Licence Renewal/Amendment
101.161	CRTC public hearings
101.162	CRTC requests for information and responses
101.163	CRTC Approbations(other than licences)
101.164	Coverage Maps
101.170	Strategic Planning and Direction
101.171	Future of the CBC/Radio-Canada
101.172	Strategic planning
101.173	Positioning and repositioning
101.174	Long term plan
101.175	Annual planning
101.176	Research, Studies and presentations
101.177	Guides and Procedures
101.178	Management Plan
101.180	Assignment and Sharing of Responsibilities and Authorities
101.181	Delegation of signing authority
101.182	Delegation of financial authority
101.190	Organization Charts and Structure
101.200	Organization Studies
101.201	Branch and/or departmental reorganizations
101.210	Objectives
101.211	Corporate priorities
101.212	CBC/Radio-Canada objectives
101.213	Departmental objectives and action plans
101.220	Activity and Statistical Reports
101.230	Quality Control
101.240	CBC/Radio-Canada Framework
101.241	CBC/Radio-Canada manuals and guides

101.242	Corporate and sector methods and procedures
101.243	Corporate Directives, standards and policies
101.250	Corporate Memory
101.260	Intellectual Property
101.261	Logo
101.262	Trade Mark
101.263	Copyright
101.270	Government Relations
102.000	ARCHIVES AND COLLECTIONS MANAGEMENT
102.100	Collections Acquisitions and Development
102.101	Acquisition Studies and Evaluations
102.102	Collections or Holdings Acquisition
102.103	Subscriptions
102.104	Selection
102.105	Documentary Products
102.106	Weeding
102.110	Documentary Analysis
102.111	Program Analysis

102.112	Analysis Activity Planning
102.113	Data Transfers/Corrections
102.120	Archives and Collections Inventory
102.130	Archives and Collections Circulation
102.131	Subscriber Lists and Loan Authorizations
102.132	External Client Consultations
102.133	Internal Loans
102.134	External Loans
102.135	Overdue Notices and Fines
102.136	Transfers to Outside Organizations
102.137	Research
102.138	Rights or Restrictions Governing the Use of Audiovisual Archives
102.140	Media Erasure and Recycling
102.150	Offsite Archive Storage
102.151	Storage Agreements
102.152	Recall Lists
102.160	Archives and Collections Preservation
102.161	Technical Assessment of Original Media
102.162	Media Conversion and Migration
102.163	Media Restoration
102.164	Preservation Condition Assessments
103.000	PROTECTION, SECURITY AND CONTINGENCY PLANNING
103.100	Facilities Security
103.101	Security control
103.102	Employee ID card assignment
103.103	Pass assignment

103.104	Visitor registration control
103.105	Facilities surveillance
103.106	Key control
103.110	Lost Item Reporting
103.120	Theft Recording
103.130	Vandalism Reporting
103.140	Situation or Incident Investigations
103.141	Claims investigations
103.150	Equipment Engraving
103.160	Fire Protection
103.161	Prevention program
103.162	Facilities evacuation exercises
103.163	Fire extinguisher, sprinkler inspections, etc.
103.164	Fire alarm report
103.170	Evacuation Plans
103.171	Emergency Measure Planning
103.172	Disaster recovery plan
103.173	Vital records protection plan
104.000	GENERAL SERVICES
104.100	Mail
104.110	Transportation Services
104.120	Copy Services
104.130	Work Apparel Assignment
104.150	Travel Services
105.000	TECHNOLOGY
105.100	Architecture
105.101	Data and Applications
105.102	Technical Architecture
105.103	Network Architecture
105.104	Security
105.105	Broadcast
105.110	Technology Project Planning
105.111	Feasibility Studies
105.120	Systems Design and Development
105.130	Technology Services

105.131	Software
105.132	Data
105.133	Hardware
105.134	Network
105.135	Telecommunications
105.140	Inventory
105.141	Licences
105.142	Equipment
105.143	Service statements/audits
105.144	Internal telephone and email address directory
105.150	Back-up and Recovery
105.160	Intranet
105.161	Intranet Development
105.162	Intranet Maintenance
105.163	Intranet Research
105.170	Corporate Internet
105.171	Corporate Internet Development
105.172	Corporate Internet Maintenance
105.180	Technology Project Management
105.181	IT Project Management
105.182	Broadcast Network Project Management
105.183	Broadcast Engineering Project Management
105.184	Transmission Project Management

106.000	LEGAL AFFAIRS
106.100	Certifications
106.101	Affidavits
106.102	Authenticating copies
106.200	Drafting/Reviewing
106.201	Contracts and Agreements
106.202	Policy/Procedure
106.203	Procurement
106.204	Pre-contractual documents
106.205	Templates
106.250	Legislation Interpretation and Applications
106.260	Litigation/Dispute
106.261	Employment - Litigation/Dispute
106.262	Court Litigation
106.263	CBC/Radio-Canada as Intervener
106.264	Human Rights Complaints and Investigations
106.265	Official Languages Complaints and Investigations
106.266	Administrative Tribunals
106.267	Tariff - Copyright
106.270	Orders and Judgments
106.280	Advice
106.281	Programming - Advice
106.282	Commercial/Contractual - Advice
106.283	Policy
106.284	Access to Information and Privacy
106.285	Legislation - Advice
106.286	Intellectual Property - Advice
106.287	Employment - Advice
106.288	Administrative
106.289	Governance
106.290	Environment
106.300	Claims/Complaints/Inquiries
106.301	Programming - Claims/Complaints/Inquiries
106.302	Commercial/Contractual - Claims/Complaints/Inquiries
106.303	Pension
106.304	Demand Letters/Responses
106.310	Submission/Representation
106.311	Legislative

106.312	Public Inquiries
106.320	Filing, Registration, and Clearances
106.321	Intellectual Property - Filing, Registration, and Clearances
106.322	Real Estate
107.000	COMMUNICATIONS, PUBLIC RELATIONS AND TRANSLATION
107.100	Corporate Image
107.101	Visual ID Management
107.102	Corporate signature
107.103	Image communication standards
107.104	Building and unit visual identification
107.105	Visual ID Use & Guidelines
107.110	Media Relations
107.111	Media releases
107.112	Press conferences
107.113	Showing and launching
107.114	Media Inquiries
107.115	Issue Management
107.120	Speeches and Presentations
107.121	Biographies
107.130	Press Clippings
107.140	Relations With Associations and Groups
107.141	Radio broadcasting groups
107.142	Television broadcasting groups
107.143	Cable operator groups
107.150	Stakeholder Relations
107.151	Special celebrations
107.152	Evaluation and Analysis of Potential Event participation
107.153	Invitation or exchange program
107.154	Fundraising or charitable donation campaigns
107.160	Audience Relations
107.161	Audience requests
107.162	Regional audience meetings
107.163	Audience complaints
107.164	Studio audience selection
107.165	Contest management

107.166	Studio audience greeting
107.167	Guided tour organization
107.170	Visitor Surveys
107.180	Internal Communications
107.181	Internal communication plans and strategies
107.182	Internal publications
107.183	Internal announcements
107.184	Organisation of Internal Events
107.190	Document Translation and Revision
107.191	Translation Services
107.192	Editing and Proofreading
107.193	Official Languages Inquiries
107.200	Corporate Correspondence Management
107.201	President & Chair Correspondence
107.202	Senior Management Correspondence
107.203	Region Correspondence
107.210	Annual Report Publishing
107.211	Drafting
107.212	Distribution
107.220	Contest application
107.221	Shows presence to events and festivals
107.222	Events and festivals files
107.223	Internal Prizes Management
108.000	ASSOCIATIONS, CLUBS, INSTITUTES, CORPORATIONS
108.100	Professional Corporations
108.110	Professional Associations
108.120	Employee Associations
109.000	CBC/RADIO-CANADA ADVERTISING AND PROMOTIONS

109.100	Ad Production and Broadcast
109.101	CBC/Radio-Canada ad campaign organization
109.102	Advertising Spot Production
109.103	Print advertising
109.110	Reservation of Media Ad Spots
109.120	Promotional Events
109.130	Promotional Goods
109.140	Promotional Shooting and Photos
110.000	INSURANCE AND RISK MANAGEMENT
110.100	Insurance Renewals
110.110	Property and Casualty Insurance Policies
110.120	Certificates of Insurance
110.130	Insurance Claim Files
110.131	Claims Files - Excluding those involving minors
110.132	Claims Involving Minors
110.140	Insurance Reports
110.150	Advice - General inquiries and consulting
110.160	Risk Management Projects
111.000	RECORDS AND INFORMATION MANAGEMENT & ARCHIVES
111.100	Records Classification
111.110	Records Retention
111.120	Records Transfer and Disposition
111.121	Destruction authorization
111.122	Confirmation of Records disposal
111.123	Transfers to Records Centre
111.130	Records Circulation
111.150	Non-paper media Transfer
111.160	Records & Information Management Program

111.170	Reference tools
111.171	Forms, models and templates
111.172	External documentation
112.000	MARKETING AND SALES
112.100	Planning & Development
112.101	Commercial Scheduling Inventory
112.102	Commercial Scheduling Instructions
112.110	Marketing
112.111	Brand Activation
112.120	Presentations
112.130	Media Sales
112.131	Accepted Commercials
112.132	Rejected Commercials
112.133	Client files
112.140	Marketing and Sales Business Reporting and Analysis
112.141	Commercial Scheduling Monitoring & Reports
112.150	Sales Reports
112.160	Marketing Development
112.161	Studies and Plans
112.162	Fees and Royalties
112.170	Advertising Standards
113.000	MERCHANDISING, SALES OF PRODUCTIONS AND STOCK SHOTS
113.100	Planning, Research and Analysis
113.101	Research and Planning of Sales Products
113.102	Sales tools
113.103	Licensing of Products
113.104	Reports and Analyses
113.110	Sales of CBC/Radio-Canada Productions, Sound Recordings and Associated Products
113.120	Stock Shots Sales

113.130	CBC/Radio-Canada Boutique
113.131	Boutique Promotion and Advertising
114.000	ACCESS TO INFORMATION (ATI)
114.100	ATI Requests and Responses
114.110	Consultation Requests and Responses
115.000	PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT (PIPEDA)
115.100	PIPEDA Requests and responses
116.000	PRIVACY
116.100	Privacy Requests and Responses
117.000	OMBUDSMAN
117.100	Audience complaints and comments
117.110	Ombudsman Investigations
117.120	Ombudsman Reports
118.000	INTERNATIONAL ACTIVITIES MANAGEMENT
118.100	International Activities
118.101	Technical Assistance
118.102	Hosting foreign visitors
118.103	International Broadcasting Association
118.110	Canadian Institute for Training in Public Broadcasting
118.111	Program Training Development
118.112	Agreements with International Partners
118.113	Promotion of training program
118.114	Coordination with the Canadian International Development Agency (CIDA)
118.115	Trainer Applications
119.000	STRATEGIC PLANNING AND BUSINESS DEVELOPMENT
119.100	Strategic Partnership Development
119.101	CBC/Radio-Canada Positioning in Media Industry

119.102	Project Development
119.103	Market and Competitive Information
119.104	Management of Self-Generated Revenue
119.110	SIRIUS Canada Inc
119.200	Rights Administration
119.210	AGICOA (Association of International Collective Management of Audiovisual Works)
119.220	Canadian Claimants Group (CCG)
120.000	Emergency Measures Planning, Business Continuity and Personal Safety
120.100	Crisis Management
120.101	Crisis Management Governance
120.102	Crisis Events and Incidents
120.110	Emergency Measures Planning

120.120	Personal Safety
120.121	Personal Safety Governance
120.122	Hostile Environments - Trips and Assignments
120.123	International Events
120.124	Employee Safety Report
120.130	Business Continuity
200.000	FINANCIAL RESOURCES
201.000	ACCOUNTS PAYABLE AND DISBURSEMENTS
201.100	Travel and Relocation Authorizations, Claims and Expenses
201.110	Corporate Credit Card Use
201.111	Credit card requests and cancellations
201.112	Credit card verification of payments
201.120	Accounts Payable
201.121	Trade accounts payable
201.122	Cash funds
201.123	Residuals
202.000	ACCOUNTS RECEIVABLE AND REVENUES
202.100	Advertising Revenues
202.110	Miscellaneous Revenues
202.120	Government Revenues
202.130	Credit and Collection
202.131	Credit applications and approval
202.132	Credit limit reports

202.133	Collection Files
202.134	Bad Debt Files
202.135	Customer account statements
202.140	Accounts receivable reports and analyses
203.000	PLANNING/BUDGETING/FORECASTING
203.100	Government Funding
203.101	Treasury Board Submissions
203.102	Approval for Parliamentary appropriation
203.103	Corporate plan
203.104	Annual reference level update
203.105	Supplementary estimates
203.110	Capital Plan and Budget
203.111	Current year
203.112	Three Year
203.113	Annual submission to the Board
203.114	Business Cases and Justification
203.120	Operating Budget
203.121	Operating budget by services or department
203.130	Budget Process Management
203.131	Framework
203.132	Infrastructure
203.140	Forecasts
203.141	Capital Forecasts
203.142	Operating Forecasts
203.143	Cash Forecast
203.144	Reporting
203.150	Strategic Initiative and Financial Analysis
203.151	Business cases and financial model
203.152	Industrial relations and negotiation mandates
203.190	Finance Projects Management
204.000	BANKING and CASH MANAGEMENT

204.100	Bank Agreements
204.110	Bank Deposits
204.120	Bank Reconciliations and Account Analyses
204.130	Electronic Funds Transfers
204.140	Bank/Trust Account Creation and Control
204.150	Cheque and Payment Control
204.160	Investments
204.180	Borrowing Authority
204.190	Foreign currency operations
204.200	Special purpose agreements related to treasury operations
205.000	GENERAL ACCOUNTING
205.100	Cost Accounting
205.110	General Ledger
205.111	Journal entries
205.112	Year-end entries
205.113	Liability certificates/accruals
205.120	Management and Financial Reporting
205.121	Account analysis
205.122	Corporate Financial Statements
205.123	Management Statements and Reports
205.124	Special external financial statements, reports and analyses
205.130	Annual Report
205.140	Capital Assets
205.141	Project Capitalization
205.150	Speciality Services Accounting and Reporting
206.000	INTERNAL AND EXTERNAL AUDITS
206.100	Internal Audit
206.101	Internal Audit engagement agreement
206.102	Annual Approved Audit Plan

206.103	Audit reports, recommendations and follow-up
206.110	Office of the Auditor General
206.111	Audit Reports, recommendations and follow-up
206.112	Special Reports and Audits
206.120	Tax Audits by CCRA
206.130	External Tax Audits
207.000	EMPLOYEES PAY MANAGEMENT
207.100	Pay Processing
207.101	Transactions
207.102	Source deductions
207.103	Salary advances
207.104	CBC/Radio-Canada contributions
207.105	Pay pre-listing
207.106	Pay cycle control
207.107	Retroactive pay
207.108	Leave of absence
207.109	Earnings management transaction requests
207.110	Year-to-Date Salary Records
207.111	Year-to-date pay
207.112	Pay statistics
207.113	Taxable benefits details
207.120	Source Deduction Remittance
207.121	Provincial
207.122	Federal
207.123	Union dues
207.124	Employee bank deposits
207.125	Issue of records of employment
207.130	Employee Earnings Statement Production
207.140	Rehabilitation Allowances
207.150	Workers' Compensation Benefits Statements
207.151	Annual WCB report reconciliation
207.160	Employee Time Cards
207.161	Multi employee time cards
207.170	Employee Status and Pay
207.180	Special Leave
207.190	Payroll Reports
208.000	ARTISTS PAY MANAGEMENT

208.100	Artists Pay Processing
208.110	Independent Contractors (freelancers) Pay Processing
209.000	TAXATION
209.100	Goods and Services Taxes
209.101	GST reconciliation
209.102	Provincial reconciliation
209.103	PST returns by province
209.104	Customs
209.105	Foreign taxes
209.110	Grants in Lieu of Taxes
209.120	Federal Income Tax
209.121	Reference material - Federal Income Tax
209.122	Returns - Federal Income Tax
209.123	Inquiries - Federal Income Tax
209.130	GST/HST - Federal Tax
209.131	Reference material - GST/HST - Federal Tax
209.132	Returns - GST/HST - Federal Tax
209.133	Inquiries - GST/HST - Federal Tax
209.140	Provincial Taxes
209.141	Provincial reference material
209.142	Prince Edward Island
209.143	Québec
209.144	Ontario
209.145	Manitoba
209.146	Saskatchewan
209.147	British Columbia
209.150	Foreign Taxes
209.151	Reference material - Foreign Taxes
209.152	Returns - Foreign Taxes
209.153	Inquiries - Foreign Taxes
300.000	HUMAN RESOURCES
301.000	HUMAN RESOURCES MANAGEMENT
301.100	Workforce Planning
301.101	Workforce Needs Analysis

301.102	Succession Management
301.103	Workforce Inventory
301.104	Recall List
301.105	Job Creation
301.106	Competency Profiles
301.110	Recruitment
301.111	Employer Attraction and Branding
301.112	Recruitment Sources
301.113	Job Postings
301.114	Job Applications and Resumés
301.120	Candidate Selection
301.121	Criteria and Selection Techniques
301.122	Candidate Selection Planning
301.123	Test and Exam Preparation
301.124	Candidate Applications
301.130	Career Management
301.131	New Employee Onboarding
301.132	Career Planning
301.133	Work Schedules
301.134	Staff Movements
301.135	Relocations
301.136	Long Service Awards

301.137	Negotiated Departure
301.138	Exit Interviews
301.140	Workforce Adjustment
301.150	Performance Management and Staff Development
301.151	Performance Evaluation Process
301.152	Performance Evaluation Tools
301.153	Individual Performance Evaluations of Unionized Employees
301.154	Individual Performance Evaluations of Non-Unionized Employees
301.160	Code of Conduct
301.170	Employee Files
301.180	Intern Files
301.200	Inclusion and Diversity
301.201	Inclusion and Diversity Programs
301.202	Inclusion and Diversity Results and Data
301.300	Human Resources - Corporate Services Projects Management

302.000	REMUNERATION, RETIREMENT AND BENEFITS
302.100	Administration of Pension Plan
302.110	Retirement-Incentive Programs
302.111	Retirement Incentive Programs - Employees
302.112	Executive Incentive Plans
302.113	Executive Short Term Incentive Plan (ESTIP)
302.120	CBC Pensioners' Association
302.130	Retirement Plan Administration
302.131	Employee and Pensioner Communications
302.140	Pensioners Files
302.141	Pensioner File
302.142	Executive Pensioner File
302.150	Compensation
302.151	Executive Compensation
302.152	Salary scales
302.153	Additional Remuneration
302.154	Salary Review
302.155	Sales Compensation Plan
302.156	Foreign Bureaus Compensation Plan

302.160	Leave and Holidays
302.161	Absence and Leave
302.162	Absence and Leave - Short-Term Temporary Employees
302.163	Special Leave
302.164	Special Leave - Short-Term Temporary Employees
302.165	Leave of Absence
302.180	Group Insurance Benefits Plans
302.181	Group Insurance Benefits Plans - Special Cases
302.182	Travel Accident Insurance Plan
302.190	Remuneration, Retirement and Benefits Project Management
302.200	Job Evaluations
302.201	Job Evaluation Program
302.202	Position Evaluations
302.203	Job Description
303.000	STAFF RELATIONS
303.100	Union Certification
303.110	Leave for Union Business

303.120	Communications with Unions
303.121	Union Agreements
303.122	Follow-up on communications with Unions
303.123	Cross-Unit Projects
303.124	Joint Committees
303.130	Job Action and Work Stoppages
303.131	Job Actions
303.132	Strikes and Lockouts
303.150	Non-Union Staff Association
303.151	Non-union staff working conditions
303.152	Management working conditions
303.160	Collective Agreement
303.161	Collective Bargaining
303.162	Conciliation
303.163	Working conditions interpretation
303.164	Individual Collective Agreement
303.170	Complaints and Petitions
303.171	Internal complaints
303.172	Petitions

303.173	Complaints to External Agencies
303.180	Grievances and Arbitrations
303.181	Grievance and /or arbitration cases
303.182	Grievances Committees
303.183	Adjudication Decisions
303.190	Inter-Union Actions
303.200	Discipline
304.000	HEALTH AND WELLNESS
304.100	Disability Management / Occupational Health
304.101	Employee Files - Health and Disability
304.102	Employee Files - Workplace Accident
304.103	Employee Files - Travel Health
304.104	Absenteeism and Disabilities
304.105	Health Programs
304.110	Application of Workplace Health, Safety and Environment Regulations
304.111	Relations with Organizations and Associations
304.112	Regulatory Reports or Submissions

304.113	Health, Safety and Environment Standards and Recommendations
304.120	Employee Health and Well-Being Enhancement
304.121	Safety prevention program
304.122	First-aid program
304.130	Workplace Accidents
304.131	Workplace Accident Investigations
304.132	Post-Accident Corrective Action
304.140	Accident Risk Management
304.141	Accident Risk Reporting
304.142	Right of Refusal
304.150	Workplace Committees
304.160	Workplace Hygiene
304.170	Workplace Evaluation
304.171	Facility Inspections
304.172	Ergonomics
304.180	Employee Assistance Program (EAP)
304.181	EAP Services
304.182	EAP Promotional Activities
304.183	EAP Projects
304.184	Volunteer Management
304.190	Workplace Violence

304.200	Workplace Environment
304.201	Environmental Awareness Programs
304.202	Hazardous Materials Monitoring
304.203	Environmental Incidents
304.204	Environmental Assessments
304.205	Environmental Studies
305.000	TRAINING AND LEARNING
305.100	Apprenticeship Plan
305.101	Apprenticeship Plan by Network
305.102	Apprenticeship by Direction
305.110	Training Projects Management
305.111	Work Process
305.112	Template
305.120	Training Projects
305.121	Requirements Analysis
305.122	Training Activity Planning
305.123	Design

305.124	Training Supplies
305.125	Implementation
305.126	Evaluation
305.130	Training Catalogue
305.140	Exchange and Development Programs
305.150	Additional Training and Improvement Activities
400.000	REAL ESTATE, GOODS AND SERVICES MANAGEMENT
401.000	SUPPLY MANAGEMENT
401.100	Goods and Services Contracts Management
401.101	Goods and Services Contracts
401.102	SerTrade in goods and services
401.110	Supply orders management
401.111	Purchase Order
401.112	Reception Control
401.120	Call for Tenders
401.130	Supplier Files
402.000	REAL PROPERTY MANAGEMENT

402.100	Acquisition and Property Management
402.101	Property Titles
402.102	Property Management
402.103	Environmental Studies and Assessments
402.104	Environmental Study
402.105	Property - Study and Analysis Reports
402.110	Leasing : CBC/Radio-Canada is tenant
402.111	Negotiations
402.112	Legal documents/Originals - Leasing : CBC/Radio-Canada is tenant
402.120	Leasing : CBC/Radio-Canada is landlord
402.121	Lease Management
402.122	Construction Projects - Capital or Churn
402.130	Disposition of Properties
402.131	Notarial Deeds
402.132	Sales Negotiations
403.000	MATERIAL AND EQUIPMENT MANAGEMENT
403.100	Equipment and Supplies Inventory
403.101	Furnishings
403.102	Works of Art and Certificates
403.103	Furniture coding
403.104	Equipment
403.105	Supplies and Boards
403.106	Stores
403.110	Equipment Manuals & Warranty
403.120	Inventory and Equipment Circulation
403.121	Imported goods
403.122	Equipment circulation and loan
403.130	Disposition of Surplus Items
403.131	Recycling and recovery
403.132	Sale of goods

403.133	Disposal
403.140	Equipment Retirement
404.000	PROPERTY OPERATIONS AND MAINTENANCE
404.100	Property List
404.110	Property History Detail
404.120	Property/Building Maintenance
404.130	Utilities Maintenance
404.140	Equipment monitoring, maintenance and repairs
404.150	Property Security
404.160	Parking Management
404.161	Space Allocation
404.162	Parking Permit
404.163	Rates - Assessment Reports
404.170	Municipal, School & Tax Services
404.180	Feasibility Studies
404.190	Environment Management
405.000	Property Construction and Facilities Management
405.100	Management of Capital Projects
405.101	Project Definition
405.102	Project Execution
405.103	Plans, Diagrams and Schedules

405.110	Management of Non-recurring Projects
405.111	Project Specifications
405.112	Projects Initialization
405.113	Plans, Canvas and Schedules
405.120	Accommodation Projects Management
406.000	FLEET MANAGEMENT
406.100	Vehicle Files
406.101	Registration
406.102	Mechanical inspection agent and self-inspection manual
406.110	Operator Files
406.111	Operator assignment
406.120	Studio and Location Fleet Services Catalogue
406.130	Vehicle Operation Logs
406.131	Daily log
406.132	Monthly log
406.140	Vehicle fleet parking
600.000	PRODUCTION
601.000	PRODUCTION PLANNING AND COORDINATION
601.100	Production planning
601.110	Pitches

601.120	Corporate Liaison
601.130	Audience Research
601.131	Audience Measurement & Survey Data
601.132	Periodical Reports
601.133	Audience Studies and Surveys
602.000	SCHEDULING AND TIMETABLES
602.100	Schedule and Timetables Preparation and Coordination
602.110	Evaluation of Schedules and Timetables
602.120	Free Time Political Party Broadcasts
602.130	Free Air Time
603.000	ROYALTY AND COPYRIGHT MANAGEMENT
603.100	Literary Rights
603.110	Musical Reproduction Rights
603.120	Transfer or Assignment of Rights
604.000	ACQUISITIONS
604.100	Acquisition Lists

604.110	Coordination and Planning
604.120	Distributors
604.130	Quality Control
605.000	MANAGEMENT OF SHOWS (PROGRAM AND CONTENT PRODUCTION)
605.100	Production Planning
605.101	Production Description and Synopsis
605.102	Character Descriptions
605.103	Research, Background Information and Fact Checking
605.104	Casting and Auditions
605.105	Storyboards
605.106	Resource Requirements
605.107	Actor Requirements

605.110	Show Production
605.111	Production Calendar
605.112	Fact Sheets
605.113	Show Summaries
605.114	Credits
605.115	Cue Sheets
605.116	Report on Music Use
605.117	Selection of Extracts (Re-cuts, Re-packages)
605.120	Set Management
605.121	Requests to Shoot (Locations)
605.122	Production Site Security Issues
605.123	Studio, Sets and Decor

605.124	Costumes, Hair and Make-up Issues
605.125	Changes in Production
605.126	Production Reporting
605.127	Post Mortems
605.130	Script Management
605.131	Reading Panels
605.132	Script Delivery Schedule
605.133	Authors Original Scripts
605.134	Scripts from Script Processing Centre
605.135	Annotated Script (Production Script)
605.136	Introductory and Continuity Scripts
605.137	News Bulletin Scripts
605.140	Game Show Management
605.141	Rules and Qualification
605.142	Questions
605.143	Participants and Winners Names
605.150	Cross-Cultural Project Management
605.151	Project Proposal Evaluations
606.000	POST-PRODUCTION

606.100	Editing and Cutting
606.110	Dubbing
606.120	Sub-Titles and Descriptive Video
606.130	Presentation
606.140	Computer Graphics
606.141	Computer Graphics Materials
607.000	PROGRAM EVALUATIONS
607.100	Individual Evaluations
608.000	PRODUCTION CONTRACTS
608.100	Acquisition Contracts
608.110	Talent Contracts
608.120	Performance Contracts
608.130	Non-Performance Contracts
608.140	Co-Production Contracts
608.150	Independent Production Contracts
608.160	Rights Contracts
608.161	Broadcasting Rights Contracts
608.162	Production Rights Contracts
608.170	Production services contracts
608.180	Canada Media Fund Contracts
700.000	TRANSMISSION AND BROADCASTING TECHNOLOGIES OPERATIONS
701.000	PLANNING AND COORDINATION - TRANSMISSION AND BROADCASTING TECHNOLOGIES OPERATIONS

701.100	Planning
701.110	Marketing of Transmission and Broadcasting Services
702.000	NATIONAL ALARM SERVICES (NAS) SERVICE TO MONITOR ALL SITES
702.100	Technical Issues (impairments and outages)
703.000	TRANSMITTER BASE MANAGEMENT AND MAINTENANCE
703.100	Management and maintenance of transmitters sites
704.000	SATELLITE SERVICES
704.100	Clients
705.000	RADIO CANADA INTERNATIONAL (RCI) (SHORTWAVE)
705.100	Frequency plans
705.110	Monitoring and Breakdown Reports
705.120	Schedules
705.130	Traffic reports
706.000	FREQUENCY COORDINATION
706.100	Management frequency coordination
707.000	REGULATORY COMPLIANCE
707.100	CRTC Relationship Management
707.110	CRTC Program Logs
707.120	Industry Canada

708.000	ENGINEERING REPORTS
708.100	Engineering Reports management
800.000	TECHNICAL PRODUCTION OPERATIONS
801.000	PLANNING AND COORDINATION - TECHNICAL PRODUCTION OPERATIONS
801.110	Planning
801.120	Service Management (escalation, call tree, network issues)
801.130	Technical Equipment Configuration
801.140	Reporting
801.150	Outside Production Rentals
802.000	PRODUCTION EQUIPMENT MANAGEMENT
802.100	Equipment
802.110	Testing
802.120	Acquisition
802.130	Inventory
802.140	Scheduling
802.150	Reporting
803.000	EQUIPMENT LOG BOOKS

803.100	Usage
803.110	Equipment check

DESCRIPTION 1
Records relating to the founding of the Corporation, its charter, letters patents, distribution of authority, station acquisitions, corporate seal, logo and other organization records.
Records relating to Board of Directors meetings. Includes notice of meetings, agendas, meeting files, minutes & appendices, resolutions and meeting follow-up.
Documents relating to meetings of the Committee. Includes notices of meetings, agendas, meeting records, minutes and annexes, resolutions, meetings follow-up.
Documents relating to meetings of the Committee. Includes notices of meetings, agendas, meeting records, minutes and annexes, resolutions, meetings follow-up.
Documents relating to meetings of the Committee. Includes notices of meetings, agendas, meeting records, minutes and annexes, resolutions, meetings follow-up.
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Documents relating to meetings of the Committee. Includes notices of meetings, agendas, meeting records, minutes and annexes, resolutions, meetings follow-up.
Documents relating to meetings of the Committee. Includes notices of meetings, agendas, meeting records, minutes and annexes, resolutions, meetings follow-up.
Records relating to Board and senior management committees.
Records relating to internal advisory and ad hoc committees and includes agendas, minutes and reports.
Records relating to staff and administrative meetings and includes agendas, minutes and reports.
Records relating to staff participation in external committees, including agendas, minutes and reports. Note: Presentations made before governmental institutions must be filed under 101.270
Records relating to charter, negotiation outcomes, as well as records of acquisitions.
Records relating to negotiation outcomes, as well as records of acquisitions.
Records relating to affiliation agreements including negociations with stations, negotiation outcomes, as well as records of acquisitions.

Records relating to obtaining and renewing licences for conventional and specialty CBC/Radio-Canada radio and television stations, as well as other services like Galaxie and Sirius Canada Inc. May also include applications initiated by competitors. Also see 707.000 for regulatory compliance.
Records relating to CRTC proceedings, including decisions, notices and orders, as well as public hearings affecting CBC/Radio-Canada services. May include applications from competitors
Records relating to CRTC approbation to CBC/Radio-Canada concerning sales, acquisition, implication or fusion of radio stations and tv stations or implication of the Corporation in specialty channels
File by province, location and service
Includes different types of planning documents such as the Long Range Radio Plan (LRRP), department business plan, etc.
Use for strategic planning research and studies.
May contain guides, procedures and all documents relative to procedures concerning the relations with governmental organizations, non-governmental or private. For example, criteria for funding requests and procedures to follow with the Canadian Television Fund
Contains a strategic portion (objectives, indicators) and a financial portion. Includes management plans of Services and their consolidated versions.
Records relating to delegation of authority.
Records relating to the mission, vision and values of the CBC/Radio-Canada.
Records Relating to quality circles, studies and analyses, as well as award-winning employee suggestions
Records relating to CBC/Radio-Canada policies, directives, standards, methods and other organization records.
Records include Board, corporate, departmental manuals. Including guides. See 305.124 for tutorials.

Records relating to detailed instructions used to support a policy, or to guide action to be taken, indicate steps to be followed, and specify methods employed as part of CBC/Radio-Canada¿s ongoing operations. Methods and procedures may be established at any time within departments.
Records relating to statements of principles governing the way that CBC/Radio-Canada and its various components are managed, and which aim to guide management in making decisions. Includes management and programming policies, directives, and policy framework. Often technical in nature, standards help frame and render consistent certain Corporation operations ¿ they are generally established by a committee or working group mandated to draft or review them.
Records relating CBC corporate history, historical celebrations, museum and other exhibits.
Use 106.321 for the Filing, Registration, and Clearances of Intellectual Property
Use for all files that deal with Government relations. For example Heritage Canada, or any Parliamentary or Senate Committees and Standing Committees or Commissions.
Records relating to archives and collections management activities, including acquisition, selection, analysis, circulation, storage, and preservation. Given the specific nature of the codes in this series, no records should be filed under the heading 102.000
Records relating to the acquisition and development of the various departments' collections. Includes the different acquisition methods (e.g., purchase, subscription, donation, and selection). Given the specific nature of the codes in this series, no records should be filed under the heading 102.100.
Records relating to analyses and evaluations conducted as part of acquitisions. May include outside offers, relevance analyses and assessments, as well as client requirements studies.
Records relating to negotiations and agreements with organizations or individuals as part of CBC/Radio-Canada acquiring archival holdings or collections.
Records relating to subscriptions to various documentary resources. May include subscription requests, invoices, and renewal notices for various publications or databases.
Records used to guide, justify and document activities relating to the selection of CBC/Radio-Canada archives. May include selection decisions and criteria, assessments, selection grids, and archiving authorizations.
Records relating to the drafting of documentary products developed by CBC/Radio-Canada. Includes themed topics, election coverage reports, current events files, backgrounders, biographies, etc.
Records relating to collection weeding activities. May include weeding criteria, lists of records to eliminate, reasons for weeds, disposal arrangements for weeded records, and documentation on the process.
Records relating to analysis activities, including indexing and cataloguing. May include analysis, planning documents, follow-ups, and corrections. Given the specific nature of the codes in this series, no records should be filed under the heading 102.110.
Refers to analysis results recorded in a database (e.g., DAV). This type of document is exclusively electronic.

Records relating to the monitoring of program analysis activities. May include analysis histories, follow-ups, lists of programs to analyze, assignments, etc.
Records relating to the tracking and monitoring of data following a system change. May include follow-ups and corrections. Note: Records documenting the impact on data should be stored with the project file; see 105.181.
Records relating to the management of collections inventories for production and presentation purposes. Includes the inventory lists, as well as various reports (audits) on collections, such as books, CDs, programs (program files), and audiovisual archives.
Records relating to CBC/Radio-Canada archive and collection circulation activities, such as loans, research, and consultation requests. Given the specific nature of the codes in this series, no records should be filed under the heading 102.130.
Updated list of people using the various services offered by Media Library and Archives departments (libraries, music services) or having subscriptions to online resources.
Requests to consult records on site.
Loan requests from CBC/Radio-Canada departments
Agreements with outside organizations regarding archive loans for events, exhibitions or special projects.
Follow-ups on overdue notices and fines.
Records relating to negotiations and agreements with organizations or individuals as part of CBC/Radio-Canada transferring archival holdings or collections.
Records relating to research requests submitted by internal or external clients on a specific topic.
Lists of items and reasons for embargoes or restrictions on the use of archival material.
Records relating to media retention, erasure and recycling activities. Includes duplicate, authorization and destruction/erasure lists.
Records relating to offsite archive storage. Includes agreements and lists of stored archive material. Given the specific nature of the codes in this series, no records should be filed under the heading 102.150.
Records relating to negotiations and agreements with organizations for the storage or repatriation of archives.
For material stored offsite (e.g., LAC). Also includes follow-ups on missing items.
Records relating to actions taken by CBC/Radio-Canada to ensure optimal preservation conditions for its various collections. Given the specific nature of the codes in this series, no records should be filed under the heading 102.160.
Includes checklists, as well as notes on media quality and acidity levels.
Records relating to the transfer of information from one media type to another to ensure the long-term preservation of information. Includes media transfer requests and transfer follow-ups.
May include technical definitions specific to film restoration.
Records relating to the assessment of ambient conditions in the various storage vaults and the condition of storage media, in order to ensure optimal preservation.
Records relating to CBC/Radio-Canada property and visitor protection services. Special investigations, vandalism and fire prevention, etc.
Note : given the specificity of the sub series below, nothing should be filed in 103.100
Security control, Visitor's log book, etc.

Contains informations on access and payment for parking.
Records include the theft of CBC/Radio-Canada intellectual property, satellite signal theft and physical property theft.
Includes list of engraved equipments and supporting document.
Building security systems plans
Records relating to various non-specialty services not included under other particular subjects.
Includes mail handling records, mail registration, recording of customer entries, and delivery by courier.
Includes requests for transportation service, dispatch, and bulletins.
Includes requests for copy services.
Records include the assignment of work clothing provided by the CBC/Radio-Canada.
Includes travel itinerary and documentation relating to visa/passport applications and permits.
Records relating to Informatics, and telecommunications, including studies, planning, systems operations and maintenance. Includes project development and implementation for Broadcast Network, Transmission, Broadcast Engineering and IT. See also series 700.000 for Transmission and Broadcasting Technologies Operations
Records include studies, future directions and commentaries
Records include analyses, coordination and resource planning. Use 105.180 series for managing approved projects.
Use for all documents related to the evaluation of a potential project. May include items such as Consolidation Projects, Relocation Projects, Technology Studies, project request, proposal evaluation and client correspondence.
Records relating to the design, development, and implementation of application systems. Includes requirements definitions, functional specifications and scripts.
Records include internal reports, studies, maintenance and service requests.

Includes in-house developed application systems
Includes requests for telephones, fax machines, cellular phones and pagers.
Records relating to licenses and equipment.
Records may include long distance statements/audits
Relating to the back-up and recovery of hardware, software and data.
Use to document all CBC/Radio-Canada Intranet applications. Includes planning, research, and information gathering to develop the site. Also includes all maintenance issues including version control of the documents. May include all research or feedback for usage or requests/ suggestions from the users.
Use for intranet usage and improved usability
Use to document all CBC/Radio-Canada internet applications. Includes planning, research, and information gathering to develop the site. Also includes all maintenance issues including version control of documents. Applies to internet but not intranet
Use to file all IT, Broadcast Network, Broadcasting Engineering and Transmission project files. File by project number and project name. The project file may be sub-divided in the following categories project mandate, tracking and status reports, copies of contracts, meeting documentation, copies of budgets, schedules, risks registers, etc. Use 105.120 series for the project planning phase. Use 401.100 for all goods and services contracts.
Use to file all IT project files. File by project number and project name. The project file may be sub-divided in the following categories project mandate, tracking and status reports, copies of contracts, meeting documentation, copies of budgets, schedules, risks registers, etc.
Use to file all Broadcast Network project files. File by project number and project name. The project file may be sub-divided in the following categories project mandate, tracking and status reports, copies of contracts, meeting documentation, copies of budgets, schedules, risks registers, etc.
Use to file all Broadcast Engineering project files. File by project number and project name. The project file may be sub-divided in the following categories project mandate, tracking and status reports, copies of contracts, meeting documentation, copies of budgets; schedules; risks registers, etc.
Use to file all Transmission project files. File by project number and project name. The project file may be sub-divided in the following categories project mandate, tracking and status reports, copies of contracts, meeting documentation, copies of budgets, schedules, risks registers, etc.

Use to file records relating to the legal functions necessary to conduct CBC/Radio-Canada's business. Subdivisions should only be used if record bulk or complexity so warrants
Includes the drafting of contract and agreement templates, the revision of contracts, agreements and any other related legal documents. Note given the specificity of the sub series below, nothing should be filed in 106.200.
Document templates for legal documents such as opinions, contracts or any other legal documents
Records relating to enforceable acts and legislation governing CBC/Radio-Canada including requests and decisions. Note File laws by alphabetical order
Notes: Includes arbitration, grievances, used for employment litigation. See also 303.180 and 303.190 for Grievances and Arbitration administrated by Human Resources
Note: includes applications for access to exhibits, subpoenas, search warrants, assistance orders, production orders and publication bans.
Note: Does not include complaints that amount to a form of dispute investigation and litigation (see litigation 106.260)

Use 101.260 to record the use of intellectual property.
Records relating to CBC/Radio-Canada relations with the public and guidelines on establishing a positive public image. Also includes internal and external publications, as well as document translation and revision.
Documents relating to the identity and the visual signature of the Corporation, guidelines and their application toward standardizing the image of the institution.
Records that document any issue that may have an impact on business or corporate reputation
Includes planning, advice, writing, and evaluation of speeches and presentations.
Documents pertaining to the creation and maintenance of CBC/Radio-Canada employee biographies.
Includes records relating to outreach programs, sponsorships, etc. Stakeholders include public and private sector organizations.
File by event name and date. May include internal and external celebrations. For records relating to the social, cultural, sports, activities or celebrations of employees use 108.120.
Includes analysis of event, decision to participate or not. May include the rationale for the decision
Use for all forms of audience, public, or lobby group requests. See also 117.000 for requests that are the responsibility of the Ombudsman
Use for all forms of audience, public, or lobby groups complaints. Also includes complaints received via the CRTC. See also 100.117 for complaints that are the responsibility of the Ombudsman.
Includes rules, regulations, contest questions, participants, prize lists etc.

May include internal events organizing and the publication of pamphlets, posters, special project materials, online presentations and videos, and records such as net PUB ENG announcements and notes to staff.
Records may include the development, publishing and distribution of internal publications. File by publication title and/or subject
May include the development, publishing and distribution.
Includes planning and organisation of events or social activities such as anniversaries, launching of season or distribution of awards.
Records relating to the translation, editing and proofreading of CBC/Radio-Canada documents and publications in both official languages. Also includes Official Language Act general inquiries.
Use to record all processes for the drafting, production and delivery of the Annual Report. Includes the gathering of content, publishing and distribution. May also include all mailing lists and cover letters for the Ministers and regulatory bodies. Organize by year. Note given the specificity of the sub series below, nothing should be filed in 107.320.
Application of CBC/Radio-Canada's productions (shows, reports, animation features) or artisants to international, national or provincial contests and lists of festivals, events and awards
Use for productions registration files (ex. Frederic Back films)
Use for different events and festivals files. (ex. Juno awards)
Use for records concerning internal prizes like Salut aux talents, etc.
Records relating to association memberships, eligibility conditions and various activities. Also includes bulletins, magazines, regular reports received.
Documents relating to members, the conditions of accession and the various activities of agencies. Newsletters, magazines, periodic reports.
Documents relating to members, the conditions of accession and the various activities of agencies. Newsletters, journals, periodic reports. Can be used for both employees and the CBC as a member of an association. For meeting summaries, see 101.140
Records relating to employee social, cultural and sports associations and includes magazines and bulletins.
Records relating to advertising spot production and airing by the CBC/Radio-Canada for its own programming. May also include promotional goods, posters and photos

Records relating to CBC/Radio-Canada advertising for radio, television and CBC/Radio-Canada.ca . Note given the specificity of the sub series below, nothing should be filed in 109.100.
Includes communication plans, press kits and program kits.
Includes all production documents
Include posters, banners (for bus metro) newspapers, magazines and booklets.
Records may include reports and statistics. For media contracts and agreements use 401.100.
Records relating to CBC/Radio-Canada participation in and hosting of events, festivals, exhibitions, conferences, workshops, concerts and seminars.
Use to file all documents related to promotional goods used to promote the CBC/Radio-Canada or any of it's productions. May include research, inventories, or distribution lists. For contracts for the acquisition of promotional goods use the appropriate 401 series
Used for all types of promotional shooting (e.g. videos, photos, graphic designs, etc). Could be organized by show title, then season, episode number, and/or air date as appropriate.
Records relating to property and casualty insurance and corporate risk management. Use 302 series for employee group insurance.
Supporting documentation for the annual renewal of the property and casualty insurance program.
Includes all insurance policies such as insurances policies for current property and casualty program, insurance policies for special projects or events, etc.
Certificate of insurance and special forms prepared by insurance broker and provided to a third parties on behalf of CBC.
Records related to property and casualty insurance claims and incidents.
All open and closed claims and incidents involving third parties, other than those involving minors under the age of 18, in this case use 110.132.
All open and closed claims and incidents involving third parties under the age of 18.
Reports prepared based on insurance and/or claims data for use by components
Risk management and Insurance advice and guidance provided to all components of CBC.
Drafts, reports, surveys, lists, etc.
Records relating to records classification, retention, storage, circulation, disposition including their intellectual control.
Includes the classification plan.
Includes the retention schedule.
Includes reports, and statistics
Includes authorization for destruction of records, records listings, returns of records to departments, archival and extended retention and related documentation.
Includes destruction and permanent recalls.
Include loans & returns, overdue notices, picklists.
Includes EDRMS (Electronic Document and Records Management System)

Reference tools allow for short- or medium-term retention of electronic documents relating to units' documentation needs. Note: Paper documents need not be assigned a code because they are not monitored and can be destroyed without prior authorization.
Documents relating to analysis, design and monitoring, identification, authorization, review, preparation, and presentation of forms.
Documents used as reference material. Can come from a source outside CBC/Radio-Canada or another service.
Records relating to CBC/Radio-Canada's marketing, and sales of advertising time. Also includes the development and analysis of the corporation's sales and marketing opportunities
Use 101.170 series for CBC/Radio-Canada Corporate Marketing Planning and Development
Use for special instructions from a client
Organize by genre (A & E NCAN, Factual and sports) and by customer name and project
Use to file all records related to each advertising client. File by client name. May contain original contracts, copies of contracts, details of campaign and correspondence.
Includes documents relating to the marketing development activities and expertise of the CBC/Radio-Canada and it's affiliates. Use 101.170 series for Strategic planning of marketing.
Includes feasibility studies for the development or partnerships of new services. Includes Sirius Canada, Galaxie, ARTV, Documentary Channel
Use for documents pertaining to the advertising standards compliance review of advertisements.
Records relating to CBC/Radio-Canada's merchandising sales of home video, music and related products. Includes sales of CBC/Radio-Canada Production and Stock Shots. May include sales analysis and reports of sales.
Includes documents such as product catalogues, product descriptions or product inventories.
Sales contracts, product copyrights and usage rights. File by client name. May include correspondence, negotiation documents, licences and invoices.
Sales contracts, product copyrights and usage rights. File by client name. May include correspondence, negotiation documents, licences and invoices

Use for the sale of boutique merchandise, and the establishment and operations of the Boutique kiosks
Use for advertising and promotions of the boutique
Use to record all ATI and Consultation requests and responses. May include copies of invoices. Note given the specificity of the sub series below, nothing should be filed in 114.000.
Organize by ATI database generated request number
Use to record all PIPEDA request and responses. May include copies of invoices.
Use to record all Privacy requests and responses. May include copies of invoices.
Use for documents relating to the Ombudsman. For inquiries or complaints from the audience, using the subheadings 107.161, 107.162 or 107.163.
Use for all documentation that is the responsibility of the CBC/Radio-Canada Ombudsman. For general audience Requests or Complaints use 107.161, 107.162 or 107.163
For general audience relations see 107.160 series
Investigation files may include interviews with journalists. May also include expert, independent journalists reports or citizen's committee reports for electoral campaigns.
May include Expert , Independent Journalists reports and Citizen's committee reports.
Use for all documentation relating to managing international activities
Relations with and assistance to broadcast and related foreign organizations
Examples include National Association of Broadcasters (NAB), Radio publiques francophones (RPF), Conseil international des radios et télévisions d'expressions française (CIRTEF), Union européenne de radiodiffusion (UER), Broadcasting Designer's Association International (BDA)
Note: file by country/training period
Files pertaining to corporate business development; that is, activities undertaken to increase the number of self-financing sources and meet the Corporation's objectives by leveraging assets, establishing strategic partnerships, taking responsibility for the initial development of new projects, taking responsibility for rights management operations, managing Galaxie, and monitoring and establishing a general policy for SIRIUS Canada. In addition, Corporate Business Development coordinates business development activities for French Services.
Files pertaining to business partnerships between CBC/Radio-Canada and various public or private bodies. May include correspondence, presentations, studies, agreements, contracts, reports and financial data with potential partners
Files pertaining to CBC/Radio-Canada's positioning vis-à-vis major media industry owners and industry developments. May include reports, statistics, meeting documents and correspondence

Files pertaining to projects in progress that do not necessarily involve a strategic partnership. May include correspondence, market research, background papers, financial records, presentations, reports, contracts for goods and services, etc.
Files pertaining to information about broadcasting and new-media markets (e.g, emerging technologies, competing broadcasters, specialty channels). They serve as reference material on various aspects of the market and are updated regularly so that users have access to the latest information on topics relevant to CBC/Radio-Canada's business development
Records pertaining to self-generated revenue for the entire Corporation. Includes related financial data used to draft an annual report entitled "Leveraging our Assets"
Files pertaining to management of SIRIUS Canada Inc. May include correspondence, reports used in decision making and program planning, agreement negotiations and financial activities
Records pertaining to researching and collecting copyright royalties for CBC/Radio-Canada and other Canadian producers/distributors. May contain correspondence, account statements, royalty claim forms, invoices, informative documents on different legislations concerning Canadian royalties or other countries, as well as any document relating to payments of those royalties or any other record related to paying these royalties
Records pertaining to the collective administration of rights owned by producers of film and audiovisual works. This association is concerned with cable retransmission and signs rate contracts with cable operators in Europe, Asia, Israel and Canada. It collects the contracted amounts and distributes them among producers whose works have been retransmitted by cable
The Canadian Claimants Group (CCG) is an informal group of broadcasters, producers and distributors. The CCG claims a share of cable retransmission royalties paid by American cable systems for the retransmission of distant, free-over-the-air Canadian broadcast signals in the United States
Documents relating to the Crisis Management Program, including emergency measures planning, corporate security, and business continuity. See 103.000 for documents relating to protection, security and emergency measures planning as regards CBC/Radio-Canada assets.
Documents relating to crisis management further to an incident or disaster that could jeopardize staff safety, business continuity or CBC/Radio-Canada's reputation. See 103.140 for incidents relating to CBC/Radio-Canada assets.
Documents relating to governance of crisis management procedures established to coordinate the actions of various CBC/Radio-Canada stakeholders. May include standards, best practices, procedures, lessons learned, Crisis Management Organization (CMO) duotang, etc.
Documents relating to the various incidents leading to crisis situations at CBC/Radio-Canada. Includes incident reports.
Documents relating to governance of emergency measures established to ensure compliance and effectiveness of various plans and procedures established by CBC/Radio-Canada. May include the various emergency measure development processes, mobilization procedures in an emergency situation, best practices, etc.

Documents relating to personal safety, including assignments to hostile environments, security plans for specials events, and reports pertaining to personal safety. See 103.000 for documents pertaining to the safety of CBC/Radio-Canada assets. See 304.000 for documents relating to workplace safety.
Documents relating to governance of personal safety at CBC/Radio-Canada, and created to ensure compliance and effectiveness of various stages of current procedures, including management of activities in hostile environments.
Documents relating to staff trips or assignments to hostile environments as part of their professional activities. May include documents involving confirmation of identity, consent form, assistance plans, hostile environment risk assessments, safety equipment plans, sociopolitical reports, etc. See 304.103 for Individual Travel Health / Medical Test files. See 302.182 for documents pertaining to the travel accident insurance plan.
Documents relating to CBC/Radio-Canada participation in various international events that could endanger staff members attending. May include risk assessments, sociopolitical reports, security plans, etc.
Documents relating to safety reports further to incidents that have endangered CBC/Radio-Canada employees. May include such records as an investigation report following an act of violence in the workplace. For documents relating to workplace safety, see section 304.
Documents relating to measures established by CBC/Radio-Canada to ensure continuity of the public broadcaster's services during a crisis. May include risk and operational impact analyses, essential service resumption plans, business continuity plans in the event of a pandemic, etc.
Records relating to all aspects of accounts payable, cash disbursements, with the exception of accounting records included under major subject: 205.000 and pay administration under major subject 207.000.
Records relating to travel and relocation advances, expense claims, receipts, tickets, personal vehicle mileage allowances, travel statements, etc.
Records may include credit card bills and statements
Records regarding accounts payable. Records may include cheque requests, invoices etc.
Contains invoices and corresponding purchase orders
Records may include petty cash, production, emergency, etc.
Use for all records related to the Residuals /Royalties that will be paid according to specific agreements. Records may include copy of agreements, correspondence, amount of residual/royalty owed, etc.
Records relating to all aspects of accounts receivable and revenues, including revenue sources.
Records relating to mission revenues including requests for billing.
Records relating to product service revenues including requests for billing.
Records may include acceptance and refusals

Records relating to budget matters, preparation, development, presentation and approval, including changes, amendments, gaps, etc.
Records relating to CBC/Radio-Canada operating allowances from the Government of Canada.
Records relating to CBC/Radio-Canada submission to Government of Canada
Records relating to the development of the capital budget, special projects and request for funds justification, the financial analysis and statistics.
Include financial analysis, DCE and various documents.
Records may include operating budget reports, statistics and related analyses done quarterly, monthly and yearly.
Statistics, analyses and quarterly reports, monthly and yearly reports on the operating budget,etc.
May include records related to budget management guidelines and instructions
Covers monthly forecast and variance analysis as well as and the quarterly report to the Board of directors. Records may include budgetary allocations.
Accounting schedules and analysis used in preparing short and long term cash forecasts.
Accounting schedules and analysis used in preparing management and external reports on the evolution of the corporation's cash position
Records relating to financial evaluations and analysis of strategic initiatives such as key competitive bidding processes, long term treasury operations, real estate projects and proposals affecting key corporate assets and resources. Note given the specificity of the sub series below, nothing should be filed in 203.150.
Financial analysis and models supporting decisions regarding strategic initiatives, business proposals and projects affecting key corporate assets and resources. Including, request for information (RFI) and request for proposal (RFP) evaluation.
Financial analysis and models related to initiatives and negotiations with unionized and other staff.
Drafts, reports, surveys, lists, etc.
Records relating to bank and monetary transactions, including trust funds, deposits, reconciliation, agreements with banks and similar institutions, etc. Note given the specificity of the sub series below, nothing should be filed in 204.000.

Agreements negociated with banks and financial institution to provide services, including schedules of services fees, bank account opening/modification/closing, letters of credit. Note given the specificity of the sub series below, nothing should be filed in 204.100.
Accounting schedules to document the reconciliation of bank accounts to accounting records and to analyse revenue and expenses related to cash management.
Records may include direct deposits, and electronic transfers of funds
Records relating to new bank and trust accounts opened and used by CBC/Radio-Canada offices
Records relating to the control of cheque forms, issued cheques, stop payments, replacement of payments, etc.
Records and accounting schedules relating to the purchase and disposition of investments, may include pension and trust investment accounts
Requests to department of finance for CBC/Radio-Canada to borrow.
Records and accounting schedules relating to the purchase and disposition of foreign currencies including hedging instruments.
Records relating to managing special purpose agreements such as pension funds, trusts and longterm leases.
Records relating to accounting systems, accounting records, reports, balance sheets and financial statements, as well as information not included under other major subjects within Finance, Accounting and Taxation.
Records may include cost rates, rationale guidelines and interpretations
Includes year end and back up
Records may include retroactive settlements of bargaining units; estimates for arbitration awards; estimates for annual leave, severance, liabilities
Records may include balance sheets, income statements, cash flow statements, notes to financial statements
Records may include annual financial report to CRTC
Records relating to capital projects, transfers and component write-offs
May include documents related to capitalization of projects. (eg. Transmission capital projects, etc). Organized by project number.
Records may include analyses and reports for spacialty service like Newsworld, Country Canada & Galaxi.
Includes current year and three year plan
Includes materials used to carry out the mandates verification (audit processes, project deconsolidation, mandate regular, special audit)
Includes current year and three-year plan

Includes monthly reports sent to the CEO and VP and corporate quarterly reports submitted to the Audit Committee of the Board of Directors. For reports and documents relating to external audit use code 206.111.
Reports and documents received from the Office of the Auditor General may include audit reports, recommendations and follow-up. Reports and documents relating to internal audit use code 206.103.
Includes GST,QST, PST
Records relating to all aspects of pay management for permanent, temporary, temporary on call, and contract employees i.e. Producer, Host, Commentator
Records relating to earnings transactions, indexation, salary cuts and garnishments, as well as bonus and overtime payments.
Records on deductions for savings bonds, charity drives, union dues, provincial and federal taxes, etc.
Includes any authorized absence, with or without pay
Includes automobile, allowances, gifts, etc.
Use for all time capture systems for working hours like attendance sheets, time sheets, etc.
Formaly known as auxiliairy employees.
Records relating to all aspects of pay management of artists and independent contractors (non union).

Documents relating to artists (comedians, musicians, composers, orchestras, singers, etc.) including records such as copies of contracts. See also 608.110 for artists contracts
SCRC Clause 1725 and non-union (non-affiliated). Includes contracts and questionnaires of the independent contractor to keep with contract
Records relating to goods and services taxes, grants in lieu of taxes and income taxes.
Agreements with each province regarding grants in lieu of taxes
Records may include tax rulings, ministerial correspondence regarding taxes and other tax literature.
Records may include tax rulings, ministerial correspondence regarding taxes and other tax literature.
Note: file by province excluding Nova Scotia, New Brunswick, Newfoundland and the Territories; for these use HST 209.130
Records may include tax rulings, ministerial correspondence regarding taxes and other tax literature.
Records may include tax rulings, ministerial correspondence regarding taxes and other tax literature.
Records relating to personnel administration, workforce needs, the staffing process, career management, job evaluation, and employee relations, including programs aimed at improving understanding between management and staff, as well as employee diversity.
Records relating to the analysis of the Corporation's current and future workforce needs, as well as programs developed to meet these personnel needs.
Records relating to the analysis of the Corporation's current and future workforce needs. May include studies, needs analyses, and recommendations on departments' needs.

Records relating to CBC/Radio-Canada's succession plan to meet staffing and competency needs. May include studies, analyses, correspondence, reports, lists of vacant positions, position status reports, staffing plan, hiring plan, reassignment plan, re-employment plan, callback plan, succession plan, etc.
Contains lists, statistics, and reports on CBC/Radio-Canada staff.
Records related to the job creation process. Includes job creation requests, ongoing needs assessments, and approvals.
Records relating to the development of key competencies, including leadership. May contain studies, presentations, analyses, competency guides by department, competency inventories, and catalogues of all key competencies.
Records relating to the various steps in the Corporation's recruitment process.
Records relating to Corporation programs for promoting its jobs, career opportunities, and employer branding in order to attract potential employees.
Records relating to internal or external recruitment sources used during the staffing process.
Records relating to the process of developing job posting templates.
Records including job applications, resumés, and candidate profiles.
Records relating to the various steps in the Corporation's selection process.
Records relating to selection criteria and strategies, including interview grids, pre-screening questions, and development indicators.
Records relating to the planning of interviews, tests, and exams.
Records relating to the development of technical exams and the conducting of psychometric tests. May include sample exams, question banks, research material, the preparation of exam questions, and measurement specifications.
Candidate applications that are evaluated during the selection process. May include job postings, job description, candidate lists, resumés, letters to unsuccessful candidates, progress reports, interview notes, test/exam results, reference check notes, and evaluation grids.
Records relating to the career management of staff, from their onboarding to their departure from the Corporation.
Records relating to the onboarding of new Corporation employees. May include documents given to new employees for reference purposes, documents relating to information sessions, and documents relating to onboarding programs.
Records relating to the design and development of career plans (career ladders) to help retain high performers by offering them career advancement opportunities.
Includes records relating to employee assignments, overtime authorizations, etc.
Records relating to the various internal movements of employees throughout their career, including appointments, transfers, demotions, reinstatements, secondments, etc. Appointment documents should be put in the employee file (see 301.170).
May include mortgage loans granted to transferred employees. The original contract is held by the notary or lawyer. However, the Law Department has the original promissory note and clearance letter for mortgage discharge stating that the person agrees to repay the loan.
Records relating to activities for celebrating employees' long service.

Records relating to the negotiated departure program implemented by CBC/Radio-Canada when employees are laid off. May contain negotiation documents, employer/employee agreements, etc. Put appointment records in the employee's file (see 301.170).
Records relating to CBC/Radio-Canada programs aimed at identifying the reasons for employee departures, including exit interviews.
Records relating to the workforce adjustment program, including planning, implementation, and results. May contain studies, personnel needs analyses, timelines, workforce adjustment plan, recovery plan, the bumping process, follow-up reports, and recommendations.
Records relating to the various phases of the performance management and staff development program, including rollout, the process, and individual performance evaluation reports.
May include records produced during the cascading performance management and staff development process, including statistics and progress reports.
May include templates, checklists, guides, forms, etc.
Records relating to individual evaluations of unionized employees. May include the performance management and staff development form, as well as the mid-year and year-end reviews.
Records relating to individual evaluations of non-unionized employees. May include the performance management and staff development form, as well as the mid-year and year-end reviews.
Includes the Code of Conduct agreement and asset questionnaire.
Records on individual employees from date of hire to date of termination (employee ID, status award documentation, movements, individual disciplinary measures, etc.). Also includes taking of oath of office and secrecy, confidentiality agreements, as well as documentation on probations, layoffs, resignations, retirements, and terminations. For employee medical files, see 304.100. Also: Intern Files, see 301.180.
Records including the internship application, as well as documents such as coaching agreements, follow-up reports, evaluations, etc.
Records relating to CBC/Radio-Canada's various programs for promoting workforce diversity, including employment equity (equitable representation of Aboriginal peoples, women, members of a visible minority, and persons with a disability). May include project planning documents, studies, presentations, action plans, reports, analyses, statistics, post-mortems, and recommendations.
Records relating to CBC/Radio-Canada's various programs for promoting inclusion and diversity (including employment equity); e.g., cultural community integration program, Coup de pouce program, employment equity compliance program. File three-year plan under 101.170.
Records relating to results of the Corporation's inclusion and diversity programs (including employment equity). May include the annual report, progress reports, follow-up reports, analyses, statistics, and recommendations.
Drafts, reports, lists, etc.

Records relating to various aspects of the pension plan (management and administration), remuneration, benefits such as insurance, annual leave and statutory holidays, as well as various programs established by the Canadian Broadcasting Corporation with the exception of source deductions, pension payments, and pension fund investments, which are included in the 200 classification codes.
Documents and correspondence relating to management of the pension plan text, appendices and the CBC Pension Board of Trustees. Includes documents relating to amendment, application and interpretation of the pension plan text, reciprocal transfer agreements, etc.
Includes voluntary departure programs and their components, as well as studies, statistics, individual files and other documentation.
Includes voluntary departure programs and their components, as well as studies, statistics, individual files and other documentation.
Records and documents originating from the application of the Executive Incentive Plans.
Records and documents originating from the application of the Executive Short Term Incentive Plan (ESTIP).
Documents relating to the CBC Pensioners' Association, including information requests, records of complaints, change and improvement requests, year-end reports on remittance of contributions, etc.
All documents relating to pension plan administration, including the annual declaration, pension estimates, the Flexpen plan, plan eligibility, evaluation reports, service buyback, contributions and interest, administration of the VIP / PAC / HR @ my fingertips systems, and other general documents.
Includes all documents produced by or intended for CBC/Radio-Canada, such as Pension News, A Planning Workbook for You and Your Survivors, Stay Tuned (Pension and Benefits Update), the personalized retirement handbook, and other publications.
Name files including all documents and correspondence related to an employee's retirement: pension benefit estimate, retirement status and pay files, beneficiary designation, ex gratia, 1415 forms, etc. given to the specificity of the subseries below, nothing should be filed in 302.140.
Employees who have retired. Name files including all documents and correspondence related to an employee's retirement (pension benefit estimate, retirement status and pay files, beneficiary designation, ex gratia, 1415 forms, etc.)
Name files including all documents and correspondence related to executives' pensions: pension benefit estimate, pay files, pension conditions and calculation, etc.
Records relating to policies and documents originating from its application such as salary scales, salary review process, additional remuneration, job evaluation etc.
Records and documents originating from the application of the Executive compensation
By Unions affiliation: final salary scale files.
Guidelines, templates, manager guides related to additional remuneration.
Salary Review Process: official communications, employee guides, final file sent to Shared Services for processing.
Records relating to policies and documents originating from its application
Records relating to policies and documents originating from its application

Documents relating to reporting of annual leave, time in lieu, as well as special leave and leaves of absence. Some leave and holidays information exists in automated form in institutional personel databases. The records containing the information may include absence reports and leave applications, as well as physicians' certificates associated with sick leave. Given the specificity of the sub-categories below, nothing should be filed in 302.160.
Documents relating to reporting of annual leave, additional leave and time in lieu, including correspondence and forms requesting payment of leave.
Documents relating to reporting of annual leave, additional leave and time in lieu, including correspondence and forms (hard copy) requesting payment of leave.
Documents relating to reporting of special leave (bereavement, court leave, divorce, family illness and emergency services, public transportation service interruption and extreme weather, marriage, moving, compensatory/additional leave, etc.) * For documents involving financial elements, see code 207.180.
Documents relating to reporting of special leave (bereavement, court leave, divorce, family illness and emergency services, public transportation service interruption and extreme weather, marriage, moving, compensatory/additional leave, etc.) * For documents involving financial elements, see code 207.180.
Includes paid and unpaid leave: parental (maternity, paternity, adoption, childcare); compassionate; deferred salary. *Retain the form in the employee file. (A temporary file is created.) **For documents involving financial elements, see code 207.180.
Documents relating to group insurance (life insurance, long-term disability, death, dismemberment, dental, medical and others), including contracts and riders, remittances, correspondence, reports and others. For special-case documents, see code 302.181 Group Insurance - Special Cases
Includes all files related to a special case (SAF, LTD ex gratia, SHCP ex gratia, and others), correspondence, application, follow-up and decision.
All insurance covering employee travel and dangerous missions including contracts, insurer documents, reports, correspondence, statistics and eligibility policies.
Drafts, reports, surveys, lists, etc.
Records relating to job analyses, as well as position evaluations and comparisons based on predefined criteria (knowledge, latitude, complexity, impact, working conditions, etc.).
Records relating to the various tools surrounding job evaluations and classifications. May include evaluation plans, evaluation frameworks, evaluation questionnaires, benchmark job descriptions, the classification plan, classification guide, etc.
Records relating to position evaluations when a position is created or a reclassification requested is filed. May include completed evaluation questionnaires, evaluation results, and descriptions of position duties.
Records relating to job descriptions.
Records related to management relations with unions and other staff associations. Includes negociations, arbitration, collective agreements, strike action, etc.
Records relating to the union certification process. May include accreditation certificates, certification applications, certification requests, public notices, rulings by related tribunals, etc.
Includes leave requests or secondment requests for union business, statement functions statement, etc.

Records relating to communications between CBC/Radio-Canada and unions as part of union agreements, cross-unit projects, and joint committees.
Records relating to various agreements between CBC/Radio-Canada and unions. May include agreements in principle, exceptions and specific agreements. See 303.123 Cross-Unit Projects for agreements covering cross-unit projects. See 303.181 Grievance and/or Arbitration Cases for grievance settlement agreements.
Records relating to follow-ups on communications between CBC/Radio-Canada and the unions as part of Corporation business. May include subcontracting notices, reports, correspondence, announcements, etc.
Records relating to cross-unit projects involving CBC/Radio-Canada's various departments. May include agreements, cross-unit projects and multi-skilling projects. See 303.124 Joint Committees for cross-unit-project joint committee meeting records.
Records relating to meetings of the various union/management joint committees.
Records relating to actions taken by CBC/Radio-Canada or unions during a labour dispute.
Records of job actions taken by CBC/Radio-Canada or unions during a labour dispute.
Records relating to work stoppages during a labour dispute between CBC/Radio-Canada and a union. May include back-to-work plans, reports, tribunal rulings, etc. See 120.130 Business Continuity for records relating to essential services.
Records relating to the working conditions of non-unionized CBC/Radio-Canada staff.
Records relating to the working conditions of CBC/Radio-Canada management staff.
Records relating to the collective-agreement drafting process, including bargaining, conciliation, interpretation of working conditions, and subsequent amendments.
Records relating to negotiations between CBC/Radio-Canada and unions in order to draft collective agreements. May include union and management issues, consolidations of union demands, recommendations, follow-ups on negotiations, strategic directions for negotiations, union and management offers, union and management counter-offers, reports, etc.
Records relating to conciliation between CBC/Radio-Canada and unions to settle bargaining disputes. See 303.181 Grievance and/or Arbitration Cases if the dispute leads to a grievance.
Records relating to collective-agreement interpretation and application. May include the collective-agreement application guide, reports, interpretations, application guidelines, etc.
Final versions of each collective agreement
Records relating to internal employee complaints. Complaint files may include the investigation report, the complaint, correspondence, recommendations, legal framework, orders, rulings, etc. See 106.250 Litigation/Dispute for non-job-related complaints. See 303.173 Complaints to External Agencies for complaints filed outside CBC/Radio-Canada.
Records relating to employee petitions.

Records relating to employee complaints filed with external agencies regarding unfair labour practices. Complaint files may include the investigation report, the complaint, correspondence, recommendations, legal framework, orders, rulings, etc. See 106.260 Litigation/Dispute for non-job-related complaints. See 303.171 Internal Complaints for complaints filed internally.
Records relating to employee grievance and/or arbitration cases. May include the statement of grievance, investigation report, grievance settlement agreement, tribunal ruling, mediation/arbitration protocol, etc.
Records relating to local or national grievance committee meetings. All records relating to a specific grievance must be filed in the appropriate grievance or arbitration (303.181) folder.
Records relating to adjudication decisions, including admission or other letters, if relevant.
Records relating to actions brought jointly by the various unions.
Records relating to the application of disciplinary or administrative measures to employees. May include correspondence, plans, reports, summaries, etc.
Records relating to the health and safety of human resources, including disability management, health and wellness programs, workplace accident management, as well as workplace safety and environment management.
Records relating to disability management and employee wellness, and aiming to coordinate activities pertaining to work, management, insurers, care providers and rehabilitation.
Records relating to medical exams on hiring, first aid and all other medical information on employees from date of hire to date of termination; may include medical reports, medical certificates, back-to-work plans, rehabilitation treatments, and functional capacity assessments.
Records relating to employee workplace accidents, including investigation reports, workers' compensation claims, benefit applications, etc.
Records relating to medical files of employees assigned abroad; may include medical assessments of fitness to travel and post-travel questionnaires.
Records relating to studies, investigations, reports and statistics on work absenteeism and disabilities.
Records relating to the implementation of various health programs available to CBC/Radio-Canada employees, including programs providing support, consultation, screening, blood/urine samples, vaccination, workplace physical fitness, contagious disease prevention, preventive leave for pregnant women, etc.
Records relating to the application of various government occupational health, safety and environment regulations. May include correspondence, reports, plans, standards, recommendations, etc.
Records relating to relations between CBC/Radio-Canada and the various organizations that regulate workplace health, safety and environment programs (HRSDC, Health Canada, Transport Canada, Environment Canada, Canadian Environmental Assessment Agency, FETCO, CSA and OAG).
Records relating to regulatory reports and submissions that CBC/Radio-Canada must table with regulatory agencies to comply with its legal obligations in regards to workplace health, safety and environment.

Records relating to standards and recommendations issued by regulatory agencies to provide a framework for CBC/Radio-Canada's workplace health, safety and environment activities.
Records relating to various programs CBC/Radio-Canada implements to promote employee health and well-being in the workplace.
Records relating to various prevention programs and campaigns to promote employee health and safety; may include preventive measures, posters, awareness/prevention seminars, presentations, etc.
Records relating to management of the first aid programs and provision of first aid treatment in the event of an accident; may include contact lists, first-aid kit locator maps, kit contents, and various first-aid training courses provided by CBC/Radio-Canada.
Records relating to workplace accidents as part of operations.
Records relating to workplace accident investigation reports.
Records relating to corrective action taken following a workplace accident, with a view to reducing risk of accidents.
Records relating to procedures for assessing factors that could lead to personal injury for those performing work duties or simply being in the CBC/Radio-Canada workplace.
Records relating to reporting of risk situations that could lead to injuries.
Records relating to employees' right to refuse to perform a duty that involves risk of injury.
Records relating to health and safety committees formed in accordance with the Canada Labour Code, Part II; may include minutes, reports, etc.
Records relating to prevention, assessment and monitoring of factors likely to affect health and safety of CBC/Radio-Canada employees, including air quality, noise, lighting, etc. May include studies, reports, assessments, etc.
Records relating to evaluation of work areas and workstations based on health, safety and environment regulatory standards.
Records relating to employee health and safety studies on work areas or workstations; may include reports verifying compliance with health, safety and environment requirements, site audits, etc. See 304.204 Environmental Assessments for matters relating to environmental issues in the workplace.
Records relating to various activities involving workplace ergonomics; may include ergonomic assessments of workstations, ergonomics studies, etc.
Records relating to the assistance program offered to CBC/Radio-Canada employees, their family, and pensioners.
Records relating to the various confidential counselling services available under the CBC/Radio-Canada Employee Assistance Program. May include records pertaining to legal, financial and psychological services provided to employees.
Records relating to the various activities planned, developed, and implemented by volunteers to promote employee health and wellness.
Records' relating to the EAP's various national projects.
Records relating to the management of Employee Assistance Program volunteers. May include lists of volunteers, volunteer recruitment information, job descriptions, etc.
Records relating to acts of workplace violence. May include workplace violence complaints and investigation reports.

Records relating to the preservation of environmental quality in CBC/Radio-Canada operations. May include workplace environmental assessments, monitoring of hazardous materials, environmental incidents, environmental studies, and environmental awareness programs. See 402.103 Environmental Assessments and Studies for documents relating to real estate assets.
Records relating to various initiatives developed by employees or CBC/Radio-Canada to promote environmental protection and sustainable development. Includes initiatives such as Earth Day, recycling programs, car pooling, etc.
Records relating to monitoring of hazardous materials in the workplace. May include hazardous materials investigations, studies, inventory reports, and safeguards, etc. File reports regarding concentration of chemical products such as PCBs, nitrogen, radiation, etc., in a given area.
Records relating to environmental incidents, such as spills. May include statistics, reports, recommendations, studies, etc. See 402.103 Environmental Assessments and Studies for documents relating to real estate assets.
Records relating to workplace environmental assessments. Includes inspection reports for various CBC/Radio-Canada sites (Phase I, II, III of site environmental assessments). See 402.103 Environmental Assessments and Studies for documents relating to real estate assets.
Records relating to environmental studies conducted by or for CBC/Radio/Canada to provide operational guidance. See 402.103 Environmental Assessments and Studies for documents relating to real estate assets.
Records of staff training and learning. Includes training courses provided by the Canadian Broadcasting Corporation and teaching and professional development organizations, excluding training service contracts and tuition.
Includes general plans of all courses grouped by network or direction.
Records related to the apprenticeship plan for each network. Includes records relating to the plan implementation, consolidation and validation of direction's plans, all divisions requirements analyses and budget apportionment.
Documents relating to apprenticeship plans for each division including requirement identification and prioritization, costing evaluation and specific budgets allocated for each direction.
Includes documentation used to manage each step during the work process in pursuit of standardizing all the activities during the elaboration of training projects.
Documents relating to the training process, roles and responsibilities in the process, functions list of a training plan, defining strategies for teaching and learning, planning guides training.
Includes drafts and templates used to write records relating to the training.
Records relating to training sessions offered to employees, staff training provided by CBC/Radio-Canada as well as teaching and professional development organizations. Excludes training service contracts and tuition. Filed by training session title.
Records relating to requirements analysis for training activities.
Records relating to development of goals, the coordination of activities and the training resources planification.
Records relating to design, development and validation of training, workshop or course content authentication

Includes participant manual, training guide, facilitator guide, workbook and training presentation.
Records relating to the training implementation including registration, meeting card, attendance list, training schedules, training agenda and booking.
Records relating to assessment of training activities, results, training follow-up, attendance, learning follow-up, evaluation, feedback and recommendations. Note: Employees training records must be transferred to HR employee's file.
Listing of available training.
Program offered to employees to identify potential development of artisans by providing opportunities to enhance their expertise and knowledge network with a view to career development and succession.
Records relating to additional training and improvement activities, such as, conferences, conventions and symposiums. Classified services contracts to 401.100 - Goods and Services Contracts and Agreements
Documents relative to goods and services procurement put in place by CBC/Radio-Canada, exception made of real estate goods. Includes call for offers, contract allowance, contract follow up, orders management and relations with suppliers. See section 402.000 for real estate acquisitions.
Records of various types of supply contracts including contracts for goods and services, exchange-contracts (reciprocal). For contracts related to production, see 608.000. For contracts related to real estate, see 402.000 and these sub-headings. Given the special codes in this series no documents to be classified under 401.100.
Documents relating to the allocation, monitoring and control of contracts for goods and services. Can contain the contract, progress reports and evaluation and contract amendments.
Documents relating to the allocation, monitoring and control of trade contracts or agreements of reciprocal market (barter) that offer mutual benefits between CBC / Radio-Canada and its partners.
Records relating to the supply of goods and services for CBC / Radio-Canada through the purchase order.
Records relating to acquisitions completed using a purchase order. May include purchase orders, requisitions, purchase order or purchase request and verification of supplies. Note: These documents are electronic and are generally managed in the SAP system.
Records of activities related to the receipt of supplies. May include acknowledgments, delivery and shipping notes .
Documents relating to the tendering process set up by CBC / Radio-Canada, whose analysis of needs, requirements definition and vendor selection. May contain proposals, evaluations and recommendations.
Records relating to discussions with suppliers, with the exception of contracts and agreements and other documents establishing a commitment between the CBC/Radio-Canada and suppliers.May include suppliers catalogues and brochures.
Records relating to the acquisition and disposition, and leasing. Includes rental of land and buildings where the CBC/Radio-Canada is the lessor or the lessee.

Records include offers to purchase, purchase contracts, legal titles and property titles. Also includes due diligence documents provided to support the property acquisition, documents of sale and brokerage contracts.
Documents pertaining to purchase of real property such as deeds, easments, loaction certificates, etc.
Pertains to the version in effect of plans, operating manuals of equipment, etc.
Use for all documents concerning environmental studies pertaining to real estate.
Use for all document concerning evaluation studies of the value of property.
Property (e.g. building and soil) study and analysis reports. May include seismic, architectural, electrical, acoustic, development and other studies.
Records include offers, contract (lease) negotiations and correspondence. Note: Files may be organized by city then building.
Records include offers, contract (lease) negotiations and correspondence. Note: Files may be organized by city then building. Note: Given the specificity of the sub series below, nothing should be filed in 402.110
Records include offers, contract (lease) negotiations and correspondence. May also include all drafts and working papers. Note: File by city and building name.
Includes correspondence, negotiations, leases, legal documents, lease-end certificates, etc. See 202.110 for billing.
Records relating to capital or churn project in the lease contract.
Records relating to the sale of property.
Records relating to the sale of property.
Records relating to negotiations.
Records relating to material and equipment receipt identification, inspection, storage, management and withdrawal, including inventory and equipment circulation
Records include inventory lists identifying items, counts and location of items. Note: Given the specificity of the sub series below, nothing should be filed in 403.100
Furniture inventory.
Inventory of works of art and certificates (sales, purchases, etc.)
Records relating to furniture coding.
Inventory of available equipment.
Inventory of available and benchmark equipment.
Lists or other documents concerning warehouse inventory, including the scenic stores, technical stores, transmissions division stores, etc.
All CBC/Radio-Canada equipment manuals and warranties.
Records relating to inventory and equipment circulation.
Records relating to the importing of goods.
Records relating to CBC/Radio-Canada equipment circulation and loan.
Records relating to recycling and disposition of all furnishings no longer required by the CBC/Radio-Canada.
Records relating to goods recycling and recovery.
Records relating to the sale of goods.

Records relating to the disposal of goods as waste.
Records relating to equipment retirement.
Records relating to CBC/Radio-Canada property operation and maintenance.
Lists and inventory of CBC/Radio-Canada property.
Records describing the existing facilities and buildings, including architectural drawings, floor plans and drawings, zoning data and by-laws, tax details. Note: Files may be organized by city then building.
Records relating to general building and property maintenance, operations manuals and warranties, cleaning, grounds upkeep, waste removal and recycling. Records include correspondence, administrative expenses, requests for services, reports and related contractor information. *All records relating to environmental incidents should be filed under 402.103 - Environmental Assessments.
Records relating to natural gas, electricity, water and sewage, fuel oil heating, purchase of steam/water. Records include correspondence, administrative expenses, requests for services, reports and related contractor information.
Records relating to electrical, HVAC, fire alarm, security systems, elevators, escalators maintenance and repairs. Records include correspondence, operations manuals and warranties, administrative expenses, requests for services, maintenance reports, etc.
Records relating to building and property security arrangements. Records include correspondence, administrative expenses, requests for services and reports, etc.
Records may include employee or production parking assignments.
Records relating to the allocation of CBC/Radio-Canada parking spaces.
Records relating to the assignment of CBC/Radio-Canada parking permits.
All assessment reports on parking rates.
Records relating to tax assessments, advisory panel process, payment recommendations.
Records relating to the viability of a project or opportunity and may include the business case. Note: This may be filed with the project once it has become approved.
Environmental performance reports.
Records relating to churn, non-recurring and capital projects.
Files will be identified by city, building and project number.
Feasability studies, business plans, decisions, models, presentations, project descriptions, etc.
Includes: Project certificates (surveying and permits; details of facilities such as architectural, mechanical, electrical and environmental), user drawings and requirements, functional plan, field notes, drawings, plans and specifications, technical data, manuals and warranties, reports and studies; and certificates of acceptance. Note: All records relating to environmental incidents should be filed under 402.103 - Environmental Assessments.
All single-line plans and diagrams prepared in the course of the work, and all electrical and mechanical equipment and electrical panel schedules. Plans should be filed by city and building, and saved on the appropriate dedicated server.

Files will be identified by city, building and project number. Each project file will then be subdivided as follows to meet retention requirements Project Scope, estimates and project authorization. Architecture; Electricity; Mechanical; Records may include details of architecture, electricity, mechanical or environment, drawings and user requirements, site inspection reports, field notes, meeting summaries, drawings, plans and specifications and technical data. Budget; Records include copies of project financial records. Operation Manuals and guaranties. Reports and studies.
Feasability studies, business plans, decisions, models, presentations, project descriptions, etc.
Includes: Projects definition, estimate and authorization, project certificates (surveying and permits, details of facilities e.g. architectural, mechanical, electrical and environmental details), user drawings and requirements, functional plan, field notes, drawings, plans and specifications, technical data, manuals and warranties, reports and studies, and certificates of acceptance. * All records relating to environmental incidents should be filed under 402.103 - Environmental Assessments.
All single-line plans and diagrams prepared in the course of the work, and all electrical and mechanical equipment and electrical panel schedules. Plans should be filed by city and building, and saved on the appropriate dedicated server.
Includes records relating to move around spaces within buildings owned by CBC/Radio-Canada.
Records relating to vehicle and garage administration and operations. Includes CBC/Radio-Canada vehicle fleet maintenance.
Includes operator log.
Use for all administrative activities associated with the planning and coordination of all productions. This is for the overall management of every television, radio and New Media production as a whole; not for individual shows. For the planning and coordination of individual shows see 605.100 Management of Shows; Program and Content Production.
Use for all information related to corporate planning for production such as management plans, corporate plans, and directives.
Use for all pitches received from various parties (e.g. independent producers) and internal brainstorming of possible future programs, the rejections, and the development of program pitches that have been accepted. Records could include possible scripts, videos, correspondence, etc. Organize by each pitch : e.g. a case file for each received pitch.

Use for all liaison activities related to managing program and content production for each show. Records may include correspondence with Senior Executives and Office of the VP. Organize alphabetically by program. Note Some documents may be convenience copies with the official record kept with the OPI
Includes data from BBM & Nielsen
Includes monthly, weekly, seasonal and all other reports
Includes audience data, qualitative and quantitative studies and ad-hoc reports
Use for all records relating to the scheduling and timetable preparation, coordination, amendments and actual scheduling of the program portfolio. This includes scheduled broadcasts and commercial time.
Use for all records related to schedule and timetable planning; essentially the creation of a program grid showing time slots.
Use for all records relating to the review of schedules and Timetables to ascertain accuracy for time slots of shows, station breaks and commercial times. Records could include copies of schedules, any notes or correspondence reflecting discrepancies, amendments, etc. Organize by schedule date.
Use for all documentation related to the time that is allocated to any political party for free time political broadcasts. Organize by party affiliation/date/time.
Use for all reporting and statistics of complimentary air time for community or regional groups. This could include time given to Scouts Canada in recognition of their 100th anniversary. Organize by Program Title
Use for all records related to the management of royalties and copyright of productions. The documentation files will ensure that CBC/Radio-Canada produced content is cleared for use by CBC/Radio-Canada. Also includes any clearances that may be required for sale or distribution. Use 106.267 for Copyright litigation, 113.120 for copyright issues regarding sales of productions and merchandise sales. Note Considering the specificity of the sub-series below, no records will be filed under series 603.000
Use for all records related to the securing and payment of rights for the use of short stories, poems, magazine/newspaper articles, novels, plays. This includes translations or excerpts of any of these. Organize by name of author and publication.
Use for all records (Licenses) related to the securing of music rights declared according to the agreement between CBC/Radio-Canada and Society for the reproduction rights of authors, composers and publishers in Canada (SODRAC) Inc. Note: Rights are controlled by the recording company on behalf of the artist. Organize by musical piece and composers
Use for all records related to the process of Assignment which includes the notification of the Trade-mark office and the documentation of evidence of the Transfer or assignment of rights. This documents the transfer of the CBC/Radio-Canada rights. Organize by transfer or assignment of rights title.
Use for all records related to acquisitions. Records may include Acquisition lists, and correspondence with Distributors. Note: considering the specificity of the sub-series below, no records will be filed under series 604.000
Use for all records related to documenting the inventory of potential acquisitions along with details of the proposed acquisition development from the production houses. Organize alphabetically by name of production house, then alphabetically by production title

Use for all records related to coordinating co-productions, outside productions and the acquisition of these productions. This would include any administrative work associated with this process such as, strategic planning, budgeting, scheduling, and any meetings with production houses. Organize alphabetically by project file/production title.
Use for documenting all correspondence and negotiations with the distributor of outside productions. Organize alphabetically by name of distributor.
Use for all documents that relate to the quality control of the audio and video of an acquired show. File by show name
Use for all records related to managing each show (program and content production). This includes detailed production planning, production schedules, production reporting and documentation of the release of the production. Includes all Co-productions, In-house productions. Note: This is not for records related to the overall management of the show portfolio; this is for the management of each show.
Use for all records related to the planning of each production. Production planning may include all research, auditions, set, costume, make-up and location planning. Production planning may include all types of CBC/Radio-Canada programs; news, drama, comedy, documentary, specials, award shows, music, concerts, news reports, etc.
Use for all records related to the production description and synopsis of a particular show. Records would include all details regarding locations, costumes, make-up needs, etc.
Use for all records pertaining to character description for a particular production. Records would include the summary description for media information and may include physical or personality attribute descriptions, sketches or drawings for Talent Managers. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for all research information needed to create an accurate portrayal of the era, people, landscape, setting, news items and other real-life elements portrayed in documentaries or other reality programs of a particular production. This may include fact finding and checking to assist with set construction, costume and makeup looks, and timeline accuracy and other details that will be required for a factual look and feel to the production. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use to file all records related to casting needs of each production. Records may include notices to talent agencies and Managers, all audition notifications and reviews of the auditions. Organize first by show title, then season, episode title, and/or air date as appropriate, then alphabetically by actor's surname or talent agency.
Use to file all visual and/or technical layouts in the creation of a graphic plan for the frame-by-frame action (storyboard) in a production. Records may include the amendments to the Storyboard and corresponding documentation of technical or production changes that will take place. Organize first by show title, then season, episode title, and/or air date as appropriate and then sequentially by frame.
Use for all documentation relating to the numbers and types of workers and or equipment that are required for the production of a particular broadcast (e.g. camera crew, technicians, writers, site directors, etc). This could include lists of possible actors, available crew, etc.
Use for all documentation relating to the number and types of actors required for the production. This could include lists of available actors and correspondence with talent agencies. Organize alphabetically by surname or company name.

Use for all documentation relating to producing shows. Files and records will be created according to the sub-categories below.
Use for all production calendars and schedules for the production of specific shows. Records may include all draft and amended calendars. Organize by calendar/schedule date.
The records may include show description, information on the location shots, names and roles of the artists, show host, etc. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for all records related to show summaries. Records may include summaries for various media outlets and publications, summaries that are created for schedules, interviews or reports, and analysis of the production. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for all records that document the credits for a particular production. Records may include final credits, summary of credits for briefings or synopsis of shows. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use to document all cue sheets (original and revised) used in a production. Includes cue sheets for the purposes of crediting artists for the purposes of artistic rights. This includes cue sheets for news broadcasts, dramas, comedies, documentaries, etc. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for all records relating to the music that is used in a production. The report serves as a means of ensuring that the royalties are paid for the use of the music. Records may include lists of music used, reports, correspondence between recording company and/or artist, etc. Eg. Society of Composers, Authors and Music Publishers of Canada (SOCAN). Organize by program title.
Use for all records related to the payment of royalties and/or copyright issues relating to the use of part of a production that is used in the context of another production or promotional spot. For example, a portion of an episode of 'The Nature of Things' may be used as news item on 'The National'. Organize by production name of original production.
Use to file all documentation related to managing sets. Files and records will be created according to the sub-categories below.
Use to file all documentation related to shooting a production at a specific location or event. Records may include the request along with details of the shoot time, date etc. May also include correspondence with the real estate companies to assist in finding a suitable location. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for any special security needs related to the needs of a particular production. For example, security or equipment required during production or Police presence for crowd control. For CBC/Radio-Canada Facilities security use 103.000
Use to document all the needs for each production in the studio, and with the set and decor. Records may include drawings, material samples, photos or written concept descriptions. This may also include details or specifications for special effects. Organize first by show title, then season, episode title, and/or air date as appropriate.

Use to document all needs for the costumes, hair and make-up for a particular production. Records may include drawings, photos or concept descriptions. May also include details or specifications for special needs that will create an illusion to the audience. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for all records detailing the changes in a production. Changes could include changes to schedules, casts, scripts, technical needs or locations. Records may also include documents that detail the costs or rationale associated with the change. Organize by type of change; e.g. Script change, location change etc.
Use for all records created and/or received for the reporting on production activities for a particular show. Records may include all reporting to Senior Management and Executives, and all reports submitted to Finance, HR or documentation for the Annual Report. Organize first by show title, then season, episode title, and/or air date as appropriate
Use for all records related to the post-production analysis of a particular show, including audience comments and concerns, show ratings, executive commentary, financial aspects (whether the production was profitable) and any other elements that may influence the broadcast of a program. Records may include documentation of future episode changes. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use to file all details of the production scripts for each show. Includes all reviews, revisions and final approvals. Also includes the printing, distribution or translation of scripts. Also includes News bulletin scripts. The files and records will be created according to the sub-categories below.
Use for all documentation related to managing game shows. Files and records will be created according to the sub-categories below.
Use to file all game show qualification questions for participants and winners as well as the rules for each game show. Records may include any amendments to the rules or qualification questions for special episodes. For example, episodes with youth or celebrity contestants may change the rules to create a particular look or feel to the production. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for all records related to conducting joint projects between English and French Radio and/or to reflect Canada's cultural diversity on air.
Use for all records related to evaluating and approving/refusing project proposals.
Use for all documentation of the technical aspects of post-production for a particular show, such as editing, cutting, dubbing, re-packaging, etc. This also includes post mortems and analysis of the final production.

Use for all records relating to editing, cutting, mounting, layout and insertions of extracts. Also includes instructions and version control for a particular show and reports detailing the technical confirmations, statistics and/or technical cutting sheets. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for all records that document post production dubbing for the purpose of recording or replacing voices in a production; this is in addition to dubbing for re-recording of segments of the original production. Records may include documentation for the technical needs to facilitate the dubbing. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use to record all post production sub-titling documentation in the form of written translation of a dialogue in a foreign language, or a written rendering of the dialogue in the same language. Records may include added information intended to assist the hard-of-hearing and all sub-titling processes; e.g. Pre-recorded Sub-Titles, Simultaneous and live. Organize first by show title, then season, episode title, and/or air date as appropriate.
Use for presentation records, such as trouble reports.
Use for graphics-project requisition records.
Use for all computer graphics and visual effects materials.
Use for all records related to evaluating a program's content against its mandate and assessing the performance of production staff. This includes reports and follow-up documents.
Use for all production contract files. May contain signed contracts, details of negotiations, amendments, details of artistic rights or waivers. Includes acquisitions, talent, performance, co productions and independent production contracts.
All documents relating to acquired properties such as deal memos, licence agreements.
Agreements outline what content is covered, where and how the content can be used and other important terms. Given the specificity of the sub-category below, nothing should be filed in 608.160.
Contains the rights agreement between CBC and third parties for CBC's production of programs on all media platforms.
Contains the convention constituting the entire agreement between the parties and everything that has been agreed upon services of rental and production offered such as the premises, equipment, materials or human resources. The agreement may include the use of archives. The file may also contain bids and the evidence of insurance required by the CBC.
Agreements with Canada Media Funds (CMF) regarding funding allocations.
Use for all administrative and coordination files regarding the management and operation of transmission and broadcasting technologies. For example, planning, insurance or CRTC.

Use to file all National Alarm Service documentation. Includes all outages and reports. May also include correspondence with the service provider as well as documentation of negotiations or issues between the NAS and CBC/Radio-Canada.
Use to document all potential marketing or actual marketing of the Corporation's transmission and broadcasting services. May also include non-direct marketing at events such as conference or community displays. Organize by organization name or event / opportunity name and date e.g. Ontario or Radio Broadcasters' September 2007 or Environment Canada Directors' Annual Meeting September 20, 2005
Use to file all National Alarm Service documentation. Includes all outages and reports. May also include correspondence with the service provider as well as documentation of negotiations or issues between the NAS and CBC/Radio-Canada.
Use to file all records of Transmission impairments, outages or similar malfunctions. Organize by site name and date e.g. Montreal January 1, March 31, 2007
Use to file all Transmitter base management documentation for the vosrious transmitter sites. Includes all engineering drawings, infrastructure documentation such as improvements, repairs, structure analysis, inspection reports from CBC/Radio-Canada, or outside consultants and contractors. May also include all reporting to Senior or Executive Management. See also 400 series for the construction and maintenance of buildings located at sites. Organize by Province, Regions and Base name e.g. Ontario - North - Sudbury
File by province, region, base name. Ex Ontario - North - Sudbury
Use to file all Satellite Services documentation. Includes client relations, reporting and correspondence. May also include technical specifications for time delay broadcasting. No document will be filed under series 704.000, used 704.100 instead.
Includes all correspondence and breakdown reports for the existing clients who use the satellite services. Organize by client surname.
Use to file all RCI documentation. Includes frequency plans and monitoring, scheduling and reporting. Also includes all breakdown reports for shutdowns and or technical difficulties as well as changes for emergency broadcasting services. Note considering the specificity of the sub-series below, no document will be filed under series 705.000
Organize by frequency code such as AM, HF, FM and BHF-UHF (TV)
Organize by frequency code such as AM, HF, FM and BHF-UHF (TV)
Includes all correspondence, reports or submissions from Transmission and Broadcasting Technologies Operations that are required by regulation. Note: considering the specificity of the sub-series below, no document will be filed under series 707.000
Use for all records associated with CRTC in conjunction with Transmission planning and coordination. Records could include reports to CRTC, etc. See also 101.160 for CRTC Licence renewal. Use 107.163 for Audience Complaints received via the CRTC. Note These records are convenience copies; the originals are kept with the OPI.
Use to file all CRTC monthly logs. File by month and year
Use to file all documentation for Industry Canada relating to the implementation of transmission projects. Includes regulatory reporting and project descriptions.

Includes all media requests for engineering reports. File by year
Includes all media requests for engineering reports. File by year
Use for all administrative activities associated with production technology services and maintenance.
Use for all information related to corporate planning for Production Technology Services and Maintenance such as management plans, corporate plans, and directives.
Use for all records related to service management documentation including escalation, call tree and network issues. Records could include open calls/tickets, history of completed work, database-generated reports used to track the inventory, service work orders and urgent requests.
Use for records related to the configuration of technical equipment. Records could include equipment manuals, configuration instructions, procedures and standards.
Used for statistical reports related to services and maintenance. Note: Records must be non-specific to an individual piece of equipment (For specific equipment reports, use the 'Reporting' subjects under Production Equipment Management 802.000)
Use for documents related to all outside CBC/Radio-Canada productions that use CBC/Radio-Canada facilities and or staff. Records may include record for use of Technical Services, post production equipment, mobile accessories, and the use of CBC/Radio-Canada staff. Organize by name of outside production company and show name. Use 407 series for all contracts derived from Outside Production Rentals.
Use to file all records related to equipment management, including video, audio, editing, lighting, and all other production equipment. Note considering the specificity of the sub-series below, no document will be filed under series 802.000
Use to file all records related to testing, acquisition, scheduling, inventories and corresponding reports directly related to production equipment. Records could include any pre-sales market testing offered by manufactures.
Use for all records related to the functional calibration and overall assessment of production equipment. Records could include calibration records, procedures, testing schedules, test results and recommendations for remediation for negative test results.
Use for all records related to acquiring production equipment by rental, lease, or purchase. Records could include background information, brochures, and quotes from vendors, functional specifications, and rationale for acquisition.
Use for all records related to monitoring assets in relation to production equipment. Records could include inventory lists complete with serial numbers, descriptions and functionality. Records may also include equipment access permissions rights.
Use for all records related to the assignment and distribution of production equipment. Records could include schedules, proof of loan, borrower's contact information and equipment return dates. May also include schedules for service or replacement dates. Organize by equipment name and number.
Use for all records related to statistical reports regarding production equipment. Records could include reporting for the purposes of analysis of equipment efficiency, compatibility with new technology or efficiency.
Use for all records related to tracking of loaned production equipment. Includes records related to usage and equipment checks. Note considering the specificity of the sub-series below, no document will be filed under series 803.000

Use for all records related to monitoring the use of production equipment. Records could include log books, schedules and inventory tracking. Organize by equipment name
Use for all records related to the examination and inspection of returned equipment to ensure it is not damaged. Organize by equipment name

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Corporate Secretary	2
Committee Chair	2
Committee Chair	2
Accountability Manager	2
Accountability Manager	2
Corporate Secretary	
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Regulatory Affairs	
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Strategic Planning	
Office of Primary Interest	1
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Corporate Communications	
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Risk Management	3
Risk Management/Finance	3
Risk Management	
Records & Information Management	
Records Management	
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Records Management	1
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Records Management	1
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Records Management	2

Accountability Manager	
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Sales & Marketing	
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Corporate Services	
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Ombudsman	
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Accountability Manager	
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International Relations	2
International Relations	
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RIM	
Strategy Business Dev.	
Strategy Business Dev.	2

Strategy Business Dev.	
Strategic Business Dev.	
Strategic business dev.	2
Accountability Manager	
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Total Compensation Team	
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Shared Services Center	
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Human Resources	
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Human Resources	5
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Industrial Relations	
Staff Relations	
Industrial Relations	1

Industrial Relations	
Industrial Relations	2
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Committee chair	10
Industrial Relations	
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Committee chair	2
Org. Health and Wellness	10
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Org. Health and Wellness	
Org. Health and Wellness	2
OHW & Real estate	2
Org. Health and Wellness	2
Org. Health and Wellness	10
Org. Health and Wellness	2
Human Resources	
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Accountability Manager	
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OPI	1
Expedition and Reception	1
OPI & Supply Mgmnt	
Accountability Manager	
Real Estate	2

Accountability Manager	
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Accountability Manager	1
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General Services	2
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General Services	
General Services	
General Services	1
General Services	1
General Services	1
General Services	2
Production	
Production	2
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Production	
Research and Strategic Analysis	2
Research and Strategic Analysis	2
Research and Strategic Analysis	3
Research and Strategic Analysis	2
Accountability Manager	
Accountability Manager	1
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Regional Services	3
Regional Services	3
Post Production	

Post Production	
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Post Production	
Post Production	2
Post Production	
Post Production	
Regional Services	2
Regional Services	3
Accountability Manager	
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Unit of Primary Interest	
Accountability Manager	
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Radio Operations	
Transmission	
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Accountability Manager	2
Accountability Manager	2
Regulatory Affairs	
Reg. Affairs and Transmission	

Broadcast Engineering	
Reg. Affairs and Transmission	
Technical Production	2
Technical Production	2
Technical Production	2
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For the duration of the licence	5
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For the duration of the licence	5
Until Replacement	5
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Until Replacement	2
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Until Replacement	
Until Replacement	
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* Until completion of reorganization	
* Until completion of reorganization	
Until Replacement	
Until Replacement	
Until Replacement	
Until Replacement	
* Term of process	2
Until Replacement	

Until Replacement	
Until Replacement	
Effective period	
Until Replacement	
Until Replacement	
Until Replacement	
	3
Term of agreement	3
Term of subscription	6
Weeding = Retain follow-up on selection decisions	
Term of development	
Weeding =	
Until verification of the analysis	

Until corrections are completed	
Until replacement or end of project	
Until replacement	
Length of consultation	
Duration of transfer	
Duration of research	
Until resolution	3
Term of agreement	
Lifespan of media. Notes about problems are entered into the database.	
6 months past term of assignment	
6 months past term of assignment	2

Retain video cassettes for 14 days, telephone conversations 1 month, reports until their replacement	
Until key return	
Term of investigation	2
Term of investigation and/or legal proceedings, if any	10
Term of investigation	2
Term of investigation	10
Term of investigation or resolution of claim, if any.	10
Until Replacement	
* Term of program and resulting action	2
* Term of program and resulting action	2
* Term of program and resulting action	2
* Term of program and resulting action	2
Effective period; Keep an active copy offsite.	3
Until Replacement	3
Until Replacement	3
Until Replacement	3
	5
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* Term of project	5
* Term of project	10
* Life of system	5
* Term of study	5

* New version or new release	5
* New version or new release	5
Until Replacement	2
Until Replacement	2
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	3
	3
	3
* Until Audit	
Until Replacement	
* Term of work	1
* Term of development	2
* Term of development	5
	3
Completion of Project	5
Completion of Project	5
Completion of Project	10
Completion of Project	5

* Term of certificate	7
* Term of subject of affidavit	7
* Term of original documentation	7
* Expiration of contract / agreement term and expiration of renewal period (if any)	7
* Policy / procedure is superseded	7
* Procurement is completed	7
* Contract negotiations complete or negotiations are terminated / abandoned	7
	7
	7
* Decision reached and appeal period, if any, expired	7
* grievance / arbitration resolved and completion of terms / conditions of settlement, if any	7
* Decision reached and appeal period, if any, expired	7
* Matter resolved / decision reached and appeal period, if any, expired	7
* Complaint resolved / investigation complete	7
* Complaint resolved / investigation complete	7
* Decision reached and appeal period, if any, expired	7
* Matter resolved / decision reached and appeal period, if any, expired	7
* Decision reached and appeal period, if any, expired	7
* Matter resolved / decision reached	7
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* Matter resolved	7
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* Matter resolved	7
* Matter resolved	7
* submission and follow-up, if any, concluded	7
* submission and follow-up, if any, concluded	7

* submission and follow-up, if any, concluded	7
* Term of filing, registration etc.	7
* Term of filing, registration etc.	7
* Term of filing, registration etc.	7
Until Replacement	3
Until Replacement	3
Until Replacement	3
Until Replacement	3
Until Replacement	3
Until Replacement * Effective period of exchange rate	3
Term of event	3
* Term of event	2
As long as effective	5
Effective period.	5
Effective period.	5
Effective period.	5
Effective period.	5
Effective period.	5
Completion of celebration.	
* Effective period.	3
* Effective period.	5
* Effective period.	5
* Effective period.	3
* Effective period.	3
End of contest.	5

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End of event	5
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Term of event	3
Term of event	3
Term of Event	3
Term of event	3
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Until end of event	5
	3
Until end of promotion event.	5
Until Replacement	5
Term of insurance policy or claims proceedings	10
Term of insurance policy	5
Term of claim proceedings	5
Kept until the claimant becomes 18 years of age.	5
	5
	3
Term of project	3
Until Replacement	5
Until Replacement	5
Term of storage	5
	5
	5
Term of storage	5
	5
Until Resolution*	
	3

1 year after replacement or obsolete	
As long as useful	
	3
Until Replacement	3
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Until Resolution*	2
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* Completion of study / plan	3
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Until Replacement	
Until Resolution*	9
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* Term of investigation	
* Term of investigation	
* Term of event + 1	3
* Term of event + 1 Weeding = Retain CBC/Radio-Canada's significant records	3
* Term of event + 1 Weeding = Retain CBC/Radio-Canada's significant records	3
* Term of event + 1 Weeding = Retain CBC/Radio-Canada's significant records	3
	3
Development completed	3
Expiration of agreement term and expiration of renewal period, if any	3
	3
6 months period	
Aslong as effective	7
	3

End of project	7
As long as they are in effect	
	5
As long as effective	7
While effective	9
While effective	7
While effective	7
Effective period	3
	10
Effective period	

Effective period	
	4
Term of event	10
	8
Effective period	3
Until Audit	6
	6
* Until expiry date or renewal	6
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Until Resolution*	6
Until Resolution*	6
Until Resolution*	6

Until Resolution*	6
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Until Resolution*	6
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Effective period	6
Effective period	6
Effective period	6
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Effective period	6
Effective period	6
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Term of project	7

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Until maturity	5
	4
Until Replacement	5
	6
	6
Life of Corporation	6
Life of Corporation	6
Life of Corporation	6
Life of Corporation	6
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Life of Corporation	6
Life of asset	5
End of Project	30
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Until Replacement	
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Until replacement	
As long as useful	
Varies from one collective agreement to another	
As long as useful	
As long as useful	
As long as useful	
As long as useful	
Until replacement	2
One year after the exam has been used or revised	2
	8
Until replacement	
As long as useful	
Three years after end of agreement	
Until mortage has been discharged	5
	4

Three years after end of agreement	
End of plan + 4 years	
Life of policies or collective agreement	
As per collective agreements (if specified or five years)	
Until Resolution	2
Two years after end of program	
Two years after report has been tabled	
Term of project	

Term of pension plan	3
Term of program	3
Until replacement	2
Until replacement	2
Until decision made or project completed	
As long as useful	5
Until replaced with a new version	
Until the end of employee right	6
Until end of employment or start of retirement	
Until replacement	5
Until replacement	5
Until replacement	5
Until replacement	5
Until replacement	2
Until replacement	2
Until replacement	5

Until resolution	
	7
Until resolution	
	7
Effective period	3
Effective period	3
Effective period	3
Term of project	
Until replacement	
Until replacement	2
Until Replacement	
	2

	25
2 years after end of project	5
Until resolved + 5 years	25
Until resolved or end of conclict + 2 years	25
As long as useful	3
As long as useful	3
Until Replacement	
Until Replacement	
Until Replacement	
Until Replacement	
Until Resolution	10
Until Resolution	3

Until Resolution	25
Until resolved	25
	25
As long as useful	
End of inter-union action	3
Term of disciplinary measure	3
Term of employment	
Term of employment	
Term of employment	
Term of study	10
Term of program	10
	8
	8

As long as useful	
2 years after term of program	
End of program	10
Until Resolution	
Until resolution	40
	8
	8
	8
	20
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	20
Until Resolution*	3
As long as useful	
	2
Term of project	10
As long as effective	
	20

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	28
	28
	30
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As long as they are in effect	
As long as useful	
Until end of conception	2
Until end of conception	2
Until end designing	2

Until end of training	
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As long as useful	
As long as useful	
End of the contract, guarantee or warranty. Note: For contracts relating to a capital asset, retain the asset for the useful life of the good	6
End of contract, waranty or mandate	6
	6
2 years after granting of contract	10
As long as useful	
	3

Until Resolution*	2
CBC/Radio-Canada sells the property	2
Easement no longer in effect	2
Until Resolution*	10
Until Resolution*	10
	7
Until Resolution*	3
Until Resolution*	6
Until Resolution*	6
Until Resolution*	6
Completion of negotiations resulting in a new/renewed/amended contract or negotiations are terminated/abandoned	6
Project completed	10
Until sale of property is completed and registered with the provincial land registry office.	10
As long as CBC/Radio-Canada remains the owner.	10
As long as CBC/Radio-Canada remains the owner.	10
	3
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Until Replacement	
Until Replacement	
Until Replacement	
Until Replacement	
Until Replacement	
Until Replacement	
Until Resolution*	
Until Resolution*	3
Until Resolution*	3
Until Resolution*	3
Until Resolution*	3
Until Resolution*	3
Until Resolution*	3

Until Resolution*	3
Retirement of equipment	3
Until Replacement	
Until Replacement * Property is sold or otherwise disposed of	5
	5
Term of Contract or agreement with the companies	5
Until Replacement	5
	5
Until Replacement	
Until Replacement	2
Until Replacement	
	5
Until Resolution*	10
	6
	1
Until end of work	10
Until end of work. Place location and surveying certificates in the Property Titles file under 402.101, and manuals and boards in the Property Management file under 402.102	
Until end of work	10

Until Resolution*	10
Until end of work	10
Until end of work. Place location and surveying certificates in the Property Titles file under 402.101, and manuals and boards in the Property Management file under 402.102	
End of works	10
Until end of work	10
	3
Until Resolution*	3
Until Replacement	
Until Resolution*	3
Until Resolution*	
Until Replacement	
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Until Resolution*	10

Until Resolution*	10
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Completion of final schedule or timetable	6
Completion of final schedule or timetable	6
Until Resolution	5
Until Resolution	5
Until Resolution	5
Until Resolution	5

* Coordination / planning is complete or terminated / abandoned	5
Until Resolution*	5
Expiration of Broadcasting Rights	
Until Resolution*	5
Until Resolution*	5
Until Resolution*	5
Term of program production	5
Until Resolution*	5
Until Resolution*	5
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Until Resolution	5
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3 months period	
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Until Resolution	5
Until Resolution*	5
Until Resolution*	5
	3

Until Resolution*	5
Until Resolution*	5
Until Resolution*	5
Until Resolution*	1
Until Resolved*	5
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Until Resolution*	15
Until Resolution*	15
Term of contract and expiration of renewal period, if any	15
Until Resolution*	15
Until Resolution*	15
Until Resolution*	15
Until term of contract and expiration of renewal period, if any.	15
Until term of contract and expiration of renewal period, if any.	15
End of Contract	6
Until term of contract and expiration of renewal period, if any.	15

	8
	5
Resolution of technical issue of report	10
Life time of the transmitter site	10
Until Resolution*	10
Until Replacement	10
Until Replacement	10
Until Replacement	10
Until Replacement	10
Until Replacement	10
Until replacement	10
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* Date of distribution of program, or, date of broadcast, or date of distribution	1
* Date of distribution of program, or, date of broadcast, or date of distribution	1

Date of broadcast	1
	3
	5
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Until Resolution*	2
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* Term of rental period and expiration of renewal period, if any	2
	3
Until Resolution*	2
Until Resolution*	2
Until Resolution*	2
Until Resolution*	2
Until Resolution*	2
Until Resolution*	2
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Until Resolution*	2
Inspection completed	1

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The semi-active period applies only to information requests for which responses requires a mangement member's signature.	RETAIN
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Term of employment + 2 years or according to collective agreement for individual disciplinary measures. Until the employee has attained 80 years of age and 2 years have elapsed since the latest administrative activity or 2 years after the death of the individual	RETAIN
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10 years after employee departure or death	DESTROY
40 years after employee departure or death	DESTROY
10 years after employee departure or death	DESTROY
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40 years after employee departure or death	DESTROY
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Retain construction and consultant contracts until the final project certificate has been issued.	RETAIN
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DISPOSITION NOTE
Life of organization Notice of meetings
Retain records/minutes containing information or significant decision.
Retain minutes of significant information and decisions.
Retain minutes of significant information and decisions.
Retain minutes of significant information and decisions.
Retain charter, negotiation outcomes, as well as records of acquisitions.
Retain negotiation outcomes, as well as records of acquisitions
Retain negotiation outcomes, as well as records of acquisitions
Retain negotiation outcomes, as well as records of acquisitions

Weeding = Retain plans after implementation
Weeding = Retain plans after implementation
Weeding = Retain plans after implementation
Weeding = Retain plans after implementation
Weeding = Retain plans after implementation
Weeding = Retain plans after implementation
Weeding = Monumental research or studies
Retain consolidated management plans for Vice President's office of English Services and French Services.
Interim reports may only be destroyed after roll-up reports or statistics are produced (e.g., quarterly activity reports monthly and weekly activity reports may be destroyed; annual activity reports quarterly, monthly and weekly activity reports may be destroyed)
Retain quality circles, studies and analyses, as well as award-winning employee suggestions

Retain results
Weeding = Retain decisions
Weeding = May be subject to further selection, based on specific criteria.
Retain reasons and inventory of purged records.

Weeding = Retain analysis histories
Weeding = Retain decisions
Weeding = Retain inventories providing statistical indicators or meaningful historical data
Weeding = Retain substantial requests
Weeding = retain agreements
Use code 102.105 for research results that could be used to develop a collection.
Retain decisions
Weeding = Retain cumulative report
Weeding = Retain agreements
Weeding = Retain records defining transfer procedures and cumulative reports

Destroy
Retain technicial documentation necessary for system comprehension.
Retain technicial documentation necessary for system comprehension.
Retain technicial documentation necessary for system comprehension.
Retain technicial documentation necessary for system comprehension.
Retain technicial documentation necessary for system comprehension.
Retain technicial documentation necessary for system comprehension.
Retain landmark system designs
Retain results

Retain landmark software designs
Retain landmark data designs
Weeding = Retain results * Completion of Project
Weeding = Retain results * Completion of Project
Weeding = Retain results * Completion of Project
Weeding = Retain results * Completion of Project

Retain significant records
Retain Press book
Retain all significant records of events
Retain final speech and presentations.
Retain CBC/SRC's significant records.
Retain CBC/SRC's significant records.
Retain CBC/SRC's significant records.
Retain CBC/SRC's significant records.
Retain CBC/SRC's significant records.
Retain CBC/Radio-Canada's significant records
Retain CBC/SRC's significant records.
Retain CBC/Radio-Canada's significant records
Retain CBC/Radio-Canada's significant records
Retain CBC/Radio-Canada's significant records
Retain CBC/Radio-Canada's significant records
Retain CBC/Radio-Canada's significant records
Retain contest rules and list of winners

Retain CBC's significant records and responses requiring a manager's signature
Retain survey results
Retain historical communications
Retain 2 copies of each publication
Weeding = Keep lists of festivals, events and awards.
Weeding = Keep history of participants and awards won.
Weeding = Keep file of primed events only.
Weeding = Retain the rules of the contest, the winners, the jury list and the evening program only.

Retain 2 advertising samples
Retain 2 of each promotional item. Note Inventories and distribution lists are continually updated
* Promotion airs / is printed or promotion planning is terminated / abandoned
Retain copies of insurance policies in electronic format only, following the 10 year semi-active period.
Weeding - retain files that are in litigation. Destroy file where claims are closed.
Weeding = final results and reports by stages and cumulative must be coded under the appropriate code. No document may be kept under this code.
* Term of transfer

* Term of contract / agreement and expiration of renewal period, if any
Retain "Sales per show / Host (network and selective) report" only, each 31st March of the year.
* Term of licensing period and expiration of renewal period, if any
Retain sales contracts and copyrights on products ans users rights.
Retain sales contracts and copyrights on products ans users rights.

Life of Organization
Life of Organization
* Term of event + 1 Weeding = Retain CBC/Radio-Canada's significant records
* Term of event + 1 Weeding = Retain CBC/Radio-Canada's significant records
* Term of event + 1 Weeding = Retain CBC/Radio-Canada's significant records
* Term of event + 1 Weeding = Retain CBC/Radio-Canada's significant records
Development completed
Weeding = Retain agreements and significant records attesting the nature, objectives and results of agreements involving the Corporation.
Weeding = Retain the final version of briefs presented by CBC/Radio-Canada.

Weeding = Retain agreements and significant documents attesting the nature, objectives and results of agreements involving the Corporation.
Weeding = Retain the annual report.
Weeding = Retain significant documents attesting SIRIUS Inc. objectives, decisions and results.
Weeding
Retain reports on major incidents at CBC/Radio-Canada.

Retain and transfer consent forms to Individual Travel Health / Medical Test file - 304.103.
Retain documents pertaining to key events for CBC/Radio-Canada.
* Until audit
* Until resolution
* Until resolution
* Until resolution

* Until resolution
* Until resolution
* Until resolution
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Weeding = Retain final results and reports by stage or cumulative

Retain year-end entries and general ledger
Retain year-end entries and general ledger
Retain year-end entries and general ledger
Retain year-end entries and general ledger
Retain audit report, recommandations, followups and other significant documents.

Except for auxiliary or multi staf (10 years)

* Until pension paid
Retain final version

Retain final version.
Retain documents with significant value for CBC/Radio-Canada
When candidate is hired, place resume in individual file
Put appointment records in the employee's file

Put appointment records in the employee's file
Sampling = Retain files of CBC/Radio-Canada officers and staff who have achieved distinction through exceptional performance. Note : Rule 304.100 applies to medical records
Retain annual report
Retain final results and reports by stages or cumulative.

Weeding = Retain final versions and reciprocal transfer agreements. Remove documents belonging to CBC Pension Board of Trustees.
Weeding = Individual files: Transfer documents to employee file: 301.170
Weeding = Put the remittance copy in the employee record. Guides: destroy, Annual payment file : destroy.
Weeding = Put the remittance copy in the employee record. Guides: destroy, Annual payment file : destroy.
Weeding = Retain decisions of change and improvement requests and with an historical value for CBC.
Weeding = Retain final versions of special-case decisions.
Weeding = Personalized handbooks: retain an electronic copy only (original) and place a paper copy in Employee file 301.170. Pamphlets, magazines, other communications: retain an electronic copy.
Weeding = Retain special-case documents for future reference
Start of retirement: Transfer documents to retired employee file: 302.141 - End of employment: Transfer documents to employee file: 301.170.
Weeding = Retain salary scales and merit pay programs Note Rule 207.100 applies to pay, union dues and government remittance processing (Shared Services Centre).
Put the remittance copy in the employee record. Scales: retain. Guides: destroy. Annual payment file: destroy.
Retain the final one only and make reference to where the collective agreements for each union are published.
Classified by sub-categories: Management, Confidential and APS salary review. Note: Letters are produced by managers and placed in employee file (301.170).
Employee specific documents placed in employee's file.

Weeding = Transfer documents to employee file: 301.170.
Weeding = Transfer documents to employee file: 301.170.
Weeding = Transfer documents to employee file: 301.170.
Retain contract and riders.
Retain final decisions pertaining to all special cases (SAF, LTD ex gratia, SHCP ex gratia, and others) for future reference.
Retain contract and riders.
Retain final results and reports by stages or cumulative.
Weeding = Retain proof of union certification and related decisions

Weeding = Retain minutes
Weeding = Retain rulings, back-to-work plans and announcements
Apply rule 303.180 if complaint leads to grievance.
Weeding = Retain decisions

Apply rule 303.173 if the grievance leads to a complaint to an external agency.
Weeding = Retain minutes
Weeding = Retain reports and summaries
Weeding = retain decisions

Weeding = Retain if program significant to CBC/Radio-Canada
Place a copy in the employee file. See 304.100.
Retain minutes and annual reports
Apply 304.101 retention period to employee examinations.
Weeding = Retain final report
* Term of program Weeding = Retain significant CBC/Radio-Canada programs and report
Final reports on major projects for CBC/Radio-Canada

Weeding = Retain significant CBC/Radio-Canada studies

Retain only trainings developed by or for CBC / Radio-Canada
Retain results, appraisals, reports and statistics.
Retain final report
Retain significant records for CBC/Radio-Canada .

*Until Disposition of property
* Until sale of property Note: Retain for life proof of burying, measurement of decontamination, and certificates of various levels of government such as the Ministry of the Environment
* Until sale of property
* Term of agreement and expiration of renewal period, if any
* Term of agreement and expiration of renewal period, if any
* Term of agreement and expiration of renewal period, if any except for legal file with tenant
Retain the final project certification.
Retain Acts of sale.
* Useful life of equipment
* Useful life of equipment
* Useful life of equipment
* Useful life of equipment
* When disposal occurs
* When disposal occurs
* When declared for sale

* When disposal occurs
Retain for life proof of burying, measurement of decontamination, and certificate of various levels of government such as the Ministry of the Environment.
* Until disposition of property
Retain for the life of building
10 years, or until warranties expire if they run longer
Retain final versions of plans

Reain until CBC ownership is completed by sale or other means as build drawings, * End of work (final certificate) and/or term of warranty Note Transfer the as built drawings, specifications, land surveying and architect certificate to property file when project completed **Retain for life, or until CBC/Radio-Canada leaves the premises by sale or other way, the as-built drawings, specifications, and land-surveying and architect certificates.
Retain for the life of building
10 years, or until warranties expire if they run longer
Retain final versions of plans
* While vehicle is owned by the CBC/Radio-Canada
* While vehicle is owned by the CBC/Radio-Canada
* Term of assignment
* Term of development or rejection of pitch

* Term of program production
Retain seasonal reports
Until ownership of rights ends. Note: Transfer to show production file
Until ownership of rights ends. Note: Transfer to show production file
Until ownership of rights ends. Note: Transfer to show production file

* Termination of distribution contract and expiration of renewal period, if any
* Term of program production
* Term of program production
* Term of program production
Destroy the information collected from the Internet and transitory documents. Keep information produced by your department that can be useful for monitoring a retrospective investigation or following a major event
* Term of program production
* Term of program production
* Term of program production
* Term of program production

Term of program production. Note: Retain final or amended calendars only
* Term of program production
* Term of program production
* Term of program production
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* Term of program production
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* Term of program production
Retain the minutes
* Term of program production
* Term of program production
* Term of program production
* Term of program production
Term of program production
* Term of program production
* Term of program production

* Term of post-production work
* Term of post-production work
* Term of post-production work
*Term of post-production work
*Records selected for their historical relevance (stored on server)
* Term of contract and expiration of renewal period, if any
* Term of contract and expiration of renewal period, if any
* Term of contract and expiration of renewal period, if any
* Term of contract and expiration of renewal period, if any
* Term of contract and expiration of renewal period, if any

*Duration of client relationship

Retain the final version of Management plans, corporate plans and directives, etc.
*While equipment in use
* While equipment in use
* While equipment in use
* While equipment in use
* While equipment in use
* While equipment in use
* While equipment in use

* While equipment in use

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The strategy is to extract action words from each department's mandate to establish their responsibilities, from which functions and activities will define what business records they have.

For example, "Mission

To recruit, develop, retain and foster a culture engaging talented and diverse individuals, all with the goal of enabling CBC/Radio-Canada to produce great programming."

Recruitment:

Employer Attraction and Branding
Recruitment sources
Job postings
Job Applications and Resumés

Workforce Planning:

Workforce needs analysis
Succession Management
Workforce inventory
Recall list
Job Creation
Competency profiles

Career Management:

New employee onboarding
Career planning
Work Schedules
Staff movements
Relocations
Long service Awards
Negotiated departure
Exit interviews

Performance management and Staff Development:

Performance evaluation process
Performance evaluation tools
Individual performance evaluations of Unionized Employees
Individual performance evaluations of Non-Unionized Employees

Inclusion and Diversity:

Inclusion and diversity programs
Inclusion and diversity results and data

Ultimately, it all comes down to knowing the place and mission of your team at CBC/Radio-Canada and understanding how your work is making the organization become alive and fulfil its own mission.

What Are Business Records

Available In: EN FR Print

A "Business Record" documents any one or more of the following: the delivery of a program or service; indication of how and/or why a particular decision or action was taken; the evolution of a policy, program or procedure and CBC financial or legal matters.

All CBC business records, regardless of their format, are the property of the CBC. Their retention and disposition follow approved schedules and practices to protect them from unauthorized removal or destruction. Sensitive records must be maintained in compliance with corporate policy.

In accordance with the approved schedules, the CBC is required to retain and dispose of its records. In addition, CBC/Radio-Canada is required to transfer records past their retention period and designated by the Librarian and Archivist of Canada as having archival or historical value to the control of the Public Archives.

Examples of Business Records, as defined by Library and Archives Canada, are:

- Documents that reflect the position or business of the CBC
- Documents that initiate, authorize or complete a business transaction
- Drafts where retention is necessary as evidence of approval or the evolution of the document
- Copies containing more or less information than the original
- Information received from outside sources that forms part of a CBC record
- Policies and/or guidelines
- Work schedules and assignments
- Agenda and minutes of meetings
- Briefing notes
- Final reports and recommendations

Ref: Library & Archives Act (2004 c.11)

Inactive Business Records past their retention period can be disposed of (i.e. removed from RIM control and either destroyed or transferred to archives - as specified in the official CBC Retention Schedule). Destruction is the sole responsibility of Records and Information Management and follows strict authorization protocols.

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What Are Transitory Records

Available In: EN FR

Print

Transitory Information and Records are only required for a limited time to ensure the completion of an activity or the preparation of a subsequent record.

Transitory Records can be:

- Information in a form used for casual communication
- Draft versions where any additional information has been incorporated into subsequent versions, and where retention is not necessary as evidence of approval or the evolution of the document
- Duplicate copies of information
- Miscellaneous notices of employee meetings, holidays, etc.
- Information, copies or extracts of documents received for convenience or reference only and which do not form part of an official record.
- Information received as part of a distribution list or e-mail messages received from other Internet sources, solely for convenience of reference.

Ref: Library & Archives Act (2004 c.11)

Many people find ambiguity when determining whether their records are Transitory or not. For example, temporary information such as simple messages, routing slips, and post-it notes. If this information helps to show how a department reached a decision, it is not “transitory”. Also, solicited and unsolicited information, received from organizations and individuals advertising their products, may be useful to a group’s operation and it would be useful to file it for future reference. However, some may be obviously junk mail and should be routinely discarded.

Caution: Some e-mail messages that appear to be transitory can, in fact, be business (or corporate) records. Pay special attention to their function and activity to be sure.

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