

# Procedure

## Lifecycle Management

This procedure falls under *A1477 Data and Information Management Administrative Policy*.

<b>Program Impacted</b>	Strategy & Business <i>The City of Edmonton's corporate processes are robust and helpful for integrated service delivery.</i>
	Technology & Data <i>The City of Edmonton's technology and data are leveraged to enable quality decision-making and enhance innovative service delivery.</i>
<b>Approved By</b>	City Clerk
<b>Date of Approval</b>	March 18, 2025
<b>Approval History</b>	N/A
<b>Next Scheduled Review</b>	March 2027

### Procedure Statement

This procedure is to be used by City of Edmonton employees to ensure appropriately managed City records and information. This ensures the City of Edmonton meets its legislated and operational records management requirements.

### Scope

This procedure is to be used by City of Edmonton employees, contractors and volunteers that create or receive, access and use, store and maintain, or destroy or transfer City records and information of any type during the course of their work on behalf of the City.

### Procedure Description

This procedure provides an introduction to the Lifecycle Management (LM) functional domain, as defined in *A1477 Data and Information Management Administrative Policy*:

“[The] Lifecycle Management (LM) [function] manages data and information through the cycles of planning, designing/enabling, creating/obtaining, enhancing, using, storing/maintaining, and disposing in compliance with legal, operational, financial, technological, and preservation requirements.”

This procedure presents a brief version of record lifecycle requirements throughout their existence, including during:

- creation or receipt
- access and use
- storage and maintenance
- destruction or transfer

## **Definitions**

*City of Edmonton Classification and Retention Schedule* refers to a living policy document that categorizes records based on similar use and purpose to facilitate lifecycle management. The schedule provides rules that identify the length of time a record needs to be kept (retention period), what to do with the record when it is no longer needed (disposition method) and supplementary information.

*City record* refers to recorded information in any form in the City of Edmonton's custody or control or developed during the course of City business.

*Data* refers to any object(s), number(s) or text that can be recorded or processed in different formats and in different environments.

*Information* refers to what is conveyed or represented by a particular arrangement or sequence of things, such as objects, numbers or text, in any medium or form.

*Legal hold* refers to a hold used for records that are necessary for current or pending litigation. The Department Records Advisor should contact the Corporate Records Manager if they are not advised of legal holds on a regular basis.

*Non-transitory records* demonstrate the City's activities, business transactions and decisions. There are many different types of non-transitory records, each with specific rules about how long they need to be kept (retention period) and whether to destroy them or transfer them to archives (disposition). These rules are outlined in the City of Edmonton Classification and Retention Schedule.

*Transitory records* refer to City records and information that may be required for a limited period of time for the completion of a routine action or the preparation of a corporate record, but not required to meet statutory obligation or to sustain administrative or operational functions. Transitory records only possess an immediate value and should be disposed of thereafter.

## **Procedure Specification**

City of Edmonton employees, contractors and volunteers are the stewards of the City's records and information. There are two types of City records:

- Records that need to be kept and managed as per lifecycle requirements (non-transitory records)
- Records that can be destroyed routinely (transitory records)

It is the City's responsibility to safeguard City records and information by following the City's policies, guidelines, standards and best practices. Branch Managers are accountable for ensuring records management compliance within their branches.

This includes:

- assuring the completeness, accuracy, authenticity and reliability of information created or received - for example, entering all of the information provided in a permit application into the correct fields of the correct database
- using naming conventions when creating folders and files to make sure that information is easy to find
- managing records and information in accordance with the City of Edmonton Classification and Retention Schedule, keeping records for as long as necessary, but not longer
- securing all information from unauthorized access and alteration - for example, checking that a Google Doc you create is shared with people who should have access, but no one else.
- routinely destroying records needed only for a limited period of time to complete a routine action or prepare a corporate record (transitory records)
- only disposing of records demonstrating the City's activities, transactions and decisions (non-transitory records) in the appropriate manner with the proper authorization following the correct process
- Informing the Corporate Records and Information Management team within the Office of the City Clerk about:
  - any changes to legislation or regulations that may affect records management requirements for their business area
  - any business area name changes or reorganizations.

## Lifecycle Management

Lifecycle management is the practice of using specific strategies to manage records and information from creation to disposal. A record's lifecycle consists of four stages: creation or receipt; access and use; storage and maintenance; and destruction or transfer.

- Creation or Receipt
  - The initial receipt or creation of City records, including naming, drafting and formatting. For digital records, metadata is applied at the time of creation or receipt where possible.
  - For example, an employee might write an email to respond to a citizen inquiry (creation) or receive a permit application (receipt).
- Access and Use
  - The classifying, filing, accessing and sharing of records and information. During this stage it is important to ensure that only authorized individuals have access to this information.
  - For example, an employee might file a PDF in the correct place in their business area's Google Drive and make sure it's shared with their team.
- Storage and Maintenance
  - The maintenance and storage of records for the legal and operational time period required (retention period) in the correct locations with the correct access. When records are no longer being accessed and used regularly, they may need to be stored in a more cost efficient manner with different access protocols.
  - For example, paper records that are not referenced regularly are inventoried and sent for secure offsite storage at the Corporate Records Centre.
- Destruction or Transfer
  - The final outcome of a record's lifecycle, referred to as disposition. A record is due for disposition when it has met its retention period requirements as defined by the City of Edmonton Classification and Retention Schedule. This means the record has been kept for as long as it is needed, and is ready for the final step of its lifecycle.
  - There are several possible disposition outcomes:
    - destroying the record
    - reviewing the record for further retention based on additional operational value, legislative changes, information holds or legal holds
    - transferring a permanently valuable record to the City Archives
  - City records and information may only be destroyed or transferred by system administrators or records staff after receiving notification and authorization from the City Clerk or delegate. The Corporate Records and Information Management team within the Office of the City Clerk is responsible for notifying business units and the Archives when records are eligible for disposition as per the City of Edmonton Classification and Retention Schedule.

- Exception: Employees must regularly delete or dispose of transitory records in a secure manner unless subject to a legal, audit, or access to information hold.

## **Records and Information Guidelines and Standards**

Employees, contractors and volunteers are responsible for complying with the City of Edmonton Classification and Retention Schedule and other corporate policy tools. Accountability is outlined in the Corporate Records and Information Management Accountability Model (RASCI).

## **Compliance**

Records management compliance is the responsibility of the business area, overseen by the Branch Manager as per the Corporate Records and Information Management Accountability Model (RASCI). Failure to comply with this procedure could result in the loss of City records and information, damage to the City of Edmonton's reputation, incurring unnecessary costs and fines, environmental impacts, increased legal risk and information breaches.

## **References and Supporting Documents**

### *Legislation*

- [Municipal Government Act, RSA 2000, c M-26](#)
- [Limitations Act, RSA 2000, c L-12](#)
- [Freedom of Information and Protection of Privacy Act, RSA 2000, c F-25](#)
- [Local Authorities Election Act, RSA 2000, c L-21](#)
- [Electronic Transactions Act, SA 2001, c E-5.5](#)

### *Supporting Documents*

- [City of Edmonton Classification and Retention Schedule](#)
- [Corporate Data and Information Management Glossary of Terms](#)
- [Corporate Records and Information Management Accountability Model \(RASCI\)](#)
- [Transitory Record Decision Tree](#)

## Data Governance Working Committee Sign-off: Subject Matter Experts

Subject Matter Expert Area	Branch / Department (or Division)	Sign Off (Name)
Access and Privacy	Office of the City Clerk / Office of the City Manager	Christina Hopkins Crichton
Archives	Community and Recreation Facilities / Community Services	Kathryn Ivany
Business Solutions / Google	Open City and Technology / Financial and Corporate Services	Stephen Mundy
Data Analytics	Service Innovation and Performance / Financial and Corporate Services	Keith Wu
Data Governance	Service Innovation and Performance / Financial and Corporate Services	Sean Clovechok
Data Ethics	Service Innovation and Performance / Financial and Corporate Services	Jared Bielby
Enterprise Commons	Open City and Technology / Financial and Corporate Services	Roddi potter
Enterprise Performance Measurement	Service Innovation and Performance / Financial and Corporate Services	Sajid Majeed
Enterprise Solution / Technology Planning	Open City and Technology / Financial and Corporate Services	Mangulal Halai
GIS	Service Innovation and Performance / Financial and Corporate Services	Bruce Rankin
Information Security	Open City and Technology / Financial and Corporate Services	Romel Alnazer
Information Management	Office of the City Clerk / Office of the City Manager	Saleem Akhtar
Legal Services	Legal Services / Employee and Legal Services	Michelle Bohn

## Data Governance Working Committee Sign-off: Department or Division Representatives

Department or Division Representative	Sign Off (Name)
City Operations	Thareesh Kariyawasam
Community Services	Richard Williams
Employee and Legal Services	Mostafa Nejati Ajibisheh
Financial and Corporate Services	Mike Chong
Integrated Infrastructure Services	Stephen Christensen
Office of the City Manager	Olugbenga Odeyemi Mike Chong
Urban Planning and Economy	Peter Contessa