

Information Management Responsibilities for Employee Crossboarding and Offboarding Guideline

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Foreword: City of Toronto Information Management Policies and Standards are the official publication on the policies, standards, directives, guidelines, position papers and preferred practices given oversight under delegated authority of Toronto Municipal Code, Chapter 217, Records, Corporate (City). These publications support the City's responsibilities for coordinating standardization of Information Management in the City of Toronto.

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- **Project Sponsor:** Kristie Pratt Deputy City Clerk, Corporate Information Management Services
- **Divisions & Business Units:**
 - City Clerk's Office, Corporate Information Management Services
 - People and Equity Division
 - Technology Services Division
 - Office of the Chief Information Security Officer

Version #	Date	Issued by	Changes in Document
1.0	2015	City Clerk's Office	Publication of version 1
1.1	2019	City Clerk's Office	Application Statement updated
2.0	2024	City Clerk's Office	Guideline update – IM for Entering, Transferring, and Exiting Employees Guideline split into three separate guidelines, with additional guidance on management of specific kinds of records and information.

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1. Introduction

Information collected, created, and used by the City of Toronto is a corporate resource. Information that is accurate, useable, and accessible supports open, transparent and accountable local government, and improves customer service and program delivery.

Crossboarding refers to the process of an employee transferring from one business unit or Division within the City to another. Offboarding refers to the processes of closing the employment of an employee who is leaving the City permanently.

All employees share responsibility for the proper management of records and information, ensuring the authenticity, reliability, and usability of information and providing timely access to records. It is important for transferring and exiting employees to understand their responsibilities for information management during transition, and for their managers to understand their responsibilities to support transferring and exiting employees, ensuring due diligence activities are completed if an employee leaves unexpectedly.

2. Purpose

The purpose of this Guideline is to inform Transferring and Exiting Employees, of their Information Management responsibilities and the policies, standards, guidelines, and resources available to support them.

This guideline is an output of the Information Management Accountability Policy and contributes to the City's [Corporate Strategic Plan](#) by bolstering its commitment to build trust and confidence in local government and ensure a *Well-Run City*. This includes the management of City records and information to:

- Foster a culture of collaboration and information sharing;
- Ensure an accountable and transparent municipal government; and
- Document business decisions and the decision-making process.

3. Application

This Guideline applies to all City of Toronto Divisions, City employees, volunteers and contract employees hired by the City of Toronto.

This Guideline does not apply to Elected Officials, Accountability Officers or City Agencies and Corporations. The City of Toronto encourages City Agencies and Corporations to review, adopt or update this Guideline appropriate to their business circumstances.

4. Guideline: Employee Responsibilities During Crossboarding

City employees are responsible for meeting their information management obligations, including ensuring business decisions are adequately documented, information is accessible to the people who need it, and privacy and personal information are protected. Information management is foundational to effective knowledge transfer between crossboarding employees and their coworkers and management.

The **Information Management (IM) for Employee Crossboarding Checklist** in [Appendix A](#) summarizes the IM crossboarding activities listed in this section and should be used to track crossboarding completion.

Before your transfer, consider your responsibilities for:

Knowledge Transfer

- Prepare a briefing or manual that details any of your ongoing or unfinished work, and your responsibilities for your successor, and share a copy with your supervisor.

Personal and Confidential Information

- Ensure personal information created and used in the course of your role is stored in a secure location, and your supervisor/manager is aware of it.

Electronic Records

- Review the [Duty to Document Fact Sheet](#).
- Let your supervisor know the location and status of your in-progress work files
- Move any business records stored on physical media, such as mobile devices, USB sticks, external hard drives, or disks to the appropriate networked repository, such as the G: Drive or a SharePoint Site.
- If any of the files are too large to migrate (e.g. RAW video or photographs) deliver the removeable media to your supervisor directly.
- Ensure meeting recordings are saved to an appropriate shared repository.
- Ensure records captured in instant messages are migrated to the appropriate shared repository.

Email

- Review the [Managing Email Fact Sheet](#).
- Move email records from your email account to the appropriate shared repository or business application before transferring to another office.
- If you are an administrator for a shared mailbox within your unit/Division, ensure it is reassigned to someone currently on your team.

Physical Records

- Review the [Physical Records Cleanup Fact Sheet](#) and [Physical Transitory Records Disposal Fact Sheet](#).
- Ensure any physical files or boxes at your workstation have been returned to your business unit's file room.
- Remove any personal items from your workstation and desk.

Personal Drives

- Review the [Managing Personal Drives Fact Sheet](#).
- Ensure all business records, including drafts, have been moved to the appropriate shared repository.

Note: If you will continue to be involved in specific projects and will still require access to the Division's business system or shared drive after you transfer, speak with your Supervisor or Manager about retaining access to the information you need.

5. Guideline: Employee Responsibilities During Offboarding

City employees are responsible for meeting their information management obligations, including ensuring business decisions are adequately documented and stored, information is accessible to the people who need it, and privacy and personal information are protected.

When you are leaving the City, you have a responsibility to ensure the continuity of City business processes. Meet with your Supervisor or Manager to discuss the status of your in-progress working files and the business records you have created or used. Information management is foundational to effective knowledge transfer between offboarding employees and their coworkers. It's important to remember that employees are not permitted to take City business records with them when they leave the organization. Employees may make copies of tax forms, HR information, and personal messages.

The Toronto Municipal Code, Chapter 192, Public Service, outlines further responsibilities for ethical behaviour after employment ends, including not using or disclosing confidential information after leaving the City. This applies to all exiting employees.

The **Information Management (IM) for Employee Offboarding Checklist** in [Appendix B](#) summarizes the IM crossboarding activities listed in this section and should be used to track offboarding completion.

Before your departure, consider your responsibilities for:

Knowledge Transfer

- Prepare a briefing or manual that details any of your ongoing or unfinished work, and your responsibilities for your successor, and share a copy with your supervisor.

Personal and Sensitive Information:

- Ensure personal information created and used in the course of your role is stored in a secure location, and your supervisor/manager is aware of it.
- Remove any personal information that may be stored in your Personal Drive (H: Drive or OneDrive).

Electronic Records:

- Review the [Duty to Document Fact Sheet](#) and the [Managing Information in Collaboration Tools Guideline](#).
- Let your supervisor know the location and status of your in-progress business records.
- Delete transitory records.
- If any of your documents or folders are password protected, ensure that the access passwords are shared to the appropriate administrator or your supervisor.
- Move any business records stored on physical media, such as mobile devices, USB sticks, external hard drives, or disks to the appropriate networked repository, such as the G: Drive or a SharePoint Site.
- If any of the files are too large to migrate over the network (e.g. RAW video or photographs), deliver the removeable media to your supervisor directly.
- Ensure meeting recordings are saved to an appropriate shared repository.
- Ensure records captured in instant messages are captured and migrated to the appropriate shared repository.

Email:

- Review the [Managing Email Fact Sheet](#).
- Move email records to the appropriate shared repository or business application.
- If you are an administrator for a shared or generic mailbox, ensure it is reassigned to someone else on your team.
- Forward any emails related to ongoing or open work to the appropriate staff or your supervisor.

Physical Records:

- Review the [Physical Records Cleanup Fact Sheet](#) and [Physical Transitory Records Disposal Fact Sheet](#).
- Ensure any physical files or boxes at your workstation have been returned to your business unit's file room.
- Remove any personal items from your workstation and desk.

Personal Drives:

- Review the [Managing Personal Drives Fact Sheet](#).
- Ensure all business records, including drafts, have been moved to the appropriate shared repository.
- Clean-up your personal drive and remove all contents prior to departure.

Note: It's important to remember that employees are not permitted to take City business records with them when they leave the organization. Employees may make copies of tax forms, HR information, and personal messages. If you require materials created during your employment for a portfolio or work sample, confirm with your manager that the materials you want to maintain copies of do not include personal or confidential information.

The Toronto Municipal Code, Chapter 192, Public Service, outlines further responsibilities for ethical behaviour after employment ends, including not using or disclosing confidential information after leaving the City. This applies to all exiting employees.

6. References

- [Information Management Glossary](#)
- [Municipal Code Chapter 217, Records, Corporate \(City\)](#)
- [Acceptable Use Policy](#)
- [Information Management Accountability Policy](#)
- [City Clerk's Office: Information Management Framework \(IMF\)](#)
- [Responsible Record-Keeping Directive](#)
- [Managing Information in Collaboration Tools Guideline](#)
- [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#)
- [Personal Health Information Protection Act \(PHIPA\)](#)
- [Schedule A – Records Retention Schedule, Chapter 217 of the Toronto Municipal Code.](#)
- [Protection of Privacy Policy](#)

7. Guideline Approval

Approval provided by Kristie Pratt, Deputy City Clerk, effective July 18, 2024.

8. Guideline Review

The City Clerk's Office will review this Policy and its effectiveness as warranted.

Appendix A: Information Management for Employee Crossboarding Checklist

Employee Name		Employee Email Address	
Job Title		Division	
Supervisor Name		Supervisor Email Address	
Transfer Date	Click here to enter a date.		

Background and Instructions

Records created in the course of City business are the property of the City of Toronto, regardless of the format or storage location. Employees have a [Duty to Document](#) complete and accurate business activities and decisions, and all employees share responsibility for the management of records and information, ensuring the authenticity, reliability, and usability of information and providing timely access to records and information.

This checklist is used to ensure that City information is handled properly and protected during and after employee transition.

Who is this for?

This checklist should be completed out by the transferring employee before their last day of employment. If an employee leaves with no advance notice, it is their manager's responsibility to complete offboarding activities, sign and submit .

What do I need to do:

- Review and complete any outstanding crossboarding activities listed on page 2.
- Schedule a meeting with your supervisor to go over your crossboarding plan.
- Sign the checklist.

My signature certifies that:

- I have completed the checklist's actions to the best of my ability.
- I have properly identified and transferred business records to the best of my knowledge.
- I am not taking any records from the Division without proper approval.

Employee Signature		Date	Click here to enter a date.
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My signature certifies that the information submitted by the employee is accurate to the best of my knowledge.

Supervisor Signature		Date	Click here to enter a date.
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Storing Information & Making it Accessible

Done	N/A	Action
<input type="checkbox"/>	<input type="checkbox"/>	Is the information you are responsible for saved in the appropriate repository or business system so that it is accessible to your colleagues?
<input type="checkbox"/>	<input type="checkbox"/>	Did you copy any business information from notebooks, mobile, or personal devices to somewhere it is accessible to your colleagues?
<input type="checkbox"/>	<input type="checkbox"/>	Did you document relevant information about everything being left for your successor, such as a summary of ongoing projects and related contact information, an inventory of information (including file or locator numbers), a list of job-related web links, etc., explaining why it will be needed?
<input type="checkbox"/>	<input type="checkbox"/>	Have you planned for re-assignment of administrator rights for any accounts, systems, or applications you administer? Have you created handover documentation and notified the new administrators?
<input type="checkbox"/>	<input type="checkbox"/>	Have you identified and provided any records that are subject to audit, hold, investigation, or FOI requests?
<input type="checkbox"/>	<input type="checkbox"/>	Did you determine what will happen with your email, including shared mailboxes (especially those related to an ongoing project)?

Removing Information

Done	N/A	Action
<input type="checkbox"/>	<input type="checkbox"/>	Did you remove all Transitory Records from shared and personal drives, and your work computer's desktop, downloads folder, and hard drive (provided they are not subject to ongoing FOI requests or legal holds)?
<input type="checkbox"/>	<input type="checkbox"/>	Have you cleaned up your email inbox and filed all business records?
<input type="checkbox"/>	<input type="checkbox"/>	Did you remove your name from external distribution lists?
<input type="checkbox"/>	<input type="checkbox"/>	Did you cancel or forward professional subscriptions paid for by the City?

Returning Records & Technology

Done	N/A	Action
<input type="checkbox"/>	<input type="checkbox"/>	Did you return records that were from central file rooms?
<input type="checkbox"/>	<input type="checkbox"/>	Did you return all mobile computing devices such as access tokens, mobile phones, laptops/tablets, USB drives, etc.?

Key Resources and Polices

Legislation	IM Policies, Directive, Guideline, & Framework
Municipal Freedom of and Protection of Privacy Act (MFIPPA)	Information Management Accountability Policy & Framework
Personal Health Information and Protection Act (PHIPA)	Responsible Record-Keeping Directive & Guideline
Toronto Municipal Code, Chapter 192, Public Service	Electronic Records Disposition Guideline
Toronto Municipal Code, Chapter 217, Records, Corporate (City)	Protection of Privacy Policy
	Personal Information Collection, Use and Disclosure Guideline

Appendix B: Information Management for Employee Offboarding Checklist

Employee Name		Employee Email Address	
Job Title		Division	
Supervisor Name		Supervisor Email Address	
Exit Date	Click here to enter a date.		

Background and Instructions

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Who is this for?

This checklist should be completed out by the exiting employee before their last day of employment. If an employee leaves with no advance notice, it is their manager's responsibility to complete offboarding activities, and sign and submit it.

What do I need to do:

- Review and complete any outstanding offboarding activities listed on page 2.
- Schedule a meeting with your supervisor to go over your offboarding plan.
- Sign the checklist.

My signature certifies that:

- I have completed the checklist's actions to the best of my ability.
- I have properly identified and transferred business records to the best of my knowledge.
- I am not taking any records from the Division without proper approval.

Employee Signature		Date	Click here to enter a date.
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My signature certifies that the information submitted by the employee is accurate to the best of my knowledge.

Supervisor Signature		Date	Click here to enter a date.
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Storing Information & Making it Accessible

Done	N/A	Action
<input type="checkbox"/>	<input type="checkbox"/>	Is the information you are responsible for saved in the appropriate repository or business system so that it is accessible to your colleagues?
<input type="checkbox"/>	<input type="checkbox"/>	Did you copy any business information from notebooks, mobile, or personal devices to somewhere it is accessible to your colleagues?
<input type="checkbox"/>	<input type="checkbox"/>	Did you document relevant information about everything being left for your successor, such as a summary of ongoing projects and related contact information, an inventory of information (including file or locator numbers), a list of job-related web links, etc., explaining why it will be needed?
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