

Information Management Responsibilities for Employee Onboarding 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

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1.0	2015	City Clerk's Office	Publication of version 1

1.0	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, consistent, and accessible supports open, transparent, and accountable local government, and improves customer service and program delivery.

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 especially important for new employees to understand how their access to, and use of, City information is bounded by legislation and policy.

Onboarding refers to the process of orienting a new employee to the City's workforce, beginning with the initial job offer and continuing through the first months of employment. Onboarding ensures new employees have the skills and supports needed for success. It includes providing information on the City's work culture, departmental priorities, legislative obligations, internal policies, work processes, and employee responsibilities. Onboarding processes clarify roles, responsibilities and expectations that help reduce errors and employee anxiety and provide the time for employees to become comfortable in a new role.

2. Purpose

The purpose of this Guideline is to inform new employees of their Information Management responsibilities and the policies, standards, guidelines, and resources available to support them through onboarding.

This Guideline is an output of the [Information Management Accountability Policy](#) and [Protection of Privacy Policy](#), and contributes to the City's [Corporate Strategic Plan](#) by bolstering its commitment to build trust and confidence in local government and thus ensuring *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 context.

4. Guideline: Information Management Onboarding for New Employees

The **Information Management (IM) for Employee Onboarding Checklist** in [Appendix A](#) summarizes the information management onboarding activities in this section and may be used to track onboarding completion.

New employees should consult People & Equity's [Employee Orientation website](#) for general information on the employee onboarding process and important City information.

Day 1

On your first day, meet with your supervisor or manager to:

- Find out where your Division and business unit's business records are stored. Locations can include shared network directories (G: Drive), SharePoint sites, business systems such as Salesforce, SAP or other database applications, and filing rooms and cabinets.
- Confirm which Divisional business records have been assigned to you as part of your job responsibilities.
- Learn more about your business unit's day-to-day Information Management practices, such as how records are organized, classified, and managed. Ask about any naming conventions, vocabularies and taxonomies, file plans, and metadata the business unit uses to organize their records.
- Ask what training you need to take to prepare you for your role.
- Pick up any City issued technology, such as a laptop, smartphone or tablet needed to perform your duties.
- Determine which network drives, SharePoint sites, and business applications you need access to.
- Review any handover materials related to your work responsibilities.

Week 1

During your first week, complete the **Information Management Bootcamp** below. Its resources will familiarize you the City's IM priorities.

Information Management Priority	What Resources am I Required to Review?	Learning Objectives
Employee Accountability	<ul style="list-style-type: none"> • Information Management Accountability Policy • Information Management Framework 	<ul style="list-style-type: none"> • What is my role in information management as a City employee? • What are the City's information management priorities?
Protecting Privacy	<ul style="list-style-type: none"> • Protection of Privacy Policy • Information Protection Classification Standard • VIDEO: Protecting Privacy on the Job 	<ul style="list-style-type: none"> • What is my responsibility for protecting privacy as a City employee? • What is personal information? • How does the City build privacy protections into its technologies and services?
Records Management	<ul style="list-style-type: none"> • Duty to Document Fact Sheet • Transitory Records Fact Sheet • Managing Business Unit Records • Managing Information in Collaboration Tools Guideline 	<ul style="list-style-type: none"> • What are my responsibilities for documenting City business using different technologies and services? • Which records do I need to keep, and which are transitory and can be disposed of?
Managing Email	<ul style="list-style-type: none"> • Managing Email Fact Sheet • Secure Use of E-mail Guideline • VIDEO: Managing Email 	<ul style="list-style-type: none"> • When is an email a business record? • How should I manage my emails? • What are the best practices for protecting privacy in email?
Managing Personal Drives (H: Drive and OneDrive)	<ul style="list-style-type: none"> • Managing Information on Personal Drives Fact Sheet 	<ul style="list-style-type: none"> • What can I use OneDrive and the H: Drive to store? • When can other people access my personal drive?

Remote and Hybrid Work	<ul style="list-style-type: none"> • Working Remotely - Information Management & Privacy Guideline • DOs and DON'Ts of Information Management and Privacy While Working Remotely • Information Management and Privacy in an Open Office Guideline 	<ul style="list-style-type: none"> • How can I protect privacy and security while working remotely? • What are my information and records management responsibilities while working in a hybrid or modernized office – and while working remotely? • How should I be handling and storing physical records?
If applicable to your role: Information Collection and Forms	<ul style="list-style-type: none"> • Personal Information: Collection, Use and Disclosure Guideline • Collecting Personal Information Fact Sheet • Understanding Notice of Collection Statements Guideline 	<ul style="list-style-type: none"> • What do I need in order to collect personal information through City forms? • How can I use the personal information collected in my business unit? • Which kinds of information should City forms capture, and in what format?
If applicable to your role: Managing Images	<ul style="list-style-type: none"> • Digital Image Management Policy • Digital Image Management Fact Sheet - Image Records • Digital Image Management Fact Sheet - Transitory Images 	<ul style="list-style-type: none"> • Where can I access City images approved for reuse? • When is an image considered a City record? • What roles are required for the management of City images?

Month 1

Review Technology Services Division's [Policies, Procedures, Standards, & Guidelines](#), and the Office of the CISO's [Policies, Procedures, Standards, & Guidelines](#), especially the [Acceptable Use Policy](#) and [Cyber Security Policy](#), to understand your responsibilities for the safeguarding and proper use of information technology. This includes not using personal devices for City business activities.

Speak with your supervisor to determine what training is appropriate and required for your job and enroll in these courses to better understand your role and responsibilities:

- [Access to Information and Protection of Privacy](#) training, commensurate with your job duties. This introductory course is a pre-requisite if your role requires more advanced privacy training.
- [Technology training](#) for the systems and applications you use day-to-day, such as Microsoft 365 and SharePoint Online, Webex, and Salesforce. Most corporate technology training guides and courses embed application-specific information management advice for employees.

Familiarize yourself with the legislation that outlines how the City must manage its business records and protect privacy.

- [Toronto Municipal Code, Chapter 217, Records, Corporate \(City\)](#) defines what a record is, and helps you understand roles and record-keeping processes. Its [Schedule A](#) defines how long different kinds of records need to be retained for.
- [Toronto Municipal Code, Chapter 192, Public Service](#) outlines your ethical responsibilities, including safeguarding confidential information, during and after your employment with the City.
- [Municipal Freedom of Information and Protection of Privacy Act](#) describes the rules regarding the collection, use, disclosure and disposal of personal information held by the City.
- [Personal Health Information and Protection Act \(PHIPA\)](#) describes the rules regarding the collection, use, disclosure of personal health information. This is only relevant if your Division Head is a Health Information Custodian or you collect, use or disclose personal health information collected by a healthcare practitioner defined under PHIPA.

5. References

- [Information Management Glossary](#)
- [Municipal Code Chapter 217, Records, Corporate \(City\)](#)
- [Acceptable Use Policy](#)
- [Information Management Accountability Policy](#)
- [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.](#)
- [City Clerk's Office: Information Management Framework \(IMF\)](#)
- [Protection of Privacy Policy](#)

6. Guideline Approval

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

7. Guideline Review

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

Appendix A:
Information Management for Employee Onboarding Checklist

Employee Name		Division	
Supervisor/Manager Name		Supervisor/Manager Email	
Employee Start Date		Checklist Completion Date	

Background and Instructions

City Divisions are accountable for the proper management of the information they collect, use, and store. They must ensure information privacy is protected.

The Information Management Employee Onboarding Checklist assists new employees with learning how to manage City information, and ensures they have the information and resources needed to meet their records management and privacy obligations.

Employees should submit the completed checklist to their supervisor/manager by email once completed. Onboarding activities should be completed in the first month of employment.

Done	Action
<input type="checkbox"/>	Have you spoken to your manager or supervisor about the locations of your Division and business unit's records e.g., business systems, shared directories, SharePoint sites, databases, and/or in hardcopy paper files?
<input type="checkbox"/>	Did you confirm which records have been assigned to you as part of your job responsibilities?
<input type="checkbox"/>	Have you completed the IM Bootcamp and reviewed the City policies and guidelines that impact your role?
<input type="checkbox"/>	Have you familiarized yourself with your Division and business unit's Information Management processes and conventions , including file plans, naming conventions, and taxonomies?
<input type="checkbox"/>	Did you confirm how to properly use the technology assigned to you (laptops, mobile phones, tablets, and/or external media) to safeguard personal information?
<input type="checkbox"/>	Have you completed all necessary training ?

Reviewed	IM Bootcamp Resources
<input type="checkbox"/>	Information Management Accountability Policy
<input type="checkbox"/>	Information Management Framework
<input type="checkbox"/>	Protection of Privacy Policy
<input type="checkbox"/>	Information Protection Classification Standard
<input type="checkbox"/>	VIDEO: Protecting Privacy on the Job
<input type="checkbox"/>	Working Remotely - Information Management & Privacy Guideline
<input type="checkbox"/>	DOs and DON'Ts of Information Management and Privacy While Working Remotely
<input type="checkbox"/>	Clean Desk Guidelines
<input type="checkbox"/>	Duty to Document Fact Sheet
<input type="checkbox"/>	Managing Business Unit Records
<input type="checkbox"/>	Transitory Records Fact Sheet
<input type="checkbox"/>	Personal Information: Collection, Use and Disclosure Guideline
<input type="checkbox"/>	Collecting Personal Information Fact Sheet
<input type="checkbox"/>	Understanding Notice of Collection Statements Guideline
<input type="checkbox"/>	Digital Image Management Policy
<input type="checkbox"/>	Managing Email Fact Sheet
<input type="checkbox"/>	Secure Use of E-mail Guideline
<input type="checkbox"/>	VIDEO: Managing Email
<input type="checkbox"/>	Managing Information on Personal Drives Fact Sheet