Date: 2024-01-31

Subject: **Information and Data Governance Policies**

Contact: Janice Adshead, Deputy Clerk, Admin Services and Information and Data, City Clerk's Office
Gaea Oake, Program Manager, Location & Data Services, Information Technology

Report Number: Legislative Services-2024-057

Recommendations:

1. That the report from Janice Adshead, Deputy Clerk, Admin Services and Information and Data, City Clerk's Office, to the Committee of Council Meeting of January 31, 2024 re: **Information and Data Governance Policies,** be received;

2. That the Information and Data Governance Policy, as set out in Attachment 1 to this report, be approved;

3. That the Information and Data Privacy and Protection Policy, as set out in Attachment 2 to this report, be approved; and

4. That staff be authorized to implement and administer the policy.

Overview:

-   The City of Brampton's Information and Data Governance (IDG) framework is the structure that provides clear direction on the establishment, development and maturing of the policies, processes and procedures that inform how the City creates and manages its enterprise-wide information assets (records, information and data).

-   The IDG Policy Framework is intended to serve as a practical tool for guiding the capture, storage, use, re-use, sharing and disposal of information. It encompasses the management of all information assets including physical and electronic information and their associated systems. The framework will take a comprehensive and consistent approach to the management of information, and will ensure that robust decision-making, risk management and regulatory and legal compliance are met while risks related to information are minimized.

-   A comprehensive review of existing City policies was conducted and a jurisdictional scan of Information and Data Governance Policies was carried out. A gap analysis

was carried out against National and international Information and Data Governance legislation, regulation, standards and best practices.

- The Information and Data Governance Policy and the Information and Data Privacy and Protection Policy were drafted and circulated for feedback across the following governance bodies: Information and Data Governance Committee (IDGC); Information and Data Governance Steering Committee (IDGSC) and the Corporate Leadership Team (CLT).

- This report seeks Council approval of the Information and Data Governance and the Information and Data Privacy and Protection Policies. These policies will serve as the foundation for related processes, procedures and operations to effectively manage the City's information assets.

Background:

The Information and Data Governance (IDG) Program began in 2022 in an effort to effectively manage and govern the City's information and data assets. At the City, Information Assets (records, information and data) are created, received, and used every day. These assets facilitate day-to-day business activities and allow the City to make sound business decisions when determining how, when and what types of services it provides.

Between 2017 – 2023 there were five (5) audits that identified risks around the management of information and data assets. In 2019, Gartner was engaged to develop a vision, strategy, metrics and an operating model. The 2022 budget approved funds for a Data Governance Tool to support the IDG strategy.

A program priority was to develop the Information and Data Governance (IDG) framework, which would provide clear direction on the establishment, development and maturing of the policies, processes and procedures that inform how the City creates and manages its enterprise-wide information assets (records, information and data). In addition, these policies would allow for a comprehensive and consistent approach to the management of information, and ensuring robust decision-making, risk management and regulatory and legal compliance can be met.

Current Situation:

The IDG program aims to position the City as '*a leader in enterprise information and data governance where value from information and data assets is leveraged, and the growing challenges of privacy, security and governance are met*'.

IDG identifies risks, maintains quality controls, and brings consistency to the way that the City manages its information assets. IDG ensures that as an organization, the City will obtain maximum value from our information and allow these information assets to be leveraged, while complying with legislation.

The IDGC, will rely on well-defined IDG policies when evaluating and making decisions for how the City of Brampton will manage its information and data. To sustain the continuing conduct of

business, ensure accountability, reduce risks, and leverage data as a valuable asset, the City will integrate information and data governance into all its business processes. Full roll out of the IDG program is expected to take between 3-5 years.

The IDG policy framework will consist of these two (2) new overarching policies, specifically, the:

1) Information and Data Governance Policy, and
2) Information and Data Privacy and Protection Policy.

These policies will be supported by a number of Administrative Directives (AD), and Statements of Procedures (SOP). Some supporting documents are currently in effect, some require review and revision, and other documents will be created. These documents will form the foundation for information and data management going forward.

The IDG program is sponsored jointly by the City Clerk's Office and the Information Technology Division, with the support of the Corporate Leadership Team.

Corporate Implications:

Financial Implications:

There are no direct financial implications associated with this report.

Other Implications:

None.

Strategic Focus Area:

This report aligns with and supports the strategic focus area "Government & Leadership". Effective governance of information and data is essential for the success of government organizations and leaders in several ways including: informed decision making, transparency and accountability, compliance and regulation. These policies will increase efficiency and effectiveness, improve risk management, assist with resource optimization, support strategic planning, advance citizen engagement and contribute to digital transformation initiatives.

Conclusion:

Information and Data Governance, and its overarching policies, will support the process of managing the availability, usability, integrity, and security of information and data stored in City systems, based on internal standards, policies, controls, and governance best practices.

This report seeks Council approval of the Information and Data Governance Policy and the Information and Data Privacy and Protection Policy for the City of Brampton.

Authored by: Reviewed by:

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Approved by: Approved by:

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Sameer Akhtar   Marlon Kallideen
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Attachments:

- Attachment 1 – Information and Data Governance Policy
- Attachment 2 – Information and Data Privacy and Protection Policy