

INFORMATION MANAGEMENT POLICY

Policy Statement

The policy of Bow Valley College (the College) is to ensure that:

1. Information is managed as an asset.
2. The structure, processing, and delivery of information meets the requirements of its information users.
3. Information within its custody is protected through reasonable security arrangements that ensure information confidentiality, integrity, and availability.
4. Roles and responsibilities related to managing information are identified.
5. The College's business related information is managed in compliance with legal, regulatory, and ethical obligations.
6. Information management processes are routinely evaluated and, when needed, adapted to ensure continued compliance to legal, regulatory, and ethical obligations and to the College's business strategy, goals and objectives.

Purpose

The purpose of this policy is to outline at a high level the College's principal objectives for managing information.

Scope

This policy applies to College community members including The Bow Valley College Board of Governors, Executive Management, the Technology Steering Committee, employees, contractors, and learners.

Principal Objectives

This policy applies to information in all forms, in any medium, and at all stages of its lifecycle.

Information includes the description of information contents; origins, structure and relationships enabling correct interpretation of information. As well, this policy applies to current technologies in use and future technologies. The principal objectives of Information Management are to:

1. Manage information as an asset. Information must meet these basic CoBIT requirements:
 - 1.1. Effectiveness – information is relevant and pertinent to the College as well as delivered in a timely, correct, consistent, and usable manner;
 - 1.2. Efficiency – information is provided through the optimal use of resources;
 - 1.3. Confidentiality – sensitive information is protected from unauthorized disclosure;
 - 1.4. Integrity – information is accurate and complete as well as valid in accordance with College values and expectations;
 - 1.5. Availability – information is available when required by ensuring the necessary resources and associated capabilities are safeguarded now and in the future;
 - 1.6. Compliance – laws, regulations, contractual agreements, and policy are complied with; and
 - 1.7. Reliability – appropriate information is provided to management to ensure they can exercise their fiduciary and governance responsibilities.
2. The structure, processing, and delivery of information meets the requirements of its information users. Meeting the requirements of information users:
 - 2.1. Allows for the College to achieve its strategies and mandates.
 - 2.2. Supports the delivery of curricula, programs and services.
 - 2.3. Supports the information architectural vision of the College.
 - 2.4. Improves the quality of decision-making.
3. Ensure the College’s business information within its custody is secure and that there is accountability assigned for security of information.
 - 3.1. This requires that College related information is classified and ownership is assigned through information governance guidelines.
4. Identify roles and responsibilities related to managing information.
 - 4.1. Information Technology Services is responsible for defining goals and objectives for managing information and related technology, ensuring information is managed in alignment with the enterprise architecture and is in compliance with application legal, regulatory, ethical and contractual obligations.
 - 4.2. All members of the College community are responsible for ensuring that College related information under their custodianship has the appropriate level of security applied to it to protect its integrity and confidentiality. All information users are responsible for making College related information available to the appropriate users and to the College’s enterprise online backup system.
 - 4.3. Information Technology Services is accountable and responsible for managing information in alignment with defined goals and objectives. As well, Information Technology Services is responsible for applying information security and identity management best practices as it relates to the College’s information and related technology.

- 4.4. Individuals are responsible for information generated on College systems for their personal use.
5. Ensure that College related information is managed in compliance with legal, regulatory, ethical and contractual obligations.
 - 5.1. In particular to ensure that access, collection, use, retention and disclosure of information is in compliance with the Freedom of Information and Protection of Privacy Act.
6. Information management processes is routinely evaluated and, when needed, adapted to assure continued compliance to legal, regulatory, and ethical obligations and to the College's business strategy, goals and objectives.

Compliance

Employees, contractors, and learners are responsible for knowing, understanding, and complying with Bow Valley College policies, procedures, and any other attached documentation that relate to their position, employment, or enrolment at the College.

Definitions

Information custodian: is the body responsible for overseeing and implementing the necessary safeguards to protect the information assets, at the appropriate level required by its security classification.

Provincial Post-Secondary (PSS) Information and Technology Management (ITM) Control Framework was developed in a joint initiative between AAHEIT (Alberta Association in Higher Education & Information Technology) and AET (Alberta Advanced Education and Technology). The Auditor General (Alberta) recommended this framework to provide guidance and leadership to identify risks and to develop and implement ITM controls to mitigate those risks.

CoBIT is a set of best practices (framework) for information and technology management created by the Information Systems Audit and Control Association (ISACA) and the IT Governance Institute (ITGI) in 1996. It provides managers, auditors, and information and technology users with a set of generally accepted measures, indicators, processes, and best practices to assist them in maximizing the benefits derived through the use of information technology, and developing appropriate information and technology governance and control in an organization.

ITIL (Information Technology Infrastructure Library) is a framework designed to standardize and improve the selection, planning, delivery, and support of IT services and to achieve predictable service levels. ITIL best practices align IT actions and expenses to business needs.

DATA SHEET

Accountable Officer

VP College Services & CFO

Responsible Officer

Director Information Technology Services

Approval

President and CEO

Contact Area

Information Technology Services

Relevant Dates

Approved	November 2016
Effective	January 2017
Next Review	November 2021
Modification History	Approved: President and CEO November 2016

Associated Policy(ies)

Copyright Policy (500-1-3)
 Electronic Communication Policy (300-2-13)
 Enterprise Architecture Policy (300-2-8)
 Enterprise Risk Management Policy (600-1-4)
 Fraud Policy (200-1-4)
 Print and Imaging Management Policy (300-2-12)
 Technology Management Policy (300-2-6)
 Learner Records & Information – Collection, Access & Waivers (500-1-16)
 Privacy, Information Security, and Identity Management Policy (300-2-11)
 Records Management Policy (200-1-8)
 Technology Management Policy (300-2-7)

Directly Related Procedure(s)

Copyright Procedures (500-1-3)

Directly Related Guideline(s) (if any)

Control Objectives for Information and related Technology (CoBIT)
 ITIL (Information Technology Infrastructure Library) Framework
 Provincial Post-Secondary School (PSS) Information and Technology Management (ITM) Control Framework
 Enterprise Risk Management Framework
 Retention Disposal Guideline (200-1-8)

Related Legislation

Alberta Evidence Act
Canadian Copyright Act
Canadian Trademark Act
Electronic Transaction Act
Financial Administration Act
Freedom of Information and Protection of Privacy Act (FOIP)
Government Emergency Planning Regulation
Health Information Act (HIA)
Historical Resources Act
Lobbyist Act
Personal Information Protection and Electronic Documents Act (Canada)
Personal Information and Protection of Privacy Act (Alberta)
Public Service Act
Records Management Regulation of the Government Organization Act

Attachments (Optional)

Forms
FAQ
Matrix