

Information Management Policy for The Cayman Islands Department of Tourism

Purpose

The purpose of this policy is to establish a framework for the creation and management of information within the Cayman Islands Department of Tourism (CIDOT). CIDOT is committed to establishing and maintaining information management practices that meet its accountability requirements, business needs, and stakeholder expectations.

Scope

This policy applies to: all CIDOT staff; all aspects of CIDOT's operations; all content and data created to support the Department's business activities; and all software applications used to create corporate information.

Policy statement

CIDOT's records are vital assets of the Cayman Islands Government. They support ongoing operations and services to the agency's clients. They provide valuable evidence of business activities and decisions for legal and strategic planning purposes. CIDOT's records are also a major component of its corporate memory, and may form part of the broader cultural heritage of the Cayman Islands.

CIDOT is committed to implementing best practice information management systems to ensure the creation, maintenance and protection of full and accurate records¹.

CIDOT recognises its regulatory requirements as a public sector agency under the *National Archive and Public Records Law 2007*. It is committed to the practices set out in the International Standard ISO 15489–2001, *Records Management*, and the standards and guidance established by the Cayman Islands National Archive for all government agencies.

CIDOT also recognizes its regulatory requirements under the The Tourism Law (1995 Revision), The Tourism Regulations (2002 Revision) and The Tourist Accommodation (Taxation) Law (2003 Revision)

Policy context

CIDOT's planning framework is influenced by the strategic priorities of Government, as set out in Vision 2008, and by the commitment to civil service reform.

CIDOT supports a holistic approach to the management of all corporate information, and seeks to integrate its policies and procedures within the broader information management strategies of Government.

This includes:

- the FOI Implementation Plan
- Government Email Policy
- The Honourable Chief Secretary's *Code of Practice on Records Management*

¹ Records that meet the Cayman Islands' legal requirements for evidence.

This Information Policy supports the CIDOT's strategic plans and key responsibilities. It provides the basis for proper record keeping to support the Department's objectives and outputs. It provides the basis for closer cooperation between CIDOT Head Office and our various overseas offices in respect of record keeping.

Laws and standards

CIDOT recognizes its statutory obligations to be openly accountable for its actions, and is committed to compliance with Laws that affect information management in Government generally and the Department specifically, including:

- *the National Archive and Public Records Law 2007*
- *the Freedom of Information Law 2007*
- *the Evidence Law 2007 revision*
- *the Electronic Transactions Law 2003 revision*
- *the Public Management and Finance Law 2005 rev. (and Regulations 2007 rev.)*
- *the Public Service Management Law 2007 rev. (and Personnel Regulations 2006)*
- *The Tourism Law (1995 Revision)*
- *The Tourism Regulations (2002 Revision)*
- *The Tourism Accommodation (Taxation) Law (2003 revision)*

The Department commits to developing and maintaining information management systems that capture and maintain records with appropriate evidential characteristics in accordance with the requirements of these Laws.

CIDOT is also committed to developing its information management systems in accordance with:

- International Standard ISO 15489–2002, *Records Management*
- The National Archive's standards and guidance.

Record keeping systems

According to the Law, the definition of a record is as follows:

"...information, in any form, created, received or maintained by a public agency in the course of, or as evidence of, a transaction or activity effected or undertaken in the conduct of its business or affairs...."

CIDOT's primary record keeping system is a mix of paper and electronic filing systems stored within the various CIDOT offices both in the Cayman Islands and overseas. This is controlled and managed according to the approved file plan which is laid out by business unit and further by subject. It is overseen by the Assistant Director Tourism (Finance & Admin).

The file plan indicates where all operational and administrative records are captured and stored. It is a living document and is kept under regular review to ensure that it continues to meet the needs of both CINA and Departmental requirements. The Principal Records Officer will provide guidance and training to all new staff to ensure the integrity of the system.

All records, regardless of format or location, are retained and disposed of according to the disposal schedules authorized by the National Archive.

CIDOT's record keeping systems are dedicated to creating and maintaining authentic, reliable and useable records which meet the needs of internal and external stakeholders. Records are maintained for as long as they are required to effectively and efficiently support the business functions and activities of the CIDOT.

The Department's record keeping systems manage the following processes:

- the creation and capture of records;
- the storage of records;
- the protection of record integrity and authenticity;
- the security of records;
- access to records; and
- the disposal of records in accordance with approved disposal schedules.

CIDOT's record keeping systems assist in making and maintaining full and accurate records. Full and accurate records are:

- **compliant** with the record keeping requirements established by the National Archive or by other regulatory bodies and Laws;
- **adequate** for the purposes for which they are kept;
- **complete** in content and containing the structural and contextual information necessary to document a transaction;
- **meaningful** with regards to information and/or linkages that ensure the business context in which the record was created and used is apparent;
- **comprehensive** in documenting the complete range of business for which evidence is required by the organization;
- **accurate** in reflecting the transactions that they document;
- **authentic** in providing proof that they are what they purport to be and that their purported creators did indeed create them; and
- **inviolable** through being securely maintained to prevent unauthorized access, alteration or removal.

Electronic records

CIDOT is developing the tools and infrastructure to support electronic records management. When the record keeping programme is established, CIDOT will consider the implementation of modules of the Enterprise Content Management (ECM) software or other approved records management tools available through Computer Service Department or as a linked Department (as CIDOT is not part of the CI Government network).

While the above constitutes the CIDOT's primary record keeping system for all operational and administrative records, there are a number of databases and software applications which operate outside this system. These function as record keeping systems until the implementation of ECM, including:

- IRIS for financial and human resources records
- TRS for records of employee attendance and leave
- Sharepoint for Fixed Assets and Contract records

CIDOT consults with the National Archive and Computer Services Department as necessary, to ensure that the implementation of new technology is consistent with Government's information policy framework and compatible with Government's technical infrastructure.

All of CIDOT's records should be created and maintained within the preferred record keeping systems outlined above or as specified by the Head of Department or the Assistant Direct Tourism (Finance & Admin).

Official records **should not** be maintained in email Inboxes, U drives, hard drives, or on removable media (eg CDs, USB drives).

These storage areas are to be used for reference copies only.

Responsibilities

The Head of Department shall:

- authorize the Information Management Policy;
- provide sufficient support and resources for ensuring a successful information and records management programme; and
- promote compliance with the Archive's record keeping policies and procedures.

The Assistant Director Tourism (Finance & Admin) as Information Manager shall:

- develop strategies to support the Information Management Policy;
- ensure that CIDOT's IM practices comply with legal obligations;
- develop, maintain and review CIDOT's records and information management policies, procedures, tools and systems;
- prepare and execute disaster control plans for records;
- coordinate the publication of information according to the Publication Scheme;
- provide public access to information under the *Freedom of Information Law*: receive, analyze and assess applications for access; communicate with and assist applicants;
- liaise with the FOI Coordination Unit; compile and report statistics;
- receive complaints and prepare for appeals before the Information Commissioner;
- liaise with Computer Services Department and private vendors to maintain the technology used for managing electronic records;
- network with other Information Managers to share knowledge and solve common issues;
- disseminate information management policies, procedures, tools and systems to all staff;
- deliver or arrange information management training for CIDOT staff;
- monitor staff compliance and report to the Chief Officer; and

The Operations Administrator as Principal Records Officer shall:

- apply record keeping rules as directed by the Information Manager;
- use file plans to classify and name files;
- create and close files; place documents onto files;
- use information management tools to search for records in response to FOI requests, under the supervision of the Information Manager;
- arrange retrieval of records to/from storage locations;
- report to the Information Manager on FOI and records management activities;
- apply disposal schedules to transfer or destroy records; arrange and document disposal;
- liaise with the CINA to prepare and execute disaster control plans for records;
- network with other Records Officers to share information and solve common problems;
- support and advise other staff in the use of the file plan, creation of files, naming files, filing, classification, retention and disposal of records.

All managers and supervisors of CIDOT staff shall:

- monitor staff under their supervision to ensure that they understand and comply with information management policies and procedures; and
- support and foster a culture within their team that promotes good information management practices.

All staff of the CIDOT shall:

- understand the record keeping obligations and responsibilities that relate to their position;
- adhere to policies and procedures by keeping records that document their daily work
- create and capture records into official record keeping systems for the following business activities:
 - approval or authorization
 - guidance, advice or direction
 - information relating to projects or activities being undertaken
 - formal business communications between staff and external recipients

- formal business communications between staff; and
- only destroy records under an authorized disposal schedule or other standards approved by the National Archive and as directed by the CIDOT Administration Unit

Monitoring

Staff and system compliance with this Information Management Policy will be regularly monitored. Monitoring activities will be carried out by supervisors, Unit Managers and as determined by the Information Manager.

Review

The Information Manager, in consultation with the senior management team, will review this Information Management Policy every three years, or earlier if required.

Authorisation

This policy has been approved by -

Shomari Scott
Director (Acting)
Cayman Islands Department of Tourism

Date -

Further information

For further information please contact the Information Manager or Principal Records Officer.

A glossary of records management terms can be found on the CINA Intranet at:
<http://cina.gov.ky/glossary.htm> or by emailing cina@gov.ky