



Information Management: Example

Business Survey Infrastructure Component

October 2021

IM Action Plan

Theme	Challenges	Solutions / Best practices	Activities	Priority
	Departing employees who have not saved emails or electronic documents before their departure, and have not sorted or labelled their paper folders.	Employees who are about to leave must review their information prior to their departure, and save documents that have business value into a shared repository. Paper documents must be cleaned up and organized.	To enforce this, establish and communicate a policy that makes managers accountable for ensuring that departing employees have saved their information before they leave. Managers must verify that this has been done when one of their employees is leaving.	High
	Files that were borrowed from the records office many years ago and never returned.	We need employees to return files that they no longer need. Set a best practice to remind employees when they borrow files that they need to return them when they are done with them.	Ask employees to do an office clean-out and return any files that they no longer need. Provide employees with lists of missing files and ask them to search and return them if they find them.	Medium or low

	No list of names indicating who can request protected HR files. Files have sometimes been handed out to employees who should not have accessed them.	Protected HR files need restricted permissions. A list of employees authorized to access them is needed, and when there is a request, the records staff should verify against that list.	Work with HR to make a list of who has permission to request physical files. Have a process to keep the list up to date. When there is a request for an HR file, the records staff look on the access list to verify that the person is allowed to access the files.	High (due to risk)