

IDENTIFICATION CODE

POL20-090

TITLE: DOCUMENT MANAGEMENT POLICY

EFFECTIVE DATE	AUTHORIZATION REQUIRED	RESPONSIBLE FOR FOLLOW-UP
July 1, 2020	General Administration	Secretary General

ROADMAP

	DATE	AUTHORIZATION
ADOPTION	July 1, 2020	Ordinance 20-090

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1. PURPOSE

The purpose of this policy¹ is to define the guiding principles for managing the documents of the Centre de services scolaire du Littoral, as well as the mandates, roles and tasks of the stakeholders in document management.

By applying this policy, the school service centre will benefit from:

- ✓ better access to information through standardized document naming and storage systems;
- ✓ improved security;
- ✓ a guarantee concerning its legal, financial and administrative obligations in the area of document retention and access;
- ✓ a decrease in its document holdings.

2. LEGAL FRAMEWORK

This policy has its legal foundation in the [Archives Act](#) (R.S.Q., c. A-21.1), which requires all school service centres to adopt a management policy for their active and semi-active documents and assume the management of their inactive documents.

This policy also has its legal foundation in the [Act respecting access to documents held by public bodies and the protection of personal information](#) (R.S.Q., c. A-2.1). This statute ensures that most documents held by public bodies are accessible and controls access to and the destruction of personal information.

The following legislation also forms a part of the legal foundation:

Provincial legislation:

- ✓ [Act to establish a legal framework for information technology](#) (R.S.Q., c. C-1-1);
- ✓ [Education Act](#) (R.S.Q., c. I-13.3);
- ✓ [Act respecting Bibliothèque et Archives nationales du Québec](#) (R.S.Q., c. B-1.2);
- ✓ [Civil Code of Québec](#) (R.S.Q., c. CCQ-1991).

Federal legislation:

- ✓ [Canada Evidence Act](#) (R.S.C., c. c-5);
- ✓ [Copyright Act](#) (R.S.C., 1985, c. C-42).

The Centre de services scolaire du Littoral's classification plan, retention schedule, policies and bylaws will serve as standards to frame the procedures for applying this policy.

3. SCOPE

This policy applies to all documents produced and/or received by the Centre de services scolaire du Littoral.

¹ This policy is based on the Centre de services scolaire de l'Estuaire's *Politique relative à la gestion documentaire*.

4. GENERAL OBJECTIVES

- ✓ Standardize document management processes across the school service centre.
- ✓ Reduce unnecessary document duplication.
- ✓ Ensure adequate retention conditions for active, semi-active and inactive documents.
- ✓ Improve the decision-making process at all levels of the organization.
- ✓ Enable the school service centre to comply with provincial and federal legislation regarding access to documents held by public bodies, the protection of personal information and the safeguarding of historical archives.
- ✓ Optimize protection of the school service centre's vital documents.
- ✓ Ensure better protection of documents and better access to information by managing their retention mode and period.
- ✓ Save time when searching for documents by using a technology solution for information research, sharing and processing.
- ✓ Educate stakeholders on the importance and usefulness of sound document management.

5. DEFINITIONS

In this policy:

Active document: document currently in use for administrative, financial or legal purposes and generally stored in a physical or virtual office.

Archives: body of documents of all kinds, regardless of date, whether created or received by a person or by the school service centre for its requirements or activities, and preserved for their research, historical or general information value.

Classification plan: logical hierarchical structure used to identify the records of the school service centre's administrative departments.

Document management system: process in which all the document distribution, transmission, use and retention operations interact to provide information to support the school service centre's administrative operations.

Document: any medium, including the information inscribed on it, readable by man or by machine, and produced or received by the school service centre or one of its departments.

Inactive document: document that is no longer used for administrative, financial or legal purposes and that is either stored if it has historical value or destroyed if it does not.

Personal information: any information that can identify an individual. Some of this information can be public pursuant to the [*Act respecting access to documents held by public bodies and the protection of personal information*](#).

Retention schedule: document management tool indicating how long and on what media active and semi-active documents are to be kept, as well as which inactive documents are to be kept permanently and which are to be destroyed.

Organizational document: any document produced and/or received by the school service centre.

Semi-active document: document that is occasionally used for administrative, financial or legal purposes.

Storage medium: medium on which information is stored. There are two types of media: one for analogue documents (paper, microform, film, magnetic tape, microfiche) and another for digital documents (hard drive, cassette, disk, video, CD-ROM, DVD, etc.).

User: any member of the Centre de services scolaire du Littoral's staff.

Vital document: document that is essential to the school service centre's continuing or resuming its operations, rights and obligations in the event of a disaster.

6. GUIDING PRINCIPLES

- 6.1. The Centre de services scolaire du Littoral owns all documents, regardless of their storage medium, produced or received by its employees in the course of their duties.
- 6.2. Document management applies to all school service centre employees.
- 6.3. Information is managed throughout its life cycle, that is, from its creation to its destruction or permanent retention.
- 6.4. The information managed is authentic.
- 6.5. The information must be treated in accordance with archiving standards.
- 6.6. The classification of information should strive for uniformity to facilitate use, storage and retrieval.
- 6.7. Documents are available to authorized users at the appropriate time and in the appropriate form.
- 6.8. Documents are sorted, destroyed or kept according to the time periods set out in the retention schedule.

7. STAKEHOLDER ROLES AND RESPONSIBILITIES

7.1 Administrator

- 7.1.1 Approve the *Document Management Policy*.
- 7.1.2 Approve the classification plan and retention schedule.

7.2 Secretary General

- 7.2.1 Develop policies, rules and procedures for the management of active, semi-active and inactive documents and submit them to the Administrator for approval.
- 7.2.2 Assume responsibility for the application of this policy and any resulting management rules.
- 7.2.3 Ensure application of laws, policies, standards and procedures on the use, retention and disposal of documents.
- 7.2.4 Ensure a retention schedule is established and kept up-to-date, and have it approved by the Bibliothèque et Archives nationales du Québec.

- 7.2.5 Promote document management by all appropriate means to make employees aware of the importance of efficiently and cost-effectively managing their documents.
 - 7.2.6 Ensure that training on the document management system is offered periodically to the employees concerned and that technical help is offered, as needed.
 - 7.2.7 Identify systems and mechanisms to ensure the protection of documents that contain personal and confidential information.
 - 7.2.8 Implement security measures to protect personal information and procedures to access such information.
- 7.3 Document control manager
- 7.3.1 Handle the technical aspects of organizing and operating the activities associated with managing active, semi-active and inactive documents.
 - 7.3.2 Develop, update and manage the document classification plan.
 - 7.3.3 Define, update and apply the retention schedule at all stages of the document life cycle.
 - 7.3.4 Draft and update an emergency measures plan to save documents during a disaster.
 - 7.3.5 Train, assist and advise users on efficient and cost-effective methods to manage their documents.
 - 7.3.6 Ensure information transfers to another storage medium comply with legal requirements.
 - 7.3.7 Ensure the deposit and physical organization of active, semi-active and inactive documents for each administrative department.
 - 7.3.8 See to the streamlining, disposal and transfer, if necessary, of records according to procedures.
- 7.4 IT Department
- 7.4.1 Ensure the integrity and availability of equipment making it possible to make active, semi-active and inactive digital information accessible and comprehensible.
 - 7.4.2 Work with the document control manager to provide the administrative departments an electronic document management system that is legally compliant and meets the school service centre's needs.
 - 7.4.3 Provide technical support for electronic document management, security, network and server access, storage space availability, etc.
 - 7.4.4 Provide technical support for the installation and operation of software and hardware used for document management.
 - 7.4.5 Maintain, jointly with the Secretary General, a technology watch to guarantee accessibility, readability and reproducibility of information in all circumstances, especially when the school service centre goes through technological change.
- 7.5 Administrative department heads
- 7.5.1 Ensure instructions for document management are followed in their departments.
 - 7.5.2 Ensure their departments apply and maintain the document management system and related methods and procedures developed by the Secretary General.

- 7.5.3 Assume responsibility for active, semi-active and inactive documents and records kept in their departments.
- 7.5.4 Liaise with the document control manager for any problem relating to document management.
- 7.5.5 Respect the policies and management rules established by the Secretary General for this policy.
- 7.5.6 Work with the Secretary General to improve document management methods.
- 7.6 Users
 - 7.6.1 Apply the document management system in their field of activity.
 - 7.6.2 Use the tools provided to apply the Centre de services scolaire du Littoral's retention schedule and procedures and instructions for document management.

8. EFFECTIVE DATE

This policy comes into effect on the date of its adoption.