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TSAWWASSEN FIRST NATION

Information Governance at Tsawwassen First Nation

Presentation for the LCAC Conference – February 12 2020

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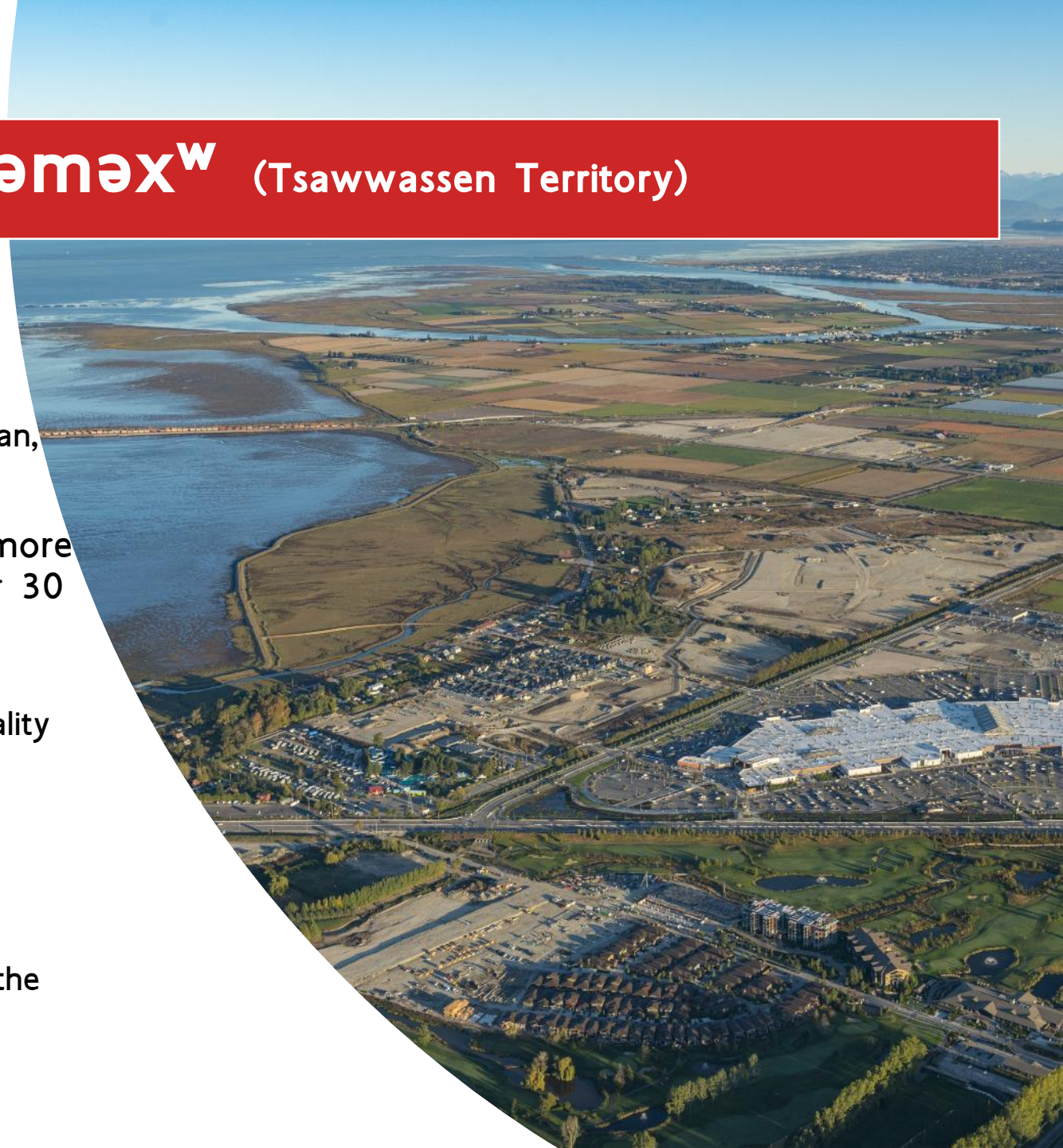


~500 Members, about 45% live on Tsawwassen Lands

- Others live in Lower Mainland, Okanagan, US, and elsewhere

Population is young and growing – more than half of TFN Members are under 30

Post-treaty land base is 724 hectares

- Tsawwassen Lands border the municipality of Delta (40km south of Vancouver)

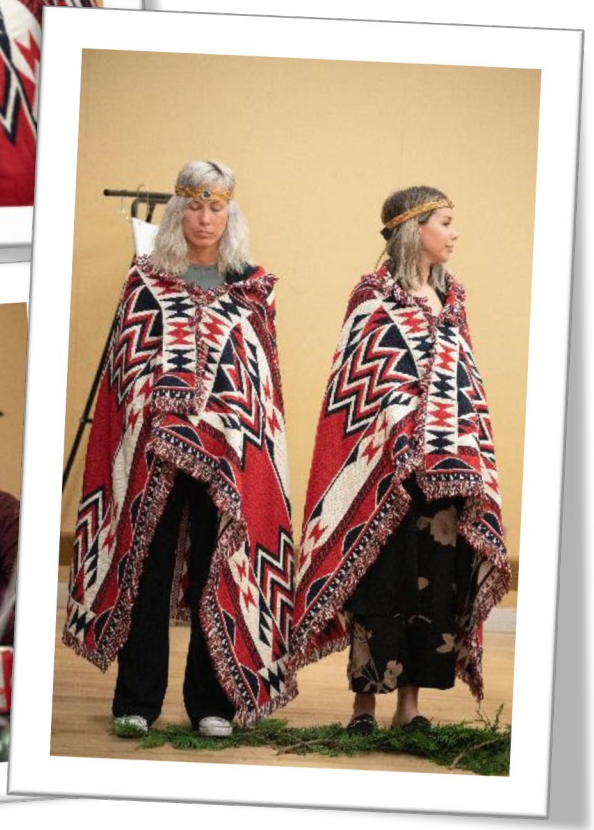
Approximately 500 non-Member leaseholders currently living on Tsawwassen Lands

- This number will jump substantially in the next few years with development

sc̓əw̓aθən məsteyəxʷ (Tsawwassen First Nation)

Elected Government

- Tsawwassen Legislature: 13 elected Members plus hiwaq̓ʷ (Chief – elected by separate ballot in a general election)
- Executive Council: 4 highest vote-getters from general election plus Chief
- Judicial Council, Advisory Council, Property Tax Authority, other legislated committees/structures



šxʷq̓eq̓aʔxən (Departments)

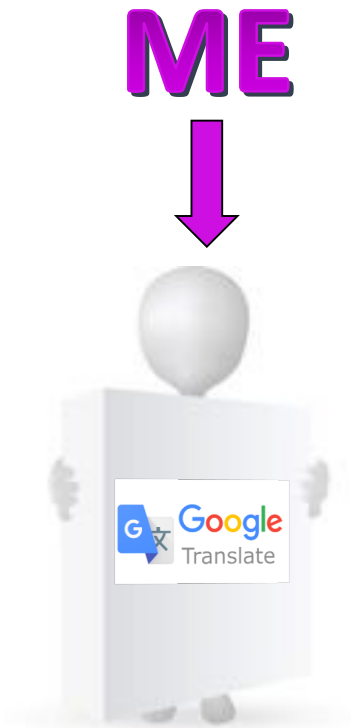
~100 Staff led by the CAO

- Administration (Executive Governance, Legal Services, HR)
- Finance
- Lands & Municipal Services (Planning, Engineering, Facilities, Public Works, Sewer Treatment Plant)
- Natural Resources
- Health and Social Services
- Policy and Intergov. Affairs
- Government Services (Events, Records Management, Membership)
- Education and Culture

What does an Information Management Coordinator do?

IT Department

- System requirements
- Server configuration
- Workload
  - Maintenance (patches, upgrades, etc)
  - User support
- Licensing/support agreements
- Security protocols



Staff (End Users)

- Business needs
- Workflow analysis/mapping
- RFP/vendor evaluation
- Current best practices
- User experience
- Access and control requirements
- Legislative requirements impacting data storage, retention and disposition

Information Governance - Systems

- AIS *(Advanced Data Systems)* – using Membership module since 2007
- Vadim *(Aptean)* – financial management software
- Tempest *(Aptean)* – permits, licenses, and by-law enforcement
- Muniware – property tax
- ArcGIS – geographic and infrastructure data
- Time and Attendance *(Clarity)* – payroll
- SharePoint and Collabware – project underway to implement as an enterprise document/content management system

Information Governance - Principles

1. The primary purpose of any system is to make staff's lives easier – data collection is a side benefit
2. Staff are not records managers or data analysts, so don't ask them to be
3. The system needs to fit the workflow, not the other way round
4. Automate, automate, automate!

Information Governance - Challenges

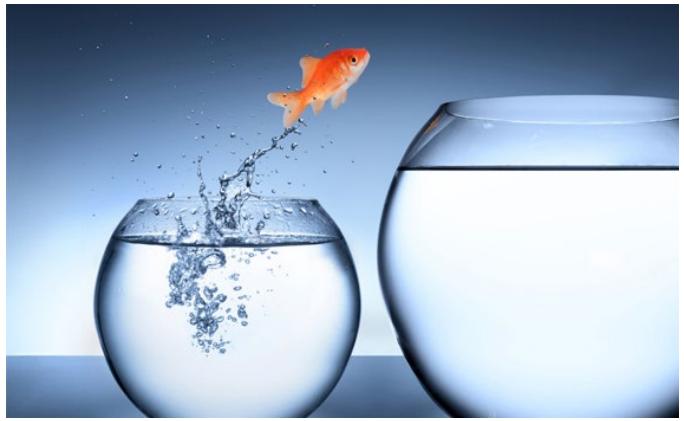
Change requires effort…

Lack of time and brain space

Longer-term priorities get put aside for "brush fires"

Need for information vs. individual privacy, survey fatigue, and the right to be forgotten

Leaving your comfort zone is hard…

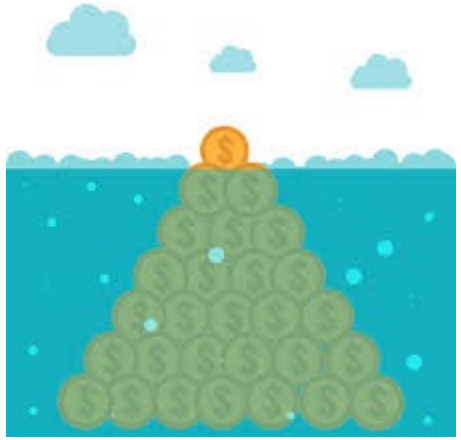


Information Governance - Challenges

Working with vendors...

Hidden costs...

- *New servers*
- *User licenses*
- *Extra modules*
- *Service agreements*



Terminology is not universal

- *Policy*
- *File*
- *Record*
- *Disposition*

Existing systems aren't built for us

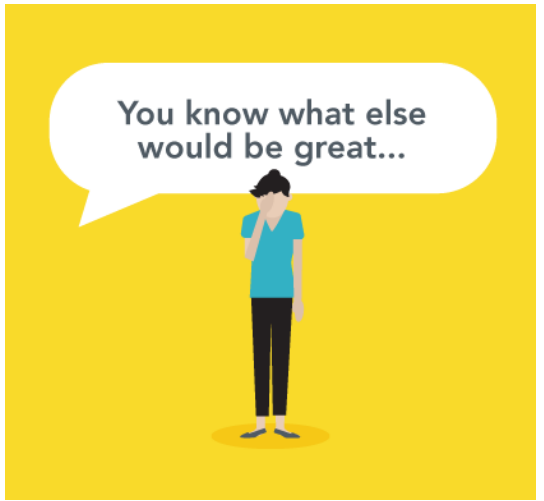
Systems designed for municipalities or Indian Act bands aren't quite right, require "work-arounds" to use

Information Governance - Challenges

Managing expectations…

Search = Magic

The myth of the Unicorn system



The dreaded "scope creep"

Information Governance – Moving Forward

- Transition staff from network fileshare to SharePoint for majority (80%?) of their documents → at this point we anticipate being largely completed by Feb 2021 (1 year+ behind schedule)
- Integrate SharePoint (documents) with Tempest (process) and ArcGIS
- Beginning a project to implement Post-Secondary and Skills Development modules of AIS → integrate with Vadim for payment processing
- Future projects include Social Assistance, Case Management, and Nominal Roll modules of AIS
- Using Collabware to implement proper data disposition based on approved retention schedules → requires establishing an "archives" server that is separate from the regular administrative network for data that is of permanent value

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