

Work Process Analysis Methodology Standard

FOIP and Information Management, Enterprise Information Management

Version: 1.0

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Standard Statement

Government of Alberta (GoA)-wide work process analysis is the required foundation for establishing and maintaining consistent information management across all GoA departments.

Authority

- [Government Organization Act](#)
- [Records Management Regulation](#)

Scope

This standard applies to all departments defined under section 14 of Schedule 11 of the *Government Organization Act* and agencies, boards and commissions as defined in schedule 1 of the Freedom of Information and Protection of Privacy Regulation.

Agencies, boards and commissions that are not contained within schedule 1 of the Freedom of Information and Protection of Privacy Regulation are encouraged to align with this standard.

Departments requiring an exception must follow the IMT Standards exception process. Please contact your Sector Chief Information Officer (SCIO) to discuss the exceptions process; if your department is not part of a sector, please contact Service Alberta, Enterprise Information Management.

Standard Description

Enterprise Information Management will coordinate a centralized approach to conducting government-wide work process analysis.

Work process analysis is a research methodology that analyzes:

- the context of an organization's business activities (e.g., legislative mandates);
- what business activities an organization conducts;
- what records are created by an organization's business activities; and
- how records created by an organization's business activities relate to the business activities that created them.

This standard:

- (1) establishes a standardized work process analysis methodology for the GoA.
- (2) outlines the required components of work process analysis.

Standard Specification

This standard is specified by:

- ISO/TR 26122:2008(E): Information and documentation – Work process analysis for records.

ISO/TR 26122:2008(E) is published by the International Organization for Standardization, and applies to the management of records (regardless of format) that are created or received in the conduct of business activities.

NOTE: This standard builds upon fundamental concepts and principles outlined in the Records Management Program Standard specified by ISO 15489-1:2016(E) Information and documentation – Records management – Part 1: General).

Required Components of Work Process Analysis

The required components of a work process analysis include:

- contextual review of the GoA's regulatory and business environment, including relevant legislation, policy, standards, codes of practice and operational rules/ procedures;
- functional analysis of legislative mandates to:
 - identify functions;
 - identify which work processes fulfill a function, and how those work processes are related; and
 - break down work processes into transactions.
- sequential analysis to understand:
 - the sequence (or sequences) of transactions that form each work process;
 - how transactions within each sequence are interdependent; and
 - how work processes are interconnected.
- validation to confirm that research is complete, accurate and well-documented.

Compliance

Consequences of non-compliance with this policy could result in damage to Government of Alberta's reputation, expose Albertans to harm and/or incur unnecessary costs.

- Depending on the severity of non-compliance, either informal or formal requests and/or follow-ups may be made by Enterprise Information Management, Corporate Internal Audit Services, Corporate Information Security Office, Office of the Information Privacy Commissioner, and/or Public Service Commission.
- Legislated disciplinary action (i.e., Public Service Act) may be taken depending on the severity of non-compliance.

References and Supporting Resources

- [Records Management Program Standard](#)
- ISO/TR 26122:2008(E) Information and documentation – Work process analysis for records