

Work Process Analysis Methodology Standard

Data and Content Management Division, Enterprise Content Management Branch

Version: 1.2

Approved by: Executive Director, Enterprise Information Management	Owner: Executive Director, Enterprise Content Management	
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Standard Statement

Work process analysis is the required foundation for establishing and maintaining consistent information management and is necessary to determine requirements for records creation, capture and control across all Government of Alberta departments.

Authority

This standard is issued under the authority of the [Government Organization Act](#) and the [Records Management Regulation](#).

Under the Records Management Regulation, Technology and Innovation has the authority to establish, maintain, and promote the enterprise policies, standards, and procedures for the creation, handling, control, organization, retention, maintenance, security, preservation, disposition, alienation, and destruction of records in the custody and/or under the control of a Government of Alberta department or departments.

Application

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.

Standard Description

Work process analysis is a research methodology that analyzes:

- the context of an organization's business activities (e.g., legislative mandates);
- the business activities an organization conducts;
- the records 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 Government of Alberta.
- (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 a business area’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 directive could result in: the loss of content; breach of confidentiality; breach of privileged information; significant impact to GoA’s proprietary rights; damage to GoA’s reputation; exposure of Albertans to harm; and/or incurrence of unnecessary costs (including, but not limited to, inability to respond appropriately to a claim in court).

Depending on the severity of non-compliance:

- either informal or formal requests and/or follow-ups may be made by the Data and Content Management Division, Corporate Internal Audit Services, Cybersecurity Services, Office of the Information and Privacy Commissioner, Office of the Auditor General and/or Public Service Commission; and
- legislated disciplinary action (i.e., [Public Service Act](#)) may be taken.

References and Supporting Resources

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

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