

Corporate Support Services Department

Records related to the activities and responsibilities of the Director of Corporate Support Services including records related to policy and strategic advice and administrative leadership with respect to the City's corporate information program and services, human resource program and services and other specialized internal services and initiatives. Includes records related to the Corporate Support Services Department and its respective service responsibilities, records related to supporting public service delivery and furthering the interests of the City through the provision of administrative leadership for the information stewardship program and policy development support, specialized expertise/consultation and services to all political and administrative units within the organization in the areas of information management, information technology, human resource management, communication production services, corporate planning and other strategic internal services and initiatives as determined by the Chief Administrative Officer or Council.

37. Corporate Support Services

37. Corporate Support Services		Function	Description	Retention and Disposition
37(1) / (58.01)	Corporate Support Services Director's Files	To provide a record of the general administration of the Corporate Support Services Department as carried out by the Director.	Correspondence, reports, agreements, directives, minutes and other documents related to the management, direction and control of the Corporate Support Services Department.	Archival.

38. Human Resource Management

38. Human Resource Management		Function	Description	Retention and Disposition
38(1) / (59.01)	Human Resource Files	To maintain a record of the development and administration of policy regarding the management of the City's human resources as carried out by the Director of Corporate Support Services.	Records of all policies, administrative standards, protocols and procedures that the City has developed in relation to Human Resource issues as well as records related to the development and administration of major corporate education, staff training and development, corporate safety, employee assistance, occupational health, equity and diversity and labour relations and compensation programs and initiatives.	Archival
38(2) / (59.02)	Job Classification Records	To maintain a record of current City of Winnipeg job classifications, rating and associated salary grades.	City of Winnipeg job descriptions and classifications along with accompanying correspondence and research information.	Destroy 6 years after obsolete or superseded.
38(3) / (59.03)	Compensation and Benefits Plan Records	To record the administration of employee compensation and benefit plans	Records of compensation plans and benefit plans including: rating and classification plans applicable to bargaining units, sick and disability leave plans, maternity leave records, medical and dental insurance programs/plans, vacation, leave of absence and other related plans or programs.	Destroy 6 years after file closure.

39. Intracorporate Communications

39. Intracorporate Communications		Function	Description	Retention and Disposition
39(1) / (60.01)	Corporate Communications Files	To maintain a record of the planning and administration of the City's internal communications program.	Records related to the planning, drafting, composition, design and dissemination of City-wide internal communications, including related correspondence.	Destroy 6 years after record creation.
39(2) / (60.02)	Corporate Information Files	To maintain a record of corporate publications and corporate information for reference, research and informational purposes.	Master copies of intra-corporate periodicals, newsletters, reports and other publications; master copies of photographs, artwork, graphs, diagrams and other images created, taken or collected for use in intra-corporate publications.	Archival.

40. Employment Contract Administration

40. Employment Contract Administration		Function	Description	Retention and Disposition
40(1) / (61.01)	Collective Bargaining Agreements	To maintain a record of all collective agreements between the City and the various employee bargaining units.	Signed agreements related to employee compensation, benefits, terms of employment and other management-employee issues, including all related schedules and attachments.	Archival
40(2) / (61.02)	Collective Bargaining Records	To maintain a record of the negotiations for the various collective agreements between the City and its unions.	All records related to the bargaining processes involved in the negotiations of collective agreements, including meeting minutes, correspondence and communications, notes, reports and other related records.	Destroy 10 years after record creation.

40. Employment Contract Administration		Function	Description	Retention and Disposition
40(3) / (61.03)	Labour Relations Files	To maintain a record of grievances filed by employees.	All records related to the administration and resolution of individual grievances, including hearing proceedings and representations, hearing decisions, appeal records and related correspondence and communications.	Destroy 10 years after file closure.

41. Employee Counselling

41. Employee Counselling		Function	Description	Retention and Disposition
41(1) / (62.01)	Employee Assistance Program Files	To provide a record of the delivery of confidential counselling and psychotherapy programs to City of Winnipeg employees and their families.	Case files documenting the delivery of individual, marital and family counselling and psychotherapy services to City of Winnipeg employees; files may include notes, recommendations and referrals, personal health information, personality test results and correspondence.	Destroy 30 years after termination of employment.

42. Corporate Information Technology

42. Corporate Information Technology		Function	Description	Retention and Disposition
42(1) / (53.01)	Information Technology Files	To provide a record of the general administration of the City's information program and services as carried out by the Director of Corporate Support Services.	Correspondence, reports, agreements, directives, minutes and other documents related to the management, direction and control of the City's corporate information program and services and special initiatives.	Archival.

43. Data Management

43. Data Management		Function	Description	Retention and Disposition
43(1) / (54.01)	System Backup Files	To maintain a record of directories and other data required to restore an information system in case of a disaster or inadvertent destruction.	Copies of master files or databases, application software and other related records that can be used to reconstruct a system in case of disaster.	Destroy after obsolete or operational requirements cease.

44. Electronic Communication Infrastructure

44. Electronic Communication Infrastructure		Function	Description	Retention and Disposition
44(1) / (55.01)	Network Administration Records	To record the installation and service of the City of Winnipeg's information network.	Network usage reports, summary reports and other records documenting the installation, service and usage of the City's information network.	Destroy 1 year after record creation.

45. Information Systems

45. Information Systems		Function	Description	Retention and Disposition
45(1) / (56.01)	System Documentation Records	To document the use, operation and maintenance of the City of Winnipeg's information systems.	System documentation records, user guides, system flowcharts, program descriptions and documentation, job control or workflow records, system specifications and testing records.	Destroy after use of hardware is discontinued and data has been transferred or destroyed.

46. Information Technology Operations

46. Information Technology Operations		Function	Description	Retention and Disposition
46(1) / (57.01)	Application Development Records	To record the development, redesign or modification of automated systems or applications.	Project management records, status reports, draft system or subsystem specifications, draft user requirements and specifications, memoranda and correspondence.	Destroy after discontinuance of system.
46(2) / (57.02)	Computer Hardware Documentation Records	To document the use, operation and maintenance of the City of Winnipeg's computer hardware.	Operating manuals, hardware/operating system requirements, hardware configurations and equipment control systems.	Destroy after use of hardware is discontinued and data has been transferred or destroyed.
46(3) / (57.03)	Technical Support Records	To document support services provided to specific information processing equipment or installations.	Site visit reports, program and equipment service reports, service histories and related correspondence and memoranda.	Destroy 1 year after record creation.

47. Mail Distribution

47. Mail Distribution		Function	Description	Retention and Disposition
47(1) / (64.01)	Mail Distribution Records	To maintain a record of the delivery of internal and external mail distribution services to city departments.	Records related to the delivery and pickup of internal and external mail, including logging and tracking records, postal and mail directives, directories and other related records.	Destroy 1 year after record creation.

48. Occupational Health and Safety Assessment

48. Occupational Health and Safety Assessment		Function	Description	Retention and Disposition
48(1) / (65.01)	Corporate Safety Records	To maintain a record of assistance provided to managers, employees and departmental safety committees in complying with federal and provincial safety legislation.	Records related to the development of safety policies and procedures and the conducting of safety training; also records of job site inspections, investigations and safety audits; reports from departmental safety officers and the minutes of workplace safety and health committee meetings.	Destroy 10 years after file closure.
48(2) / (65.02)	Accident Reports	To maintain a record of workplace accidents reported to the Workers Compensation Board as required by The Workers Compensation Act.	Copies of submitted reports, all related correspondence, notes and statements and other records related to the investigation and reporting of workplace accidents.	Destroy 10 years after file closure.
48(3) / (65.03)	Workers Compensation Claim Files	To maintain a record of claims filed with the Workers Compensation Board by City of Winnipeg employees who have been injured or contracted an industrial disease.	Case files may include: worker accident reports, employer's accident reports, medical reports, payment of benefit summaries, medical aid summaries, rehabilitation payment of benefits, pension awards, related correspondence and communications.	Destroy 60 years after settlement of claim.
48(4) / (65.04)	Occupational Health Program Records	To maintain a record of the administration of occupational health programs in the City of Winnipeg.	Records related to the preparation and delivery of occupational health educational activities and programs, the development of initiatives that promote wellness and disease injury prevention, and the development of guidelines and procedures regarding occupational health issues.	Destroy 10 years after record creation.
48(5) / (65.05)	Audiometric Testing Records	To maintain a record of audiometric tests conducted on City of Winnipeg employees.	Audiometric test results and all related records and correspondence.	Destroy 30 years after date of test.

49. Occupational Hygiene Assessment

49. Occupational Hygiene Assessment		Function	Description	Retention and Disposition
49(1) / (66.01)	Occupational Hygiene Assessment Records	To maintain a record of assistance and support provided to managers and employees regarding the safe use of chemical agents in the workplace.	Notes, correspondence, reports, studies, analyses and records related to the development of guidelines and procedures concerning the use of and exposure to chemical agents in the workplace.	Destroy 10 years after file closure.

50. Staff Development

50. Staff Development		Function	Description	Retention and Disposition
50(1) / (67.01)	Corporate Education Program Records	To maintain a record of the provision of developmental and educational opportunities to civic employees.	Correspondence, communications, notes, reports and other documents related to the planning and promotion of corporate education programs and initiatives in the City of Winnipeg.	Destroy 10 years after record creation.
50(2) / (67.02)	Training and Development Records	To maintain a record of corporate educational programs and opportunities available to City of Winnipeg employees.	Records related to the design, delivery and evaluation of courses, seminars, workshops and other educational and developmental opportunities offered to civic employees on a city-wide or departmental basis.	Destroy 5 years after record creation.

51. Translation

51. Translation		Function	Description	Retention and Disposition
51(1) / (68.01)	Translation Service Records	To maintain a record of translation services provided to city departments.	Requests, correspondence, communications, copies of translated materials and other records related to the provision of translation services.	Destroy 2 years after obsolete or superseded.

52. 311 Contact Centre

Records related to the operation of Winnipeg's 311 inquiry service. Includes records related to the provision of customer service carried out on a 24 hour basis, 365 days a year. Inquiries from the public (citizens, organizations, visitors, council members, departmental employees, contractors etc.) are dealt with in both French and English and deal with requests for service, information, to voice a concern, or to register for City programs. Customer Service Representatives work in a number of systems shared with associate departments, and agency records include voice recordings from citizens as well as tracking information held in Lagan.

52. 311 Contact Centre		Function	Description	Retention and Disposition
52(1) / (128.01)	Service and Information Call Voice Recordings	To maintain a record of all calls coming into 311 requesting information, a City service, to voice a concern or register for City programs. Call recordings are primarily used for quality assurance and training purposes.	Audio recordings of all telephone calls coming into the 311 Call Centre.	Destroy 1 year after record creation.

52. 311 Contact Centre		Function	Description	Retention and Disposition
52(2) / (128.02)	Lagan System Tracking Records	The Lagan system is the primary computer application that Customer Service Representatives use on a daily basis at the Winnipeg Contact Center. The Lagan ECM (Enterprise Case Management) system is used to search for knowledge, to respond to information requests, create and edit unique numbered service requests, search for service requests, individuals, properties, and organizations, and follow up on service requests, view history and add notes.	Lagan Enterprise Case Management is a commercial off the shelf relational database used to manage, track and distribute requests for service and information from citizens.	Destroy 10 years after file closure.