

Appendix D

Questions and Responses: Information Management Forum Breakout Groups

1. What are the functions of a self governing First Nation?

- Manage all aspects, departments and key areas of First Nation – economic development, social, housing, lands and resource management, health, records management
- Health care, infrastructure, authorities, policies, to keep moving forward, policing
- Incorporate First Nation values into the First Nation governance
- Ensuring adherence to policy regulations
- By law and policy creation
- Building and sustainable framework
- Enforcement of policy and law with a judiciary system
- Ability to make laws, First Nation laws
- Practice ownership and control of own data and statistical info
- Relationships with government and industry
- Community development
- Ability to generate revenues – tax
- Training – capacity and competency
- Transparency and accountability
- Vision and direction
- Defence and foreign relations
- Economic stability
- Develop a coordinated system to track government in administration – leadership accountability
- Environmental protection and conservation
- Traditional practices, languages and traditions incorporated into government structure

- Everything deals with government – comply with INAC funding arrangement, which is a bureaucratic responsibility to INAC
- Treaty visioning – goal setting
- Create an environment of trust and having faith
- Keeping accurate records for future generations
- So that info is considered when making future decisions
- Nation is always growing and planning for the future
- Managing the portfolio of BC and Federal programs and or functions
- Government to government relationships and agreements
- Ensuring maximum amount of decision making control comes from within the First Nation
- Education for all ages
- Building capacity
- Communications to get info to and from the people
- Delivering cradle to grave services
- Public works – roads, fire policing, basic services and infrastructure
- Social support and child care
- Advocacy
- Developing a good membership and leadership code – stewardship
- Having faith in community members
- Having a centralized comprehensive IM system – internally and externally
- Healthy lifestyle
- Transparency from the membership
- Social systems would have to be integrated with First Nation concerns to create social change
- Self determination – being allowed to represent who they are through their own governance
- Have resources to ensure effective governance
- Healthy balance of eco, social, traditional, lands and resources

2. Which self governing functions are going to require technology to ensure their reliable operation?

- Admin – related departments
- Citizenship
- Land management and rel leasing
- Culture and resources
- Health
- Economic development
- Education and training
- Taxes
- Elections
- Setting up into categories
- Access
- Legislation
- Language
- Genealogy
- Archaeological sites, Cultural sites, Referrals
- Policing
- Justice
- Traditional Use Study/Traditional Ecological
- Emergency planning and response
- Communication – First Nation to First Nation, First Nation – Government, First Nation to other
- Websites
- External relations
- Confidentiality and access
- Infrastructure/maintenance
- Community planning/development
- Financial management
- Control of data

- ATA
- Trained people
- Licenses, tenures, permits

Appendix - Questions and Responses

Information Management Forum Breakout Groups (continued)

- Social development
 - Children and families
 - Human relations
 - Bylaws
 - Mapping
 - Archival Management
 - Access of rural communities – physical space, bulletin boards
 - Does technology reflect the culture
 - Respect for First Nation cultures and perspectives
 - Part of process rejuvenation
 - Corroboration of info collected, used with elders
 - Reintroduction of cultural info (language) into procedures and operations
 - Costs, expenses should not hinder overall purpose – what are we gaining, is it worth it
 - Housing data/servers in house
 - Transportation systems
 - Energy
 - Document Management/Records Management – appropriate technology - access
- 3. What are the elements and indicators of a healthy Information Management system as it relates to a self governing First Nation?**
- a. User friendly
 - b. Relate to the way people do things in their community
 - c. Reliable
 - d. Accurate complete information
 - e. Privacy
 - f. Availability
 - g. Lighten workload

- h. Make jobs easier
- i. Cost effective
- j. Moral and ethical
- k. Used by all people
- l. Decentralized
- m. Designed by users
- n. Defining standards
- o. Available to membership, staff
- p. Appropriate access privileges
- q. Won't become obsolete
- r. Living
- s. Find info in less than 30 seconds
- t. Technical support is readily available – adequate, ongoing
- u. Security and confidentiality policy and procedures
- v. Capacity build First Nations staff, adequate training
- w. Follows OCAP principles/First Nation ownership, control , access, protection of own data
- x. Show results – make difference in community
- y. Developed in and by community depending on own definition of Healthy community
- z. Helps community move forward
- aa. Users easily trained
- bb. Intuitive use of data and data output
- cc. Understanding of Information Management throughout organization
- dd. Good management/kept up to date/real time
- ee. Internally maintained
- ff. All encompassing (social services, education, housing)
- gg. Adequately resourced, not one time investment (inc overtime, upgrades, staff training, migrating data)
- hh. Ability to be flexible to change (includes skill levels of users)
- ii. Community understanding/ support
- jj. Ensure org has cultural competency (employees inter-relate with community appropriately) and cultural sufficiency (employees understand culture reflected in service delivery)

kk. System assessments to ensure needs of community, government, others are met – need indicators to measure – e.g. rolling into 5 year community plan

Indicators:

- Happy users/no complaints
- Buy-in with both federal and provincial and First Nation government
- Performance measures consistent with First Nation values, culture, vision
- Becomes routine/day to day tool
- Other people want to copy system
- Evolution of system, information – living system
- Storage/housing of information
- Information can be honed by user
- Data custodianship – avoid garbage in, garbage out
- Enthusiastic support from governing organization
- People want to use system, rather than last resort
- Capacity building and support for future
- Internal system detecting redundancies
- Info is stored as closely aligned with decision making as possible

4. What do you see as the biggest obstacles or challenges to effective Information Management in a self governing First Nation?

- User friendly (not)
- Gap between older and younger generation (moccasin telegraph to broadband)
- Staff turnover
- Access to info by all interested parties
- Useless info resulting in huge amounts to be analyzed
- Funding sources – not clear
- Huge inputting effort – e.g. historical
- Too many plans – no coordination
- Conflicting interests- departments as silos
- Apathy of leadership toward technology
- External regulations, management procedures imposed from outside (e.g. reporting requirements)

- Interdepartmental conflict in some First Nation
- Cost
- Integration of systems
- Getting community support from membership
- Lack of systems flexibility
- Membership concerns and security of information
- Connectivity for rural communities
- Lack of capacity regarding systems
- Coordination across diff levels of government
- Sustainability
- Buying canned software
- Operating in silos
- Membership concerns over confidentiality and security of information
- Connectivity for rural communities
- Resources for servers – larger physical space
- Access to suitable service providers – technical systems
- Complexity of Information Management – First Nation could get bogged down in one area
- Need to set clear priorities
- Have a vision
- Lack of IT specialists in the community (building capacity in First Nation)
- Consistency in how data is updated and managed

5. How can an Information Management system meet Grandma’s goals and Treasury Board’s goals at the same time?

- Assuming grandma is concerned with the wellbeing of the community and its future, Treasury Board is concerned with compliance
- Misuse and misappropriation of cultural knowledge
- The goals - reciprocal decision is used
- Design takes into account both viewpoints
- Allow Treasury Board to make policy and funding decision
- Demographics in real time

- Make love not war
- Treasury Board aggregate
- User friendly
- Problem solving
- Trouble shooting
- Target end user
- KISS (Keep it Simple Stupid)
- Grandma makes rules that are accepted by Treasury Board
- Development of our own system i.e. Mustimuhw (Cowichan Tribes system)
- To a certain extent, goals, needs are the same main difference may be level of detail
- Consultation understanding at both levels
- System should reflect grandmas need – if person goes to doctor 5 times per month - system should track that thus Treasury Board would know what resources are needed (makes it relevant to Grandma)
- Cost effective
- Comprehensive reports to both
- multipurpose

6. What standards and principles should be applied to Information Management for a self governing First Nation?

- Historical information – provincial and federal government sites
- Traditional First Nations thinking as a guiding principle
- Transparent
- Culturally appropriate
- Appropriate use of data
- Information should be freely prior informed consent
- Open source
- Protection of ecological and traditional knowledge
- Each First Nation sets own standard meeting or exceeding provincial and federal standards
- Meets community values
- Meets Community vision
- Makes sense to community and members
- Best practices for security and back up

- Best practices for training
- Establish standards for hardware and software
- Annual audit by outside agency
- Information documented in flow chart
- Managed by community and its members
- Development of a First Nation Freedom of Information and Protection of Intellectual Property Act
- Build system that we have confidence in
- Sound policy and know reasons for the policy
- OCAP (Ownership, Control, Access and Possession)
- ISO Standards
- Accuracy of data so data is only captured once

7. How can we collaborate in building an Information Management system for use by all BC First Nations?

- Create provincial Information Management Steering Committee with at least 20 First Nations (FNTPC)
- Create/start a comprehensive information management program (a communicators program) - share info about Information Management systems, dissemination system
- Ensure buy-in to Information Management – ensure all parties understand and want to work towards Information Management
- Conduct inventory of current systems and to help avoid duplication
- 2 part clearing house – support networking about what Information Management means and what systems are out there for Information Management needs (i.e. environmental scan)
- Identify funding that would allow First Nation's to network and community capacity
- Hold annual or bi-annual meeting to make changes to the system to better serve communities
- Need to have consistent platforms and data collection standards
- Define what is shareable and not
- Education of First Nation leadership, govt and industry
- share

8. When it comes to Information Management collaboration, who needs to be involved and what are their roles?

- Front Line/End Users – to define scope, how the system can be used within the operations and by means of consultation, provide input into the design and function of the system, testing of the system
- Management/Leadership/Decision Makers to provide overall support and champion the initiative, provide vision and strategic planning
- All levels of employees within the First Nations need to be involved with different levels of collaboration
- Different communities, gather requirements – design
- FNTC – coordination of the overall planning, process, implementation
- External – vendors – e.g. open standards
- Industry – forestry, licensing, mining – collaboration on how systems can work together
- Government – long term support, funding