

CAYMAN ISLANDS



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**THE PUBLICATION SCHEMES OF
THE INFORMATION COMMISSIONER'S OFFICE**



Information Commissioner's Office

Publication Schemes

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing
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1. About the Publication Scheme

Every public authority has a legal duty to maintain a publication scheme under the Freedom of Information Law.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Information Commissioner's Office (ICO) to making information available to the public as part of its normal business activities.

The ICO will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. Information that may be withheld

The Information Commissioner's Office will generally not publish:

- information in draft form;
- information that is not held by the Information Commissioner's Office, or which has been disposed of in accordance with a legally authorized disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.
- operational information relating to appeals filed with the ICO will not be published. For cases that are mediated, when practicable, we will publish a short summary of the facts on our website in the **Document Library** under 'Mediation Summaries'. In relation to formal Hearings, the Information Commissioner's decision will be published and available to the public, both on our website as well as in hardcopy from our offices.
- records relating to an ongoing investigation being conducted by the ICO. Instead where appropriate, a copy of the final report will be published on the website as well as available in hard copy.

In maintaining this publication scheme, our aim is to be as open as possible. However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Information Commissioner's Office (or another organizations), commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

3. **Methods of access**

Information available under our publication scheme will usually be accessible through the methods described below.

The Information Commissioner's Office will endeavor to publish all information listed in this publication scheme on our website. Alternatively, any records listed will also be available in hardcopy from our offices. If a specific document is not available in either of these formats it will have a notation beside it that informs you of its status. In rare circumstances, published information may only be available for viewing in-person. Records that fall under this category will be specifically identified.

Please note that there may be a reproduction charge for physical copies of records. See *Sections 4: Fees and charges* below for further details.

Section 7: Categories of information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can search our website for the information you seek at **www.INFOCOMM.ky**. If you are still having trouble locating information listed under our scheme, please contact the Information Commissioner's Office at (345) 747-5402 or email us at info@infocomm.ky

Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at **foi.ico@gov.ky** to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call **(345) 747-5402** to request information.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Information Commissioner's Office
Attn: Information Manager
P.O. Box 1375
Grand Cayman KY1-1108
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number

so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact (345) 747-5402 or email us at info@infocomm.ky

The Information Commissioner's Office will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Information Commissioner's Office is legally required to translate any information, it will do so.

4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Information Commissioner's Office strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on a computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

Postage costs

The Information Commissioner's Office will pass on to the requester the actual costs of postage or courier delivery.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Information Commissioner's Office has received your payment.

A full list of possible fees is outlined in the *Freedom of Information (General) Regulations 2008*. A copy of this document is available on our website under the **Laws and Regulations** section.

5. Requests for information outside the publication scheme

Information held by the Information Commissioner's Office that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Law.

Further information on making an FOI Request can be found on our website in the **FOI** section.

6. Complaints

The Information Commissioner's Office aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, or if you have made an FOI request and are unsatisfied with any aspect of the response and/or service provided, please contact the Deputy Information Commissioner at 747-5402. We will try to resolve your complaint as quickly as possible.

Further information about our Customer Service Policy and general complaints procedures can also be obtained from our website in the Contact Us section; under Customer Service Policy.

You have legal rights to access information under this scheme, and a right to complain directly to the Information Commissioner if you are dissatisfied with our response. (Please note that as the ICO oversees the appeals filed under the FOI Law, the Deputy Information Commissioner will deal directly with any Internal Review issues for the ICO. He can be contacted by phone at (345) 747-5402 or by email at info@infocomm.ky. Also, in the first instance all appeals are vetted through an ICO Analyst who can help guide you through the process.)

Information Commissioner's Office

Physical Address: 2nd Floor, Elizabethan Square, Building C
George Town, Grand Cayman

Mailing Address: PO Box 1375
Grand Cayman KY1-1108
CAYMAN ISLANDS

Telephone: (345) 747-5402

Email: info@infocomm.ky

7. Categories of Information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

ABOUT US



Information Commissioner - Mrs. Jennifer Dilbert

Deputy Information Commissioner - Mr. Jan Liebaers

Operations Administrator / Registrar of Hearings – Mrs. Pasha Delahunty

Office Manager / Information Manager – Ms. Christina Smith

Intake Analyst – Mr. Sonji Myles

The Information Commissioner's Office is an independent entity responsible for monitoring compliance with the FOI Law. Individuals denied access or who believe their request was mishandled may appeal the matter to the Information Commissioner, who has the authority to review the matter, make all findings of fact and law, and issue a binding decision. The Information Commissioner is also responsible for promoting general awareness of the FOI Law, the public's rights and the obligations of government under the Law.

The Information Commissioner may:

- (a) Hear, investigate and rule on appeals filed under the Freedom of Information Law
 - (b) Monitor and report on the compliance by public authorities with their obligations under the Law
 - (c) Make recommendations for reform both of a general nature and directed at specific public authorities
 - (d) Refer to the appropriate authorities cases where it appears that a criminal offence has been committed
 - (e) Publicise the requirements of the Law and the right of individuals under it.
-

Information Manager: Ms. Christina Smith

IM (Designate): Mrs. Pasha Delahunty

Physical Address: Elizabethan Square
2nd Floor, Building C,
George Town
Grand Cayman, Cayman Islands

Mailing Address: P.O. Box 1375
Grand Cayman KY1-1108

CAYMAN ISLANDS

Telephone: (345) 747-5402
Fax: (345) 949-2026
Email: info@infocomm.ky
foi.ico@gov.ky
Website: www.INFOCOMM.ky
Hours: Monday to Friday, 9:30am - 4:00pm

Boards and committees

The Information Commissioner's Office does not oversee any boards at this time.

Frequently asked questions (FAQ's)

Who can request information?
What qualifies as a request for information under the Freedom of Information Law?
What information can I ask for?
Can I request records anonymously?
Do I have to tell the government why I want the information?
How quickly will I get a response to a request I make?
How much does it cost to make an FOI Request?
How much does it cost to make an FOI Request?
What if I don't like the response I get from the Public Authority?
How do I file an Appeal with the Information Commissioner's Office?
How do I file an Appeal with the Information Commissioner's Office?
Do I need a lawyer to file an Appeal with the ICO?
How long does it take to get a decision after a formal Hearing before the Commissioner?
What is mediation?

Q: Who can request information?

Anyone can request information regardless of nationality, physical location or age.

Q: What qualifies as a request for information under the Freedom of Information Law?

In order for a request for records to qualify as a request under the FOI Law it must meet two criteria:

1. You must make your request in writing, which includes email.

2. The request must contain enough information to enable the public authority to identify the records.

More information on how to make a request can be found under the **FOI** section of our website. Here you can also download a copy of our FOI Request form however it is not mandatory that you use the form.

Q: What information can I ask for?

You may request any records that the government holds however in some cases the government may be able to legitimately withhold some records from you according to certain limited exemptions under the FOI Law. For example they could withhold records if the release of the records could reasonably be expected to affect the conduct of an investigation or if it would be likely to endanger the physical or mental health of an individual.

Q: Can I request records anonymously?

Yes. You do not have to supply your real name, and can ask that a copy of the records be sent to an email address. Of course if you are asking for your own personal information you would not be able to be anonymous because in most cases only you would have rightful access to that information.

More information on how to make a request can be found under the **FOI** section of our website. Here you can also download a copy of our **FOI Request Form** however it is not mandatory that you use the form.

Q: Do I have to tell the government why I want the information?

No, you do not have to tell the government why you want the information but in some cases a little background information may assist the public authority in identifying the records you request.

Q: How quickly will I get a response to a request I make?

Public Authorities must reply to an FOI request within 30 calendar days however in some cases this time may be extended by another 30 calendar days.

Q: How much does it cost to make an FOI Request?

It costs nothing to make an FOI request however a public authority may charge a fee for copying and shipping the records. If you do not have the means to pay for the records you may request that the public authority waive the fees.

Please note that some public authorities collect fees for documents and records they routinely provide the public. Making an FOI request to those authorities will not enable you to obtain copies of records at a discounted rate as their prescribed fees will prevail.

For more information on the types of fees that can be applied, please refer to the Freedom of Information (General) Regulations which are available on our website under the **Laws and Regulations** section.

Q: What if I don't like the response I get from the Public Authority?

Do not be put off if the Public Authority refuses to give you all or part of the records you are seeking to obtain. You may even be told that the Authority is not obliged under the FOI Law to provide you with the records you are seeking access to. If for **ANY** reason you remain dissatisfied with the response (or indeed lack of response) by the Public Authority to your request, you should appeal to the Information Commissioner's Office. In some cases you will need to go back to the public authority and ask that they conduct an Internal Review. In other cases you may come directly to this office. If at any time you are unsure about the next steps you need to take, contact us and we can point you in the right direction.

If your complaint related more to how you have been treated generally, then you should make a complaint under the public authority's internal complaints, or customer service, procedure. The public authority should be able to provide you with a complaints form for this purpose, together with details of their internal complaints procedure.

The ICO Customer Service Policy is available on our website under the **Contact Us** section. Alternatively, paper copies of both the policy and form can be obtained from our offices.

Q: How do I file an Appeal with the Information Commissioner's Office?

To file an appeal with this office you must do so in writing. Send us a letter outlining the nature of your appeal and be sure to include a copy of your initial request and copy of any responses from the public authority (including any Internal Review responses if applicable). You will receive a confirmation letter from us upon receipt of your appeal.

Q: Do I need a lawyer to file an Appeal with the ICO?

No - while it is entirely up to you if you wish to use legal representation it is not a requirement under FOI Law. It is the responsibility of the Public Authority to defend its use of exemptions under the Law and/or demonstrate that it complied with all its obligations under the Law. Normally, applicants are required only to provide a written submission to the Commissioner for the purposes of any subsequent formal Hearing, but this is simply a statement outlining your position on the case and need not be in legal terms or jargon. Should you choose to retain a lawyer, then you will be liable for your legal costs.

Q: How long does it take to get a decision after a formal Hearing before the Commissioner?

There are internal policies as well as statutory obligations that help guide the timelines of an Appeal that goes to formal Hearing. It is the policy of the ICO to attempt to mediate (see below) all appeals filed with this office in the first instance. Whilst the mediation process is not time defined, since each case needs to be considered according to its own merits, ICO staff will always try to resolve the matter as quickly as possible. Should the mediation fail, the Applicant may then request a formal Hearing before the Commissioner. Once the dates for the Hearing are agreed by both parties, approximately 25 days are allocated for the submissions and exchanges of submissions. Once this is complete, the Registrar of Hearing will close the Hearing and the issue will go to the Commissioner for a decision. The Commissioner has 30 calendar days to provide a decision, however this time may be extended a further 30 days if required.

Q: What is mediation?

Mediation is a method by which an impartial third party attempts to achieve an amicable settlement of a situation between two parties. The style of mediation or resolution adopted involves ICO staff having confidential, or “without prejudice”, discussions with both the Applicant and the Public Authority in order to ascertain if there is a way to reach an agreed solution to the case. This informal process keeps costs and time spent to a minimum in most instances and has already proved highly effective in avoiding unnecessary referral of cases to formal Hearing. The Applicant may at any time during the mediation process opt to proceed to a formal Hearing.

STRATEGIC MANAGEMENT

Administering the authority’s operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency’s overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority’s functions and responsibilities; obtaining legal advice from external sources.

Governance

High-level documents that inform and direct the functions and activities of the authority.

- Freedom of Information Law (2007)
- Freedom of Information (General) Regulations (2008)
- Freedom of Information (Information Commissioner) Regulations (2008)
- The Freedom of Information Law, 2007 (Commencement) Order (2008)
- Public Service Management Law (2007)
- Public Service Personnel (Regulations) (2006)
- Public Management and Finance Law (2005)
- Financial Regulations (2008 Revision)
- Public Service Pensions Law (2004)
- Public Service Pensions Regulations (2004 Revision)
- Public Holidays Law (2007 Revision)
- National Archives and Public Records Law (2007)
- National Archives and Public Records (Regulations) 2007
- Health Insurance Law (2005 Revision)

Corporate management

High-level documents that plan and evaluate the work of the authority.

Reports – Operational

- Operational Plan & 1st Quarter Report: January 4th – March 31st, 2009
- Operational Plan & 2nd Quarter Report: April 1st – June 30th, 2009
- Operational Plan & 3rd Quarter Report: July 1st – September 30th, 2009
- Operational Plan & 4th Quarter Report: October 1st – December 31st, 2009
- Operational Plan & 1st Quarter Report: January 1st – March 31st, 2010
- Operational Plan & 2nd Quarter Report April 1st – June 30th, 2010
- 2010 / 2011 Operational Plan & 1st Quarter Report: July 1st – September 30th
- 2010 / 2011 Operational Plan & 2nd Quarter Report: October 1st – December 31st

Reports – Annual & Half Year

- Cayman Islands Government Annual Report (*A link to this report is available on our website*)
- Information Commissioner's 2009 Annual Report
- Information Commissioner's 2010 Half Year Report: January – June, 2010

Reports – Compliance

- 2009 ICO 1st Quarter Compliance Report
- 2009 ICO 2nd Quarter Compliance Report
- 2009 ICO 3rd Quarter Compliance Report
- 2009 ICO 4th Quarter Compliance Report
- 2009 Annual Compliance Report
- 2010 ICO 1st Quarter Compliance Report
- 2010 ICO 2nd Quarter Compliance Report
- 2010 ICO 3rd Quarter Compliance Report
- 2010 ICO 4th Quarter Compliance Report
- 2010 Annual Compliance Report

Reports – Right to Know Week

- 2009 Right to Know Week Project Summary
- 2010 Right to Know Week Project Summary

Reports – Publicity Tracking

- Public Relations Tracking 2009 - 2010

Recommendations

- ICO Law Review Recommendations 2010 (*presented to Committee of the House in September 2010 – will not be publically available until Law Review of the Legislature is completed and the report has been tabled*)

Plans

- ICO Hurricane Preparedness Plan (*updated annually*)
- 2009 Hazard Management Plan for Records
- Montpellier Fire Evacuation Plan

FINANCE & ADMINISTRATION

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes records pertaining to the management of monetary resources, material resources, human resources, information resources, and relationships with clients, the public and other government agencies.

Financial management

Documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.

- Invoices
- Vendor Files
- Petty Cash Reports
- Credit Card Statements

- Financial Ledgers
- Financial Reports *(These are generated by computer based on the parameters given)*
- ICO Budget *(A link to our part of the overall government budget is available on our website)*

Administration

Documents relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.

- Press Releases
- Employment Opportunities *(these are listed on our website and advertised locally when applicable)*
- ICO Organizational Chart
- ICO Salary Scale
- ICO Team Meeting Minutes
- ICO File Plan *(Not currently published in its entirety)*
- Brac House Lease
- Montpellier Lease *(This document is not held by the ICO)*
- Office Plant Plan & Watering Schedule
- Job Descriptions
- Biographies

POLICIES & PROCEDURES

Current written protocols used by the authority for carrying out functions, activities and delivering services.

Policies

- Customer Service Policy
- Policies & Procedures: Appeals
- Policies & Procedures: Mediation
- ICO Media Protocol
- Disabled Access to Building Policy

Manuals

- ICO Induction Manual
- ICO Internal Training Manual
- Hearing Guidance Manual
- ICO Intake Manual

Guidance Notes

- The Different Roles and Duties of the Freedom of Information Unit and the Information Commissioner's Office
- Public Authorities Tips for a Reasonable Search
- Instructions for a Written Hearing
- Why Mediate?
- Mediation Tips for the Public

Presentations & Seminars

- ICO Information Pack 2009

- PowerPoint Presentation - Data Protection
- IM Network Meeting 2009
- IM Network Meeting 2010
- ICO General Information PowerPoint Presentations (*altered for each audience – full list available upon request*)
- Judicial Review Seminar 2010
- ICO IM Seminar Series 2010

Mediation Summaries

- Mediation Summaries: January – June 2009
- Mediation Summaries: July – October 2009
- Mediation Summaries: January – June 2010
- Mediation Summaries: July – December 2010

Forms & Booklets

(The documents listed below are available online as well as in hardcopy at many public authorities as well as the ICO)

- ICO Appeal Form
- FOI Request Form
- List of Public Authorities & FOI Contact Details
- Customer Service Form
- Employment Application Form
- ICO Promotional Flyer

Newsletters

- ICON – 1st Edition, September 2009
- ICON – 2nd Edition, December 2009
- ICON – 3rd Edition, March 2010
- ICON – 4th Edition, June 2010
- ICON – 5th Edition, September 2010
- ICON – 6th Edition, December 2010

DECISIONS & RECOMMENDATIONS

Information about proposals, resolutions, assessments and results, including decision-making processes.

Hearings

- ICO Decision – 1-01009 (Government Information Services)
- ICO Decision – 2-01109 (Royal Cayman Islands Police Service)
- ICO Decsion – 3-02209 (Department of Agriculture)
- ICO Decision – 4-02109 (Cabinet Office)
- ICO Decsion – 5-00310 (Cayman Islands National Insurance Company)

Investigations

- ICO Investigation1-00109 (Governor's Office)
- ICO Investigation2-00110 (Section 52)
- ICO Investigation3-00210 (Operation Fred)
- ICO Investigation4-00310 (Operation Freddy)
- ICO Investigation5-00410 (Ministry of Community and Gender Affairs & Housing)

- ICO Investigation6-00510 (Ministry of Financial Services, Tourism & Development)

LISTS & REGISTERS

Information held in registers required by law and other lists or registers relating to the functions of the authority.

- ICO FOI Disclosure Log (*Available on our website. Electronic or hard copies may be requested*)
- 2010 FOI Publication Scheme List (*Master list published on our website and updated each year*)
- 2011 FOI Publication Scheme List (*Master list published on our website and updated each year*)

OUR SERVICES

The Information Commissioner may:

- (f) Hear, investigate and rule on appeals filed under the Freedom of Information Law
- (g) Monitor and report on the compliance by public authorities with their obligations under the Law
- (h) Make recommendations for reform both of a general nature and directed at specific public authorities
- (i) Refer to the appropriate authorities cases where it appears that a criminal offence has been committed
- (j) Publicise the requirements of the Law and the right of individuals under it.

OPERATIONAL FUNCTIONS

You will find listed below the higher level headings from our operational file plan. They are broken down broadly into functions and beneath those functions you will find the activities and record series that relate to each function. All the ICO's operational records fit into the categories listed below:

Appeals Management

The Information Commissioner's Office hears and rules on appeals filed under the FOI Law.

Mediating

Appeal Case Files

Hearing

Decisions
Registrar's Case Files
Commissioner's Hearing Binders
Judicial Review Case Files

Advising

Applicants
3rd Party Information

Policy

Intake Policies
Mediation Policies
Hearing Policies

Compliance Management

The Information Commissioner's Office is tasked with monitoring and reporting on the compliance of public authorities with the FOI Law. It is also empowered to conduct investigations.

Reporting

Annual Reports
Quarterly Reports
Publicity Tracking Reports
Publication Schemes

Investigating

ICO Investigation Documentation
ICO Investigation Reports

Advising

Public Authorities

Training

Public Authority Network Meetings
ICO Training Courses
Guidance Notes

Promotional Management

The Information Commissioner's Office is required to publicise the requirements of the FOI Law and the rights of individuals under it.

Promoting

Right to Know Week Planning
Right to Know Week Project Summaries
Other Promotional Activities
Sister Islands ICO

Educating

Presentations
Articles
Public Education

Publishing

ICON Newsletter
Rack Cards
Booklets & Forms

Regulatory Reform Management

The Information Commissioner's Office holds records related to its involvement in groups and committees that review and advise on various Laws.

Advising & Reviewing

Data Protection Working Group
Oversight Committee
Law Reform Committee
PSML & PFML
Law Reform Recommendations

Research & Development

Research of International Laws
International Correspondence
FOI Seminars

ADMINISTRATIVE FUNCTIONS

You will find listed below the higher level headings from our administrative file plan. They are broken down broadly into functions and beneath those functions you will find the activities and record series that relate to each function. All the ICO's administrative records fit into the categories listed below:

Buildings, Equipment & Vehicles

Administering the agency's material resources; managing agency buildings, equipment and vehicles to facilitate normal business operations; acquiring and maintaining premises that are built, purchased or leased by the public sector agencies; acquiring and maintaining equipment and stores-major and minor; acquiring and maintaining most types of vehicles operated by the public sector agencies.

Includes capital project management, motor vehicle accident reporting, hiring, leasing and security activities.

Capital Projects

Renovations
Installations

Leasing

Premises

Maintenance

Building Maintenance
Janitorial Services

Inventory Management

Goods Received Notifications
Warranties & Instructions

Security

Security Systems

Policy

Building, Equipment & Vehicle Policies

Planning

Hazard Management
Building, Equipment & Vehicle Plans

Communications

Administering the agency's relationships with its clients, Government and the public; maintaining customer relations and handling complaints; managing government relations with the Governor, Ministers and Members of the Legislative Assembly; contributing to formal inquiries or investigations, developing public relations through community events, media campaigns and official functions; designing and producing publications in any format (e.g. paper, online, multi media).

Includes customer service, marketing and promotional activities. (Please Note: records related to our operational function of promoting FOI and the ICO will be located in Promotional Management)

Advising

Cabinet Office
FOI Unit
Legislative Assembly
Ministry

Advertising

Newspaper Advertising
Radio Advertising
Television Advertising
Online Advertising
Magazine Advertising
Telephone Directory

Contributions

Articles
Press Releases

Complaints

Customer Service
Internal Complaints Log

Media

Media Protocols
Media Correspondence

Financial Management

Administering the agency's monetary resources; managing funds allocated through Cabinet-purchased outputs and other revenue, such as grants, interagency charging, trading or investments; establishing internal controls and procedures for financial management; operating accounting systems; financial planning and budget management.

Include; procurement, audit, asset management and financial reporting activities.

Accounting

Accounts Payable
Banking
Ledgers & Journals

Acquisition

Asset Management
Asset Register

Auditing

Monitoring

Budgeting

Budget Preparation
Budget Implementation

Planning

Agency Wide Plans
Meetings

Policy

Administrative Circulars

Remuneration

Payroll
Health Insurance
Pension contributions
Acting Allowance

Reporting

Monthly Reports
Half Yearly Reports
Annual Reports

Human Resources Management

Administering the agency's human resources; establishing new positions; recruiting and transferring personnel; managing salaried, waged and volunteer staff, employed under the Public Service Management Law 2005 or General Orders, and the Public Service Pensions Law; developing staff skills through training and other programmes; reviewing remuneration

and employment conditions; ensuring the health and safety of staff and visitors to the agency's premises.

Includes; arrangement for staff travel, performance management and workplace relations activities.

Recruitment

Job Descriptions
Recruitment Exercises
Unsuccessful Applicants
Appointments
Advertisements

Staff Administration

Official Travel
Moratorium Exemptions
Leave

Development & Training

Internal Training
Short Courses
Implementation Planning

Performance Management

Agreements & Assessments

Planning

Customer Service Policy and Procedures
HR Plans
Succession Planning

Policy

Administrative Circulars
HR Manuals

Workplace Relations

Staff Events
Staff Retreats

Reporting

TRS Monthly Reports
TRS Annual Reports

Information & Technology Management

Administering the agency's information resources and systems; designing, procuring and implementing systems for managing and communicating business information; maintaining and disposing of software or hardware; creating or acquiring, storing and disposing of information resources; providing reference services and handling Freedom of Information requests; developing policies, tools and procedures for managing technology and information.

Includes: records management, and technical intranet or website maintenance activities as well as telecommunications providers correspondence.

Freedom of Information

Publication Schemes
FOI Case Files
Implementation
Training
Laws & Regulations

Maintenance

IT Maintenance

Policy

Administrative Circulars
Records Management Policies
Information Management Policy

Planning

Hazard Management

Records Management

CI National Archives
File Management
Security & Tracking

Telecommunications

Telephone system

Strategic Management

Administering the agency's operations at the organizational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the agency's functions and responsibilities; obtaining legal advice from external sources.

Includes; executive support, internal policy development, corporate planning and annual reporting activities.

Advising

Legal Advice
Cabinet Office
Ministry
Legislative Assembly
Ministry of Finance, Tourism & Development

Contributions

Throne Speeches
Government Reports
Parliamentary Questions

Policies

Internal Policies
National Policies
Administrative Circulars
Postal Services Circulars

Planning

Operational Plans

Proceedings

ICO Team Minutes
Ministry Meetings
Legislative Assembly Meetings
Complaints Commissioner Meetings
Auditor General Meetings

Reporting

Quarterly Reports
Annual Reports