Generic Valuation Tool
Travel and Other Administrative Services

Generic Valuation Tool (GVT)
TRAVEL AND OTHER ADMINISTRATIVE SERVICES

How to use this tool:

- This tool is designed for IM specialists to use with relevant business areas when identifying information resources of business value (IRBV) and retention specifications.
- The IRBV and retention specifications contained in this document are recommendations only and should be customized to apply in each institutional context. The complete document should be read before using any recommendations.
- **This GVT does not provide Government of Canada institutions with the authority to dispose of information.** GVTs are not Records Disposition Authorities (RDA) and do not replace the Multi-Institutional Disposition Authorities (MIDA).

Validation: The business processes and IRBV of this GVT have been validated by subject matter experts from the following departments: Parks Canada (Summer 2014).

Defining the Activity

Travel and Other Administrative Services are identified at the sub-sub activity level of the Treasury Board Secretariat's (TBS) *Profile of Government of Canada (GC) Internal Services* (Profile) and are common across the Government of Canada. The Profile defines Travel and Other Administrative Services as:

Other Administrative Services include GC travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.[1]

Additional activities have been added to this GVT from the TBS publication *Info Source* as well as from a review of file classification plans from across the Government of Canada, and the subject groups addressed in the Common Administrative MIDA. These include:

- Mail room management
- Forms Management
- Hospitality and Visits and Tours
- Departmental memberships
- Security

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[1] http://publiservice.tbs-sct.gc.ca/mrrs-sgrr/about-apropos/instructions-consignes/profil-eng.asp

Although these groupings are not functional in nature, they are commonly found in records systems across the Government of Canada, and this GVT attempts to align these subject-based information resource groups to the most appropriate functional GVT.

Relationship to Other GVTs
Business processes and activities often overlap. When the IRBV from an activity is identified in another GVT, there is a note in the table of IRBV and retention recommendations (below) to direct the user to the proper tool.

The **Travel and Other Administrative Services GVT** contains a great number of processes with cross references to other GVTs; many of the activity titles (processes) are taken from Info Source, whose goal is to identify sources of personal information as opposed to describing business processes. As a result, many of the activities listed in Info Source are described in other GVTs; when that has occurred, there is a note in the IRBV table directing the user to the GVT where the process is described.

Human Resources Management: This GVT addresses processes related to requests for office accommodations (e.g. for ergonomic needs), training and conferences attendance as well as non EX travel arrangements, and internal training.

Communications Services: This GVT addresses all processes related to internal communications (including circulars, directives and orders), correspondence management and tracking, printing services (including publishing), translation services, and proactive disclosure.

Management and Oversight: This GVT addresses all processes related to planning which includes the security plan and business continuity planning as well as the processes for policy creation, reporting and audit.

Materiel Services: This GVT addresses processes related to the receipt and inspection of assets, and the creation of service logs or service calls.

Real Property: This GVT addresses processes related to physical security of lands or buildings.

Acquisitions Services: This GVT addresses all processes involved in the ordering of supplies, and the management of service contracts (i.e. printing services, ergonomic assessments).

Information Technology: This GVT addresses processes related to the delivery of telephone services.

Financial Management: This GVT (currently under development) addresses all processes involved in the remittance of payment.

Business Processes

The business processes described in this GVT have been developed by conducting research into common processes undertaken in the Government of Canada, undertaking a review of the types of records captured in the Common Administrative MIDA, as well as reviewing the file plans of some Government of Canada departments.

1. Other Administrative Services (Office Services):
The business processes listed under this heading address many of the activities related to the daily operations of all departments such as requests for office accommodations, the delivery of photocopy services, printing services, parking, telephone services, translation services, locksmith services, room bookings, and mailroom management. Mailroom management (mail and postal services) addresses all activities involved in the operation of an institutional mail room. These activities range from setting up the mail room (physical arrangement) to the daily distribution of mail to Government of Canada employees.

Most of these processes are described in other GVTs, however, when there is no clear functional alignment to another GVT, the process and associated IRBV are described here.

2. Forms Management:
All activities involved in the design and creation of a form are addressed in this business process. Forms filled out for use within a business process (e.g. for a travel request, or request for training) will have been addressed within the business process using the form.

3. Hospitality:
All activities related to the offering of hospitality, in the form of a reception, meal or entertainment to departmental guests or visitors, as well as logistical arrangements surrounding special events such as departmentally hosted events (including but not limited to symposia, conferences, exhibit openings, or ceremonies).

The coordination of executive participation in conferences, events, and hospitality is not included in this GVT; for these activities, users are directed to the Management and Oversight GVT.

4. Travel:

Travel in a Government of Canada context includes all arrangements made for travel by or for non-executive level employees while on departmental business, as well as travel arrangements for employees traveling while on professional development (courses, symposia, or conferences) related to their employment. (Processes related to travel taken by executives has been addressed within Management and Oversight). Additionally, the IRBVs involved in the internal approvals relating to employee conference attendance, and the provision or tracking of taxi chits will be addressed here.

5. Security:

As noted in section 3.5 of the Policy on Government Security, "The management of security is most effective when it is systematically woven into the business, programs and culture of a department … as a whole."[2] In accordance with this, the only security process that is not already embedded within other GVTs are certain practices within the implementation of security controls (visitor logs, and employee ID badges).
All processes related to security will be listed in the IRBV chart, with notes directing users to the appropriate GVT.

Retention
Recommended retention specifications in GVTs are determined based on traditional or best practices, a review of government-wide legislation and policy, and validation with subject matter experts. Retention periods are suggestions only; departments must take into account their own legislative requirements and business needs.

For guidance on how to develop retention specifications, institutions can consult the TBS *Guideline on Information Management: Setting Retention Specifications.*

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[2] http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578&section=text

Business Value and Retention Recommendations

1. Other Administrative Services (Office Services)

Business Processes	Recommendations: Information Resources of Business Value (IRBVs)	Recommendations: Retention Period
Request for workspace accommodations (office moves, re-fits, ergonomic adjustments, etc.)	Please see the Human Resources Management GVT (*Manage Modified Work Arrangements).*	
	Please see the Acquisitions Services GVT (for the acquisition of goods to fulfill the request).	
	Please see the Materiel Services GVT *(Receipt and Inspection of Assets).*	
	Please see the Financial Management GVT (for the payment of invoices).	
	Please see the Materiel Services GVT *(Use of Assets).*	
Photocopy services (the provision of photocopiers to staff members for their use) (training of staff of the use of new devices)	Please see the Acquisitions GVT (for all processes related to the acquisition of new machines, or service contracts).	
	Please see the Materiel Services GVT *(Use of Assets).*	
	Please see the Human Resources Management GVT (*Internal Training activities*).	
	Please see the Financial Management GVT (for the payment of invoices).	
Printing services	Please see the Acquisitions Services GVT for all processes relating to contracting out of services related to printing.	
	Please see the Communications Services GVT *(Pubications).*	
	Please see the Financial Management GVT (for the payment of invoices).	

Business Processes	Recommendations: Information Resources of Business Value (IRBVs)	Recommendations: Retention Period
Parking	Completed, approved application forms Notice of cancellation of parking permit Request for temporary disability parking spot Correspondence	2 years after permit expires. This is a retention and Disposal Standard governed by the Privacy Act and prescribed by Treasury Board. See Info Source: Sources of Federal Employee Information, Standard Bank PSE 914, Parking.
	Parking rating criteria Parking spot waiting list Notification of incidents in parking lot	2 years after last administrative action.
	Parking permit database	2 years after permit expires (for individual entries).
	Please also see the Communications Services GVT (*Manage Internal Communications)* for all general IRBV related to notifying users of changes relating to parking.	
Telephone services	Please see the Information Technology GVT (*Acquire and Implement;* and *IT Service Support Processes*).	
	Please see the Acquisitions Services GVT (for the acquisition of goods to fulfill the request).	
	Please see the Materiel Services GVT *(Receipt and Inspection of Assets).*	
Translation services	Please see the Communications Services GVT (*Translation Services*).	
Locksmith services	Please see the Acquisitions Services GVT (for the management of contracts relating to the provision of locksmith services).	
Room Bookings / Event logistics	See Hospitality (below).	
Mail Management		

Business Processes	Recommendations: Information Resources of Business Value (IRBVs)	Recommendations: Retention Period
Management of contracts related to mail services	Please see the Acquisitions Services GVT (for the management of contracts relating to the provision of mail services, or the processes related to the acquisition of materiel for the processing of mail).	
Receive mail **Empty mail bins or bags** **Screen, scan, and sort incoming mail** **Sign for mail or parcels when required** **Receive parcels**	Suspicious incident / package reports Signature logs Manifest Bulk item register Receipt delivery forms	2 years after last administrative use.
Open mail	Record of Receipt / Cash blotter / Cheque Register (when valuables received)	6 fiscal years after the end of the fiscal year in which the file closes, based on traditional practice applied to IRBV pertaining to financial transactions
Deliver Mail to internal clients	Diplomatic Bag Receipt Signature Request for registered mail/courier service Diplomatic Mail tag Mail reject notification Lost Mail inquiry	1 year after last administrative use.
Send Mail **Collect outgoing mail** **Sort outgoing mail**	Statements of Mailing Manifests	1 year after last administrative use.
	Mailing lists	Until superseded or obsolete.

2. Forms Management (regardless of medium of form – paper or electronic)

Business Processes	Recommendations: Information Resources of Business Value (IRBVs)	Recommendations: Retention Period
Forms Analysis	Transcripts of interviews	Until superseded or obsolete.
Forms Design	Final approved versions of form	Until superseded or obsolete.
Forms Control (communication of changes in forms)	Please see the Communications Services GVT *(Manage Internal Communications)*	

3. Hospitality

Business Processes	Recommendations: Information Resources of Business Value (IRBVs)	Recommendations: Retention Period
Event planning	Correspondence pertaining to event details	
	Planning documents (expense estimates, copies of contracts)	1 year after last administrative use.
	Attendee lists	
	Post event reports	
	Please also see the Acquisitions Services GVT (for the management of contracts for items such as the provision of food services, the arrangement of audio visual supports, or flowers)	
Remittance of payment	Please also see the Financial Management GVT for all processes related to the payment of invoices.	
Proactive Disclosure of hospitality expenses	Please also see the Financial Management GVT for all IRBV related to the disclosure of hospitality expenses.	

4. Travel

Business Processes	Recommendations: Information Resources of Business Value (IRBVs)	Recommendations: Retention Period
Departmental travel and conference planning	Long range plans for departmental travel	2 years after last administrative use.
	Approvals for conference attendance	
	Approvals for speaking at conferences	
	Please also see Management and Oversight for all processes related to departmental planning.	
	Please also see the Human Resources Management GVT *(Employee Performance, Learning, Development and Recognition)*	
Seek and obtain approval to travel	Training and travel authorization (approved, completed form)	2 years after last administrative use.
Submit expense reports	Expense claim form (including boarding pass, hotel receipts, or additional expense receipts for items beyond the per diem)	6 fiscal years after the end of the fiscal year in which the file closes, based on traditional practice applied to IRBV pertaining to financial transactions.
	Please also see the Financial Management GVT for all processes related to the payment of invoices.	
Management of Taxi Chits (for local travel)	Taxi chits/receipts	6 fiscal years after the end of the fiscal year in which the file closes, based on traditional practice applied to IRBV pertaining to financial transactions.
	Annual reporting	

5. Security

Business Processes	Recommendations: Information Resources of Business Value (IRBVs)	Recommendations: Retention Period
Appoint security officer	See the Management and Oversight GVT (*Manage Strategic and Business Planning* activity).	
Conduct Threat and Risk Assessment (TRA)	The IRBV will be captured within the business process requiring a TRA.	
Develop Departmental Security Plan	See the Management and Oversight GVT (*Manage Strategic and Business Planning* activity).	
	Departmental Security Plan	5 years after superseded.
Develop a Business Continuity plan	See the Management and Oversight GVT (*Manage Strategic and Business Planning* activity).	
	Business Continuity plan	5 years after superseded.
Conduct security training and awareness	See the Human Resources Management GVT for the delivery of internal training activities.	
	See the Communications Services GVT for all activities related to internal communications.	
Implementation of Security Controls		
Implement Control Access security measures Visitor sign-in and out Assign temporary visitor passes	Visitor Logs / Temporary visitor pass log Out of hours register	1 year after last administrative action.
Assign employee ID badges (including updating every five years)	Information resources for employee ID cards – name, colour photograph/digital image, name of issuing department, expiry date, unique identifier	2 years after expiry of badge. This is a retention and disposal standard governed by the Privacy Act and prescribed by Treasury Board that must be adhered to.
Personnel Security (screening of new candidates for security clearances, etc.)	Note – this process has been included in this GVT as it is not currently described in Human Resources Management. When HRM is updated, this process should be included as it is part of Human Resources.	
Manager initiates request for screening	Request	2 years after employee leaves the institution for which the clearance was undertaken.

Candidate completes screening form **Form is sent to security agency for screening** **Results of screening are received** **Manager/Candidate is notified**	Completed security screening form Request to security agency to undertake screening Results of screening Notification of results to candidate/manager	See Treasury Board's publication Info Source: Sources of Federal Employee Information for additional information on this standard bank.
Establish electronic access methods (card access, pin access, biometric access, electric locks, electronic strikes, magnetic locks, turnstiles)	See the Real Property Services GVT, the Acquisition Services GVT and the Materiel Services GVT for all processes relating to the design, acquisition, installation or servicing of security systems, or physical security measures.	
Screen material entering a facility	See Mail Management processes (above).	
Transport or Transmittal of protected or classified information resources	Note – this process has been included in this GVT as it is not currently described in the Information Management GVT. When the IM GVT is updated, this process should be included as it is part of Information Management.	
Determine security level of information resource **Obtain the permission of the Departmental Security Officer to transport or transmit (for protected C, Secret and Top Secret material)** **Inventory material, retain copy of inventory on site, send original with material being transported** **Notify intended recipient of material in advance of shipping (Top Secret)** **Package material appropriately for**	Permission from DSO Inventory of material Notification to intended recipient Transmittal Note and Receipt Form (GC-44)	2 years after material has been transmitted or transported.

transport or prepare for transmittal Transmit		
Information Technology Security	Please see the Information Technology GVT for all processes relating to IT Security.	
Monitoring and Reporting of Security Incidents	Monitoring reports Incident or threat report Correspondence with Public Safety on incident or threat Notification to appropriate Law Enforcement Agency Correspondence with legal services	
Security incidents related to IT – please see the Information Technology GVT (*IT Security (risk) Management*		
Security incidents related to real property – please see the Real Property GVT (*Manage Building Security*)		
Security incidents related to workplace harassment – please see the Human Resources Management GVT (*Manage Complaints*)		