2022-2023 ICO Goals: CHAMPIONING TRANSPARENCY		
ICO Goals, as at 1 April 2022		Budget/Resources
1	Reduce averagecase closure times (from receipt of application to closure date) by 5% over 2021-2022.	80% of 3 Investigation Officers' time; 25% of DIC's time; 25% of IC's time; laptops for PA site visits; Justis case law database; PDP Freedom of Information Newsletters and ICO library; $650 for specialised training for officers; internal policies and procedures (e.g., Review Handbook and memos); Workpro case management support
2	Complete 11 Monthly Close processes by 10th of following month (delayed December 2021 process), along with timely Quarterly and Year-end Processes by agreed dates, to ensure stewardship of ICO resources efficiently and accurately.	90% of Office Manager's time; 25% DIC's time; 25% of IC's time; Controller support; E-1; Financial Instructions; OPMP Code of Practice
3	Resolve 80% of outstanding enforcement, guidance and procedural matters from prior Annual Return processes by 30 October 2023.	20% of 3 Investigation Officer's time (allocated per business need); 10% of DIC's time; 20% of IC's time; 30% of Project Officer's time
4	Publish 10 Monthly Roundsup by the 10th of the month.	70% of Project Officer's time; 10% of Office Manager's time; 20% of 3 Investigation Officer's time (allocated per business need); 20% of DIC's time; 20% of IC's time; Strategic Plan; existing brochures and promotional materials; website; Facebook page, Instagram account, and WhatsApp account; $1K for promotional activities

ICO 2022-2023 BUDGET PERFORMANCE MEASURES/INDICATORS	TARGET OUTCOME 2022-2023
BUSINESS UNIT; 108000 ADMINISTRATION	
Publish and file with the Legislature the ICO's s.58 Annual Report by 31 March	Lay before Parliament by 31 March 2023
Complete yearly review of internal guides, procedures, and policy manuals and publish revised editions by 31 December	31 March 2023
Host 3 volunteers, interns, and/or work shadow candidates per year	1
Conduct monthly internal education sessions on best practices, information rights principles, or other professional development topics	10
Receive unqualified audit and publish Financial Statements	FY 2021-2022 tabled by June 2023
Document application of new skill, knowledge or other value obtained from conferences and training attended by Information Commissioner and staff	100%
Comply with statutory timeframes in responding to PATI requests	100%
Submit timely ICO Annual Return with annual updates	31 December 2022
BUSINESS UNIT: 108010 APPLICATIONS (APPEALS)	
Acknowledge receipt of applications for review within 5 days	100%
Complete validation of applications for review within 3 weeks	75%
Complete and close valid applications within 4 months	50%
Publish Information Commissioner's decisions on www.ico.bm website within 10 days of being issued	100%
Number of judicial review cases appealed against decisions by the Information Commissioner	10%

BUSINESS UNIT: 108020 COMPLIANCE/BEST PRACTICES	
Conduct audit review for compliance of Information Statements by 28 February	85%
Complete yearly review of existing ICO guidelines on the application of the PATI Act exemptions and other PATI Act provisions and publish revised editions by 31 March	Complete by 31 March 2023
Organise and deliver quarterly best practice, leadership, and/or good governance events for public authorities	4
Respond to enquiries from public authorities on general questions about the PATI Act and its provisions	50
Provide official comment or consultation on draft legislation, statutory provisions and practice codes which impact the PATI Act or Regulations, or the right to access public records	Ongoing
Propose beneficial legislative amendments to strengthen the PATI Act and Regulations	Ongoing
BUSINESS UNIT: 108030 PUBLIC AWARENESS	
Conduct general public education sessions on using the PATI Act (outside of Right to Know Day activities)	1
Conduct targeted education sessions for interest groups	3
Collaborate with local charities/advocacy organisations to co-sponsor public awareness event on information rights	2
Feedback from education sessions rated good or excellent	90%
Conduct public educational events to commemorate Right to Know Day on 28 September	3
Conduct media interviews to commemorate Right to Know Day on 28 September	2
Social media ad campaigns outreach	100,000 post/page reaches
Social media ad post engagements	6,000 engagements

Number of Google analytic sessions on ICO website	3,000 sessions
Average duration of Google analytic sessions on ICO website	2:00 minutes
Translate our public guides and flyers into Portuguese	Ongoing
Annual research survey shows increase in public's awareness of PATI rights	2% increase
Respond to enquiries from the public on questions concerning the PATI Act and their rights	30
Develop and produce public awareness videos on PATI rights	1
Develop and publish educational materials on information rights for primary, middle, and secondary school students (with a set of learning materials for each age group)	Ongoing