

RE: Possible Error Response from HCIM Last night

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Possible Error Response from HCIM Last night
From	Cassidy, Al E VSA:EX
To	Owens, Jason CITZ:EX; Branton, Scott
Cc	XT:DenOtter, Yvonne HLTH:IN; Malovec, Anita VSA:EX
Sent	Thursday, June 13, 2013 4:21 PM

I just got some numbers. It looks like we have about 200 or so records that we have fixed in the period when messages were failing. That will likely translate to about a days effort for the staff member auctioning the report.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Owens, Jason CITZ:EX
Sent: Thursday, June 13, 2013 3:39 PM
To: Cassidy, Al E VSA:EX; Branton, Scott
Cc: XT:DenOtter, Yvonne HLTH:IN; Malovec, Anita VSA:EX
Subject: RE: Possible Error Response from HCIM Last night

Thanks Al.

I will wait for further direction regarding timing (system impact).

Jason

From: Cassidy, Al E VSA:EX
Sent: Thursday, June 13, 2013 3:37 PM
To: Owens, Jason CITZ:EX; Branton, Scott
Cc: XT:DenOtter, Yvonne HLTH:IN; Malovec, Anita VSA:EX
Subject: RE: Possible Error Response from HCIM Last night

Hi Jason...

I am trying to get some figures of the potential numbers but haven't got that worked out yet. I think that trying to manually determine the messages that need to be replayed is not a feasible option and we will have to be prepared for some re-work on this side. Hopefully there won't be too many. Thanks.

Al Cassidy
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From: Owens, Jason CITZ:EX
Sent: Thursday, June 13, 2013 11:16 AM
To: Cassidy, Al E VSA:EX; Branton, Scott
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

Yes I did believe it would have some impact on you – do you have an idea of how much work this would be for your group?

We can filter our already submitted messages by the request, but not the response unfortunately which makes it difficult to automatically re-send web service calls that had an error response from your system. We could do it by hand by going into each one manually to look at the response but that would be significant effort by the time we process many thousands of records.

J

From: Cassidy, Al E VSA:EX
Sent: Thursday, June 13, 2013 11:06 AM
To: Owens, Jason CITZ:EX; Branton, Scott
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

Hi Jason...

The problem that I see with re-running the entire file is that although the same demos are being sent for the one that processed successfully there will be regressive changes for the cases where the names with spaces that parsed incorrectly are going to be re-introduced. We would have corrected them and they will be reported again and subsequently will have to be corrected again. This sounds like it's unavoidable but will have an impact on resources. The ones that did process successfully and correctly will be treated as 'change no change' with no impact other than message volumes.

I will let Scott comment on the timing to resubmit the file. Thanks Jason

Al Cassidy
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sender immediately and destroy this e-mail.

From: Owens, Jason CITZ:EX
Sent: Thursday, June 13, 2013 10:25 AM
To: Cassidy, Al E VSA:EX; Branton, Scott
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: Re: Possible Error Response from HCIM Last night

Hi all,

Unfortunately we are unable to parse out which of the hcim calls failed for the sphn / decryption issue. We will need to resubmit all from the time the errors first started to show up. The ones that were originally successful will use the same hdid and demographic info so they should have no negative effect on the existing documented name.

Can you let me know if we are OK to resubmit these? This amounts to approx 15000-20000 records. We can time them for the evening if this makes it less of an impact.

J

From: Cassidy, Al E VSA:EX
Sent: Wednesday, June 12, 2013 2:28 PM
To: Owens, Jason CITZ:EX; Branton, Scott
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

Thanks Scott....

Jason... That clears up what you and were talking about on Monday. Thanks for investigating on your end.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
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Ministry of Health
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From: Owens, Jason CITZ:EX
Sent: Wednesday, June 12, 2013 2:11 PM
To: Branton, Scott; Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: Re: Possible Error Response from HCIM Last night

Thanks. We will see if we can filter just these specific items out and resubmit.

J

From: Branton, Scott
Sent: Wednesday, June 12, 2013 2:02 PM
To: Owens, Jason CITZ:EX; Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN

Subject: RE: Possible Error Response from HCIM Last night

The quick query I just ran does indicate that they should be rerun.

Scott Branton, Consultant

ASSM Registries Team
Contracted to the Ministry of Health
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6th Floor, 1405 Douglas Street
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CGI Registries phone: (250)414-6861
email: scott.branton@cgi.com

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From: Owens, Jason CITZ:EX [<mailto:Jason.Owens@gov.bc.ca>]

Sent: June-12-13 1:50 PM

To: Branton, Scott; Cassidy, Al E VSA:EX

Cc: den Otter, Yvonne

Subject: RE: Possible Error Response from HCIM Last night

Thanks Scott, we were thinking along these lines. Can someone confirm if we need to resubmit the Revise Person messages where the SPHN could not be decrypted?

Jason

From: Branton, Scott [<mailto:scott.branton@cgi.com>]

Sent: Wednesday, June 12, 2013 1:46 PM

To: Owens, Jason CITZ:EX; Cassidy, Al E VSA:EX

Cc: XT:DenOtter, Yvonne HLTH:IN

Subject: RE: Possible Error Response from HCIM Last night

Hi Jason,

Last week, we installed a new MOH_CRS certificate, but the old certificate was still present and configured to work. I noticed last night that on one of our servers the IAS account could no longer see the older certificate. The other servers did not lose access when the new certificate was installed. I fixed this on the offending server last night at 12:40 AM.

Thanks,

Scott Branton, Consultant

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From: Owens, Jason CITZ:EX [<mailto:Jason.Owens@gov.bc.ca>]

Sent: June-12-13 1:36 PM
To: Branton, Scott; Cassidy, Al E VSA:EX
Cc: den Otter, Yvonne
Subject: RE: Possible Error Response from HCIM Last night
Importance: High

Hello,

We were able to extract the full error from our mediation service and found the following:

“Failed to validate Secure PHN. Data was not in valid format.”

Did you change any certs or the like over the weekend change window?

Jason

From: Owens, Jason CITZ:EX
Sent: Wednesday, June 12, 2013 10:01 AM
To: Branton, Scott; Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

Also we appear to have been seeing these since this past Saturday in varying volumes. We haven't seen any number of these previous to Saturday.

If it helps, the task error message is “HCIM raised error during HCIM processing” but I am not sure if that is IAS messaging or HCIM.

Jason

From: Owens, Jason CITZ:EX
Sent: Wednesday, June 12, 2013 9:42 AM
To: Branton, Scott; Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

Yes, I only have a dozen or so IAS tasks to review from earlier this morning (which may not even be HCIMerrors). The bulk of them finished before 12:10am last night.

Jason

From: Branton, Scott [<mailto:scott.branton@cgi.com>]
Sent: Wednesday, June 12, 2013 9:40 AM
To: Owens, Jason CITZ:EX; Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

Did this stop or reduce at 12:40?

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RE: HCIM Handling Postal Codes

Wednesday, July 3, 2013

11:56 AM

Subject	RE: HCIM Handling Postal Codes
From	Cassidy, Al E VSA:EX
To	Owens, Jason CITZ:EX
Sent	Thursday, June 13, 2013 4:18 PM

The postal code is not validated for format. It is validated to ensure it doesn't exceed field length. There may be an issue when the address update is distributed to the mainframe CRS but I need to confirm that.

Al Cassidy
Sr. Registry Analyst
Health Registries
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From: Owens, Jason CITZ:EX
Sent: Thursday, June 13, 2013 3:43 PM
To: Cassidy, Al E VSA:EX
Subject: HCIM Handling Postal Codes

Hi Al,

Just a quick question – please feel forward this to other folks on your side.

I am curious if there is any checking done on the postal code value we send in the revise person message from IAS.

That is to say, if we sent an invalid Canadian postal code, ie: V0G 1I0 (the letter I is invalid in postal codes) would HCIM reject this message?

Thanks,

Jason Owens
Solutions Architect, BC Services Card & Program Development
Provincial IDIM Program

Office of the CIO
Ministry of Citizens' Services and Open Government
Province of British Columbia
Mailing Address | PO Box 9412, Stn Prov Govt | Victoria, BC V8W 9V1
Physical Address | E253 - 4000 Seymour Place | Victoria, BC V8X 4S8
Mobile s.17

Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

Thanks Scott....

Jason... That clears up what you and were talking about on Monday. Thanks for investigating on your end.

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Thanks,

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Sent: Wednesday, June 12, 2013 10:01 AM
To: Branton, Scott; Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

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Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

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Jason

From: Branton, Scott [<mailto:scott.branton@cgi.com>]
Sent: Wednesday, June 12, 2013 9:40 AM
To: Owens, Jason CITZ:EX; Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Possible Error Response from HCIM Last night

Did this stop or reduce at 12:40?

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From: Owens, Jason CITZ:EX [<mailto:Jason.Owens@gov.bc.ca>]
Sent: June-12-13 9:27 AM
To: Cassidy, Al E VSA:EX
Cc: Branton, Scott; den Otter, Yvonne
Subject: Possible Error Response from HCIM Last night

Hi folks,

I am investigating further, but we may have seen many (thousand+) error responses from HCIM revise person last night. We dropped a couple files late in the evening, errors started around 9:30pm or so.

Would it be possible for someone on your team to look into this quickly while we investigate on our side?

Thanks,

Jason Owens

Solutions Architect, BC Services Card & Program Development
Provincial IDIM Program

Office of the CIO

Ministry of Citizens' Services and Open Government

Province of British Columbia

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Mobile: S17

RE: Non-Photo Data Clean-up - follow up meeting/plan review

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Non-Photo Data Clean-up - follow up meeting/plan review
From	Cassidy, Al E VSA:EX
To	Boden, Darren HLTH:EX
Sent	Wednesday, June 12, 2013 9:05 AM

Great.... Thanks Darren

Al Cassidy
Sr. Registry Analyst
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From: Boden, Darren HLTH:EX
Sent: Wednesday, June 12, 2013 8:50 AM
To: Cassidy, Al E VSA:EX
Subject: RE: Non-Photo Data Clean-up - follow up meeting/plan review

Done.

Thanks, Al.

From: Cassidy, Al E VSA:EX
Sent: Wednesday, June 12, 2013 8:17 AM
To: Boden, Darren HLTH:EX
Subject: FW: Non-Photo Data Clean-up - follow up meeting/plan review

Hi Darren...

Can you also include Scott Branton (<mailto:scott.branton@cgi.com> scott.branton@cgi.com) from CGI in the meeting notice as he attended the first meeting as well. Thanks

Al Cassidy
Sr. Registry Analyst
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-----Original Appointment-----

From: Cassidy, Al EVSA:EX
Sent: Wednesday, June 12, 2013 8:14 AM
To: Boden, Darren HLTH:EX
Subject: Accepted: Non-Photo Data Clean-up - follow up meeting/plan review
When: Monday, June 17, 2013 1:30 PM-2:30 PM (GMT-08:00) Pacific Time (US & Canada).
Where: HLTH R 1483 Douglas 6th Large HLTH:EX

RE: Questions regarding CAST 8945

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Questions regarding CAST 8945
From	Cassidy, Al E VSA:EX
To	XT:Pijea u, Eric TRAN:IN; Branton, Scott
Cc	XT:DenOtter, Yvonne HLTH:IN
Sent	Monday, June 10, 2013 10:48 AM

Hi Eric...

See my comments below... Thanks

Al Cassidy
Sr. Registry Analyst
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From: Pijea u, Eric [<mailto:eric.pijea u@cgi.com>]
Sent: Friday, June 7, 2013 4:22 PM
To: Cassidy, Al E VSA:EX; Branton, Scott
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: Questions regarding CAST 8945

Hi,

I have some questions regarding CAST 8945:

- The ticket indicates that incorrect updates have been corrected in EMPI. However, later in a proposed solution it states that the script will “logically delete the records in the EMPI.” Has the incorrect data been corrected, or is it still present in EMPI and needs to be removed with logical deletes? **[Al Cassidy]** We had to correct the data so if anybody accessed it they would not be retrieving erroneous records and to prevent privacy issues. There were only a couple of hundred affected non-photo card records to correct. At the time, we did not know how we were going to clean up the records in LCTZ/IAS. The LCTZ/IAS database cannot easily be selectively corrected so the proposed, and now generally accepted solution is to purge all of the non-photo card records from IAS and then re-run the entire file to re-populate IAS generating new identifiers. IAS can and will provide us with the records they intend to purge so we can prepare for the reload by logically deleting the members from EMPI.
- It seems the scope of this is for a script that will take the input file from LCTZ and mark affected EMPI entries and mark them “logically deleted.” It does not include the creation of this input file; the validation of this input file. Nor does it include the re-transmission of records from IAS after the script is run. Correct? **[Al Cassidy]** The work to create the input file and re-running the batch job(s) to send the HL7 messages to EMPI is work on the IAS side. The validation of the input file is something we need to have a discussion on. I have a meeting today at 3:00 with some of the people that were at last week’s meeting. Scott is going to the meeting as well. It might be a good idea if you come as well.

Thanks,

Eric Pijeu

Consultant

CGI Information Systems and Management Consultants Inc.

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Fax: (250) 388-5018

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RE: BC Services Card IAS-HCIM Interface Design spec

Wednesday, July 3, 2013

11:56 AM

Subject	RE: BC Services Card IAS-HCIM Interface Design spec
From	Cassidy, Al E VSA:EX
To	XT:Pijeau, Eric TRAN:IN
Sent	Thursday, June 6, 2013 4:22 PM

Hi Eric...

Unfortunately, PDF is only thing I have as it not our document. I'm what I can find on Monday...

S22

tomorrow but I'll see

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Pijeau, Eric [<mailto:eric.pijeau@cgi.com>]
Sent: Thursday, June 6, 2013 4:02 PM
To: Cassidy, Al E VSA:EX
Subject: RE: BC Services Card IAS-HCIM Interface Design spec

Hi Al,

I would like to use some of the diagrams/graphics in this document for the estimate. Is that okay? Since this is a PDF some of the swimlane are not clipboardable. Could I get a Word copy?

Thanks,

Eric Pijeau

Consultant

CGI Information Systems and Management Consultants Inc.

1405 Douglas Street, 5th Floor

Victoria, BC, Canada, V8W 2G2

Office: (250) 383-3934

Direct: (250) 380-4402

Fax: (250) 388-5018

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From: Cassidy, Al E VSA:EX [<mailto:Al.Cassidy@gov.bc.ca>]
Sent: Monday, June 03, 2013 2:25 PM
To: Pijeau, Eric
Subject: BC Services Card IAS-HCIM Interface Design spec

Here is a little more detail on the Interface...

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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RE: Reloading NPCs into IAS

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Reloading NPCs into IAS
From	Cassidy, Al E VSA:EX
To	Owens, Jason CITZ:EX; 'Litton, Paul'
Cc	XT:Beaudoin, Don CITZ:IN; Branton, Scott
Sent	Wednesday, June 5, 2013 12:50 PM

Hi Paul...

10:30 works for me...

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
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-----Original Appointment-----

From: Owens, Jason CITZ:EX
Sent: Wednesday, June 5, 2013 11:55 AM
To: 'Litton, Paul'
Cc: XT:Beaudoin, Don CITZ:IN; Cassidy, Al E VSA:EX
Subject: Declined: Reloading NPCs into IAS
When: Monday, June 10, 2013 1:00 PM-2:30 PM (GMT-08:00) Pacific Time (US & Canada).
Where: Vic_1st Flr Board Room

Sorry, I have a conflict at this time. I could do 10:30 on the 10th or 3:00pm on the 10th if either of those times work for everyone.

Jason

RE: Reloading NPCs into IAS

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Reloading NPCs into IAS
From	Cassidy, Al E VSA:EX
To	'Litton, Paul'
Cc	Branton, Scott
Sent	Wednesday, June 5, 2013 11:34 AM

Hi Paul...

Can you please extend the invite to meeting on Monday to Scott Branton (scott.branton@cgi.com) at CGI as well. Thanks.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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-----Original Appointment-----

From: Litton, Paul [<mailto:PaulLitton@sierrasystems.com>]
Sent: Wednesday, June 5, 2013 11:19 AM
To: Litton, Paul; Owens, Jason CITZ:EX; XT:Beaudoin, Don CITZ:IN; Cassidy, Al E VSA:EX
Subject: Reloading NPCs into IAS
When: Monday, June 10, 2013 1:00 PM-2:30 PM (GMT-08:00) Pacific Time (US & Canada).
Where: Vic_1st Flr Board Room

I've booked a meeting room at Sierra: 737 Courtney Street

Thanks

Paul

RE: BC Services Card IAS-HCIM Interface Design spec

Wednesday, July 3, 2013

11:56 AM

Subject	RE: BC Services Card IAS-HCIM Interface Design spec
From	Cassidy, Al E VSA:EX
To	XT:Pijeau, Eric TRAN:IN
Sent	Monday, June 3, 2013 2:36 PM

Hi Eric...

The notes will need some tweaking. I haven't had a chance to send feedback. Maybe we can chat tomorrow?

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Pijeau, Eric [<mailto:eric.pijeau@cgi.com>]
Sent: Monday, June 3, 2013 2:29 PM
To: Cassidy, Al E VSA:EX
Subject: RE: BC Services Card IAS-HCIM Interface Design spec

Thanks. Did my meeting notes make sense? Did they contain any errors or omissions?

From: Cassidy, Al E VSA:EX [<mailto:Al.Cassidy@gov.bc.ca>]
Sent: Monday, June 03, 2013 2:25 PM
To: Pijeau, Eric
Subject: BC Services Card IAS-HCIM Interface Design spec

Here is a little more detail on the Interface...


Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
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BC Services Card IAS-HCIM Interface Design spec

Wednesday, July 3, 2013

11:56 AM

Subject	BC Services Card IAS-HCIM Interface Design spec
From	Cassidy, Al E VSA:EX
To	XT:Piveau, Eric TRAN:IN
Sent	Monday, June 3, 2013 2:24 PM
Attachments	 BCSC_IAS_H CIM_Inter...

Here is a little more detail on the Interface...

Al Cassidy
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Pages 21 through 43 redacted for the following reasons:

S15

Non-Photo Card Data Clean-up

Wednesday, July 3, 2013

11:56 AM

Subject	Non-Photo Card Data Clean-up
Date and Location	Tuesday, June 4, 2013 9:00 AM - 11:00 AM, HLTH R 1483 Douglas 6th Large HLTH:EX
Attendees	Pearce, Alison HLTH:EX; Moss, Jeremy CITZ:EX; Owens, Jason CITZ:EX; 'Pamela Atkinson (Pamela.Atkinson@maximusbc.ca)'; 'Susan Prosser'; Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX; 'Hall, Mark'; XT:Beaudoin, Don CITZ:IN; 'Veronika Ho'; 'Sladeczek, Irina'; 'Litton, Paul'; Boden, Darren HLTH:EX; Boulton, Michael HLTH:EX; XT:Pijean, Eric TRAN:IN
Message	<p>When: Tuesday, June 4, 2013 9:00 AM-11:00 AM (GMT-08:00) Pacific Time (US & Canada).</p> <p>Where: HLTH R 1483 Douglas 6th Large HLTH:EX</p> <p>Note: The GMT offset above does not reflect daylight saving time adjustments.</p> <p>*~*~*~*~*~*~*~*~*~*</p>

[Link to Outlook item](#)

Notes

Meeting tomorrow

Wednesday, July 3, 2013

11:56 AM

Subject	Meeting tomorrow
From	Cassidy, Al E VSA:EX
To	XT:Pijea u, Eric TRAN:IN
Sent	Monday, June 3, 2013 2:22 PM

Did you ever get an invite to the meeting? I sent a request to the meeting organizer asking to have the meeting notice updated to include you. I have not seen an update to the meeting so not sure if it ever happened. I will forward you the notice in case you did not receive it. No need to respond to it. Can you also see if Scott will be joining as well or maybe Patrick. Talk to you later.

Al Cassidy
Sr. Registry Analyst
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RE: E2E Mapping Project

Wednesday, July 3, 2013

11:56 AM

Subject	RE: E2E Mapping Project
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX
Sent	Friday, May 31, 2013 9:37 AM

I had expanded the reference to duplicates after I sent out the first cut to be clearer on the issue. I added the truncation issue as well. I had been debating including it as it is not really an integration issue but I put it in just to keep it on the radar. I also added the need to reconcile across all partners.

Have a great week-end!

Al Cassidy
Sr. Registry Analyst
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From: Malovec, Anita VSA:EX
Sent: Thursday, May 30, 2013 5:38 PM
To: Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Subject: RE: E2E Mapping Project

Agree but I think your bullet i.e. duplicates being created was to meant to address the duplicate HDID issue....maybe just be more explicit in the issue.

Should we add the issue of a truncated NPC identity....I know it is a limitation of the HIBC database but we may have had a complete declared identity clobbered by HIBC's inability to store the entire name....leave that to you to add or not.

Further to your the file drops for message...do we need to identify the need to reconcile accepted incoming messages to the number of HDID's created in EMPI/ISA and to the number of cards produced...this really isn't our issue alone but we don't have an easy way to do this right now.

That is it for me....can't think of anything else at this time.

Anita Malovec
Manager, Health Registries
British Columbia Vital Statistics Agency

Ministry of Health, Health Sector IM/IT Division
2nd floor 818 Fort St
Victoria, BC
V8W 1H8

Phone: (250) 952-9129

Fax: (250) 952-9038

email: HYPERLINK "<mailto:anita.malovec@gov.bc.ca>" anita.malovec@gov.bc.ca

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From: Nesbitt, Carmell VSA:EX
Sent: Thursday, May 30, 2013 3:23 PM
To: Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX
Subject: RE: E2E Mapping Project

Al, the only other thing I can think of is that we need instructions on how we are to manage the IAS duplicate records that we have.

Thanks,

Carmell Nesbitt
Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8
(Phone: 250 952-9081/ Ê Fax: 250 952-9038
*Email: <mailto:carmell.nesbitt@gov.bc.ca> carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: Cassidy, Al E VSA:EX
Sent: Thursday, May 30, 2013 11:53 AM
To: Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX
Subject: E2E Mapping Project

Hi..

We have had our first meeting for the E2E (End to End) Mapping Project for the BC Services Card. I have attached the Mini Charter that has been developed so you have a copy.

<snipped from the charter>

The key objectives of this project is to complete a "Current State Review" to document the end-to-end 'as built' technical architecture and business processes and then to identify opportunities for

improvement within the BC Service Card solution. These improvement opportunities will then be assessed for inclusion in Release 2.

Outputs include:

1. E2E Model – document the end-to-end ‘as built’ technical architecture and business processes
2. Identify Architectural Gaps – vulnerabilities and opportunities for improvement to be considered for Release 2 implementation

<snipped from the charter>

One of the first things we are documenting are gaps that have been identified. Each of the partners is to supply a list of gaps/issues that have been found so that can be compiled into the document. So they can be assessed and prioritized. Our gaps are going to be more data related than say HIBC who need better metrics on card status/reconciliation etc. I want to be sure we capture them as complete as we can.

So far the list will consist of:

- Names with spaces issue where double barreled given names are being parsed into separate fields when sent to EMPI
- Duplicates being created
- If a Death Indicator is set (as a result of client passing away before the BCSC data is received from IAS) the IAS member is added to EMPI but subsequently fails when the MOH member is being updated. The transaction rejects leaving a singleton IAS member with no Documented Name.
- When a problem is discovered we (Registries) cannot easily diagnose it. We need to create file drops so we can analyse inbound and outbound messages to triage the issue.

I know there are some more but I need to send the list to Paul tomorrow and I can add issues but want to get the first cut in. Thanks. Can you please review and comment

<< File: E2E Mapping Project - Mini-Charter (2013-05-29).docx >>

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
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RE: E2E Mapping - Meeting Minutes

Wednesday, July 3, 2013

11:56 AM

Subject	RE: E2E Mapping - Meeting Minutes
From	Cassidy, Al E VSA:EX
To	Ball, Leila M HLTH:EX
Cc	'PaulLitton@sierrasystems.com'
Sent	Friday, May 31, 2013 9:27 AM

See in-line comments below. Thanks.

Have a good week-end!

From: Ball, Leila M HLTH:EX
Sent: Friday, May 31, 2013 9:20 AM
To: Cassidy, Al E VSA:EX
Cc: 'PaulLitton@sierrasystems.com'
Subject: RE: E2E Mapping - Meeting Minutes

Excellent, thanks Al!

Just a couple of quick confirmations:

I think that should be IAS in bullet 4, not ISA, is that correct? **[Al Cassidy]** Good catch! Yes it should be IAS

Does the reference in the last bullet to 'NPC card' mean non-photo card? **[Al Cassidy]** Correct

Thanks and Happy Friday,
Leila

From: Cassidy, Al E VSA:EX
Sent: Friday, May 31, 2013 9:11 AM
To: Ball, Leila M HLTH:EX
Cc: 'PaulLitton@sierrasystems.com'
Subject: RE: E2E Mapping - Meeting Minutes

Hi Leila...

Here is the MoH – Registries list of integrated related issues.

So far the list will consist of:

- Names with spaces issue where double barreled given names separated by spaces are being parsed into separate fields when sent to EMPI creating significant manual intervention to correct
- Duplicates HDIDs being created when ICBC match not made and new client number created when there is an existing record and HDID in IAS and EMPI.
- Process needs to be developed to resolve duplicates between EMPI and IAS.
- Need to reconcile accepted incoming messages to the number of HDID's created in EMPI/ISA and to the number of cards produced (issue for all partners).
- If a Death Indicator is set (as a result of client passing away before the BCSC data is received from IAS) the IAS member is added to EMPI but the transaction subsequently fails when the MOH member is being updated. The transaction rejects leaving a singleton IAS member with no Documented Name.
- When a problem is discovered we (Registries) cannot easily diagnose it. We need to create file drops so we can access and analyse inbound and outbound messages to triage the issue.
- HIBC field length constraint for Names causing truncation of documented name for NPC cards. This issues has always existed but wanted to capture here to keep it on the radar.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Ball, Leila M HLTH:EX
Sent: Wednesday, May 29, 2013 3:50 PM
To: 'Litton, Paul'; XT:AG Renneberg, Chris AG:IN; Cassidy, Al E VSA:EX; Owens, Jason CITZ:EX; 'Pamela Atkinson'; 'Susan Prosser'
Cc: Pearce, Alison HLTH:EX
Subject: RE: E2E Mapping - Meeting Minutes

Hi everyone, just a reminder of the action items resulting from the last meeting. In particular, please send your list of integration issues to Paul or me. Thanks to those that have already provided their list.

Actions

Action	Owner	Target Date	Status
SharePoint: Setup a folder for the project and distribute the link	Leila	23-May-2013	Complete
Mini-Charter: Develop and publish a mini-charter for the E2E Modeling Project	Paul	31-May-2013	Open
E2E Models: Select tools / method for modeling of the flow of information between partners CITZ has requested use of ARIS. Evaluating fit with this activity.	Paul	24-May-2013 31-May-2013	Open
Partner Issue Lists: All partners to document integration related issues that have arisen since go-live	All Partners	31-May-2013	Open
Partner Issue Lists: Setup review meeting for the group [1st week of June]	Leila	31-May-2013	Complete
Raise TBD Streams / Issues with PMO (i.e. scope / responsibility) <ul style="list-style-type: none">• Ongoing data cleanup activities• Integrated Testing• Change Advisory Board / Operations Support	Paul	31-May-2013	Open

Please let me know if you have any questions or concerns about the actions listed above.
Thanks for your attention to this,
Leila

From: Litton, Paul [<mailto:PaulLitton@sierrasystems.com>]
Sent: Thursday, May 23, 2013 5:07 PM
To: Litton, Paul; XT:AG Renneberg, Chris AG:IN; Cassidy, Al E VSA:EX; Owens, Jason CITZ:EX; Pamela Atkinson; Susan Prosser
Cc: Ball, Leila M HLTH:EX; Pearce, Alison HLTH:EX
Subject: E2E Mapping - Meeting Minutes

Attached are my minutes from today's meeting. They have also been uploaded to SharePoint.

Regards


Paul

Paul Litton | Solutions Architect

(T): 250-995-4159 **(C):** S22

FW: E2E Mapping Project

Wednesday, July 3, 2013
11:56 AM

Subject	FW: E2E Mapping Project
From	Cassidy, Al E VSA:EX
To	Cassidy, Al E VSA:EX
Sent	Thursday, May 30, 2013 3:39 PM
Attachments	 E2E Mapping P...

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
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From: Cassidy, Al E VSA:EX
Sent: Thursday, May 30, 2013 11:53 AM
To: Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX
Subject: E2E Mapping Project

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<snipped from the charter>

The key objectives of this project is to complete a "Current State Review" to document the end-to-end 'as built' technical architecture and business processes and then to identify opportunities for improvement within the BC Service Card solution. These improvement opportunities will then be assessed for inclusion in Release 2.

Outputs include:

1. E2E Model – document the end-to-end 'as built' technical architecture and business processes
2. Identify Architectural Gaps – vulnerabilities and opportunities for improvement to be considered for Release 2 implementation

<snipped from the charter>

One of the first things we are documenting are gaps that have been identified. Each of the partners is to supply a list of gaps/issues that have been found so that can be compiled into the document. So they can be assessed and prioritized. Our gaps are going to be more data related than say HIBC who need better metrics on card status/reconciliation etc. I want to be sure we capture them as complete as we can.

So far the list will consist of:

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- Duplicates being created when ICBC not made and new client number created when there is an existing record and HDID
- Process to resolve duplicates between EMPI and IAS
- If a Death Indicator is set (as a result of client passing away before the BCSC data is received from IAS) the IAS member is added to EMPI but subsequently fails when the MOH member is being updated. The transaction rejects leaving a singleton IAS member with no Documented Name.
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I know there are some more but I need to send the list to Paul tomorrow and I can add issues but want to get the first cut in. Thanks. Can you please review and comment

Al Cassidy
Sr. Registry Analyst
Health Registries
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Health Sector IM/IT Division
Ministry of Health
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<mailto:al.cassidy@gov.bc.ca>

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1.0 PROJECT OBJECTIVES

The key objectives of this project is to complete a “Current State Review” to document the end-to-end ‘as built’ technical architecture and business processes and then to identify opportunities for improvement within the BC Service Card solution. These improvement opportunities will then be assessed for inclusion in Release 2.

Outputs include:

1. **E2E Model** – document the end-to-end ‘as built’ technical architecture and business processes
2. **Identify Architectural Gaps** – vulnerabilities and opportunities for improvement to be considered for Release 2 implementation

2.0 STAKEHOLDERS

Stakeholder	Interests, Expectations, Concerns
IPMC	Assessment of the outputs and decision on addition of new phase 2 project components
MoH – PMO	Responsibility for documenting the E2E Model and managing the identification of gaps
MoH – Registries	<ol style="list-style-type: none"> 1. Support E2E Model development and review final documentation 2. Direct input into the identification of gaps and possible enhancements / solutions 3. Impact assessments for any proposed changes as part of this task
HIBC	
ICBC	
CITZ	

3.0 CURRENT STATE REVIEW SCOPE

3.1 In Scope

1. **E2E Model** – a technical and business process architecture review of the end-to-end BC Service Solution, focused specifically on:
 - The integration between partners, including information flow, technical interactions and dependencies, activity triggers, actions and expected results as well as actual results
 - Various states associated with card requests
2. **Identify Architectural Gaps** – Identification of vulnerabilities and opportunities for improvement to be considered for Release 2 implementation
 - Review and assessment of the E2E modeling process, comparing expected and actual results and assessing impacts to business outcomes
 - Project stakeholders provide observations of existing known problems and unexpected results
 - Identify and prioritize any gaps
 - Document possible enhancements / solutions to help resolve gaps

3.2 Out of Scope

- Detailed analysis / review of individual partner system architectures
- Development of a detailed technical architecture document for the BC Service Card solution

- Enhancements based on new requirements that are not a direct result or outcome of the current state review

4.0 ASSUMPTIONS AND CONSTRAINTS

4.1 Assumptions

- Identified stakeholders have resources available to support the project

4.2 Constraints

- Project deliverables to be completed on (or before) September 1, 2013 (i.e. alignment with the BC Service Card Phase 2)

5.0 APPROACH

E2E Models will be created that document the flow of information between partners including the enabling processes and the technical infrastructure supporting those information flows. The team will leverage existing use cases and interface specifications as a starting point and will focus on the highest priority use cases first: non-photo card requests. Models will be *primarily* developed using the following UML techniques:

- Statechart Diagrams** – which describe different states of a component in a system (i.e. the states associated with a Service Card request)
- Sequence Diagrams** – shows how processes operate with one another and in what order (i.e. the interaction between partner systems)

Architectural Gaps will be identified in two ways by the project team:

- Lists of integration related issues, unexpected outcomes, and concerns raised by each the project partners
- Analysis of the E2E Models to differentiate symptoms from causes

The final step in the project will be the assessment of identified gaps, the development of solution options and recommendations for future development:

- Assessment of the identified gaps and development of solution options
- Impact assessments for any proposed changes
- Recommendation of scope for BC Service Card Phase 2

6.0 SCHEDULE

Proposed Start Date	May 2013
E2E Models	
Completion of E2E Models [Draft]	July 5, 2013
Review and Finalize E2E Models	July 26, 2013
Identification of Architecture Gaps	
Consolidation of stakeholder integration related issues, unexpected outcomes, and concerns	May 31, 2013

Consolidation of known project issues (via the Project Issues Tracking Log)	June 7, 2013
Consolidation of issues identified through E2E Modeling	August 2, 2013
Assessment, options and recommendations	
Develop solution options and recommendations	August 16, 2013
IPMC review of options and recommendations	September 2, 2013
Proposed Completion Date	September 2, 2013

6.1 Bi-Weekly Project Meetings

The project team will coordinate a bi-weekly meeting that includes representation from all stakeholders.

7.0 RESOURCE REQUIREMENTS

Role	Primary Responsibility
System Integrator Technical Architect	<ul style="list-style-type: none"> • Develops E2E Models • Assists in the analysis of integration issues / gaps and the development of proposed solutions / enhancement for Phase 2 • Coordinates project activities • Chair bi-weekly status meetings
System Integrator Business Analyst	<ul style="list-style-type: none"> • Supports the development of E2E Models • Performs QA checks on business level documentation • Coordinate and attend bi-weekly status meetings
Partner Resources (ICBC, HIBC, MoH, CITZ)	<ul style="list-style-type: none"> • Support E2E Model development and review final documentation • Direct input into the identification of gaps and possible enhancements / solutions • Impact assessments for any proposed changes as part of this task • Attend bi-weekly status meetings

RE: E2E Mapping Project

Wednesday, July 3, 2013

11:56 AM

Subject	RE: E2E Mapping Project
From	Cassidy, Al E VSA:EX
To	Nesbitt, Carmell VSA:EX
Sent	Thursday, May 30, 2013 3:26 PM

I will add that... Thanks

Al Cassidy
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From: Nesbitt, Carmell VSA:EX
Sent: Thursday, May 30, 2013 3:23 PM
To: Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX
Subject: RE: E2E Mapping Project

Al, the only other thing I can think of is that we need instructions on how we are to manage the IAS duplicate records that we have.

Thanks,

Carmell Nesbitt
Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8
(Phone: 250 952-9081/ Ê Fax: 250 952-9038
*Email: <mailto:carmell.nesbitt@gov.bc.ca> carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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or use by anyone else is strictly prohibited. If you have received this e-mail in error, please telephone the sender immediately and destroy this e-mail.

From: Cassidy, Al E VSA:EX
Sent: Thursday, May 30, 2013 11:53 AM
To: Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX
Subject: E2E Mapping Project

Hi..

We have had our first meeting for the E2E (End to End) Mapping Project for the BC Services Card. I have attached the Mini Charter that has been developed so you have a copy.

<snipped from the charter>

The key objectives of this project is to complete a "Current State Review" to document the end-to-end 'as built' technical architecture and business processes and then to identify opportunities for improvement within the BC Service Card solution. These improvement opportunities will then be assessed for inclusion in Release 2.

Outputs include:

1. E2E Model – document the end-to-end 'as built' technical architecture and business processes
2. Identify Architectural Gaps – vulnerabilities and opportunities for improvement to be considered for Release 2 implementation

<snipped from the charter>

One of the first things we are documenting are gaps that have been identified. Each of the partners is to supply a list of gaps/issues that have been found so that can be compiled into the document. So they can be assessed and prioritized. Our gaps are going to be more data related than say HIBC who need better metrics on card status/reconciliation etc. I want to be sure we capture them as complete as we can.

So far the list will consist of:

- Names with spaces issue where double barreled given names are being parsed into separate fields when sent to EMPI
- Duplicates being created
- If a Death Indicator is set (as a result of client passing away before the BCSC data is received from IAS) the IAS member is added to EMPI but subsequently fails when the MOH member is being updated. The transaction rejects leaving a singleton IAS member with no Documented Name.
- When a problem is discovered we (Registries) cannot easily diagnose it. We need to create file drops so we can analyse inbound and outbound messages to triage the issue.

I know there are some more but I need to send the list to Paul tomorrow and I can add issues but want to get the first cut in. Thanks. Can you please review and comment


<< File: E2E Mapping Project - Mini-Charter (2013-05-29).docx >>

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RE: Introduction and inquiry regarding CAST 8945

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Introduction and inquiry regarding CAST 8945
From	Cassidy, Al E VSA:EX
To	XT:Pijeanu, Eric TRAN:IN
Sent	Thursday, May 30, 2013 11:09 AM
Attachments	 PITL 52-May27 ...

Hi Eric ...

Here is the Visio diagram I was talking about. It shows the flow of data and

S15

S15

S15

If you have

any questions just give me a call. Thanks.

Al Cassidy
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From: Pijeanu, Eric [<mailto:eric.pijeanu@cgi.com>]
Sent: Wednesday, May 29, 2013 1:52 PM
To: Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: RE: Introduction and inquiry regarding CAST 8945

Hi Al,
Does 10:30 work for you?

Thanks,

Eric Pijeanu

Consultant

CGI Information Systems and Management Consultants Inc.
1405 Douglas Street, 5th Floor
Victoria, BC, Canada, V8W 2G2

Office: (250) 383-3934

Direct: (250) 380-4402

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HTH-2013-00170 - PHASE 1

From: den Otter, Yvonne
Sent: Wednesday, May 29, 2013 1:50 PM
To: Pijeu, Eric
Cc: Cassidy, Al E VSA:EX (Al.Cassidy@gov.bc.ca)
Subject: RE: Introduction and inquiry regarding CAST 8945

I think you should book it (that way, it is done).
Al's contact info is:

Al.Cassidy@gov.bc.ca

Yvonne den Otter
Registries Team Lead | CGI | Contracted to the Ministry of Health | direct: 250.414-6856

From: Pijeu, Eric
Sent: May-29-13 1:40 PM
To: den Otter, Yvonne
Subject: RE: Introduction and inquiry regarding CAST 8945

In her original reply she seemed to want to do it herself. Should I book it? If so, what is Al Cassidy's contact info (I am assuming he is part of the Ministry).

Cheers,

Eric Pijeu

Consultant

CGI Information Systems and Management Consultants Inc.
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From: den Otter, Yvonne
Sent: Wednesday, May 29, 2013 1:36 PM
To: Pijeu, Eric
Subject: RE: Introduction and inquiry regarding CAST 8945

You should probably setup a meeting with Carmell, Al Cassidy and Scott.
If you need a conference call number, Sheila can provide it.

Thanks,

Yvonne den Otter
Registries Team Lead | CGI | Contracted to the Ministry of Health | direct: 250.414-6856

From: Pijeu, Eric
Sent: May-29-13 1:35 PM
To: den Otter, Yvonne
Cc: Branton, Scott
Subject: RE: Introduction and inquiry regarding CAST 8945

He appears to be free for 10:30. I'll let her know.

Eric Pijeu

Consultant

CGI Information Systems and Management Consultants Inc.
1405 Douglas Street, 5th Floor
Victoria, BC, Canada, V8W 2G2

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From: den Otter, Yvonne
Sent: Wednesday, May 29, 2013 1:31 PM
To: Pijeu, Eric
Cc: Branton, Scott
Subject: RE: Introduction and inquiry regarding CAST 8945

Can you see Scott's schedule?

Yvonne den Otter
Registries Team Lead | CGI | Contracted to the Ministry of Health | direct: 250.414-6856

From: Pijeu, Eric
Sent: May-29-13 1:08 PM
To: Nesbitt, Carmell VSA:EX
Cc: den Otter, Yvonne; Branton, Scott
Subject: RE: Introduction and inquiry regarding CAST 8945

Sure, my morning is wide open. Scott wanted to be present; I cannot speak for him.

Thanks,

Eric Pijeu

Consultant

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From: Nesbitt, Carmell VSA:EX [<mailto:Carmell.Nesbitt@gov.bc.ca>]
Sent: Wednesday, May 29, 2013 12:44 PM
To: Pijeu, Eric
Cc: den Otter, Yvonne; Branton, Scott
Subject: RE: Introduction and inquiry regarding CAST 8945

Hi Eric,

If you would like we can set up a telecom and I would also like to have Al Cassidy included as well. Both Al and I are free tomorrow morning around 10:30, would that work for you?

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- Phone: 250 952-9081/  Fax: 250 952-9038
- Email: carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: Pijeu, Eric [<mailto:eric.pijeu@cgi.com>]

Sent: Wednesday, May 29, 2013 12:25 PM

To: Nesbitt, Carmell VSA:EX

Cc: XT:DenOtter, Yvonne HLTH:IN; Branton, Scott

Subject: Introduction and inquiry regarding CAST 8945

Hi Carmell,

I'm new to the ASSM team. I've been assigned to do some business analysis work around some estimates. Specifically, I need to find out more about CAST 8945 ("Estimate request to develop script to support IAS"). How do prefer to communicate/meet? We can communicate via emails or by meeting, whichever you prefer. Let me know.

Thanks,

Eric Pijeu

Consultant

CGI Information Systems and Management Consultants Inc.

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Page 63 redacted for the following reason:

S15

FW: PITL 52-May27 (3).vsd

Wednesday, July 3, 2013

11:56 AM

Subject	FW: PITL 52-May27 (3).vsd
From	Cassidy, Al E VSA:EX
To	'Sladeczek, Irina'
Sent	Tuesday, May 28, 2013 1:31 PM
Attachments	 PITL 52-May27 ...

Hi Irina...

Here is my updated version...

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
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From: Cassidy, Al E VSA:EX
Sent: Tuesday, May 28, 2013 10:23 AM
To: Cassidy, Al E VSA:EX
Subject: PITL 52-May27 (3).vsd

Page 65 redacted for the following reason:

S15

RE: PITL 52-May27.vsd

Wednesday, July 3, 2013

11:56 AM

Subject	RE: PITL 52-May27.vsd
From	Cassidy, Al E VSA:EX
To	'Sladecek, Irina'
Sent	Tuesday, May 28, 2013 11:29 AM

Hi Irina...

Can you give me a call when you have a chance. I've left a couple of v-mails but I had a thought that you may be working off site and haven't received them. Thanks.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
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From: Sladecek, Irina [<mailto:IrinaSladecek@sierrasystems.com>]
Sent: Tuesday, May 28, 2013 10:05 AM
To: Cassidy, Al E VSA:EX
Subject: RE: PITL 52-May27.vsd
Importance: High

Hi Al...sorry to pester you but just realized that you may not have visio? I've attached a PDF version of the doc just in case...thanks again for your time

From: Sladecek, Irina
Sent: Monday, May 27, 2013 12:00 PM
To: Cassidy, Al E VSA:EX (Al.Cassidy@gov.bc.ca)
Subject: PITL 52-May27.vsd

Hi Al,
I've made the updates and highlighted in yellow my changes... can you take a quick look to see that it represents what we talked about?
Thanks,
Irina

Irina Sladecek | Consulting Manager
Sierra Systems

(T): 250-385-1535 x 4123 (F): 250-385-4761
737 Courtney Street
Victoria, BC V8W 1C3

Management Consulting | Systems Integration | Managed Services
www.sierrasystems.com

RE: PITL 52.vsd

Wednesday, July 3, 2013
11:56 AM

Subject	RE: PITL 52.vsd
From	Cassidy, Al E VSA:EX
To	'Sladecek, Irina'
Sent	Monday, May 27, 2013 11:26 AM

Hi Irina...

Can you give me a call... Thanks

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Sladecek, Irina [<mailto:IrinaSladecek@sierrasystems.com>]
Sent: Monday, May 27, 2013 10:51 AM
To: Cassidy, Al E VSA:EX
Subject: RE: PITL 52.vsd

Hi Al,
Any luck with this... I don't mean to be a pain but the folks here are looking to set-up a meeting to review a plan for data cleanup and this would be a piece of info as an input for discussion. I think they're targeting this week for the meeting. If its easier we could talk over the phone or I can meet with you in person?
Thanks
Irina

From: Cassidy, Al E VSA:EX [<mailto:Al.Cassidy@gov.bc.ca>]
Sent: Wednesday, May 22, 2013 12:59 PM
To: Sladecek, Irina; Grady, Denise HLTH:EX
Subject: RE: PITL 52.vsd

Hi Irina...

It took me a while to connect with the person on the service desk but did get the affected numbers. I am hoping to have a chance to dive into it this afternoon. I'll let you know as soon as I can. Thanks

Al Cassidy
Sr. Registry Analyst
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From: Sladeczek, Irina [<mailto:IrinaSladeczek@sierrasystems.com>]
Sent: Wednesday, May 22, 2013 8:56 AM
To: Grady, Denise HLTH:EX; Cassidy, Al E VSA:EX
Subject: RE: PITL 52.vsd

Hi Al,
Just following up in S22 Were you able to 'confirm what has happened to client data within the CR' you were hoping to get it by Tuesday/yesterday...any luck?
Thanks,
Irina

From: Grady, Denise HLTH:EX [<mailto:Denise.Grady@gov.bc.ca>]
Sent: Friday, May 17, 2013 3:49 PM
To: Cassidy, Al E VSA:EX
Cc: Sladeczek, Irina
Subject: RE: PITL 52.vsd

Thank you for letting me know Al—I appreciate the update. I have sent the latest version of the schema to Irina so that she can make modifications to it S22 Can you please send her the updated information once you have it confirmed? Thank you in advance.

I think she will also be in contact with you regarding end to end testing of the new algorithm at ICBC to get the non-photo cards flowing.

Thank you for all your help!

D.

From: Cassidy, Al E VSA:EX
Sent: Friday, May 17, 2013 3:44 PM
To: Grady, Denise HLTH:EX
Subject: RE: PITL 52.vsd

Hi Denise...

I haven't determined what has happened in CR yet. I had an email sent to me from the Service Desk after I had left the office last night. When I contacted them today the person that emailed me was not going to be in the office and they didn't have the information. They said they would track it down and get back to me. They have not received the information back yet to pass on to me. I will be contacting the Service Desk rep that sent the email to me first thing on Tuesday when I get in confirm what has happened to client data within the CR. I should know by mid morning Tuesday. Hope you have a great

S22 Thanks

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From: Grady, Denise HLTH:EX
Sent: Friday, May 17, 2013 10:26 AM
To: Cassidy, Al E VSA:EX
Cc: Justice, Rose CITZ:EX; Malovec, Anita VSA:EX; Owens, Jason CITZ:EX; 'Litton, Paul'; 'Sladecsek, Irina'
Subject: RE: PITL 52.vsd

Thank you folks!

I have updated the diagram to incorporate the feedback I received from ICBC. Apparently the DBA did a manual intervention to delink the data. This would have had the effect of sending the correct information to IAS. Otherwise I don't think this would have occurred. It would be interesting to know the timing of this.

Al, if you could get back to me today S22 about what actually happened at Registries it would really help in formulating the data clean up efforts going forward.

I will be passing this to Paul Litton to assist with both end to end documentation but also to assist in formulating a plan for data clean up.

Thank you!

From: Malovec, Anita VSA:EX
Sent: Thursday, May 16, 2013 1:54 PM
To: Owens, Jason CITZ:EX; Grady, Denise HLTH:EX; Cassidy, Al E VSA:EX
Cc: Justice, Rose CITZ:EX
Subject: RE: PITL 52.vsd

No worries. I just wanted to make sure that if in fact this is to depict a repeatable process that we get all the steps right. I will leave it to Al to determine the steps on our side then loop back to you with however the diagram needs changing. Thanks.

Anita Malovec
Manager, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
2nd floor 818 Fort St
Victoria, BC
V8W 1H8
Phone: (250) 952-9129
Fax: (250) 952-9038
email: anita.malovec@gov.bc.ca

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From: Owens, Jason CITZ:EX
Sent: Thursday, May 16, 2013 1:47 PM
To: Malovec, Anita VSA:EX; Grady, Denise HLTH:EX; Cassidy, Al E VSA:EX
Cc: Justice, Rose CITZ:EX
Subject: RE: PITL 52.vsd

Denise, Rose and I talked this over a little the other day. Perhaps we should have included you Anita, sorry.

To my surprise, when we investigated in IAS the second set of data to us in fact **used the same ICBC client ID**. At this point Denise clarified that the ICBC box mentioning de linking was her assumption and that she needed to clarify with ICBC.

It would be nice if we were able to eventually document a repeatable process. I will help contribute to this in whatever way I can.

Jason

From: Malovec, Anita VSA:EX
Sent: Thursday, May 16, 2013 1:42 PM
To: Grady, Denise HLTH:EX; Cassidy, Al E VSA:EX; Owens, Jason CITZ:EX
Cc: Justice, Rose CITZ:EX
Subject: RE: PITL 52.vsd

Hi, Denise.

I am jumping in here....I am trying to determine what you are exactly trying to depict with the flow diagram.

S15

S15

If you are wanting this flow to be correct I believe there is some clean up that happens within Registries as soon as we verify with HIBC....Al will confirm the exact steps once he has the identifier and checks exactly what was done when. I believe we would have logically

S15

S15

Also, I am not sure that IAS is passed the same client id when the delinking happens within ICBC....Jason will know for sure

S15

S15

S15

I guess I should ask...how much work do you want us to do to make this process accurate? Thanks, Denise.

Anita Malovec
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British Columbia Vital Statistics Agency
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From: Grady, Denise HLTH:EX
Sent: Thursday, May 16, 2013 11:04 AM
To: Cassidy, Al E VSA:EX; Owens, Jason CITZ:EX
Cc: Malovec, Anita VSA:EX; Justice, Rose CITZ:EX
Subject: RE: PITL 52.vsd

I have left a voicemail message for Susan at HIBC as I don't have the PHN. However, if anybody has a faster way of finding this that would be helpful so we can confirm that this particular item was resolved,

but more importantly that this was the process so we can replicate data clean up going forward.

From: Cassidy, Al E VSA:EX
Sent: Thursday, May 16, 2013 10:56 AM
To: Owens, Jason CITZ:EX; Grady, Denise HLTH:EX
Cc: Malovec, Anita VSA:EX; Justice, Rose CITZ:EX
Subject: RE: PITL 52.vsd

The only problem is there are quite a few staff working on the DQ issues and when it was reported to HIBC they probably didn't know it was a GA related issue and would not have kept record of the PHN. It has almost certainly been corrected but I can't confirm it.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
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tel: 250.952.9041 fax: 250.952.9038
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<mailto:al.cassidy@gov.bc.ca>

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From: Owens, Jason CITZ:EX
Sent: Thursday, May 16, 2013 10:53 AM
To: Grady, Denise HLTH:EX
Cc: Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX; Justice, Rose CITZ:EX
Subject: RE: PITL 52.vsd

When it was last spoken about on the phone, I didn't realize Al needed more information. Al, you mentioned a process like going to look through the duplicates / tasks the analysts had worked on around that time frame to isolate the case, but all I currently have (and was given) was the card serial number. I could get our techs to try to find the PHN again, but I had assumed someone else would provide this to Al.

If you have it handy Denise it would probably be easier if it came from you?

Thanks
Jason

From: Grady, Denise HLTH:EX
Sent: Thursday, May 16, 2013 10:49 AM
To: Owens, Jason CITZ:EX
Cc: Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX; Justice, Rose CITZ:EX
Subject: RE: PITL 52.vsd

Jason, I'm guessing, but was it you that was to send the identifier to Al to confirm the deletion of incorrect data in the EMPI?

From: Cassidy, Al E VSA:EX
Sent: Thursday, May 16, 2013 10:41 AM
To: Grady, Denise HLTH:EX
Cc: Malovec, Anita VSA:EX
Subject: RE: PITL 52.vsd

Hi Denise...

The events documented look accurate to me. What I have not been able to confirm yet is the deletion of incorrect data in the EMPI. Someone was to send me the identifier so I could confirm but have not received that yet. Thanks.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
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snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Grady, Denise HLTH:EX
Sent: Thursday, May 16, 2013 9:48 AM
To: Cassidy, Al E VSA:EX
Cc: Malovec, Anita VSA:EX
Subject: PITL 52.vsd

Good morning Al,


Can you please review the attached Visio diagram, with special attention to the stream for Client Registry and tell me if the information is correct in the boxes indicated. I am hoping this only take a moment of your time and therefore am hopeful I can get this back before 3pm. Thank you in advance.

Denise.

RE: IAS and EMPI/HCIM information flows

Wednesday, July 3, 2013

11:56 AM

Subject	RE: IAS and EMPI/HCIM information flows
From	Cassidy, Al E VSA:EX
To	Ball, Leila M HLTH:EX
Sent	Thursday, May 23, 2013 12:46 PM
Attachments	 BCSC_IAS_H CIM_Inter...

Hi Leila...

It took a little while to track down the final version of the Interface Design Specification but I found it. See you in a little while.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
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From: Ball, Leila M HLTH:EX
Sent: Thursday, May 23, 2013 8:57 AM
To: Cassidy, Al E VSA:EX
Subject: IAS and EMPI/HCIM information flows

Hi Al, I'm working on pulling together all the documented processes/information flows for the BC Services Card so we can get the end-to-end picture. I don't seem to have, or can't find, anything on the EMPI integration for the IAS to HCIM connection and then what the EMPI or HCIM will do with the information when you receive it. Do you have that documented and would you mind sharing that info?

Specifically I'm looking for the system interactions between IAS and HCIM, the specific information being transferred and then what you do with the information you receive (e.g. unencrypt the SPHN...).


Thanks for the help,

Leila Ball, MA, BCom
Senior Business Consultant
Strategic Projects Branch, HSIM/IT
Ministry of Health
1483 Douglas St. Victoria BC
Phone: 250 952-6121

IASMembersWithNoDocumentedName.xlsx

Wednesday, July 3, 2013

11:56 AM

Subject	IASMembersWithNoDocumentedName.xlsx
From	Cassidy, Al E VSA:EX
To	Branton, Scott
Sent	Wednesday, May 22, 2013 1:27 PM
Attachments	 IASMember sWithNoD...

Here is the revised doc...

Curentreco

27343638
27344399
27353550
6625762
27383920
25469932
6954631
3914726
6310699
3540073
6874293

	Deceased Indicator
	Cloned, Linked but didn't update
	Legal Doc Name attribute marked "D"

RE: End to End Review

Wednesday, July 3, 2013

11:56 AM

Subject	RE: End to End Review
From	Cassidy, Al E VSA:EX
To	Pearce, Alison HLTH:EX
Sent	Friday, May 17, 2013 8:09 AM

Hi Alison...

Can you also add Carmell to the test meeting invite list as well. Thanks

Al Cassidy

Sr. Registry Analyst

Health Registries

British Columbia Vital Statistics Agency Health Sector IM/IT Division Ministry of Health

tel: 250.952.9041 fax: 250.952.9038

snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8 <mailto:al.cassidy@gov.bc.ca>

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-----Original Message-----

From: Pearce, Alison HLTH:EX

Sent: Friday, May 17, 2013 8:08 AM

To: Malovec, Anita VSA:EX

Cc: Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX

Subject: Re: End to End Review

Thanks, Anita. Leila or Paul Litton will invite Al to the technical end to end review meeting.

I will advise Don at ICBC that he needs to invite Al to the test meeting next week.

Alison

Sent from my iPhone

On 2013-05-16, at 11:12 PM, "Malovec, Anita VSA:EX" <anita.malovec@gov.bc.ca> wrote:

> An affirmative on both.

>

> I would definitely like Al involved in the gap analysis as well I think it would be a good idea to be part of the ICBC testing.

>

> Everything can be coordinated through Al but he will involve Carmell and her testers as needed.

>

> I will copy them so they know....contact them when necessary.

>

> Thanks, Alison.

>

> ----- Original Message -----

> From: Pearce, Alison HLTH:EX
> Sent: Thursday, May 16, 2013 06:32 PM Pacific Standard Time
> To: Malovec, Anita VSA:EX
> Subject: End to End Review
>
> Hi Anita. We have challenged out new SI to document and do a gap analysis on what we built including architecture and business processes for the BC Services Card program. Anything identified as lacking or missing will go into our Phase 2 bucket. Would CR like to be involved? If yes, we are pulling together a technical team to consider what has been built. We think Al Cassidy might be a good fit. Let me know.
>
> On another note,
> Does your crew need to be at the table on testing iCBC's matching algorithm fix?
>
> Alison
>
> Sent from my iPhone

More problem records from ICBC...

Wednesday, July 3, 2013

11:56 AM

Subject	More problem records from ICBC...
From	Moss, Jeremy CITZ:EX
To	Owens, Jason CITZ:EX
Cc	Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Sent	Wednesday, May 1, 2013 10:27 AM

Hi Jason,

ICBC has found 11 more records that they think HCIM should take a look at appears to have a wrong name. ICBC will be passing along to you to pass along to HCIM.

Jeremy Moss

Program Development Director

Provincial IDIM Program | Office of the CIO

Ministry of Citizens' Services and Open Government

jeremy.moss@gov.bc.ca

desk phone: 250-387-1581

cell phone: s.17

RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013
11:56 AM

Subject	RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Cassidy, Al E VSA:EX
To	Owens, Jason CITZ:EX; Hodge, Shannon L CITZ:EX; Nesbitt, Carmell VSA:EX; Malovec, Anita VSA:EX
Cc	McLean, Kenneth CITZ:EX
Sent	Thursday, April 25, 2013 3:58 PM

I have just received the access list for the EMPI from CGI. I will start to work on it but it has a couple of hundred records that I need to sift through S22 so I will pick this up again on Monday morning. I'll keep you posted.... Thanks

Al Cassidy
Sr. Registry Analyst
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From: Owens, Jason CITZ:EX
Sent: Thursday, April 25, 2013 11:47 AM
To: Hodge, Shannon L CITZ:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX
Cc: McLean, Kenneth CITZ:EX
Subject: RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Hi,

That's what this bullet point was addressing:

- Al at Registries will be working this week to confirm any access to the 10 additional cases identified in either their legacy CRS system or EMPI.

Waiting to hear from Al of course but is actively being worked on.

Jason

From: Hodge, Shannon L CITZ:EX
Sent: Thursday, April 25, 2013 11:43 AM
To: Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX
Cc: Owens, Jason CITZ:EX; McLean, Kenneth CITZ:EX
Subject: RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Good morning,

Has there been an update on the following item?

- Next step will be to figure out how we will fix this problem.
 - Registries will also need to recheck if any of the additional 10 cases were accessed on CRS. Carmell to follow up on this. **Still outstanding. Still getting list of access to these records, still going through them. Should be reviewed by early next week.**

Thank you,

Shannon Hodge | Senior Privacy Investigator

Office of the Chief Information Officer | Privacy Reviews and Investigations Unit; Legislation, Privacy and Policy Branch | Ministry of Citizens' Services and Open Government | Direct: 250-356-8612 | Mobile: s.17

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From: Owens, Jason CITZ:EX

Sent: Wednesday, April 24, 2013 9:27 AM

To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Renneberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'Ulveteg, Christina'; XT:Loder, Jay ICBC:IN; Walker, Cheryl (Cheryl.Walker@icbc.com)

Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX; Malovec, Anita VSA:EX

Subject: RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Notes from conference call held 2013-04-23 from 9:00pm – 9:30am

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Renneberg, Mark Hall, Christina Ulvetag, Cheryl Walker, Jay Loder

HIBC: Pam Atkinson, Gary White, Don Oram, Susan Prosser

Heath: Alison Pearce, Denise Grady, Tracee Schmidt

Registries: Carmell Nesbitt, Al Cassidy, Anita Malovec

I have summarized our updates below. The previous notes/action items are included at the bottom of the email.

Updates:

- ICBC Release went as planned. A few things are in Prod Verification, so far so good.
- ICBC to provide final numbers from data quality report this week, but some analysis outstanding for final report.
- Jason to coordinate with Scott at Registries to load HIBC data into HCIM to support testing with David O'Reagan of PITL038 during the next week.
- Al at Registries will be working this week to confirm any access to the 10 additional cases identified in either their legacy CRS system or EMPI.
- **New issue identified:** If an existing photo card client exists with ICBC, and then later a non-photo request comes in from HIBC but with different demographic data (ie: different birthdates), ICBC is not sure how this should be handled – for example, this could be fraudulent. Cards will need to be held until a decision is made on how to handle these situations. A discussion was requested to walk through a scenario to help everyone understand; Health was not aware this was a significant problem previously.
- Meeting booked Wednesday April 24 to discuss two topics: the discussion about the new issue above, as well as how backlog and re-issued records will be handled (including how they will be sent to IAS). Health/HIBC, ICBC and CITZ representatives to attend.

Next meeting to be planned for Thursday, April 25th.

--- Previous Updates:

Notes from conference call held 2013-04-18 from 2:30pm – 3:00pm

Updates inline in red.

Attendees:

CITZ: Jeremy Moss, **Jason Owens**, Deb Buckle, **David Jewer**, **Shannon Hodge**, Ken McLean

ICBC: **Don Beaudoin**, **Chris Rennenberg**, Mark Hall, **Christina Ulvetag**, **Cheryl Walker**, Jay Loder

HIBC: Pam Atkinson, **Gary White**, **Don Oram**

Heath: **Alison Pearce**, **Denise Grady**, Tracee Schmidt

Registries: **Carmell Nesbitt**, **Al Cassidy**, Anita Malovec

Action Items:

- ICBC to confirm all situations match what we have found so far:
 - ICBC reran their data quality report yesterday. Still doing analysis. Update in next couple of days.
Analysis still ongoing. At this point more likely early next week to complete.
 - ICBC reviewed the additional 10 records from Registries. Same scenarios as before (nothing new)
 - Testing update: ICBC request to HIBC on Friday. HIBC to respond by end-of-day today. David O'Reagan to coordinate from ICBC (with Jason and Carmell). **David indicated testing file will come to CITZ today (the 18th); Jason to coordinate getting HIBC data early next week to load into HCIM prior to processing in IAS.**
- Five (new number found out after the meeting) records were access on legacy CRS.
 - Carmell contacted all doctors offices. All had the correct data. No impacts to card holders
- ICBC will distribute a data quality report to the partners once they have completed their own review of the data quality issues mentioned above.
 - Review is underway. ICBC won't be able to distribute this report until review, analysis, and potentially correction, is completed. **Still underway.**
- Next step will be to figure out how we will fix this problem.
 - Registries will also need to recheck if any of the additional 10 cases were accessed on CRS. Carmell to follow up on this. **Still outstanding. Still getting list of access to these records, still going through them. Should be reviewed by early next week.**
 - CITZ to begin analysis on how to fix their IAS database. If possible, we will try and use existing interface file formats. Kevin and Jason haven't connected yet, but will set up a discussion for next week. **Still outstanding.... Conversation has occurred; ICBC to send one-off file of all Non-Photo cards (~20,000) to IAS for processing after production launch of ICBC fix. Question – does new ICBC release need to re-run files to get cards printed? Chris response:** From ICBC's perspective, which cards are linked back to the wrong client. Will get IBM to pull all non-photo requests that have been made since inception. Categorize ones that are "fine" and "not fine" based on new algorithm with further refinement based on review of them being the same person. Couple strategies; not reprinting all cards, anything in queue that hasn't been printed will be flushed and resubmitted so they will go through fine. Ones that have been printed will have a data fix made in ICBC system.

- How soon can ICBC get the fix in and start getting non-photo cards flowing again?
 - Depending on test progress, target April 27 (?). May be manual review. ICBC to confirm. Once the fixes are into production IBM will wipe out non photo cards in queue to hold that data aside for analysis and then new ones will flow through interfaces. Expectation that will be early next week during the business week (possibly Monday). **Question:** Cards printed and mailed will oldest first? Answer: Current understanding is yes.
 -

- Ken McLean would like written confirmation on exactly what fixes have been applied to the various systems. Jeremy will coordinate. Will require input from:
 - Logic fix at ICBC – Mark
 - Data fix at HCIM – AI
 - Data fix at CITZ - Jeremy / Jason.
 - **OUTSTANDING**

- Blank cards Issue Update:
 - 9 cards mailed out. 2 photo cards, 7 non-photo cards were mailed out.
 - 1 photo card has already been re-issued a new photo card, since client came back in. Other photo card holder will have to come back to counter.
 - 1 card is still being tracked down. May not know for sure... discrepancy between card production. May need to contact client. May need unique correspondence. Jason would like name of the 1 person who was re-issued a new card. Rob (ICBC) will call Jason. Rob to contact Jason today/tomorrow.
 - ICBC is working on fixes for this issue so they always print the correct name. Fix to go in with PITL038 this weekend.
 - Have identified the names of all 9 people who received blank cards. ICBC to pass information along to HIBC (Mark to Pam)
 - HIBC will contact the card holders.
 - Need to confirm messaging for clients, and tell them when to expect replacement cards (HIBC and ICBC to confirm, with guidance from Ministry)
 - Pam to write initial scripts to the 9 impacted people. Reference to what happened, getting replacement cards, and returning cards to HIBC/ICBC. Pam to provide this to Alison who will review with ICBC. – started drafting, not ready for review yet. Last Alison noticed, Pam was looking for further info from ICBC to agree what they would say the delay cause was, and what the expectation of reissuance would be. Email from Pam suggests phone call instead of a letter.
 - Mark to provide names to Pam today.
 - We can re-issue photo whenever, but non-photo needs to wait for PITL038 fix (Mon / Tues of next week?)
 - Have blank names on HCIM been updated, and have they been accessed? These updates were rejected by Registries.

RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013
11:56 AM

Subject	RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Cassidy, Al E VSA:EX
To	Branton, Scott; XT:DenOtter, Yvonne HLTH:IN
Sent	Thursday, April 25, 2013 3:23 PM

Thanks Scott!

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Branton, Scott [<mailto:scott.branton@cgi.com>]
Sent: Thursday, April 25, 2013 2:33 PM
To: XT:DenOtter, Yvonne HLTH:IN; Cassidy, Al E VSA:EX
Subject: RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Hi Al,

S15

FASTGetsOnIAS.xls
HCIMTransactionsOnIAS.xls

Thanks,

Scott Branton, Consultant
ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
6th Floor, 1405 Douglas Street
Victoria, BC Canada, V8W 2G2
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CGI Registries phone: (250)414-6861
email: scott.branton@cgi.com

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RE: Integrated Project Management Committee - meeting this afternoon

Wednesday, July 3, 2013
11:56 AM

Subject	RE: Integrated Project Management Committee - meeting this afternoon
From	Cassidy, Al E VSA:EX
To	Pearce, Alison HLTH:EX
Sent	Thursday, April 25, 2013 10:32 AM

Thanks!

Al Cassidy
Sr. Registry Analyst
Health Registries
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Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Pearce, Alison HLTH:EX
Sent: Thursday, April 25, 2013 10:27 AM
To: Cassidy, Al E VSA:EX
Subject: FW: Integrated Project Management Committee - meeting this afternoon

Just got it from Joy this morning, Al.

Alison

RE: Minutes - Birth Date and PITL 038 Meeting

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Minutes - Birth Date and PITL 038 Meeting
From	Cassidy, Al E VSA:EX
To	Pearce, Alison HLTH:EX
Cc	Malovec, Anita VSA:EX
Sent	Thursday, April 25, 2013 10:22 AM

Hi Alison...

Thanks for the minutes. Would you happen to have a soft copy of the slide deck you walked through yesterday? Thanks.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Pearce, Alison HLTH:EX
Sent: Thursday, April 25, 2013 10:00 AM
To: XT:Vanhelvoirt, Joy; ICBC CITZ:IN; 'Pamela Atkinson'; 'Susan Prosser'; XT:Beaudoin, Don CITZ:IN; 'Walker, Cheryl'; Owens, Jason CITZ:EX; Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX; Grady, Denise HLTH:EX; XT:AG Rennenberg, Chris AG:IN
Cc: Boulton, Michael HLTH:EX; Sieben, Nikki HLTH:EX
Subject: Minutes - Birth Date and PITL 038 Meeting

Joy – thanks for the deck and walkthrough of the issue yesterday afternoon. It made it easier to explain to Nikki.

Minutes from April 24, 2013 meeting:

Birth date Issue

Issue: When a BC Services Card client changes personal information at HIBC (birth date, gender, name) and HIBC requests a non-photo card with data that is slightly different than data associated with the same person in the ICBC database, and ICBC has a strong match (eg. PHN and name), but not a perfect match – should ICBC:

Option 2: create a new identity with HIBC data knowing that they have probably created a second identity for the same client, or

Option 3: try to resolve mismatched data and reconcile the two identities into one (through an exception report)?

Example: A baby is born and HIBC issues a non-photo card (birth date March 3, 2013). A new client identity has been created. Three months later, someone notices the birth date is wrong and applies for a new non-photo card through HIBC with a birth date of March 30, 2013. What does ICBC do – create a

second identity with new birth date or escalate and try to resolve identity?

ICBC seeking a decision on whether to go forward with Option 2 or 3 (or both) in order to begin processing a backlog of approximately 14,000 non-photo cards. About 8 have been identified with this mismatch issue so far.

Action:

Alison to add issue to the agenda of the Integrated Project Management Committee to seek a speedy decision.

Pam to brief Joel. Alison to brief Nikki. Jason to brief Ian/Kevena.

Wrong Identity Match (PITL 038)

ICBC reports 9,806 non-photo card produced, but held by IBM. The data on these

Fix for error included:

- New matching algorithm (first name, last name, birthdate, gender and postal code) for ICBC back end non-photo card match to their client number;
- HIBC data on card will go to IAS/Client Registries (not ICBC data); and
- Blank name issue resolved.

Fix can be implemented for all new card requests (3,825 cards in the queue as of last week), but held up by birth date issue.

Approximately 13,631 cards (9,806 + 3,825) non photo card requests are currently held or in queue for processing and cannot proceed until either “confirmed good” and/or the birth date issue is resolved.

Action:

ICBC continue to check all 9,806 client records to ensure data good (no blanks, no mismatches, no duplicates).

All 135 cards with confirmed mismatched data will be manually removed from cards held at IBM (minus 65 cards that have already been printed).

IBM increasing quality assurance testing to 100% of cards.

HIBC calling 8 blank card clients today. ICBC to expedite processing of new cards for these 8 clients.

New non-photo card requests could start being processed as soon as implement a solution to birth date issue. As soon as a decision is provided, ICBC can build a fix and begin processing new non-photo card requests.

Please edit away.

Alison

RE: IAS Name issues - Access on affected PHNs in EMPI and CRS

Wednesday, July 3, 2013

11:56 AM

Subject	RE: IAS Name issues - Access on affected PHNs in EMPI and CRS
From	Cassidy, Al E VSA:EX
To	XT:Manning, Kelly HLTH:IN; XT:DenOtter, Yvonne HLTH:IN
Cc	Branton, Scott; XT:ASSM Mainframe HLTH:IN; Nesbitt, Carmell VSA:EX; Malovec, Anita VSA:EX
Sent	Tuesday, April 16, 2013 2:07 PM

Great! Thanks Kelly!

Al Cassidy
Sr. Registry Analyst
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Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Manning, Kelly [<mailto:kelly.manning@cgi.com>]
Sent: Tuesday, April 16, 2013 2:00 PM
To: Cassidy, Al E VSA:EX; XT:DenOtter, Yvonne HLTH:IN
Cc: Branton, Scott; XT:ASSM Mainframe HLTH:IN; Nesbitt, Carmell VSA:EX; Malovec, Anita VSA:EX
Subject: RE: IAS Name issues - Access on affected PHNs in EMPI and CRS

I used this file as my source for the 10 new PHNs

S15

Kelly Manning, Senior Consultant, CGI
Contracted to the Ministry of Health
Direct Line: 250.360.5378
Fax Line: 250.220.1465
6th floor, 1405 Douglas Street, Victoria, BC

Mainframe Team Duty Analyst Contact
Team Workday 8 - 5 Phone 250.360.5370
Team Cell Phone 24 x 7 **S22**
ASSM-Mainframe.vic@cqi.com

From: Cassidy, Al E VSA:EX [<mailto:Al.Cassidy@gov.bc.ca>]
Sent: 2013-April-16 12:06 PM
To: Cassidy, Al E VSA:EX; den Otter, Yvonne
Cc: Branton, Scott; Manning, Kelly; CGI VIC ASSM Team Account - Mainframe; Nesbitt, Carmell VSA:EX; Malovec, Anita VSA:EX
Subject: RE: IAS Name issues - Access on affected PHNs in EMPI and CRS

Hi All...

Late last week we discovered and fixed 10 new cases related to the IAS/ICBC. Carmell has put an updated Excel file in Scott's dropbox (IAS-Miss_Matched-name-report-Mar 28-Apr 3rd Update).xlsm). The 10 new cases are appended to the bottom of the worksheet and highlighted in green. We need to ensure that none of these new cases have had compromised data accessed in EMPI and/or CRS and confirm to the OCIO that we have taken necessary measures to remediate the issue. Can you please run the queries to provide access to these numbers? Thanks

Al Cassidy
Sr. Registry Analyst
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British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
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<mailto:al.cassidy@gov.bc.ca>

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From: Cassidy, Al E VSA:EX
Sent: Monday, April 8, 2013 4:20 PM
To: XT:DenOtter, Yvonne HLTH:IN
Cc: Branton, Scott
Subject: RE: IAS Name issues - Access on affected PHNs in EMPI and CRS

OK... Thanks

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
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From: den Otter, Yvonne [<mailto:yvonne.denotter@cgi.com>]
Sent: Monday, April 8, 2013 3:53 PM
To: Cassidy, Al E VSA:EX
Cc: Branton, Scott
Subject: RE: IAS Name issues - Access on affected PHNs in EMPI and CRS

Hi Al,

We are following up with the mainframe group to determine what is required and when we will have the information. I'll get back to you when I have more information.

Thanks,

Yvonne den Otter
Registries Team Lead | CGI | Contracted to the Ministry of Health | direct: 250.414-6856

From: Cassidy, Al E VSA:EX [<mailto:Al.Cassidy@gov.bc.ca>]
Sent: April-08-13 1:53 PM
To: den Otter, Yvonne
Cc: Branton, Scott; Manning, Kelly
Subject: IAS Name issues - Access on affected PHNs in EMPI and CRS

Hi Yvonne...

Just want to follow-up regarding the name issues we experienced last week from updates we received from IAS and possible accesses to the affected PHNs. Scott has provided me with a list for the accesses made to EMPI data but I still need the accesses made (if any) to CRS via HealthNet or other connected sources. I have a meeting at 3:30 and I know the OCIO will want an update. Can you let me know when I might be able to provide them with the info. Thanks

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
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tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013

11:56 AM

Subject	Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Moss, JeremyCITZ:EX
To	Owens, JasonCITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Renneberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'Ulveteg, Christina'; XT:Loder, Jay ICBC:IN
Cc	Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Sent	Tuesday, April 16, 2013 11:45 AM

Notes from conference call held 2013-04-16 from 8:30am – 9:00am

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Renneberg, Mark Hall, Christina Ulvetag, Cheryl Walker, Jay Loder

HIBC: Pam Atkinson, Gary White, Don Oram

Heath: Alison Pearce, Denise Grady, Tracee Schmidt

Registries: Carmell Nesbitt, Al Cassidy, Anita Malovec

Action Items:

- ICBC to confirm all situations match what we have found so far:
 - ICBC reran their data quality report yesterday. Still doing analysis. Update in next couple of days.
 - ICBC reviewed the additional 10 records from Registries. Same scenarios as before (nothing new)
 - Testing update: ICBC request to HIBC on Friday. HIBC to respond by end-of-day today. David O'Reagan to coordinate from ICBC (with Jason and Carmell).
- Five (new number found out after the meeting) records were access on legacy CRS.
 - Carmell contacted all doctors offices. All had the correct data. No impacts to card holders
- ICBC will distribute a data quality report to the partners once they have completed their own review of the data quality issues mentioned above.
 - Review is underway. ICBC won't be able to distribute this report until review, analysis, and potentially correction, is completed.
- Next step will be to figure out how we will fix this problem.
 - Registries will also need to recheck if any of the additional 10 cases were accessed on CRS. Carmell to follow up on this. Still outstanding.
 - CITZ to begin analysis on how to fix their IAS database. If possible, we will try and use existing interface file formats. Kevin and Jason haven't connected yet, but will set up a discussion for next week. Still outstanding....
- How soon can ICBC get the fix in and start getting non-photo cards flowing again?
 - Depending on test progress, target April 27 (?). May be manual review. ICBC to confirm.
 -
- Ken McLean would like written confirmation on exactly what fixes have been applied to the various systems. Jeremy will coordinate. Will require input from:
 - Logic fix at ICBC – Mark
 - Data fix at HCIM – Al

- Data fix at CITZ - Jeremy / Jason.
- **OUTSTANDING**
- Blank cards Issue Update:
 - 9 cards mailed out. 2 photo cards, 7 non-photo cards were mailed out.
 - 1 photo card has already been re-issued a new photo card, since client came back in. Other photo card holder will have to come back to counter.
 - 1 card is still being tracked down. May not know for sure... discrepancy between card production. May need to contact client. May need unique correspondence. Jason would like name of the 1 person who was re-issued a new card. Rob (ICBC) will call Jason.
 - ICBC is working on fixes for this issue so they always print the correct name. Fix to go in with PITL038 this weekend.
 - Have identified the names of all 9 people who received blank cards. ICBC to pass information along to HIBC (Mark to Pam)
 - HIBC will contact the card holders.
 - Need to confirm messaging for clients, and tell them when to expect replacement cards (HIBC and ICBC to confirm, with guidance from Ministry)
 - Pam to write initial scripts to the 9 impacted people. Reference to what happened, getting replacement cards, and returning cards to HIBC/ICBC. Pam to provide this to Alison who will review with ICBC. –started drafting, not ready for review yet.
 - Mark to provide names to Pam today.
 - We can re-issue photo whenever, but non-photo needs to wait for PITL038 fix (Mon / Tues of next week?)
 - Have blank names on HCIM been updated, and have they been accessed? These updates were rejected by Registries.
- Follow-up conference call booked for ???????? 8:30am, Tuesday April 16th.


Jeremy

Pages 92 through 95 redacted for the following reasons:

S13

FW: OCIO notification template

Wednesday, July 3, 2013
11:56 AM

Subject	FW: OCIO notification template
From	Moss, Jeremy CITZ:EX
To	Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennerberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; Ulveteg, Christina; XT:Loder, Jay ICBC:IN
Sent	Wednesday, April 10, 2013 4:42 PM
Attachments	 BC Services Card draft 1

Hi Folks,

Here is a modified version of the notification template from our Privacy Reviews & Investigations Unit. Note that it has been tailored to reflect the fact that this notification is being done with respect to business considerations. If we do need to send out any notifications, this could be our starting point. Of course, any final notifications will need to be jointly reviewed.

Jeremy

From: Hodge, Shannon L CITZ:EX
Sent: Wednesday, April 10, 2013 4:28 PM
To: Moss, Jeremy CITZ:EX
Cc: Mclean, Kenneth CITZ:EX
Subject: OCIO notification template

Hi Jeremy,

As discussed, here is a modified version of our notification template. It will, of course, require further modification to reflect the current circumstances/situation, but please feel free to make use of it.

Kind regards,

Shannon Hodge | Senior Privacy Investigator

Office of the Chief Information Officer | Privacy Reviews and Investigations Unit; Legislation, Privacy and Policy Branch | Ministry of Citizens' Services and Open Government | Direct: 250-356-8612 | Mobile s.17

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Date
Name
Address

Dear *[intended recipient]*,

RE: *[suitable subject header]*

I am writing to you concerning an issue involving your BC Services Card, which took place on *[date]*. On this date *[describe the circumstances of the issue and how it happened]*.

Please note your personal information is not at risk.

I can assure you that the Province takes its responsibility to provide thorough and accurate service to its clients very seriously. In response to this event we have *[describe remedial steps taken - such as working on or completed a review of the circumstances, steps or planned taken to ensure similar events do not occur, procedures have been reviewed with staff, etc.]*

We sincerely apologize to you for our error and any inconvenience that it may cause you. If you have any questions or concerns, please contact *[me or program area contact]* through Enquiry BC at (604) 660 2421 or 1 (800) 663 7867.

Sincerely,

Program manager

title

Please note that the letterhead and footer must reflect the originating office.

Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013

11:56 AM

Subject	Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Moss, JeremyCITZ:EX
To	Owens, JasonCITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, KennethCITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Renneberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'Ulveteg, Christina'; XT:Loder, Jay ICBC:IN
Cc	Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Sent	Wednesday, April 10, 2013 4:25 PM

Notes from conference call held 2013-04-10 from 1:30pm – 2:00pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Renneberg, Mark Hall, Christina Ulvetag, Jay Loder, Cheryl Walker

HIBC: Pam Atkinson, Gary White

Heath: Alison Pearce, Denise Grady, Tracee Schmidt

Registries: Al Cassidy, Carmell Nesbitt, Anita Malovec

Action Items:

- ICBC and HIBC to confirm all situations match what we have found so far:
 - Al and Mark have reviewed lists provided to partners. After some initial confusion, there are no longer any duplicates.
 - HCIM has found some more potential errors... approx 46 distinct PHNs. Not sure if they are all the same type of error as we have found so far, but they appear to be. So far, several of these cases (at least 3) appear to be mix-ups on twins. These cases appear to have been received between March 28th and April 2nd, consistent with the timeline of the other erroneous non-photo card data.
 - Confirmation from ICBC that Photo cards are now going in mail again.
HIBC's CSRs were using same wording about non-photo cards for photo and non-photo cards: "Due to some technical issues, there is a slight delay in mailing out the cards. I can confirm that your request for a card is in the queue and you should be getting it in the next few weeks. In the meantime, make sure you have your PHN with you when you access health services. If you don't have your PHN handy, I can give it to you now."
 - ICBC has finished reviewing the 445 cases (not 450 as originally thought) of potential data quality issues, but are still reviewing the 21 cases received from HCIM. Findings to date:
 - 445 total. 68 not received in the 004 file yet, and are still being reviewed.
 - Of the remaining 377, 334 match between the file received from HIBC and what was printed on the card. Of the 334, 190 have been held, 144 were mailed.
 - 43 (377 reviewed minus 334 OK = 43) had issues. 40 were "no name printed on card", 2 more had no name on card and a different mailing address (these are still being investigated). 1 had first name different by one letter, and no address printed on card. See bottom of this note for more on the "No Name" issue. (Not sure how many of these have been mailed vs held – sorry Mark, I forgot to ask)
 - ICBC is still reviewing to see if any of this data for the 445 went to IAS / HCIM, and whether the 124 errors identified by HCIM are all included in the 445.
- ICBC will distribute a data quality report to the partners once they have completed their own review of the data quality issues mentioned above.

- Next step will be to figure out how we will fix this problem.
 - Registries is still checking to see if their legacy CRS system was used to access any of the erroneous data. This is still in progress, but initial indications are that only internal staff accessed the data to correct it. Registries will also need to recheck if any of the additional 46 cases were accessed on CRS.
 - CITZ to begin analysis on how to fix their IAS database. Jason and Kevin will discuss further. If possible, we will try and use existing interface file formats
- How soon can ICBC get the fix in and start getting non-photo cards flowing again?
 - ICBC and HIBC Test leads are working together. Plan is to try and test within the next few days.
- Ken McLean would like written confirmation on exactly what fixes have been applied to the various systems. Jeremy will coordinate. Will require input from:
 - Logic fix at ICBC – Mark
 - Data fix at HCIM – AI
 - Data fix at CITZ - Jeremy / Jason.
 - **OUTSTANDING**
- Follow-up conference call booked for 2:30pm, Friday, April 12th.
- Blank cards Issue
 - ICBC (Mark) will be sending out a summary of this issue, likely tomorrow (April 11th)
 - It appears 19 of these cards have been mailed and 21 are being held
 - ICBC will run a report to find out how many blank names have been mailed out.
 - HIBC has received one call about this issue so far.
 - IBM is pulling any card that has “no name” before the cards go in the mail.
 - Ken has standard templates for communication purposes, in case we need to contact the citizens. Ken will forward to Jeremy for distribution to the group.

Jeremy

FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013
11:56 AM

Subject	FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Wednesday, April 10, 2013 9:12 AM

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Hall, Mark [<mailto:Mark.Hall@icbc.com>]
Sent: Friday, April 5, 2013 4:13 PM
To: Moss, Jeremy CITZ:EX; Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennenberg, Chris AG:IN; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; Ulveteg, Christina; XT:Loder, Jay ICBC:IN
Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Subject: RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

One update in Red on cards mailed.

Thanks
Mark

From: Moss, Jeremy CITZ:EX [<mailto:Jeremy.Moss@gov.bc.ca>]
Sent: Friday, April 05, 2013 3:45 PM
To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; Beaudoin, Don; Renneberg, Chris; Hall, Mark; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; Ulveteg, Christina; Loder, Jay
Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Subject: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Notes from conference call held 2013-04-05 from 2:00pm – 2:30pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall, Christina Ulvetag

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Tracee Schmidt, Alison Pearce, Denise Grady

Registries: Al Cassidy

Action Items:

- Mark to confirm date the “fix” was applied... probably around March 23rd
 - **COMPLETED** – date was March 17th
- ICBC and HIBC to confirm all situations match what we have found so far
 - ICBC has gone through 104 of 106 cases. All 104 match what we have found so far. Two of them appear to be photo cards. Need to confirm why they are on the list. Mark, Jason, Al, Gary to investigate.
 - ICBC to start looking at 21 from yesterday. This appears to be duplicates of the 106 we have already looked at. David O’Reagan to check with Jason. David, Jason and Al will check these lists to see if they are duplicates.
 - ICBC is now reviewing their Data Quality report of approx 180 potential issues. They are cross checking to ensure the 106 are part of the 180.
 - HIBC is getting good results from their checking/confirmation.
- ICBC to confirm how many cards have been mailed and how many have not been mailed
 - **Outstanding** - Still need numbers on latest cards. **61 mailed, 45 held.**
- ICBC to have a report on data quality issues
 - ICBC will distribute once they have completed their own review of the report.
- HIBC to consider scripting for call centres if they receive questions about card look-ups returning different data than is printed on the card.
 - No action so far, but HIBC does have scripting available for delay on producing non-photo cards (from delay of non-photo cards at go-live).
- Next step will be to figure out how we will fix this problem.
 - Client Registry (HCIM) has started their remediation work fixing their database. Work is going fairly slowly... will likely be completed late Monday.
 - CITZ to begin analysis on how to fix their IAS database. Challenge is to keep cards active, but correct identity data. Will need phone conference with technical folks at ICBC (developer / senior BA), perhaps Tues of next week. Jason can work with Don from ICBC to organize.
- Client registry to check their logs to see if this information has been accessed.
 - Had their vendor (CGI) review logs and found 2 PHNs were accessed by IHA, one by BC Ambulance. Can’t tell if they were searching for these people, or just returned as part of a search.
 - These weren’t really drastic identity changes, since those drastic changes went to “overlays” and did not automatically update the HCIM database.
 - BCAS likely didn’t find a client; IHA did not apply any updates, so we can assume they didn’t use this data.
 - Still waiting to hear if legacy CRS has been accessed. This work is underway. Also, may have been some distributions sent out, but subsequent distributions will correct this. CareConnect (iEHR viewer) is the only distribution client that does something with this data.
 - Since there have been no contacts to the HCIM service desk, we are reasonably confident no access has been made to this erroneous name data.
- ICBC to share non-photo card matching algorithm rules with whole group.
 - **COMPLETED**
- Discussion that we may need to notify non-photo cardholders that have mis-matched name data.


- Agreement that we probably don't need to contact citizens at this point, particularly since HCIM data should be corrected by Monday afternoon.
- How soon can ICBC get the fix in and start getting non-photo cards flowing again?
 - ICBC work is underway already. Expect ready for test by EOD today. ICBC is making their matching algorithm more robust and checking data is in alignment before it goes to IAS and HCIM. Joint testing will be performed with partners next week. ICBC to send testing requirements / data request to Pam and HIBC test lead.
- ICBC did not send through latest 011 file to CITZ because it contains 241 non-photo cards. Since this issue surfaced, no cards have been going in the mail. ICBC is going to start up the flow of the 011 / 012 files to CITZ again, but will hold the "problem file" with 241 non-photo records until after the fix is applied.
- Discussion on when to start up the printing / personalization of non-photo cards again.
 - Even though the data on the cards is correct, and the erroneous name data is picked up during the process of creating the 011 file, we don't want cards mailed out too much before data flows through to Registries. Decision to hold off on printing and mailing of non-photo cards until fix is implemented, since that should be in approx 1 week.
- ICBC will continue reviewing their data quality report.
- Follow-up conference call booked for 3:30pm, Monday, April 8th.

Jeremy

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FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013
11:56 AM

Subject	FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Wednesday, April 10, 2013 9:12 AM
Attachments	 NonPhotoCard - Name...

fyi

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Hall, Mark [<mailto:Mark.Hall@icbc.com>]
Sent: Friday, April 5, 2013 1:46 PM
To: Moss, Jeremy CITZ:EX; Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennenberg, Chris AG:IN; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; Ulveteg, Christina; XT:Loder, Jay ICBC:IN
Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Subject: RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Hi Jeremy, just a couple of updates to my action items.

- 1) The fix to the 004 went in on March 17th.
- 2) I have attached a summary of the current rules for matching non photos to client (causing the issue) and the corrected rules that will eliminate the issue. Our IT team is developing to the new requirements, however if anyone has any questions/comments please let us know.

Talk to you soon.

Mark

From: Moss, Jeremy CITZ:EX [<mailto:Jeremy.Moss@gov.bc.ca>]
Sent: Thursday, April 04, 2013 4:37 PM

To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; Beaudoin, Don; Renneberg, Chris; Hall, Mark; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; Ulveteg, Christina; Loder, Jay

Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX

Subject: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Importance: High

Notes from conference call held 2013-04-04 from 3:00pm – 3:30pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Renneberg, Mark Hall, Christina Ulvetag, Jay Loder

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Tracee Schmidt, Alison Pearce, Denise Grady

Registries: Carmell Nesbitt, Al Cassidy

Question:

- Now that ICBC has stopped personalizing the non-photo cards, how much longer will data keep flowing from ICBC–CITZ–HCIM? ICBC is not sure, but there might be a few more. No more non-photo cards are being printed after today. Although HCIM has identified 125 cases so far, initial ICBC data quality analysis indicates there could be as many 180 cases.

Action Items (from last meeting):

- Mark to confirm the card was mailed to the address on the card
 - **COMPLETED** – card was mailed to the address provided by HIBC, which was also the address printed on the card.
- Mark to confirm date the “fix” was applied... probably around March 23rd
 - Still outstanding.
- ICBC and HIBC to confirm all situations match what we have found so far
 - ICBC has gone through 70 records – all the same types of situations we had identified yesterday. ICBC is comparing all the data with the 004 files received from HIBC to check the address and name flow through from HIBC is working correctly. Should be able to complete the 125 by end of day tomorrow.
 - IBM has confirmed 61 have been mailed, 45 have been held (from the list provided yesterday). Need to check the latest cards identified today.
 - ICBC is beginning to look at fixing the matching algorithm. Some records are linking correctly, but are using regressive names (“John B Smith” instead of “John Bill Smith”). This is distinct from “grandfathering” of ICBC data. For non-photo cards, ICBC is supposed to print what comes from HIBC, not what ICBC has on file.
 - ICBC will check the 70 cards reviewed to date to confirm how many were “correct” (but with regressive name changes) vs incorrect (wrong names).
 - The earliest date any of these non-photo cards was March 25th.
- ICBC to confirm all the cards identified in the HCIM error list are correct
 - **COMPLETED** - Yes
- ICBC to confirm how many cards have been mailed and how many have not been mailed
 - **COMPLETED** (on cards looked at to date) – see above.
- ICBC to have a report on data quality issues ready for tomorrow.
 - Report just produced for first two files from yesterday. ICBC will need to get IBM to check the other cards identified today. ICBC to share a summary report with partners ASAP.
- HIBC to consider scripting for call centres if they receive questions about card look-ups returning

different data than is printed on the card.

- HIBC is holding off until they know exactly what the issue is. Will align communications with Health re: potential contacting of clients.
- Next step will be to figure out how we will fix this problem.
 - Client Registry to start fixing production issues. Will provide update status as work progresses.
 - CITZ to begin analysis on how to fix their IAS database

Additional Discussion:

- Client registry to check their logs to see if this information has been accessed.
- ICBC to share non-photo card matching algorithm rules with whole group.
- Interior Health Authority (IHA) and Vancouver Coastal "CareConnect" facilities could get wrong data from HCIM when looking up these clients. Also, some of these updates have gone through to the legacy Client Registry System (CRS), which could also return invalid data to health points-of-service.
- HIBC pointed out that two different people in CRS now have exactly the same info.
- Discussion that we may need to notify non-photo cardholders that have mis-matched name data.
- Follow-up conference call booked for 2pm, Friday, April 5th.

Jeremy

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Pages 106 through 107 redacted for the following reasons:

S15

FW: Suspension of Jobs

Wednesday, July 3, 2013

11:56 AM

Subject	FW: Suspension of Jobs
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Wednesday, April 10, 2013 9:11 AM

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Moss, Jeremy CITZ:EX
Sent: Friday, April 5, 2013 8:50 AM
To: Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Cc: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX
Subject: FW: Suspension of Jobs

Hi Carmell and Al,

ICBC has stopped sending up data files until they can be sure we don't receive any more "erroneous records" for the problem non-photo cards.

Talk to you this afternoon, if not before.

Jeremy

From: Renneberg, Chris [<mailto:Chris.Renneberg@icbc.com>]
Sent: Friday, April 5, 2013 8:44 AM
To: Moss, Jeremy CITZ:EX
Cc: XT:Beaudoin, Don CITZ:IN; Hall, Mark
Subject: Suspension of Jobs

Good morning, Jeremy

As mentioned during yesterday's conference call, there were some non-photo cards printed yesterday (241). To ensure that you don't receive any more erroneous records, we suspended the following jobs:

- BCSC011: Card Production Notification of Issued Cards
- BCSC012: Card Production Notification of Spoiled Cards

We will review the process today to determine when we can reinstate the jobs while ensuring that you don't receive any further erroneous data.

.....
Chris Renneberg
Manager Planning & Account Management - IS Licensing
ICBC building trust. driving confidence.

.....
Suite 107 910 Government Street
Victoria | British Columbia | V8W 3Y8
direct: 250-414-7796 | **mobile:** S22
Save trees. Print only when necessary.

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FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013
11:56 AM

Subject	FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Wednesday, April 10, 2013 9:11 AM

fyi

Al Cassidy
Sr. Registry Analyst
Health Registries
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From: Moss, Jeremy CITZ:EX
Sent: Thursday, April 4, 2013 4:37 PM
To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennenberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'Ulvetag, Christina'; XT:Loder, Jay ICBC:IN
Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Subject: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
Importance: High

Notes from conference call held 2013-04-04 from 3:00pm – 3:30pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean
ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall, Christina Ulvetag, Jay Loder
HIBC: Pam Atkinson, Don Oram, Gary White
Heath: Tracee Schmidt, Alison Pearce, Denise Grady
Registries: Carmell Nesbitt, Al Cassidy

Question:

- Now that ICBC has stopped personalizing the non-photo cards, how much longer will data keep flowing from ICBC – CITZ – HCIM? ICBC is not sure, but there might be a few more. No more non-photo cards are being printed after today. Although HCIM has identified 125 cases so far, initial ICBC data quality analysis indicates there could be as many 180 cases.

Action Items (from last meeting):

- Mark to confirm the card was mailed to the address on the card
 - **COMPLETED** – card was mailed to the address provided by HIBC, which was also the address printed on the card.
- Mark to confirm date the “fix” was applied... probably around March 23rd
 - Still outstanding.
- ICBC and HIBC to confirm all situations match what we have found so far
 - ICBC has gone through 70 records – all the same types of situations we had identified yesterday. ICBC is comparing all the data with the 004 files received from HIBC to check the address and name flow through from HIBC is working correctly. Should be able to complete the 125 by end of day tomorrow.
 - IBM has confirmed 61 have been mailed, 45 have been held (from the list provided yesterday). Need to check the latest cards identified today.
 - ICBC is beginning to look at fixing the matching algorithm. Some records are linking correctly, but are using regressive names (“John B Smith” instead of “John Bill Smith”). This is distinct from “grandfathering” of ICBC data. For non-photo cards, ICBC is supposed to print what comes from HIBC, not what ICBC has on file.
 - ICBC will check the 70 cards reviewed to date to confirm how many were “correct” (but with regressive name changes) vs incorrect (wrong names).
 - The earliest date any of these non-photo cards was March 25th.
- ICBC to confirm all the cards identified in the HCIM error list are correct
 - **COMPLETED** - Yes
- ICBC to confirm how many cards have been mailed and how many have not been mailed
 - **COMPLETED** (on cards looked at to date) – see above.
- ICBC to have a report on data quality issues ready for tomorrow.
 - Report just produced for first two files from yesterday. ICBC will need to get IBM to check the other cards identified today. ICBC to share a summary report with partners ASAP.
- HIBC to consider scripting for call centres if they receive questions about card look-ups returning different data than is printed on the card.
 - HIBC is holding off until they know exactly what the issue is. Will align communications with Health re: potential contacting of clients.
- Next step will be to figure out how we will fix this problem.
 - Client Registry to start fixing production issues. Will provide update status as work progresses.
 - CITZ to begin analysis on how to fix their IAS database

Additional Discussion:

- Client registry to check their logs to see if this information has been accessed.
- ICBC to share non-photo card matching algorithm rules with whole group.
- Interior Health Authority (IHA) and Vancouver Coastal “CareConnect” facilities could get wrong data from HCIM when looking up these clients. Also, some of these updates have gone through to the legacy Client Registry System (CRS), which could also return invalid data to health points-of-service.
- HIBC pointed out that two different people in CRS now have exactly the same info.
- Discussion that we may need to notify non-photo cardholders that have mis-matched name data.
- Follow-up conference call booked for 2pm, Friday, April 5th.

Jeremy

FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013
11:56 AM

Subject	FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Wednesday, April 10, 2013 9:09 AM

fyi

Al Cassidy
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snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Hall, Mark [<mailto:Mark.Hall@icbc.com>]
Sent: Wednesday, April 3, 2013 4:35 PM
To: Moss, Jeremy CITZ:EX; Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennenberg, Chris AG:IN; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Subject: RE: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Hi all, I have confirmed that the card in question that started all of this was mailed to the HIBC address that was on the card.

Mark

From: Moss, Jeremy CITZ:EX [<mailto:Jeremy.Moss@gov.bc.ca>]
Sent: Wednesday, April 03, 2013 4:33 PM
To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; Beaudoin, Don; Renneberg, Chris; Hall, Mark; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Subject: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
Importance: High

Notes from conference call held 2013-04-03 from 3:30pm – 4:00pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean
ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Tracee Schmidt, Denise Grady

Registries: Carmell Nesbitt, Al Cassidy

- Concerns with notes from this morning?
 - Pam – criteria ICBC had used to match, and timeframe this criteria had been occurring? Confirmation from ICBC that they should not have checked previous surname. ICBC also has sequential rules for what happens with matches and non-matches
 - ICBC will supply full matching criteria for non-photo card requests. Current list of rules, and they have determined where the issue is... can provide revised rules to fix the issue ASAP.
- Clarification that the OCIO Privacy Investigations role is to make sure proper response is performed.

Update on Action Items from this morning:

- We need to confirm what was printed on the card, and what address it was sent to.
 - Address on card was correct HIBC address, and correct name, but incorrect gender (but it is the gender HIBC has on record). Card info is correct, across the board, based on what has been reviewed so far. Mark to confirm the card was mailed to the address on the card. PHN is correct with card name. However lookup from Health POS would give wrong results. (so far, for all cards checked to date... only 15 done so far)
- Carmell Nesbitt to send latest Registries error report (encrypted) to Jason Owens (CITZ) and Gary White (HIBC) - **COMPLETED**
- Jason Owens to send latest Registries error report (encrypted) to Mark Hall (ICBC) - **COMPLETED**
- HIBC and ICBC to review all cases identified so far in Registries error report and confirm how many of these cases are in fact errors.
 - **In Process...** ICBC has checked approx 12 – 15 so far. What has been printed on cards appears to match what HIBC sent to ICBC. Don't know how many cards have been mailed out yet. Two categories – one where everything looks OK on what was printed on card, other category is for some records, the HIBC name didn't appear to show up on some ICBC mainframe screens. It shows up on image retrieval, and all info is there. ICBC is investigating.
- ICBC to confirm if all these cases are for non-photo cards
 - **Yes (for first list).** 2nd list is under review.
- ICBC to confirm if any system changes were introduced around the time these errors started appearing (March 27th?), or is this just related to the start of non-photo card production.
 - ICBC think they have figured out what has occurred... it wasn't happening before because of rules of how matching is performed were changed. Initially there was an issue with records getting kicked out in an error file, and new cards being created when they shouldn't have. The change to "fix" this altered the rules, which is now causing the issue with the name matching. If there is only one record on ICBC's side, it isn't looking at the given name. Also, the matching shouldn't be checking the previous name. Mark to confirm date the "fix" was applied... probably around March 23rd (TBC)
- ICBC to confirm if the information printed on these cards (name, sex, birth date and address) is correct or incorrect.
 - So far, everything appears to be correct. ICBC is still checking to see what cards are at card production. ICBC will be able to tell us how many cards were mailed and how many are held at card production.
- ICBC to confirm if the cards were mailed to the address requested by HIBC, or to another address (from mis-matched client)
 - ICBC (Mark) to confirm.

- Update from HIBC (Pam)
 - HIBC review is still underway.
 - Have identified at least one situation where previous historical name was used, but data printed on card was the current name sent by HIBC (other names sent to HCIM).
- Other issues from HCIM – raised by Carmell
 - Reversed names from what HCIM has
 - Regressive name changes are appearing
 - These are all on list provided to HIBC and ICBC, so they will be investigated.
- Summary: for all data reviewed so far, data on card is correct, but some of our underlying data in our databases (given names and surname) is incorrect.
- **Action Items:** (Need to continue review of data)
 - Jeremy to book con call meeting for Thursday afternoon at 3pm.
 - Mark to confirm the card was mailed to the address on the card
 - Mark to confirm date the “fix” was applied... probably around March 23rd
 - ICBC and HIBC to confirm all situations match what we have found so far
 - ICBC to confirm all the cards identified in the HCIM error list are correct
 - ICBC to confirm how many cards have been mailed and how many have not been mailed
 - ICBC to have a report on data quality issues ready for tomorrow.
 - HIBC to consider scripting for call centres if they receive questions about card look-ups returning different data than is printed on the card.
- Next step will be to figure out how we will fix this problem.
- Note that ICBC has now stopped producing non-photo cards for now.

Jeremy

From: Moss, Jeremy CITZ:EX

Sent: Wednesday, April 3, 2013 10:20 AM

To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennenberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'gary.white@hibc.gov.bc.ca'; Pearce, Alison HLTH:EX; Schmidt, Tracee HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'don.oram@maximusbc.ca'

Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX; Jewer, David W CITZ:EX

Subject: PITL038 - Issue with incorrect data on non-photo cards

Importance: High

Notes from conference call held 2013-04-03 from 8:00am – 8:30am

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle

ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Alison Pearce, Tracee Schmidt, Denise Grady

Registries: Carmell Nesbitt, Al Cassidy

- Issue identified by Registries on March 28th
- 6 cases initially, up to 60 now (TBD)
- ICBC has stopped mailing of non-photo cards while investigation under way
- Discussion of one particular case (PHN shared with participants verbally at meeting).
 - This *may* be as a result of an ICBC coding error for the matching logic of non-photo cards (TBD)
 - No PHN, so attempts to match on surname, birth date and gender
 - In this case, surname, gender and birth date all matched an existing client (surname was matched to a previous surname)
 - Birth dates were very similar, so perhaps the date was transposed by either ICBC or HIBC (TBD)

- It appears HIBC had a sex of “F” on file for this individual, even though the name appeared to be a male.
- This appears to have caused a mis-match, since the “Card Name” is completely different from the “given name” and “surname” fields.
- We need to confirm what was printed on the card, and what address it was sent to.

Next Steps:

- Need Registries, HIBC, ICBC and CITZ to work together to analyze extent of problem
- Carmell Nesbitt to send latest Registries error report (encrypted) to Jason Owens (CITZ) and Gary White (HIBC)
- Jason Owens to send latest Registries error report (encrypted) to Mark Hall (ICBC)
- HIBC and ICBC to review all cases identified so far in Registries error report and confirm how many of these cases are in fact errors.
- ICBC to confirm if all these cases are for non-photo cards
- ICBC to confirm if any system changes were introduced around the time these errors started appearing (March 27th?), or is this just related to the start of non-photo card production.
- ICBC to confirm if the information printed on these cards (name, sex, birth date and address) is correct or incorrect.
- ICBC to confirm if the cards were mailed to the address requested by HIBC, or to another address (from mis-matched client)

Let me know if I have missed / mis-stated anything. My “asks” of ICBC in the Next Steps are a little more specific than we talked about at the end of our meeting this morning, but I think the extra detail is necessary. Thanks everyone for making this a top priority. I realize we may not have completed all of the review and confirmation by this afternoon, but please try and make as much progress as possible.

Follow-up conference call is at 3:30pm today (Conference call

s.15

Jeremy Moss
Program Development Director
Provincial IDIM Program | Office of the CIO
Ministry of Citizens' Services and Open Government

jeremy.moss@gov.bc.ca
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FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013
11:56 AM

Subject	FW: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Wednesday, April 10, 2013 9:09 AM

fyi

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Moss, Jeremy CITZ:EX
Sent: Wednesday, April 3, 2013 4:33 PM
To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennenberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Subject: Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
Importance: High

Notes from conference call held 2013-04-03 from 3:30pm – 4:00pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean
ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall
HIBC: Pam Atkinson, Don Oram, Gary White
Heath: Tracee Schmidt, Denise Grady
Registries: Carmell Nesbitt, Al Cassidy

- Concerns with notes from this morning?
 - Pam – criteria ICBC had used to match, and timeframe this criteria had been occurring? Confirmation from ICBC that they should not have checked previous surname. ICBC also has sequential rules for what happens with matches and non-matches
 - ICBC will supply full matching criteria for non-photo card requests. Current list of rules, and they have determined where the issue is... can provide revised rules to fix the issue ASAP.
- Clarification that the OCIO Privacy Investigations role is to make sure proper response is

performed.

Update on Action Items from this morning:

- We need to confirm what was printed on the card, and what address it was sent to.
 - Address on card was correct HIBC address, and correct name, but incorrect gender (but it is the gender HIBC has on record). Card info is correct, across the board, based on what has been reviewed so far. Mark to confirm the card was mailed to the address on the card. PHN is correct with card name. However lookup from Health POS would give wrong results. (so far, for all cards checked to date... only 15 done so far)
- Carmell Nesbitt to send latest Registries error report (encrypted) to Jason Owens (CITZ) and Gary White (HIBC) - **COMPLETED**
- Jason Owens to send latest Registries error report (encrypted) to Mark Hall (ICBC) - **COMPLETED**
- HIBC and ICBC to review all cases identified so far in Registries error report and confirm how many of these cases are in fact errors.
 - **In Process...** ICBC has checked approx 12 – 15 so far. What has been printed on cards appears to match what HIBC sent to ICBC. Don't know how many cards have been mailed out yet. Two categories – one where everything looks OK on what was printed on card, other category is for some records, the HIBC name didn't appear to show up on some ICBC mainframe screens. It shows up on image retrieval, and all info is there. ICBC is investigating.
- ICBC to confirm if all these cases are for non-photo cards
 - **Yes (for first list).** 2nd list is under review.
- ICBC to confirm if any system changes were introduced around the time these errors started appearing (March 27th?), or is this just related to the start of non-photo card production.
 - ICBC think they have figured out what has occurred... it wasn't happening before because of rules of how matching is performed were changed. Initially there was an issue with records getting kicked out in an error file, and new cards being created when they shouldn't have. The change to "fix" this altered the rules, which is now causing the issue with the name matching. If there is only one record on ICBC's side, it isn't looking at the given name. Also, the matching shouldn't be checking the previous name. Mark to confirm date the "fix" was applied... probably around March 23rd (TBC)
- ICBC to confirm if the information printed on these cards (name, sex, birth date and address) is correct or incorrect.
 - So far, everything appears to be correct. ICBC is still checking to see what cards are at card production. ICBC will be able to tell us how many cards were mailed and how many are held at card production.
- ICBC to confirm if the cards were mailed to the address requested by HIBC, or to another address (from mis-matched client)
 - ICBC (Mark) to confirm.
- Update from HIBC (Pam)
 - HIBC review is still underway.
 - Have identified at least one situation where previous historical name was used, but data printed on card was the current name sent by HIBC (other names sent to HCIM).
- Other issues from HCIM – raised by Carmell
 - Reversed names from what HCIM has
 - Regressive name changes are appearing
 - These are all on list provided to HIBC and ICBC, so they will be investigated.
- Summary: for all data reviewed so far, data on card is correct, but some of our underlying data in

our databases (given names and surname) is incorrect.

- **Action Items:** (Need to continue review of data)
 - Jeremy to book con call meeting for Thursday afternoon at 3pm.
 - Mark to confirm the card was mailed to the address on the card
 - Mark to confirm date the “fix” was applied... probably around March 23rd
 - ICBC and HIBC to confirm all situations match what we have found so far
 - ICBC to confirm all the cards identified in the HCIM error list are correct
 - ICBC to confirm how many cards have been mailed and how many have not been mailed
 - ICBC to have a report on data quality issues ready for tomorrow.
 - HIBC to consider scripting for call centres if they receive questions about card look-ups returning different data than is printed on the card.
- Next step will be to figure out how we will fix this problem.
- Note that ICBC has now stopped producing non-photo cards for now.

Jeremy

From: Moss, Jeremy CITZ:EX

Sent: Wednesday, April 3, 2013 10:20 AM

To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Renneberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'gary.white@hibc.gov.bc.ca'; Pearce, Alison HLTH:EX; Schmidt, Tracee HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'don.oram@maximusbc.ca'

Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX; Jewer, David W CITZ:EX

Subject: PITL038 - Issue with incorrect data on non-photo cards

Importance: High

Notes from conference call held 2013-04-03 from 8:00am – 8:30am

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle

ICBC: Don Beaudoin, Chris Renneberg, Mark Hall

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Alison Pearce, Tracee Schmidt, Denise Grady

Registries: Carmell Nesbitt, Al Cassidy

- Issue identified by Registries on March 28th
- 6 cases initially, up to 60 now (TBD)
- ICBC has stopped mailing of non-photo cards while investigation under way
- Discussion of one particular case (PHN shared with participants verbally at meeting).
 - This *may* be as a result of an ICBC coding error for the matching logic of non-photo cards (TBD)
 - No PHN, so attempts to match on surname, birth date and gender
 - In this case, surname, gender and birth date all matched an existing client (surname was matched to a previous surname)
 - Birth dates were very similar, so perhaps the date was transposed by either ICBC or HIBC (TBD)
 - It appears HIBC had a sex of “F” on file for this individual, even though the name appeared to be a male.
 - This appears to have caused a mis-match, since the “Card Name” is completely different from the “given name” and “surname” fields.
 - We need to confirm what was printed on the card, and what address it was sent to.

Next Steps:

- Need Registries, HIBC, ICBC and CITZ to work together to analyze extent of problem
- Carmell Nesbitt to send latest Registries error report (encrypted) to Jason Owens (CITZ) and Gary White (HIBC)
- Jason Owens to send latest Registries error report (encrypted) to Mark Hall (ICBC)
- HIBC and ICBC to review all cases identified so far in Registries error report and confirm how many

of these cases are in fact errors.

- ICBC to confirm if all these cases are for non-photo cards
- ICBC to confirm if any system changes were introduced around the time these errors started appearing (March 27th?), or is this just related to the start of non-photo card production.
- ICBC to confirm if the information printed on these cards (name, sex, birth date and address) is correct or incorrect.
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Let me know if I have missed / mis-stated anything. My “asks” of ICBC in the Next Steps are a little more specific than we talked about at the end of our meeting this morning, but I think the extra detail is necessary. Thanks everyone for making this a top priority. I realize we may not have completed all of the review and confirmation by this afternoon, but please try and make as much progress as possible.

Follow-up conference call is at 3:30pm today (Conference call:

s.15

Jeremy Moss
Program Development Director
Provincial IDIM Program | Office of the CIO
Ministry of Citizens' Services and Open Government

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cell phone: s.17

FW: PITL038 - Issue with incorrect data on non-photo cards

Wednesday, July 3, 2013

11:56 AM

Subject	FW: PITL038 - Issue with incorrect data on non-photo cards
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Wednesday, April 10, 2013 9:08 AM

Fyi...

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Moss, Jeremy CITZ:EX
Sent: Wednesday, April 3, 2013 10:20 AM
To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennenberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'gary.white@hibc.gov.bc.ca'; Pearce, Alison HLTH:EX; Schmidt, Tracee HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'don.oram@maximusbc.ca'
Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX; Jewer, David W CITZ:EX
Subject: PITL038 - Issue with incorrect data on non-photo cards
Importance: High

Notes from conference call held 2013-04-03 from 8:00am – 8:30am

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle
ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall
HIBC: Pam Atkinson, Don Oram, Gary White
Heath: Alison Pearce, Tracee Schmidt, Denise Grady
Registries: Carmell Nesbitt, Al Cassidy

- Issue identified by Registries on March 28th
- 6 cases initially, up to 60 now (TBD)
- ICBC has stopped mailing of non-photo cards while investigation under way
- Discussion of one particular case (PHN shared with participants verbally at meeting).
 - This may be as a result of an ICBC coding error for the matching logic of non-photo cards (TBD)
 - No PHN, so attempts to match on surname, birth date and gender
 - In this case, surname, gender and birth date all matched an existing client (surname was matched to a previous surname)
 - Birth dates were very similar, so perhaps the date was transposed by either ICBC or HIBC

(TBD)

- It appears HIBC had a sex of "F" on file for this individual, even though the name appeared to be a male.
- This appears to have caused a mis-match, since the "Card Name" is completely different from the "given name" and "surname" fields.
- We need to confirm what was printed on the card, and what address it was sent to.

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- ICBC to confirm if the cards were mailed to the address requested by HIBC, or to another address (from mis-matched client)

Let me know if I have missed / mis-stated anything. My "asks" of ICBC in the Next Steps are a little more specific than we talked about at the end of our meeting this morning, but I think the extra detail is necessary. Thanks everyone for making this a top priority. I realize we may not have completed all of the review and confirmation by this afternoon, but please try and make as much progress as possible.

Follow-up conference call is at 3:30pm today (Conference call: s.15)

Jeremy Moss
Program Development Director
Provincial IDIM Program | Office of the CIO
Ministry of Citizens' Services and Open Government

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FW: Problem with mixed up identity info

Wednesday, July 3, 2013

11:56 AM

Subject	FW: Problem with mixed up identity info
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Wednesday, April 10, 2013 9:08 AM

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Moss, Jeremy CITZ:EX
Sent: Thursday, March 28, 2013 4:37 PM
To: Malovec, Anita VSA:EX
Cc: Davis, Tristan W VSA:EX; Cassidy, Al E VSA:EX
Subject: FW: Problem with mixed up identity info
Importance: High

Forwarding on to you, Anita, with a cc to Tristan, since Al is now

S22

Jeremy

From: Moss, Jeremy CITZ:EX
Sent: Thursday, March 28, 2013 4:33 PM
To: XT:Beaudoin, Don CITZ:IN
Cc: Cassidy, Al E VSA:EX; Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Justice, Rose CITZ:EX; Schmidt, Tracee HLTH:EX
Subject: Problem with mixed up identity info
Importance: High

Hi Don,

Re: IM018242 "for the problem relating to bad data where the names/gender do not match the names of the PHN (card name could be male but it's female)."

Just to confirm our phonecall, Health Registries (Al Cassidy) has identified a problem with "mixed up identity data" for several people. The name and gender that HCIM is receiving does not match the name and gender on their database, or the name and gender in HIBC. Al has worked with Jason Owens here at CITZ, and we have found the "Card Name" on the transaction we receive from ICBC (in the 011 file) is correct, but the individual name fields, and gender, in the transaction is incorrect.

I don't know if this problem is only limited to non-photo cards, or if it involves photo cards as well.

We have raised a ticket with ICBC, but I wanted to notify you ASAP. I have an example of the "mixed up data" I'd like to give to someone at ICBC (but don't want to send it via email), so your team can investigate. At least 6 cases have been found so far, all within the last few days, but we don't yet know how pervasive this problem is, or when it started. I'm also concerned about what data is going out on the cards to people.

Jeremy Moss
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Provincial IDIM Program | Office of the CIO
Ministry of Citizens' Services and Open Government

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cell phone: s.17

RE: IAS Name issues - Access on affected PHNs in EMPI and CRS

Wednesday, July 3, 2013

11:56 AM

Subject	RE: IAS Name issues - Access on affected PHNs in EMPI and CRS
From	Cassidy, Al E VSA:EX
To	Branton, Scott
Cc	XT:DenOtter, Yvonne HLTH:IN; XT:ASSM Mainframe HLTH:IN; XT:Manning, Kelly HLTH:IN
Sent	Wednesday, April 10, 2013 8:28 AM

Hi Scott...

Ya, I need the PHNs. I tried to edit the report to remove the page headers to create a flat file of just accesses so I could import it into MSAccess. I was then going to get a list of the distinct internal keys and isolate the distinct userIDs so I could eliminate the known ones but the text has some coding that won't let me import the file. I tried saving as DOS, ANSI, and UTF-8 but no luck. I will spot check some of the internal keys in the meantime. Thanks ... I know this is a pain.

Al Cassidy
Sr. Registry Analyst
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British Columbia Vital Statistics Agency
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Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Branton, Scott [<mailto:scott.branton@cgi.com>]
Sent: Tuesday, April 9, 2013 4:18 PM
To: Cassidy, Al E VSA:EX
Cc: XT:DenOtter, Yvonne HLTH:IN
Subject: FW: IAS Name issues - Access on affected PHNs in EMPI and CRS

Hi Al,

Below is the information from the Mainframe team about which of the supplied PHNs have been accessed

Thanks,

Scott Branton, Consultant
ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
6th Floor, 1405 Douglas Street
Victoria, BC Canada, V8W 2G2
phone:(250)414-6867
CGI Registries phone: (250)414-6861
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From: CGI VIC ASSM Team Account - Mainframe
Sent: April-09-13 2:17 PM
To: den Otter, Yvonne; CGI VIC ASSM Team Account - Mainframe
Cc: Morley, Tim; Branton, Scott
Subject: RE: IAS Name issues - Access on affected PHNs in EMPI and CRS

Here is a link to a list of the 854 TACCES rows created for these clients since GCACCESS1 ran on April 1.

S15

Do you need to have the PHNs reported with the Client Internal Keys? I can join this to TIRREF to get those, but that would take a while.

I will carry on with trying to retrieve a similar set of March Access Information from the unloaded backup file created on April 1.

Kelly Manning, Senior Consultant, CGI
Contracted to the Ministry of Health
Direct Line: 250.360.5378
Fax Line: 250.220.1465
6th floor, 1405 Douglas Street, Victoria, BC

Mainframe Team Duty Analyst Contact
Team Workday 8 - 5 Phone 250.360.5370
Team Cell Phone 24 x 7 s.22
ASSM-Mainframe.vic@cgi.com

Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013

11:56 AM

Subject	Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Moss, JeremyCITZ:EX
To	Owens, JasonCITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Renneberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'Ulveteg, Christina'; XT:Loder, Jay ICBC:IN
Cc	Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Sent	Monday, April 8, 2013 4:29 PM

Notes from conference call held 2013-04-08 from 3:30pm – 4:00pm

Attendees:

CITZ: Jeremy Moss, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Renneberg, Mark Hall, Christina Ulvetag

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Alison Pearce, Denise Grady

Registries: Al Cassidy

Action Items:

- ICBC and HIBC to confirm all situations match what we have found so far
 - Al reviewed the lists provided to partners and didn't find any duplicates. ICBC thinks the "other list of 21" are duplicates. Mark to review with Al.
 - ICBC ran a job to look at any non photo cards issued where the name on the card is different than the name on ICBC's client system. They have found 450 instances. These cases are being reviewed in detail. So far, 83 cases reviewed and all appear to be correct (linking the right data between HIBC and ICBC) These could be cases where the names are not quite as complete in the name fields on the ICBC database. There could also be cases where ICBC linked two different people. ICBC continuing to review to see if there are more errors than the ones caught by HCIM, and if so, have all the cards been held at ICBC before data was released to CITZ / HCIM?
- ICBC to confirm how many cards have been mailed and how many have not been mailed
 - **Ongoing** - Still need final numbers, but so far ICBC has found 61 mailed, 45 held.
- ICBC to have a report on data quality issues
 - ICBC will distribute once they have completed their own review of the data quality issues mentioned above.
- Next step will be to figure out how we will fix this problem.
 - Client Registry (HCIM) has **completed all the data fixes** (all 122 non photo cards, and 2 photo cards fixed as well). This was completed by early Monday morning. Also, Al confirmed that any access to these records before it was fixed would have been correct anyway, based on the distinction between legal and documented names in HCIM.
 - Still waiting to hear if there were any accesses to data on the legacy CRS database. However, none of "major" erroneous data changes would have been populated in the legacy CRS, since these were trapped as overlay tasks in HCIM and not passed along.
 - CITZ to begin analysis on how to fix their IAS database. Jason to work with Don from ICBC to organize. –Still **OUTSTANDING**
- How soon can ICBC get the fix in and start getting non-photo cards flowing again?
 - ICBC should pass test data requirements to HIBC by end-of-day today. Plan is to test this

week, likely Tue – Thur.

- ICBC did not send through latest 011 file to CITZ because it contains 241 non-photo cards.
 - The one problem file is being held at ICBC until a fix is in place.
 - Photo card data is now flowing to CITZ again.
 - No extraordinary / erroneous data quality issues have been reported at HCIM.
- Ken McLean would like written confirmation on exactly what fixes have been applied to the various systems. Jeremy will coordinate. Will require input from:
 - Logic fix at ICBC – Mark
 - Data fix at HCIM – AI
 - Data fix at CITZ - Jeremy / Jason.
- Follow-up conference call booked for 3:00pm, Tuesday, April 9th.

Jeremy

Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013

11:56 AM

Subject	Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Moss, JeremyCITZ:EX
To	Owens, JasonCITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Renneberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'Ulveteg, Christina'; XT:Loder, Jay ICBC:IN
Cc	Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Sent	Friday, April 5, 2013 3:45 PM

Notes from conference call held 2013-04-05 from 2:00pm – 2:30pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Renneberg, Mark Hall, Christina Ulvetag

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Tracee Schmidt, Alison Pearce, Denise Grady

Registries: Al Cassidy

Action Items:

- Mark to confirm date the “fix” was applied... probably around March 23rd
 - **COMPLETED** – date was March 17th
- ICBC and HIBC to confirm all situations match what we have found so far
 - ICBC has gone through 104 of 106 cases. All 104 match what we have found so far. Two of them appear to be photo cards. Need to confirm why they are on the list. Mark, Jason, Al, Gary to investigate.
 - ICBC to start looking at 21 from yesterday. This appears to be duplicates of the 106 we have already looked at. David O'Reagan to check with Jason. David, Jason and Al will check these lists to see if they are duplicates.
 - ICBC is now reviewing their Data Quality report of approx 180 potential issues. They are cross checking to ensure the 106 are part of the 180.
 - HIBC is getting good results from their checking/confirmation.
- ICBC to confirm how many cards have been mailed and how many have not been mailed
 - **Outstanding** – Still need numbers on latest cards.
- ICBC to have a report on data quality issues
 - ICBC will distribute once they have completed their own review of the report.
- HIBC to consider scripting for call centres if they receive questions about card look-ups returning different data than is printed on the card.
 - No action so far, but HIBC does have scripting available for delay on producing non-photo cards (from delay of non-photo cards at go-live).
- Next step will be to figure out how we will fix this problem.
 - Client Registry (HCIM) has started their remediation work fixing their database. Work is going fairly slowly... will likely be completed late Monday.
 - CITZ to begin analysis on how to fix their IAS database. Challenge is to keep cards active, but correct identity data. Will need phone conference with technical folks at ICBC (developer / senior BA), perhaps Tues of next week. Jason can work with Don from ICBC to organize.

- Client registry to check their logs to see if this information has been accessed.
 - Had their vendor (CGI) review logs and found 2 PHNs were accessed by IHA, one by BC Ambulance. Can't tell if they were searching for these people, or just returned as part of a search.
 - These weren't really drastic identity changes, since those drastic changes went to "overlays" and did not automatically update the HCIM database.
 - BCAS likely didn't find a client; IHA did not apply any updates, so we can assume they didn't use this data.
 - Still waiting to hear if legacy CRS has been accessed. This work is underway. Also, may have been some distributions sent out, but subsequent distributions will correct this. CareConnect (iEHR viewer) is the only distribution client that does something with this data.
 - Since there have been no contacts to the HCIM service desk, we are reasonably confident no access has been made to this erroneous name data.
- ICBC to share non-photo card matching algorithm rules with whole group.
 - **COMPLETED**
- Discussion that we may need to notify non-photo cardholders that have mis-matched name data.
 - Agreement that we probably don't need to contact citizens at this point, particularly since HCIM data should be corrected by Monday afternoon.
- How soon can ICBC get the fix in and start getting non-photo cards flowing again?
 - ICBC work is underway already. Expect ready for test by EOD today. ICBC is making their matching algorithm more robust and checking data is in alignment before it goes to IAS and HCIM. Joint testing will be performed with partners next week. ICBC to send testing requirements / data request to Pam and HIBC test lead.
- ICBC did not send through latest 011 file to CITZ because it contains 241 non-photo cards. Since this issue surfaced, no cards have been going in the mail. ICBC is going to start up the flow of the 011 / 012 files to CITZ again, but will hold the "problem file" with 241 non-photo records until after the fix is applied.
- Discussion on when to start up the printing / personalization of non-photo cards again.
 - Even though the data on the cards is correct, and the erroneous name data is picked up during the process of creating the 011 file, we don't want cards mailed out too much before data flows through to Registries. Decision to hold off on printing and mailing of non-photo cards until fix is implemented, since that should be in approx 1 week.
- ICBC will continue reviewing their data quality report.
- Follow-up conference call booked for 3:30pm, Monday, April 8th.

Jeremy

Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013

11:56 AM

Subject	Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Moss, JeremyCITZ:EX
To	Owens, JasonCITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, KennethCITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennerberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'Ulveteg, Christina'; XT:Loder, Jay ICBC:IN
Cc	Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Sent	Thursday, April 4, 2013 4:36 PM

Notes from conference call held 2013-04-04 from 3:00pm – 3:30pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Rennerberg, Mark Hall, Christina Ulvetag, Jay Loder

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Tracee Schmidt, Alison Pearce, Denise Grady

Registries: Carmell Nesbitt, Al Cassidy

Question:

- Now that ICBC has stopped personalizing the non-photo cards, how much longer will data keep flowing from ICBC – CITZ – HCIM? ICBC is not sure, but there might be a few more. No more non-photo cards are being printed after today. Although HCIM has identified 125 cases so far, initial ICBC data quality analysis indicates there could be as many 180 cases.

Action Items (from last meeting):

- Mark to confirm the card was mailed to the address on the card
 - **COMPLETED** – card was mailed to the address provided by HIBC, which was also the address printed on the card.
- Mark to confirm date the “fix” was applied... probably around March 23rd
 - Still outstanding.
- ICBC and HIBC to confirm all situations match what we have found so far
 - ICBC has gone through 70 records – all the same types of situations we had identified yesterday. ICBC is comparing all the data with the 004 files received from HIBC to check the address and name flow through from HIBC is working correctly. Should be able to complete the 125 by end of day tomorrow.
 - IBM has confirmed 61 have been mailed, 45 have been held (from the list provided yesterday). Need to check the latest cards identified today.
 - ICBC is beginning to look at fixing the matching algorithm. Some records are linking correctly, but are using regressive names (“John B Smith” instead of “John Bill Smith”). This is distinct from “grandfathering” of ICBC data. For non-photo cards, ICBC is supposed to print what comes from HIBC, not what ICBC has on file.
 - ICBC will check the 70 cards reviewed to date to confirm how many were “correct” (but with regressive name changes) vs incorrect (wrong names).
 - The earliest date any of these non-photo cards was March 25th.
- ICBC to confirm all the cards identified in the HCIM error list are correct
 - **COMPLETED** - Yes
- ICBC to confirm how many cards have been mailed and how many have not been mailed

- **COMPLETED** (on cards looked at to date) – see above.
- ICBC to have a report on data quality issues ready for tomorrow.
 - Report just produced for first two files from yesterday. ICBC will need to get IBM to check the other cards identified today. ICBC to share a summary report with partners ASAP.
- HIBC to consider scripting for call centres if they receive questions about card look-ups returning different data than is printed on the card.
 - HIBC is holding off until they know exactly what the issue is. Will align communications with Health re: potential contacting of clients.
- Next step will be to figure out how we will fix this problem.
 - Client Registry to start fixing production issues. Will provide update status as work progresses.
 - CITZ to begin analysis on how to fix their IAS database

Additional Discussion:

- Client registry to check their logs to see if this information has been accessed.
- ICBC to share non-photo card matching algorithm rules with whole group.
- Interior Health Authority (IHA) and Vancouver Coastal “CareConnect” facilities could get wrong data from HCIM when looking up these clients. Also, some of these updates have gone through to the legacy Client Registry System (CRS), which could also return invalid data to health points-of-service.
- HIBC pointed out that two different people in CRS now have exactly the same info.
- Discussion that we may need to notify non-photo cardholders that have mis-matched name data.
- Follow-up conference call booked for 2pm, Friday, April 5th.

Jeremy

RE: March 27 28 HCIM File

Wednesday, July 3, 2013
11:56 AM

Subject	RE: March 27 28 HCIM File
From	Moss, JeremyCITZ:EX
To	Nesbitt, Carmell VSA:EX; Owens, Jason CITZ:EX; Hall, Mark
Cc	Cassidy, Al E VSA:EX
Sent	Thursday, April 4, 2013 9:07 AM

Thanks. So the current total is $104 + 21 = 125$.

Jeremy

From: Nesbitt, Carmell VSA:EX
Sent: Thursday, April 4, 2013 9:06 AM
To: Owens, Jason CITZ:EX; Hall, Mark; Moss, Jeremy CITZ:EX
Cc: Cassidy, Al E VSA:EX
Subject: RE: March 27 28 HCIM File

Hello Jason,

I've just completed reviewing this morning's report and there are 21 records this morning that have names that are not matching correctly. I will prepare the report to send to you.

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- **Phone:** 250 952-9081/  **Fax:** 250 952-9038
- **Email:** carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: Owens, Jason CITZ:EX
Sent: Thursday, April 4, 2013 8:51 AM
To: Hall, Mark; Moss, Jeremy CITZ:EX
Cc: Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Subject: RE: March 27 28 HCIM File

Hi Mark,

The numbers are coming from HCIM (via those reports), so yes the total would be the combination between both. I would need to ask HCIM if any more are showing up on their report this morning. I've cc'd Carmell and Al to see if they can confirm either way.

Jason

From: Hall, Mark [<mailto:Mark.Hall@icbc.com>]
Sent: Thursday, April 4, 2013 8:47 AM
To: Moss, Jeremy CITZ:EX; Owens, Jason CITZ:EX

Subject: FW: March 27 28 HCIM File

Hey guys, can I just confirm something. Yesterday we thought the two lists combined were approximately 70 records. However, when we look at the two lists, they are all unique numbers so there looks like there is 04 in total.

Does this align with your numbers?

Thanks

Mark

From: Sahota, Rob

Sent: Thursday, April 04, 2013 8:12 AM

To: Hall, Mark; Brewster, Crystal; Mitchner, Lisa

Cc: Castel, Lex

Subject: RE: March 27 28 HCIM File

FYI... I don't see overlap between the first and 2nd list.

There are $42 + 62 = 104$ records in total

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Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards

Wednesday, July 3, 2013

11:56 AM

Subject	Privacy Incident 2013-0430 / PITL038 - Issue with non-photo cards
From	Moss, JeremyCITZ:EX
To	Owens, JasonCITZ:EX; Buckle, Deborah CITZ:EX; Jewer, David W CITZ:EX; Hodge, Shannon L CITZ:EX; Mclean, Kenneth CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Ren nenberg, Chris AG:IN; 'Hall, Mark'; 'Pa mela Atkinson'; 'don.oram@maximusbc.ca'; 'gary.white@hibc.gov.bc.ca'; Schmidt, Tracee HLTH:EX; Pearce, Alison HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Ca ssidy, Al E VSA:EX
Cc	Justice, Rose CITZ:EX; Bell, Russell CITZ:EX
Sent	Wednesday, April 3, 2013 4:33 PM

Notes from conference call held 2013-04-03 from 3:30pm – 4:00pm

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle, David Jewer, Shannon Hodge, Ken McLean

ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Tracee Schmidt, Denise Grady

Registries: Carmell Nesbitt, Al Cassidy

- Concerns with notes from this morning?
 - Pam – criteria ICBC had used to match, and timeframe this criteria had been occurring? Confirmation from ICBC that they should not have checked previous surname. ICBC also has sequential rules for what happens with matches and non-matches
 - ICBC will supply full matching criteria for non-photo card requests. Current list of rules, and they have determined where the issue is... can provide revised rules to fix the issue ASAP.
- Clarification that the OCIO Privacy Investigations role is to make sure proper response is performed.

Update on Action Items from this morning:

- We need to confirm what was printed on the card, and what address it was sent to.
 - Address on card was correct HIBC address, and correct name, but incorrect gender (but it is the gender HIBC has on record). Card info is correct, across the board, based on what has been reviewed so far. Mark to confirm the card was mailed to the address on the card. PHN is correct with card name. However lookup from Health POS would give wrong results. (so far, for all cards checked to date... only 15 done so far)
- Carmell Nesbitt to send latest Registries error report (encrypted) to Jason Owens (CITZ) and Gary White (HIBC) - **COMPLETED**
- Jason Owens to send latest Registries error report (encrypted) to Mark Hall (ICBC) - **COMPLETED**
- HIBC and ICBC to review all cases identified so far in Registries error report and confirm how many of these cases are in fact errors.
 - **In Process...** ICBC has checked approx 12 – 15 so far. What has been printed on cards appears to match what HIBC sent to ICBC. Don't know how many cards have been mailed out yet. Two categories – one where everything looks OK on what was printed on card, other category is for some records, the HIBC name didn't appear to show up on some ICBC mainframe screens. It shows up on image retrieval, and all info is there. ICBC is investigating.
- ICBC to confirm if all these cases are for non-photo cards

- **Yes (for first list).** 2nd list is under review.
- ICBC to confirm if any system changes were introduced around the time these errors started appearing (March 27th?), or is this just related to the start of non-photo card production.
 - ICBC think they have figured out what has occurred... it wasn't happening before because of rules of how matching is performed were changed. Initially there was an issue with records getting kicked out in an error file, and new cards being created when they shouldn't have. The change to "fix" this altered the rules, which is now causing the issue with the name matching. If there is only one record on ICBC's side, it isn't looking at the given name. Also, the matching shouldn't be checking the previous name. Mark to confirm date the "fix" was applied... probably around March 23rd (TBC)
- ICBC to confirm if the information printed on these cards (name, sex, birth date and address) is correct or incorrect.
 - So far, everything appears to be correct. ICBC is still checking to see what cards are at card production. ICBC will be able to tell us how many cards were mailed and how many are held at card production.
- ICBC to confirm if the cards were mailed to the address requested by HIBC, or to another address (from mis-matched client)
 - ICBC (Mark) to confirm.
- Update from HIBC (Pam)
 - HIBC review is still underway.
 - Have identified at least one situation where previous historical name was used, but data printed on card was the current name sent by HIBC (other names sent to HCIM).
- Other issues from HCIM – raised by Carmell
 - Reversed names from what HCIM has
 - Regressive name changes are appearing
 - These are all on list provided to HIBC and ICBC, so they will be investigated.
- Summary: for all data reviewed so far, data on card is correct, but some of our underlying data in our databases (given names and surname) is incorrect.
- **Action Items:** (Need to continue review of data)
 - Jeremy to book con call meeting for Thursday afternoon at 3pm.
 - Mark to confirm the card was mailed to the address on the card
 - Mark to confirm date the "fix" was applied... probably around March 23rd
 - ICBC and HIBC to confirm all situations match what we have found so far
 - ICBC to confirm all the cards identified in the HCIM error list are correct
 - ICBC to confirm how many cards have been mailed and how many have not been mailed
 - ICBC to have a report on data quality issues ready for tomorrow.
 - HIBC to consider scripting for call centres if they receive questions about card look-ups returning different data than is printed on the card.
- Next step will be to figure out how we will fix this problem.
- Note that ICBC has now stopped producing non-photo cards for now.

Jeremy

From: Moss, Jeremy CITZ:EX

Sent: Wednesday, April 3, 2013 10:20 AM

To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; XT:Beaudoin, Don CITZ:IN; XT:AG Rennenberg, Chris AG:IN; 'Hall, Mark'; 'Pamela Atkinson'; 'gary.white@hibc.gov.bc.ca'; Pearce, Alison HLTH:EX; Schmidt, Tracee HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'don.oram@maximusbc.ca'

Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX; Jewer, David W CITZ:EX

Subject: PITL038 - Issue with incorrect data on non-photo cards

Importance: High

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle

ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Alison Pearce, Tracee Schmidt, Denise Grady

Registries: Carmell Nesbitt, Al Cassidy

- Issue identified by Registries on March 28th
- 6 cases initially, up to 60 now (TBD)
- ICBC has stopped mailing of non-photo cards while investigation under way
- Discussion of one particular case (PHN shared with participants verbally at meeting).
 - This *may* be as a result of an ICBC coding error for the matching logic of non-photo cards (TBD)
 - No PHN, so attempts to match on surname, birth date and gender
 - In this case, surname, gender and birth date all matched an existing client (surname was matched to a previous surname)
 - Birth dates were very similar, so perhaps the date was transposed by either ICBC or HIBC (TBD)
 - It appears HIBC had a sex of “F” on file for this individual, even though the name appeared to be a male.
 - This appears to have caused a mis-match, since the “Card Name” is completely different from the “given name” and “surname” fields.
 - We need to confirm what was printed on the card, and what address it was sent to.

Next Steps:

- Need Registries, HIBC, ICBC and CITZ to work together to analyze extent of problem
- Carmell Nesbitt to send latest Registries error report (encrypted) to Jason Owens (CITZ) and Gary White (HIBC)
- Jason Owens to send latest Registries error report (encrypted) to Mark Hall (ICBC)
- HIBC and ICBC to review all cases identified so far in Registries error report and confirm how many of these cases are in fact errors.
- ICBC to confirm if all these cases are for non-photo cards
- ICBC to confirm if any system changes were introduced around the time these errors started appearing (March 27th?), or is this just related to the start of non-photo card production.
- ICBC to confirm if the information printed on these cards (name, sex, birth date and address) is correct or incorrect.
- ICBC to confirm if the cards were mailed to the address requested by HIBC, or to another address (from mis-matched client)

Let me know if I have missed / mis-stated anything. My “asks” of ICBC in the Next Steps are a little more specific than we talked about at the end of our meeting this morning, but I think the extra detail is necessary. Thanks everyone for making this a top priority. I realize we may not have completed all of the review and confirmation by this afternoon, but please try and make as much progress as possible.

Follow-up conference call is at 3:30pm today (Conference call:

s.15

Jeremy Moss

Program Development Director

Provincial IDIM Program | Office of the CIO

Ministry of Citizens' Services and Open Government

jeremy.moss@gov.bc.ca

desk phone: 250-387-1581

cell phone: s.17

RE: PITL038 - Issue with incorrect data on non-photo cards

Wednesday, July 3, 2013

11:56 AM

Subject	RE: PITL038 - Issue with incorrect data on non-photo cards
From	Moss, Jeremy CITZ:EX
To	'Hall, Mark'
Cc	Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; Owens, Jason CITZ:EX
Sent	Wednesday, April 3, 2013 10:39 AM

Hi Mark. Unfortunately no. I have heard the Registries folks are working on it, but it requires some manual filtering to remove things that are not related to this problem. I have asked Carmell for an ETA.

Jeremy

From: Hall, Mark [<mailto:Mark.Hall@icbc.com>]

Sent: Wednesday, April 3, 2013 10:37 AM

To: Moss, Jeremy CITZ:EX

Subject: RE: PITL038 - Issue with incorrect data on non-photo cards

Hey Jeremy, do we have an ETA on the list?

Thanks

Mark

From: Moss, Jeremy CITZ:EX [<mailto:Jeremy.Moss@gov.bc.ca>]

Sent: Wednesday, April 03, 2013 10:20 AM

To: Owens, Jason CITZ:EX; Buckle, Deborah CITZ:EX; Beaudoin, Don; Renneberg, Chris; Hall, Mark; 'Pamela Atkinson'; 'gary.white@hibc.gov.bc.ca'; Pearce, Alison HLTH:EX; Schmidt, Tracee HLTH:EX; Grady, Denise HLTH:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; 'don.oram@maximusbc.ca'

Cc: Justice, Rose CITZ:EX; Bell, Russell CITZ:EX; Jewer, David W CITZ:EX

Subject: PITL038 - Issue with incorrect data on non-photo cards

Importance: High

Notes from conference call held 2013-04-03 from 8:00am – 8:30am

Attendees:

CITZ: Jeremy Moss, Jason Owens, Deb Buckle

ICBC: Don Beaudoin, Chris Rennenberg, Mark Hall

HIBC: Pam Atkinson, Don Oram, Gary White

Heath: Alison Pearce, Tracee Schmidt, Denise Grady

Registries: Carmell Nesbitt, Al Cassidy

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- to be a male.
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- ICBC to confirm if the information printed on these cards (name, sex, birth date and address) is correct or incorrect.
- ICBC to confirm if the cards were mailed to the address requested by HIBC, or to another address (from mis-matched client)

Let me know if I have missed / mis-stated anything. My “asks” of ICBC in the Next Steps are a little more specific than we talked about at the end of our meeting this morning, but I think the extra detail is necessary. Thanks everyone for making this a top priority. I realize we may not have completed all of the review and confirmation by this afternoon, but please try and make as much progress as possible.

Follow-up conference call is at 3:30pm today (Conference call:

s.15

Jeremy Moss
 Program Development Director
 Provincial IDIM Program | Office of the CIO
 Ministry of Citizens' Services and Open Government

jeremy.moss@gov.bc.ca
 desk phone: 250-387-1581
 cell phone: s.17

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RE: Report to Partners

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Report to Partners
From	Moss, Jeremy CITZ:EX
To	Owens, Jason CITZ:EX; Nesbitt, Carmell VSA:EX
Cc	Cassidy, Al E VSA:EX
Sent	Wednesday, April 3, 2013 10:24 AM

OK – thanks for the update.

From: Owens, Jason CITZ:EX
Sent: Wednesday, April 3, 2013 10:23 AM
To: Moss, Jeremy CITZ:EX; Nesbitt, Carmell VSA:EX
Cc: Cassidy, Al E VSA:EX
Subject: RE: Report to Partners

Carmell is working on it, they do have to do some filtering of the obvious ones (she quoted approx. 800 records in the report before manual clean up).

Jason

From: Moss, Jeremy CITZ:EX
Sent: Wednesday, April 3, 2013 10:22 AM
To: Nesbitt, Carmell VSA:EX; Owens, Jason CITZ:EX
Cc: Cassidy, Al E VSA:EX
Subject: Report to Partners

Hi Carmell and Jason.

Don't mean to nag, but I just heard from Pam Atkinson, and she stated "We have not heard anything related to receipt of the report for our verification as of yet."

Do you have an ETA on how soon this report can be distributed? Thanks.

Jeremy Moss
Program Development Director
Provincial IDIM Program | Office of the CIO
Ministry of Citizens' Services and Open Government

jeremy.moss@gov.bc.ca
desk phone: 250-387-1581
cell phone: s.17

RE: LCTZ messages

Wednesday, July 3, 2013

11:56 AM

Subject	RE: LCTZ messages
From	Cassidy, Al E VSA:EX
To	XT:Crljenko, Trevor HLTH:IN
Sent	Thursday, March 28, 2013 4:22 PM

That's great.... Thanks Trevor.

I also now have IAS on the case too. Have a great long week-end!

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Crljenko, Trevor [<mailto:trevor.crljenko@cgi.com>]
Sent: Thursday, March 28, 2013 4:18 PM
To: Cassidy, Al E VSA:EX
Subject: RE: LCTZ messages

Hi Al,

The second message is now there. Sorry it wasn't quicker, but the messages require a bit of digging to find.

Please let me know if you have any questions.

Thanks,

Trevor Crljenko
Consultant, ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
phone:(250) 220-7948

From: Crljenko, Trevor
Sent: March-28-13 3:52 PM
To: 'Cassidy, Al E VSA:EX'
Subject: LCTZ messages

Hi Al,

I've place the first message into your drop box under the path:

I am in the process of retrieving the second message and will let you know when I have it in place.

Please let me know if you have any questions.

Thanks,

Trevor Crljenko

Consultant, ASSM Registries Team

Contracted to the Ministry of Health

CGI Information Systems and Management Consultants

1405 Douglas Street

phone:(250) 220-7948

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RE: Teleconference info for 11am : BCSC Name Mismatch: Medium Term Solution

Wednesday, July 3, 2013
11:56 AM

Subject	RE: Teleconference info for 11am : BCSC Name Mismatch: Medium Term Solution
From	Cassidy, Al E VSA:EX
To	Ito, Miwa HLTH:EX
Cc	Schmidt, Tracee HLTH:EX
Sent	Thursday, March 28, 2013 9:03 AM

Thanks Miwa ☺

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Ito, Miwa HLTH:EX
Sent: Thursday, March 28, 2013 8:55 AM
To: Cassidy, Al E VSA:EX
Cc: Schmidt, Tracee HLTH:EX
Subject: Teleconference info for 11am : BCSC Name Mismatch: Medium Term Solution
Importance: High

Hi Al,

Here is the teleconference info:

Teleconference: Dial In: S15
Participant ID: S15
Moderator: **Tracee Schmidt**

Tracee – Al is attending this meeting on behalf of Anita but he has a meeting until @11am so he would like to call in to the meeting. Please set teleconference up.

Thanks!

Miwa Ito
Administrative Assistant
Strategic Projects Branch, HSIMT, Ministry of Health
5th Fl, 1483 Douglas St, Victoria BC V8W 3C8
Tel: 250 952-6241 Fax: 250 952-6084
Email: Miwa.Ito@gov.bc.ca

RE: Documented Name on Post-PHN Merge Record

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Documented Name on Post-PHN Merge Record
From	Cassidy, Al E VSA:EX
To	Owens, Jason CITZ:EX; Nesbitt, Carmell VSA:EX
Cc	Moss, Jeremy CITZ:EX; Malovec, Anita VSA:EX
Sent	Thursday, March 21, 2013 10:50 AM

Hi Jason...

S22 o I am taking care of things S22 I'm not sure where the shared drive is but I would like to have a look the data. Can you let me know where I can find it? Thanks.

I have been doing some analysis of the IAS files processed each day and I have found something that I was not expecting and perhaps you can shed some light on it. As you know, the incoming messages have a business date associated with the encounter at ICBC when the card was initiated. The business date on incoming records is what the EMPI uses to determine the latest and greatest value for a given attribute and form the composite view based on that date. Then that data is used to build the response message to Health Authority queries against the EMPI. As you will see in the tables below I have grouped transaction counts by the business date in the message for the last 2 IAS files processed (March 19th & 20th). You will see that the bulk of the messages have a business date that is one week+ older than the processing date. I was expecting a shorter time gap between the transaction and receiving it in EMPI.

Can you help me understand the data flow between the two? Is it possible that the card could have been received by the client and started to use it before the data is captured in the EMPI? Thanks Jason.

IAS Transactions Processed March 19th 2013				
Sum of COUNT(*)	STATUSCODE			
BUSINESSDATE	Failure	Success	Suspended	Grand Total
2013-02-13		1		1
2013-02-16		2		2
2013-02-18		3		3
2013-02-21		1		1
2013-02-22		1		1
2013-02-28		1		1
2013-03-01		1		1
2013-03-02		41		41
2013-03-04	1	203		204
2013-03-05		319		319
2013-03-06		69		69
2013-03-07		14		14
2013-03-09		11		11
2013-03-11		59		59

2013-03-12	3	2186	29	2218
2013-03-13	1	516		517
2013-03-14		135		135
2013-03-15		1		1
Grand Total	5	3564	29	3598

IAS Transactions Processed March 20th 2013				
Sum of COUNT(*)	STATUSCODE			
BUSINESSDATE	Failure	Success	Suspended	Grand Total
2013-02-15		1		1
2013-02-21		2		2
2013-03-05		247		247
2013-03-06	1	335	2	338
2013-03-07	1	65	1	67
2013-03-08		4		4
2013-03-09		2		2
2013-03-11		32		32
2013-03-12		15		15
2013-03-13		1692	7	1699
2013-03-14	1	761		762
2013-03-18		6		6
Grand Total	3	3162	10	3175

Al Cassidy
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From: Owens, Jason CITZ:EX
Sent: Thursday, March 21, 2013 10:18 AM
To: Nesbitt, Carmell VSA:EX
Cc: Moss, Jeremy CITZ:EX; Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX
Subject: RE: Documented Name on Post-PHN Merge Record

Hi all,

Just wanted to send a note saying we are still seeing this occasionally (as recently as this past Tuesday). I have the demographics of the people captured in a file on my share drive if Carmell is curious. 11

individuals, plus retries of the same people (our techs will occasionally resubmit all outstanding HCIM processes to check for ones that have timed out etc).

At what point would you like to discuss data cleanup for the ones that have failed? If I understand correctly, you have prevented new cases of the merge issue from appearing on your side but we will continue to see them occasionally as affected individuals apply for a BCSC.

Jason

From: Nesbitt, Carmell VSA:EX
Sent: Monday, March 4, 2013 1:50 PM
To: Owens, Jason CITZ:EX; Malovec, Anita VSA:EX
Cc: Moss, Jeremy CITZ:EX; Cassidy, Al E VSA:EX
Subject: RE: Documented Name on Post-PHN Merge Record

Hi Jason,

Yes, 3:00 is fine.

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- **Phone:** 250 952-9081/  **Fax:** 250 952-9038
- **Email:** carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: Owens, Jason CITZ:EX
Sent: Monday, March 4, 2013 1:07 PM
To: Nesbitt, Carmell VSA:EX; Malovec, Anita VSA:EX
Cc: Moss, Jeremy CITZ:EX; Cassidy, Al E VSA:EX
Subject: RE: Documented Name on Post-PHN Merge Record

Hi Carmell,

Does 3:00 work for you?

j

From: Nesbitt, Carmell VSA:EX
Sent: Monday, March 4, 2013 12:51 PM
To: Owens, Jason CITZ:EX; Malovec, Anita VSA:EX
Cc: Moss, Jeremy CITZ:EX; Cassidy, Al E VSA:EX
Subject: RE: Documented Name on Post-PHN Merge Record

Hi Jason,

Did you want to set up at time this afternoon so we could meet about this.

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries

British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
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- [Phone: 250 952-9081](tel:2509529081) / [Fax: 250 952-9038](tel:2509529038)
- [Email: carmell.nesbitt@gov.bc.ca](mailto:carmell.nesbitt@gov.bc.ca)

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From: Owens, Jason CITZ:EX
Sent: Friday, March 1, 2013 10:05 AM
To: Malovec, Anita VSA:EX
Cc: Moss, Jeremy CITZ:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Subject: RE: Documented Name on Post-PHN Merge Record

Thanks Anita, I will include the team you suggested and set up a call when everyone is available. I'll have the examples available to provide over the phone.

Jason

From: Malovec, Anita VSA:EX
Sent: Friday, March 1, 2013 10:03 AM
To: Owens, Jason CITZ:EX
Cc: Moss, Jeremy CITZ:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Subject: RE: Documented Name on Post-PHN Merge Record

Hi, Jason.

S22 and the two you would want to talk to. Both should be back on Monday.
Seems odd that the client is presenting with PHN that has been merged unless they are still carrying around the old card....if so, then I would have thought it would have failed the CQC. Maybe we could get some examples to look at. Anyway, we can discuss this with you on Monday. Please include Carmell and Al....and if I am available I wouldn't mind joining the discussion. Thanks.

Anita Malovec
Manager, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
2nd floor 818 Fort St
Victoria, BC
V8W 1H8

Phone: (250) 952-9129
Fax: (250) 952-9038
email: anita.malovec@gov.bc.ca

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From: Owens, Jason CITZ:EX
Sent: Friday, March 1, 2013 9:28 AM
To: Malovec, Anita VSA:EX
Cc: Moss, Jeremy CITZ:EX; Nesbitt, Carmell VSA:EX
Subject: FW: Documented Name on Post-PHN Merge Record

Hi Anita,

It appears as though

S22

Would you be able to speak to my question

Thanks

Jason

From: Owens, Jason CITZ:EX
Sent: Thursday, February 28, 2013 2:21 PM
To: Nesbitt, Carmell VSA:EX
Cc: Moss, Jeremy CITZ:EX
Subject: Documented Name on Post-PHN Merge Record

Hi Carmell,

I'd like to have a conversation about the HCIM process for supporting applying a documented name to the correct survivor of a PHN merge when IAS has been given the PHN of one of the orphans.

We have seen the related message five times so far in IAS Production: *"The subject of the transaction has previously been merged, and cannot be updated. Apply the update to the merge survivor instead."*

Who on your team are the appropriate people to include?

Thanks,

Jason Owens

Solutions Architect, Program Development
Provincial IDIM Program

Office of the CIO
Ministry of Citizens' Services and Open Government
Province of British Columbia
Mailing Address | PO Box 9412, Stn Prov Govt | Victoria, BC V8W 9V1
Physical Address | E253 - 4000 Seymour Place | Victoria, BC V8X 4S8
Mobile: s.17

RE: ICBC File for Wednesday, March 13

Wednesday, July 3, 2013

11:56 AM

Subject	RE: ICBC File for Wednesday, March 13
From	Moss, JeremyCITZ:EX
To	Kingcott, Laura VSA:EX; Owens, JasonCITZ:EX
Cc	Sekhon, Khushwinder VSA:EX; Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX; Speed, Marc CITZ:EX
Sent	Thursday, March 14, 2013 8:41 AM

Hi Laura,

Sinc S22 I will ask Marc if he can response. Thanks Marc.

Jeremy

From: Kingcott, Laura VSA:EX

Sent: Thursday, March 14, 2013 8:39 AM

To: Owens, Jason CITZ:EX

Cc: Sekhon, Khushwinder VSA:EX; Moss, Jeremy CITZ:EX; Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX

Subject: RE: ICBC File for Wednesday, March 13

Hi Jason,

We didn't receive a file this morning. Could you please confirm this?

Thanks

Laura

Laura Kingcott

Registry Support Analyst, Health Registries

Vital Statistics Agency

Ministry of Health, Health Sector IM/IT Division

818 Fort Street, 2nd Floor

Victoria BC V8W 1H9

- Phone: 250 952-9058/  Fax: 250 952-9097
- Email: Laura.Kingcott@gov.bc.ca

"If you see someone without a smile, give them yours!"

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From: Nesbitt, Carmell VSA:EX

Sent: Wednesday, March 13, 2013 8:45 AM

To: Nesbitt, Carmell VSA:EX; Owens, Jason CITZ:EX

Cc: Kingcott, Laura VSA:EX; Sekhon, Khushwinder VSA:EX; Moss, Jeremy CITZ:EX; Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX

Subject: RE: ICBC File for Saturday March 9th

Hi Jason,

We did receive a file this morning and I would like to know if you could please confirm the total number of records we received in this file includes the records from Saturday, Monday and Tuesday's runs.

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- **Phone:** 250 952-9081/  **Fax:** 250 952-9038
- **Email:** carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: Nesbitt, Carmell VSA:EX
Sent: Tuesday, March 12, 2013 11:37 AM
To: Owens, Jason CITZ:EX
Cc: Kingcott, Laura VSA:EX; Sekhon, Khushwinder VSA:EX; Moss, Jeremy CITZ:EX; Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX
Subject: RE: ICBC File for Saturday March 9th

Hi Jason,

I just wanted to check in with you. We never did receive a file yesterday for Saturday's run and we didn't receive a file this morning for Monday March 11th as well. Was there a problem and can you tell us when we should be expecting these files?

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- **Phone:** 250 952-9081/  **Fax:** 250 952-9038
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From: Owens, Jason CITZ:EX
Sent: Monday, March 11, 2013 9:13 AM
To: Nesbitt, Carmell VSA:EX
Cc: Kingcott, Laura VSA:EX; Sekhon, Khushwinder VSA:EX; Moss, Jeremy CITZ:EX
Subject: Re: ICBC File for Saturday March 9th

Hi Carmell,

Our file processing is still being kicked off manually. None of the operations team worked overtime this weekend, so Saturday's data hasn't been initiated yet. That should happen this afternoon.

Jason

From: Nesbitt, Carmell VSA:EX
Sent: Monday, March 11, 2013 08:48 AM Pacific Standard Time
To: Owens, Jason CITZ:EX
Cc: Kingcott, Laura VSA:EX; Sekhon, Khushwinder VSA:EX
Subject: ICBC File for Saturday March 9th

Hi Jason,

I just wanted to check with you to confirm. We didn't receive a file for Saturday March 9th. I'm not sure so I was wondering, is this normal not to receive a file for Saturday or was there a problem over the weekend?

Thanks,

Carmell Nesbitt

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British Columbia Vital Statistics Agency
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RE: Registries stra - using VS SFTP service

Thursday, July 4, 2013
10:35 AM

Subject	RE: Registries stra - using VS SFTP service
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX; Davis, Tristan W VSA:EX
Cc	Gold, Douglas VSA:EX
Sent	Thursday, March 7, 2013 2:35 PM

This is the most excellent news I've had all week!! Thanks Tristan!

Al Cassidy
Sr. Registry Analyst
Health Registries
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Health Sector IM/IT Division
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From: Malovec, Anita VSA:EX
Sent: Thursday, March 7, 2013 1:22 PM
To: Davis, Tristan W VSA:EX
Cc: Cassidy, Al E VSA:EX; Gold, Douglas VSA:EX
Subject: RE: Registries stra - using VS SFTP service

Great....thanks.

Anita Malovec
Manager, Health Registries
British Columbia Vital Statistics Agency
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From: Davis, Tristan W VSA:EX
Sent: Thursday, March 7, 2013 1:14 PM
To: Malovec, Anita VSA:EX
Cc: Cassidy, Al E VSA:EX; Gold, Douglas VSA:EX
Subject: FW: Registries stra - using VS SFTP service

Good news!

From: Lock, Gwen HLTH:EX
Sent: Thursday, March 7, 2013 11:52 AM
To: Davis, Tristan W VSA:EX
Cc: Beyea, Bonnie HLTH:EX
Subject: Registries stra - using VS SFTP service

Hi Tristan, VS is willing to do a separate risk assessment on their sftp service so for the Registries stra, I think that what you have added so far to the stra drafts is acceptable – you may want to put a note in stating that a VS SFTP stra is forthcoming as of xxx date.

Dr. Gwen Lock CISSP

Ministry Information Security Officer

| Information Security and Audit | Health Information Privacy, Security and Legislation | Health Sector IM/IT | Ministry of Health
| 3rd floor, 1483 Douglas St., Victoria BC V8W3K4 | Email: Gwen.Lock@gov.bc.ca | Information Security: HLTHInfoSec@gov.bc.ca
| Ph: 250.387.2875 | Cell: s.17 Fax: 250.356.2530

"Security is *everyone's* responsibility"

RE: ICBC file?

Wednesday, July 3, 2013
11:56 AM

Subject	RE: ICBC file?
From	Moss, JeremyCITZ:EX
To	Malovec, Anita VSA:EX; Owens, JasonCITZ:EX
Cc	XT:DenOtter, Yvonne HLTH:IN; Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX; Ruperto, John CITZ:EX; Speed, Marc CITZ:EX
Sent	Wednesday, February 20, 2013 3:38 PM

Just got off the phone with ICBC. Sounds like the file is on its way. As soon as we receive it, I'd like to start processing it. Note that if it is really large, we will be breaking it down into smaller chunks.

Apparently the issue was a "hiccup" with one of ICBC's card production files, and it caused everything to back up. This has now been resolved and ICBC expects to be sending us data daily from now on.

Jeremy

From: Malovec, Anita VSA:EX
Sent: Wednesday, February 20, 2013 10:45 AM
To: Owens, Jason CITZ:EX; Moss, Jeremy CITZ:EX
Cc: XT:DenOtter, Yvonne HLTH:IN; Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX
Subject: RE: ICBC file?

Thanks, Jason. Keep us updated as you know more.

Anita Malovec
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From: Owens, Jason CITZ:EX
Sent: Wednesday, February 20, 2013 10:43 AM
To: Malovec, Anita VSA:EX; Moss, Jeremy CITZ:EX
Cc: XT:DenOtter, Yvonne HLTH:IN; Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX
Subject: RE: ICBC file?

Hi Anita,

I sent a note to management at ICBC ~90 minutes ago asking after a status. Still no files from ICBC yet this week.

Jeremy may have already made a phone call to follow up with ICBC, I am not sure.

Jason

From: Malovec, Anita VSA:EX
Sent: Wednesday, February 20, 2013 10:38 AM
To: Moss, Jeremy CITZ:EX; Owens, Jason CITZ:EX
Cc: XT:DenOtter, Yvonne HLTH:IN; Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX
Subject: ICBC file?

Any news on the ICBC file?

Anita Malovec
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RE: Documented Name Discrepancy Report - Update

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Documented Name Discrepancy Report - Update
From	Cassidy, Al E VSA:EX
To	XT:Weckermann, Patrick HLTH:IN; Nesbitt, Carmell VSA:EX; XT:DenOtter, Yvonne HLTH:IN
Cc	XT:Crljenko, Trevor HLTH:IN; Malovec, Anita VSA:EX; Branton, Scott
Sent	Tuesday, February 19, 2013 4:02 PM

Looks good to me....

Al Cassidy
Sr. Registry Analyst
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<mailto:al.cassidy@gov.bc.ca>

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From: Weckermann, Patrick [<mailto:patrick.weckermann@cgi.com>]
Sent: Tuesday, February 19, 2013 3:14 PM
To: Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX; XT:DenOtter, Yvonne HLTH:IN
Cc: XT:Crljenko, Trevor HLTH:IN; Malovec, Anita VSA:EX; Branton, Scott
Subject: RE: Documented Name Discrepancy Report - Update

Below is the latest revision of the requirement:

ID	Description	Priority - Critical - Important - Optional
RPT1-R1	<p>The report must display records where there is a discrepancy between the IAS documented and CRS declared name resulting in the degradation of data.</p> <p>To determine discrepancy:</p> <ul style="list-style-type: none">the IAS Documented Name must be compared against the active CRS declared nameThe IAS Documented Name must be compared against the most recent Inactive CRS declared nameto Determine discrepancy, the following name attribute comparisons will be performed: <p>S15</p>	Critical

Patrick Weckermann | Architect, Consulting | Contracted to the Ministry of Health | CGI | Tel: 250-220-7933 | Cell: 250-220-1465 | 5th floor, 1405 Douglas St, Victoria BC | www.cgi.com S22 Fax:

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case, you should destroy this message and are asked to notify the sender by reply email.

From: Nesbitt, Carmell VSA:EX [<mailto:Carmell.Nesbitt@gov.bc.ca>]
Sent: February-19-13 10:10 AM
To: Cassidy, Al E VSA:EX; den Otter, Yvonne; Weckermann, Patrick
Cc: Crljenko, Trevor; Malovec, Anita VSA:EX; Branton, Scott
Subject: RE: Documented Name Discrepancy Report - Update

I'm free then too.

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- **Phone:** 250 952-9081/  **Fax:** 250 952-9038
- **Email:** carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: Cassidy, Al E VSA:EX
Sent: Tuesday, February 19, 2013 9:53 AM
To: XT:DenOtter, Yvonne HLTH:IN; XT:Weckermann, Patrick HLTH:IN; Nesbitt, Carmell VSA:EX
Cc: XT:Crljenko, Trevor HLTH:IN; Malovec, Anita VSA:EX; Branton, Scott
Subject: RE: Documented Name Discrepancy Report - Update

2:30 works for me...

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: den Otter, Yvonne [<mailto:yvonne.denotter@cgi.com>]
Sent: Tuesday, February 19, 2013 9:39 AM
To: Cassidy, Al E VSA:EX; XT:Weckermann, Patrick HLTH:IN; Nesbitt, Carmell VSA:EX
Cc: XT:Crljenko, Trevor HLTH:IN; Malovec, Anita VSA:EX; Branton, Scott
Subject: RE: Documented Name Discrepancy Report - Update

Hi,

Could we get a phone conference today to discuss the report. I just want to make sure we all understand the issues/requirements around it.

I'm free from 2:30 pm on.

Thanks,

Yvonne den Otter

Registries Team Lead | CGI | Contracted to the Ministry of Health | direct: 250.414-6856

From: Cassidy, Al E VSA:EX [<mailto:Al.Cassidy@gov.bc.ca>]

Sent: February-19-13 9:34 AM

To: Weckermann, Patrick

Cc: den Otter, Yvonne; Crljenko, Trevor; Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX; Branton, Scott

Subject: RE: Documented Name Discrepancy Report - Update

Hi Patrick...

I've reviewed the changes and it looks good.... Let's move forward. Thanks.

Al Cassidy

Sr. Registry Analyst

Health Registries

British Columbia Vital Statistics Agency

Health Sector IM/IT Division

Ministry of Health

tel: 250.952.9041 fax: 250.952.9038

snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8

<mailto:al.cassidy@gov.bc.ca>

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From: Weckermann, Patrick [<mailto:patrick.weckermann@cgi.com>]

Sent: Monday, February 18, 2013 5:01 PM

To: Cassidy, Al E VSA:EX

Cc: XT:DenOtter, Yvonne HLTH:IN; XT:Crljenko, Trevor HLTH:IN; Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX; Branton, Scott

Subject: Documented Name Discrepancy Report - Update

Hi Al,

Just as a follow up to a meeting Anita/Dale/Tyler and I had this morning, due to the number of false positives, we were asked to narrow the scope of the Documented Names Discrepancy Report to just catch "Double Names" instead of name differences.

This will affect the following requirement from the BRD (changes highlighted in yellow):

ID	Description	Priority - Critical - Important - Optional
RPT1-R1	The report must display records where there is a discrepancy between the IAS documented and CRS declared name due to the presence of a double name . To determine discrepancy: <ul style="list-style-type: none">the IAS Documented Name must be compared against the active CRS declared nameThe IAS Documented Name must be compared against the most recent Inactive CRS declared nameThe following name attribute combinations will be compared for double names:	Critical
S15		

Can you please take a moment to review these changes so we can change the report?

Thanks!

Patrick Weckermann | Architect, Consulting | Contracted to the Ministry of Health | CGI | Tel: 250-220-7933 | Cell: S22 Fax: 250-220-1465 | 5th floor, 1405 Douglas St, Victoria BC | www.cgi.com

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RE: IAS Names report.

Wednesday, July 3, 2013

11:56 AM

Subject	RE: IAS Names report.
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Cc	Nesbitt, Carmell VSA:EX
Sent	Monday, February 18, 2013 4:19 PM

Trevor has fixed the report. It wasn't missing any records... it was just calculating a (False) On one of the names but each had other things different too so it didn't change the numbers on the report. The fix will ensure it continues to be accurate....

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Crljenko, Trevor [<mailto:trevor.crljenko@cgi.com>]
Sent: Monday, February 18, 2013 9:50 AM
To: Cassidy, Al E VSA:EX
Cc: Nesbitt, Carmell VSA:EX; XT:DenOtter, Yvonne HLTH:IN
Subject: IAS Names report.

Hi Al,

If you are looking at the latest report then the last field should look something like S15 This can be mapped back to names in the following way"

S15

S15

S15

I hope this helps.

Please let me know if you have any questions.

Thanks,

Trevor Crljenko
Consultant, ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
phone:(250) 220-7948

From: Cassidy, Al E VSA:EX [<mailto:Al.Cassidy@gov.bc.ca>]

Sent: February-18-13 9:27 AM
To: Crljenko, Trevor; Nesbitt, Carmell VSA:EX
Cc: den Otter, Yvonne
Subject: RE: SAR 27421 Software Install - Oracle 11g

Hi Trevor...

Can you let me know how the last column in the report maps to the matching? Thanks

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Crljenko, Trevor [<mailto:trevor.crljenko@cgi.com>]
Sent: Friday, February 15, 2013 8:41 AM
To: Nesbitt, Carmell VSA:EX
Cc: Cassidy, Al E VSA:EX; XT:DenOtter, Yvonne HLTH:IN
Subject: RE: SAR 27421 Software Install - Oracle 11g

Good morning Carmell,

This is a quick note to let you know the IAS names report is now active in Production. I've run it and it appears to be fine. Of 340 records sent in, there are roughly 190 with name changes.

Keep in mind that if you are only interested in the current days run (6am yesterday to 6am today) then you do not need to include a time factor. So the following command will work:

s.15

Please let me know if you have any questions.
Thanks,

Trevor Crljenko
Consultant, ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
phone:(250) 220-7948

From: Crljenko, Trevor
Sent: February-13-13 3:33 PM
To: 'Nesbitt, Carmell VSA:EX'
Subject: RE: SAR 27421 Software Install - Oracle 11g

Hi Carmell,

This error is normally associated with the database not running. In your screenshot I notice there is no database selected. Which makes sense because you can't connect to a null database. My guess would be that you had the Oracle client installed, but nobody migrated the TNS Names file. Each version of the client has its own version of the TNS Names in the network\admin folder. Please have your admins look in this folder and I think they'll find the tnsnames.ora file to be blank. Luckily the solution should be

straight forward. Just copy the file from the Oracle 9 client directory into the new client directory. Nothing more should be required.

Please let me know if you have any questions.
Thanks,

Trevor Crljenko

Consultant, ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
phone:(250) 220-7948

From: Nesbitt, Carmell VSA:EX [<mailto:Carmell.Nesbitt@gov.bc.ca>]
Sent: February-13-13 2:55 PM
To: Crljenko, Trevor
Subject: FW: SAR 27421 Software Install - Oracle 11g

Hi Trevor,

Our help desk is looking into this but suggested I send this to you so you can see the error message we are getting and perhaps you may be able to help. Please see my screen shots below.

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- **Phone:** 250 952-9081/ **Fax:** 250 952-9038
- **Email:** carmell.nesbitt@gov.bc.ca

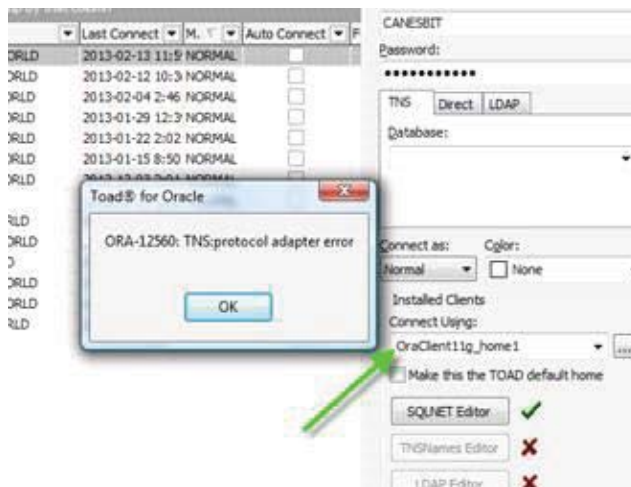
It's okay to say "I don't know", we'll find out together as a team.

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From: Nesbitt, Carmell VSA:EX
Sent: Wednesday, February 13, 2013 2:26 PM
To: VSHELP, HLTH VSA:EX; Vasilakopoulos, Yanni VSA:EX
Subject: RE: SAR 27421 Software Install - Oracle 11g

Hi Tracy,

I have tried that and I am still getting an error message. Thanks,



Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- Phone: 250 952-9081/  Fax: 250 952-9038
- Email: carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: VSHELP, HLTH VSA:EX
Sent: Wednesday, February 13, 2013 1:45 PM
To: Vasilakopoulos, Yanni VSA:EX; Nesbitt, Carmell VSA:EX
Subject: SAR 27421 Software Install - Oracle 11g

Hi Carmell,
Yanni mentioned that you should be able to connect to the new client within Toad. He included a screen print below.
Please do this and let us know what the outcome is.

Thanks.

Tracy Anderson, Systems Support Analyst

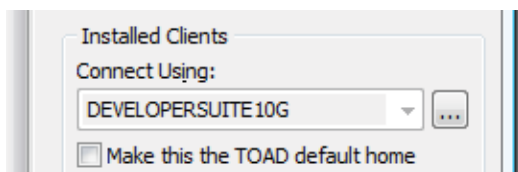
IT Services/Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health

- : 250-952-9090 / Fax: 250-952-9097
- : HLTH.VSHELP@gov.bc.ca

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From: Vasilakopoulos, Yanni VSA:EX
Sent: Wednesday, February 13, 2013 12:18 PM
To: VSHELP, HLTH VSA:EX
Subject: RE: SAR 27421 Software Install - Oracle 11g

Toad can select what client to use..



Yanni Vasilakopoulos, Senior Technical Architect/ DBA, MCSE, OCP
BC Vital Statistics Agency, Health Sector IM/IT Division, Ministry of Health Services

Direct: 250-952-9146 | BB: s.17 | Fax: 250-952-9097
3rd Floor, 818 Fort Street, PO Box 9657 Stn Prov Govt, Victoria, BC V8W 9P3

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From: VSHELP, HLTH VSA:EX
Sent: Wednesday, February 13, 2013 12:12 PM
To: Vasilakopoulos, Yanni VSA:EX
Subject: SAR 27421 Software Install - Oracle 11g

Hi Yanni,
We completed the install; however, Toad seems to continue to use the old client. Is there a way to change oracle to point to the new version?

Carmell spoke with someone at CGI and they said we need to update the Environment Variables.

Tracy Anderson, Systems Support Analyst

IT Services/Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health

- : 250-952-9090 / Fax: 250-952-9097
- : HLTH.VSHELP@gov.bc.ca

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From: Nesbitt, Carmell VSA:EX
Sent: Wednesday, February 13, 2013 10:00 AM
To: VSHELP, HLTH VSA:EX
Subject: RE: SAR 27421 Software Install - Oracle 11g

Can I get it first please?

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- [Phone: 250 952-9081](tel:2509529081) / [Fax: 250 952-9038](tel:2509529038)
- [Email: carmell.nesbitt@gov.bc.ca](mailto:carmell.nesbitt@gov.bc.ca)

It's okay to say "I don't know", we'll find out together as a team.

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From: VSHELP, HLTH VSA:EX
Sent: Wednesday, February 13, 2013 9:15 AM
To: Nesbitt, Carmell VSA:EX
Subject: SAR 27421 Software Install - Oracle 11g

Hi Carmell,
Please answer this email as we now have it logged.

Tracy Anderson, Systems Support Analyst

IT Services/Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health

- : 250-952-9090 / Fax: 250-952-9097
- : HLTH.VSHELP@gov.bc.ca

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From: VSHELP, HLTH VSA:EX
Sent: Wednesday, February 13, 2013 9:10 AM
To: Nesbitt, Carmell VSA:EX
Subject: SAR 27421 Software Install - Oracle 11g

Carmell,
Before we arrange for the software to get pushed down to each pc.Yanni wants it manually install it on one machine first.

Who do you want to get it first?

Tracy Anderson, Systems Support Analyst

IT Services/Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health

- : 250-952-9090 / Fax: 250-952-9097
- : HLTH.VSHELP@gov.bc.ca

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From: Vasilakopoulos, Yanni VSA:EX
Sent: Tuesday, February 12, 2013 2:58 PM
To: VSHELP, HLTH VSA:EX
Subject: FW: New IAS reports - something different

When we have a name from Carmel.. you can install this on to that persons computer..

That person will need ADMIN rights of course!

S15

.. and you should copy this locally to install too!

Yanni Vasilakopoulos, Senior Technical Architect/ DBA, MCSE, OCP
BC Vital Statistics Agency, Health Sector IM/IT Division, Ministry of Health Services

Direct: 250-952-9146 | **BB:** S17 **Fax:** 250-952-9097
3rd Floor, 818 Fort Street, PO Box 9657 Stn Prov Govt, Victoria, BC V8W 9P3

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From: Nesbitt, Carmell VSA:EX
Sent: Tuesday, February 12, 2013 2:32 PM
To: VSHELP, HLTH VSA:EX
Cc: Cassidy, Al E VSA:EX; Vasilakopoulos, Yanni VSA:EX
Subject: FW: New IAS reports - something different

Good afternoon,

We are trying to run some scripts however, it looks as though we will be needing an Oracle Client upgrade from 9.2 to 11.2 because the database has been upgraded to 11.0 and we are not able to run them because of

the older version we are using. Please comments below.

There are 7 of us here that would need this upgrade,
Al Cassidy
Douglas Gold
Carmell Nesbitt
Tristan Davis
Laura Kingcott
Michael Nielsen
Khushwinder Sekhon

Can you please look into this for us?

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- ◆ Phone: 250 952-9081/ 📠 Fax: 250 952-9038
- ◆ Email: carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: Crljenko, Trevor [<mailto:trevor.crljenko@cgi.com>]

Sent: Tuesday, February 12, 2013 1:32 PM

To: Sekhon, Khushwinder VSA:EX

Cc: Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX; XT:DenOtter, Yvonne HLTH:IN; Branton, Scott

Subject: RE: New IAS reports - something different

Thanks Kushwinder,

That verifies the situation. What you just attempted was a very basic print to what unix would call standard out. This type of statement should be executable from just about anywhere. The fact that you cannot print a line tells me that the problem is indeed the Oracle client. Unfortunately this also means that you will be required to upgrade your client before you will be able to receive the output from any report. Given that there are more monthly/weekly/daily reports coming down the line that will require this type of reporting procedure, and that you are already 2 versions behind the version the database is running, you should seriously consider upgrading your client unless you have a strong business case for not doing so.

In the meantime I am working on another way to get you the report information from the data quality server.

Thanks,

Trevor Crljenko

Consultant, ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
phone:(250) 220-7948

From: Sekhon, Khushwinder VSA:EX
[mailto:Khushwinder.Sekhon@gov.bc.ca]
Sent: February-12-13 1:21 PM
To: Crljenko, Trevor
Subject: RE: New IAS reports - something different

Same error ORA-03113

Khushwinder Sekhon

Registry Support Analyst, Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health

818 Fort Street, 2nd Floor
Victoria, BC
V8W 1H8

P: 250-952-9068 Fax: 250-952-9038
Email: Khushwinder.Sekhon@gov.bc.ca

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From: Crljenko, Trevor [mailto:trevor.crljenko@cgi.com]
Sent: Tuesday, February 12, 2013 1:20 PM
To: Sekhon, Khushwinder VSA:EX
Subject: RE: New IAS reports - something different

The second is run in toad as well. Just paste it in, then highlight all three lines and run as a script.

Thanks,

Trevor Crljenko

Consultant, ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
phone:(250) 220-7948

From: Sekhon, Khushwinder VSA:EX
[mailto:Khushwinder.Sekhon@gov.bc.ca]
Sent: February-12-13 1:16 PM
To: Crljenko, Trevor
Subject: RE: New IAS reports - something different

The first gives the same error when run as script.

Is the second a batch file or do i run it in toad as well?

Khushwinder Sekhon

Registry Support Analyst, Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health

818 Fort Street, 2nd Floor

Victoria, BC
V8W 1H8

P: 250-952-9068 Fax: 250-952-9038
Email: Khushwinder.Sekhon@gov.bc.ca

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~ Please consider the environment before printing this e-mail

From: Crljenko, Trevor [<mailto:trevor.crljenko@cgi.com>]
Sent: Tuesday, February 12, 2013 1:12 PM
To: Sekhon, Khushwinder VSA:EX
Cc: Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX
Subject: New IAS reports - something different

Hi Kushwinder,

Could you please try running the following in Toad against the HD4 database?

S15

If that didn't work, then please try the following on your own workstation:

S15

This is to help us determine if the problem lies with your Oracle client.
Thanks,

Trevor Crljenko
Consultant, ASSM Registries Team
Contracted to the Ministry of Health
CGI Information Systems and Management Consultants
1405 Douglas Street
phone:(250) 220-7948

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IAS transactions coming through!

Wednesday, July 3, 2013

11:56 AM

Subject	IAS transactions coming through!
From	Cassidy, Al E VSA:EX
To	Nesbitt, Carmell VSA:EX; Sekhon, Khushwinder VSA:EX; Kingcott, Laura VSA:EX
Sent	Thursday, February 14, 2013 3:38 PM

They are starting to flow in!

Some SQL to get sourceIDs to look at in Inspector

S15

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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FW: BC Services Card - Encryption Protocols

Wednesday, July 3, 2013
11:56 AM

Subject	FW: BC Services Card - Encryption Protocols
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Tuesday, February 5, 2013 4:09 PM

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Ball, Leila M HLTH:EX
Sent: Wednesday, January 30, 2013 3:30 PM
To: Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX; Schmidt, Tracee HLTH:EX
Cc: Smith, Dale G HLTH:EX
Subject: FW: BC Services Card - Encryption Protocols

Hi all, Nikki has responded to the OCIO re the OIPC questions. Below is some additional info on this topic for your reference.

By September, and with the move to the Calgary data center, we should meet the current standards from the OCIO which state Web Protocol standards require that the channel encryption algorithm MUST be AES with a key length of no less than 128 bits, with 256 recommended.

Ref p. 17-18:
http://www.cio.gov.bc.ca/local/cio/standards/documents/standards/cryptographic_standards.pdf

From: Weckermann, Patrick [<mailto:patrick.weckermann@cgi.com>]
Sent: Wednesday, January 30, 2013 3:17 PM
To: Ball, Leila M HLTH:EX
Subject: RE: BC Services Card - Encryption Protocols

Yes, AES 256 will be the new standard, that said however we may have to provide compatibility with AES 128 in addition to AES 256 if any integrated systems experience connectivity issues.

Patrick Weckermann | Architect, Consulting | Contracted to the Ministry of Health | CGI | Tel: 250-220-7933 | Cell: S22 Fax: 250-220-1465 | 5th floor, 1405 Douglas St, Victoria BC | www.cgi.com

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From: Ball, Leila M HLTH:EX [<mailto:Leila.Ball@gov.bc.ca>]
Sent: January-30-13 3:06 PM
To: Weckermann, Patrick
Subject: RE: BC Services Card - Encryption Protocols

Great, so will the new standard be AES 256 as a replacement?

From: Weckermann, Patrick [<mailto:patrick.weckermann@cgi.com>]
Sent: Wednesday, January 30, 2013 3:04 PM
To: Ball, Leila M HLTH:EX
Subject: RE: BC Services Card - Encryption Protocols

We have set an absolute deadline to disable any insecure ciphers in September when we complete server transformation to the Calgary data center. At this time we have no plans to install the patch on the servers in the Victoria data center.

Patrick Weckermann | Architect, Consulting | Contracted to the Ministry of Health | CGI | Tel: 250-220-7933 | Cell: S22 Fax: 250-220-1465 | 5th floor, 1405 Douglas St, Victoria BC | www.cgi.com

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From: Ball, Leila M HLTH:EX [<mailto:Leila.Ball@gov.bc.ca>]
Sent: January-30-13 2:32 PM
To: Weckermann, Patrick
Subject: RE: BC Services Card - Encryption Protocols

Thanks Patrick, do you have an ETA for installing the patch?

From: Weckermann, Patrick [<mailto:patrick.weckermann@cgi.com>]
Sent: Wednesday, January 30, 2013 1:18 PM
To: Ball, Leila M HLTH:EX
Subject: RE: BC Services Card - Encryption Protocols

Hi Leila,

Our servers do not currently support AES 128, or 256, however there is a patch we can install to support both. The current system default is: S15

We are currently obtaining an exception because of this, as we will not be able to test that patch in time for the go-live date. We are also planning on disabling support for any insecure ciphers when we do this patch.

Patrick Weckermann | Architect, Consulting | Contracted to the Ministry of Health | CGI | Tel: 250-220-7933 | Cell: S22 Fax: 250-220-1465 | 5th floor, 1405 Douglas St, Victoria BC | www.cgi.com

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RE: OCIO Exemption?

Wednesday, July 3, 2013

11:56 AM

Subject	RE: OCIO Exemption?
From	Moss, JeremyCITZ:EX
To	Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX
Cc	Nesbitt, Carmell VSA:EX
Sent	Tuesday, February 5, 2013 11:06 AM

I've just sent a note to Robert Walker on our side. Would you be OK with following up with Brian Munro, Anita?

Jeremy

From: Malovec, Anita VSA:EX
Sent: Tuesday, February 5, 2013 10:57 AM
To: Cassidy, Al E VSA:EX; Moss, Jeremy CITZ:EX
Cc: Nesbitt, Carmell VSA:EX
Subject: RE: OCIO Exemption?

Sorry...I haven't had anything since a note saying it was with Brian Munroe and Robert Walker.

Anita Malovec
Manager, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
2nd floor 818 Fort St
Victoria, BC
V8W 1H8

Phone: (250) 952-9129

Fax: (250) 952-9038

email: anita.malovec@gov.bc.ca

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From: Cassidy, Al E VSA:EX
Sent: Tuesday, February 5, 2013 10:54 AM
To: Moss, Jeremy CITZ:EX
Cc: Nesbitt, Carmell VSA:EX; Malovec, Anita VSA:EX
Subject: RE: OCIO Exemption?

Hi Jeremy...

I haven't heard anything yet. The last I heard it was with Brian Munro. Anita may have heard something.... Anita?

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8

<mailto:al.cassidy@gov.bc.ca>

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From: Moss, Jeremy CITZ:EX
Sent: Tuesday, February 5, 2013 9:56 AM
To: Cassidy, Al E VSA:EX
Cc: Nesbitt, Carmell VSA:EX
Subject: OCIO Exemption?

Hi Al,

I just got off a conference call with Carmell on another topic (IAS/HCIM performance testing), and she mentioned you might be the person to ask re: status of the OCIO Exemption. Do you know how this is coming?

Thanks.

Jeremy

RE: Phone call on Services Card: Certificates / Exemptions / Testing / Performance

Wednesday, July 3, 2013
11:56 AM

Subject	RE: Phone call on Services Card: Certificates / Exemptions / Testing / Performance
From	Moss, JeremyCITZ:EX
To	Nesbitt, Carmell VSA:EX
Cc	Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX
Sent	Wednesday, January 30, 2013 9:21 PM

Thanks for this, Carmell.

However, just to clarify, the statement:

Hi all, Nikki has responded to the OCIO re the OIPC questions. Below is some additional info on this topic for your reference.

By September, and with the move to the Calgary data center, we should meet the current standards from the OCIO which state Web Protocol standards require that the channel encryption algorithm MUST be AES with a key length of no less than 128 bits, with 256 recommended.

Ref p. 17-18:

http://www.cio.gov.bc.ca/local/cio/standards/documents/standards/cryptographic_standards.pdf

Unfortunately doesn't eliminate the need for an OCIO exemption. The fact that the move to the Calgary datacentre by September will bring HCIM up to OCIO standards is good, but we still need to have an exemption in place in the meantime. The good news is we know it will be time-limited, and the action to bring things into compliance is pretty straightforward.

The last I heard on our side, Brian Munro from Health was taking over from Dale Smith to complete the exemption. Robert Walker was going to be the primary contact from the OCIO that could work with Brian to get this exemption in place.

As always, please let me know if you'd like to discuss.

Jeremy

From: Nesbitt, Carmell VSA:EX

Sent: Wednesday, January 30, 2013 4:18 PM

To: Moss, Jeremy CITZ:EX

Cc: Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX

Subject: FW: Phone call on Services Card: Certificates / Exemptions / Testing / Performance

Hi Jeremy,

Please see answers to your questions below.

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- [Phone: 250 952-9081](tel:2509529081) / [Fax: 250 952-9038](tel:2509529038)
- [Email: \[carmell.nesbitt@gov.bc.ca\]\(mailto:carmell.nesbitt@gov.bc.ca\)](mailto:carmell.nesbitt@gov.bc.ca)

It's okay to say "I don't know", we'll find out together as a team.

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From: den Otter, Yvonne [<mailto:yvonne.denotter@cgi.com>]

Sent: Wednesday, January 30, 2013 3:33 PM

To: Nesbitt, Carmell VSA:EX

Subject: RE: Phone call on Services Card: Certificates / Exemptions / Testing / Performance

Hi Carmell,

Here is a quick update:

- The HCIM / IAS certificate installation. Target plan date to have this complete is Friday, Feb 1. This is receiving attention from the Systems Integrator (SI), IBM, and will likely be raised to our ADMs if we don't get this completed soon. {Yvonne} The client certificate seems to be resolved. For the server cert for production, we have placed an iStore order for the certificate. We have asked the certificate to be expedited and are waiting to hear back.

The OCIO exemption on cryptographic standards [**Carmell**] Based on Leila response: Hi all, Nikki has responded to the OCIO re the OIPC questions. Below is some additional info on this topic for your reference.

By September, and with the move to the Calgary data center, we should meet the current standards from the OCIO which state Web Protocol standards require that the channel encryption algorithm MUST be AES with a key length of no less than 128 bits, with 256 recommended.

Ref p. 17-18:

http://www.cio.gov.bc.ca/local/cio/standards/documents/standards/cryptographic_standards.pdf

- The loading of test data for the additional "name space" testing that is occurring this week. {Yvonne} The data will be loaded today.
- The need to conduct some volume performance testing between IAS and HCIM next week, and exploring the potential impacts if the IAS-to-HCIM update process runs longer than expected (potentially executing during business hours). {Yvonne} We'll need to discuss this further. There are potential impacts on EMPI if the update process executes in business hours. Ideally, this batch should be run from around 4 to 6 am. We'll need to assess any impacts on performance outside of this time.

Cheers,

Yvonne den Otter

Registries Team Lead | CGI | Contracted to the Ministry of Health | direct: 250.414-6856

From: Nesbitt, Carmell VSA:EX [<mailto:Carmell.Nesbitt@gov.bc.ca>]

Sent: January-30-13 3:13 PM

To: den Otter, Yvonne

Subject: FW: Phone call on Services Card: Certificates / Exemptions / Testing / Performance

Hi Yvonne,

Here are the questions from Jeremy which I called you about earlier this afternoon. If you could please give me an update on his questions that would be great.

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries

British Columbia Vital Statistics Agency

Ministry of Health, Health Sector IM/IT Division

818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- [Phone: 250 952-9081](tel:2509529081) / [Fax: 250 952-9038](tel:2509529038)
- [Email: carmell.nesbitt@gov.bc.ca](mailto:carmell.nesbitt@gov.bc.ca)

It's okay to say "I don't know", we'll find out together as a team.

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From: Moss, Jeremy CITZ:EX

Sent: Wednesday, January 30, 2013 2:51 PM

To: Nesbitt, Carmell VSA:EX

Cc: Cassidy, Al E VSA:EX

Subject: Phone call on Services Card: Certificates / Exemptions / Testing / Performance

Hi Carmell,

To summarize our phone call this afternoon, there are four points I'd like to ask you to follow up on from an HCIM perspective:

- The HCIM / IAS certificate installation. Target plan date to have this complete is Friday, Feb 1. This is receiving attention from the Systems Integrator (SI), IBM, and will likely be raised to our ADMs if we don't get this completed soon.
- The OCIO exemption on cryptographic standards [[Carmell](#)] This is being addressed on our side.
- The loading of test data for the additional "name space" testing that is occurring this week
- The need to conduct some volume performance testing between IAS and HCIM next week, and exploring the potential impacts if the IAS-to-HCIM update process runs longer than expected (potentially executing during business hours).

Unfortunately, these are all urgent issues that need to be addressed before go-live. Could please review this list, check with your team, then let me know tomorrow if you think HCIM is on track with these activities, or if you would like to discuss further?

Regarding the last bullet point, our IAS performance testing has indicated our nightly updates to HCIM are likely going to run longer than expected.

Also, although not discussed on our phone call, I just heard from Tonja Quinn (our agreements guru for Services Card), that she will be sending a draft CITZ-HCIM Operational Service Agreement to your team (Trevor) within the next day or two.

Thanks Carmell.

Jeremy Moss
Program Development Director
Provincial IDIM Program | Office of the CIO
Ministry of Citizens' Services and Open Government

jeremy.moss@gov.bc.ca

desk phone: 250-387-1581

cell phone: s.22

Pages 177 through 183 redacted for the following reasons:

S3

Phone call on Services Card: Certificates / Exemptions / Testing / Performance

Wednesday, July 3, 2013
11:56 AM

Subject	Phone call on Services Card: Certificates / Exemptions / Testing / Performance
From	Moss, Jeremy CITZ:EX
To	Nesbitt, Carmell VSA:EX
Cc	Cassidy, A I E VSA:EX
Sent	Wednesday, January 30, 2013 2:50 PM

Hi Carmell,

To summarize our phone call this afternoon, there are four points I'd like to ask you to follow up on from an HCIM perspective:

- The HCIM / IAS certificate installation. Target plan date to have this complete is Friday, Feb 1. This is receiving attention from the Systems Integrator (SI), IBM, and will likely be raised to our ADMs if we don't get this completed soon.
- The OCIO exemption on cryptographic standards
- The loading of test data for the additional "name space" testing that is occurring this week
- The need to conduct some volume performance testing between IAS and HCIM next week, and exploring the potential impacts if the IAS-to-HCIM update process runs longer than expected (potentially executing during business hours).

Unfortunately, these are all urgent issues that need to be addressed before go-live. Could please review this list, check with your team, then let me know tomorrow if you think HCIM is on track with these activities, or if you would like to discuss further?

Regarding the last bullet point, our IAS performance testing has indicated our nightly updates to HCIM are likely going to run longer than expected.

Also, although not discussed on our phone call, I just heard from Tonja Quinn (our agreements guru for Services Card), that she will be sending a draft CITZ-HCIM Operational Service Agreement to your team (Trevor) within the next day or two.

Thanks Carmell.

Jeremy Moss
Program Development Director
Provincial IDIM Program | Office of the CIO
Ministry of Citizens' Services and Open Government

jeremy.moss@gov.bc.ca
desk phone: 250-387-1581
cell phone: s.22

Page 185 redacted for the following reason:

S3

FW: HCIM-IAS certificate issue

Wednesday, July 3, 2013

11:56 AM

Subject	FW: HCIM-IAS certificate issue
From	Moss, Jeremy CITZ:EX
To	Cassidy, Al E VSA:EX
Sent	Thursday, January 24, 2013 9:14 PM

Hi Al,

Just saw Carmell is S22 tomorrow. Hopefully you are around and can help us work this out. Sorry for my email below. It might have sounded a bit officious (I do work for the OCIO now, and have to make sure you ministry folks follow our standards, you know! ☺). But I really had to jump in, because our Architecture and Standards folks are really concerned about this. Feel free to call, IM or email me tomorrow.

Thanks. I'm sure we will work through this, one way or another.

Jeremy

From: Moss, Jeremy CITZ:EX
Sent: Thursday, January 24, 2013 9:11 PM
To: Wiebe, Patricia CITZ:EX
Subject: FW: HCIM-IAS certificate issue
Importance: High

FYI.

From: Moss, Jeremy CITZ:EX
Sent: Thursday, January 24, 2013 9:11 PM
To: Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Subject: FW: HCIM-IAS certificate issue
Importance: High

Hi Anita, Carmell and Al,

Just found out from Patricia that CGI might be having issues with implementing the Entrust certificate. This is potentially a serious issue, since it is a variance from the design spec, and also from government standards. I'm hoping that our respective architects and techies can resolve the issue and we can move ahead with the Entrust certificate solution. If not, we will need HCIM to submit an Exemption Request to the OCIO. As you probably know, that is not necessarily a quick / easy path, since it involves documentation from VSA, getting approved by Lindsay Kislock and submitted to the GCIO (Bette Jo Hughes) for approval. I'm not sure if Patrick realizes this is a bit of an onerous process.

I wanted to bring this to your attention ASAP since –and sorry for stating the obvious– we will need a viable solution (Entrust certificate, or GCIO approved exemption) in place before go live. If you can help communicate this to CGI, that would be helpful. I'd be happy to discuss this with you further if you like.

Thanks for any help you can provide to get this resolved.

Jeremy

From: Wiebe, Patricia CITZ:EX
Sent: Thursday, January 24, 2013 8:54 PM
To: XT:Weckermann, Patrick HLTH:IN; XT:Sherwood, Tyler HLTH:IN; Smith, Dale G HLTH:EX

Cc: Moss, Jeremy CITZ:EX; Owens, Jason CITZ:EX
Subject: RE: HCIM-IAS certificate issue

Hi Patrick, Tyler, Dale

I've booked a meeting for us tomorrow (Friday 1:30pm) to discuss at a technical level. I think we should talk through this and any other issues with certificates and TLS connections.

If your team has any outstanding pre-prod technical issues with the IAS-HCIM integration, please bring them to our attention in this meeting as well.

I'm also cc'ing Jeremy on this, who will discuss this further with Ministry of Health folks.

Patricia Wiebe, Director, Identity and Information Architecture and Standards
Office of the Chief Information Officer, Province of British Columbia
Phone: 250.387.6818 Mobile s.17 Email: Patricia.Wiebe@gov.bc.ca

From: Weckermann, Patrick [<mailto:patrick.weckermann@cgi.com>]
Sent: Thursday, January 24, 2013 4:09 PM
To: Wiebe, Patricia CITZ:EX
Cc: XT:Sherwood, Tyler HLTH:IN; Smith, Dale G HLTH:EX
Subject: RE: HCIM-IAS certificate issue

Hi Patricia,

Unfortunately HCIM requires a very specific format. It looks specifically for the _ in the name, as it is used to split out a few fields of information.

It appears the current certificate you were issued by entrust is marked as being for Server Authentication, as well as Client Authentication. This would explain why entrust is requiring a domain name. Is it possible to get issued a certificate whose usage type is specifically for client authentication? That should not be subject to a domain name restriction.

Otherwise the only option I can think of to meet timelines is to apply for an exemption, and use a Client certificate signed by health.

Patrick Weckermann | Architect, Consulting | Contracted to the Ministry of Health | CGI | Tel: 250-220-7933 | Cell: s.22 | Fax: 250-220-1465 | 5th floor, 1405 Douglas St, Victoria BC | www.cgi.com

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From: Wiebe, Patricia CITZ:EX [<mailto:Patricia.Wiebe@gov.bc.ca>]
Sent: January-24-13 2:45 PM
To: Weckermann, Patrick
Cc: Sherwood, Tyler; Smith, Dale G HLTH:EX
Subject: RE: HCIM-IAS certificate issue

Hi Patrick

Maybe tomorrow afternoon would be a good time to meet then. I'll schedule something.

We've tried adhering to HCIM's naming convention, i.e. LCTZ_ as the first part of the common name of the cert DN.

However, the underscore is an invalid character according to Entrust's rules. They require domain name syntax.

That is why I wanted to talk directly with you folks to understand if there are any other ways to remove the constraints on the naming convention.

Any other ideas?

Patricia

RE: Follow up to phonecall

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Follow up to phonecall
From	Moss, Jeremy CITZ:EX
To	Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Sent	Tuesday, January 22, 2013 11:31 AM

Thanks Carmell. Yes, if you could confirm the cipher issue as well, that would be great. Sorry I neglected to bring it up this morning.

Jeremy

From: Nesbitt, Carmell VSA:EX
Sent: Tuesday, January 22, 2013 11:31 AM
To: Moss, Jeremy CITZ:EX; Cassidy, Al E VSA:EX
Subject: RE: Follow up to phonecall

Hi Jeremy,

After our conversation this morning I talked to Yvonne at CGI to confirm and she told me that the CGI Technical team are working with Jason and the technical folks on the entrusted certificate issue and will hopefully have this resolved very soon. I'm not sure if the cipher controls are related to this however I can look into this further and confirm with Yvonne if you'd like.

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
818 Fort Street, 2nd Fl.,
Victoria, BC V8W 1H8

- **Phone:** 250 952-9081/  **Fax:** 250 952-9038
- **Email:** carmell.nesbitt@gov.bc.ca

It's okay to say "I don't know", we'll find out together as a team.

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From: Moss, Jeremy CITZ:EX
Sent: Tuesday, January 22, 2013 11:20 AM
To: Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Subject: Follow up to phonecall

Hi Carmell and Al,

Sorry, just as a follow-up to our phone call this morning, there was a related technical detail that I should have mentioned. Apparently in addition to using the Entrust certificate, we are also trying to get your technical folks to upgrade your cipher controls to use TLS with AES-128, not RC4-128. I think your techies already know this, and perhaps you do as well, I just neglected to mention it in our phone call.

If you want to discuss further, please let me know. Or if the whole Entrust / cipher upgrade is all in progress, that is great. Thanks.

Jeremy Moss

Program Development Director
Provincial IDIM Program | Office of the CIO
Ministry of Citizens' Services and Open Government

jeremy.moss@gov.bc.ca

desk phone: 250-387-1581

cell phone: s.17

RE: Agreement between HCIM and CITZ

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Agreement between HCIM and CITZ
From	Moss, Jeremy CITZ:EX
To	Malovec, Anita VSA:EX
Cc	Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX; Davis, Tristan W VSA:EX; XT:DenOtter, Yvonne HLTH:IN; Quinn, Tonja J CITZ:EX; Buckle, Deborah CITZ:EX
Sent	Thursday, January 17, 2013 10:04 AM

Sorry, forgot to cc Tonja and Deb on my side.

Jeremy

From: Moss, Jeremy CITZ:EX

Sent: Thursday, January 17, 2013 10:03 AM

To: Malovec, Anita VSA:EX

Cc: Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX; Davis, Tristan W VSA:EX; XT:DenOtter, Yvonne HLTH:IN

Subject: RE: Agreement between HCIM and CITZ

Sounds good. Thanks Anita. I'll ask Tonja on our side to work with Tristan. We'll keep this as short and simple as possible, with the understanding it is a living document, can evolve over time, and might be replaced by a standard HCIM agreement in the future.

Jeremy

From: Malovec, Anita VSA:EX

Sent: Thursday, January 17, 2013 9:58 AM

To: Moss, Jeremy CITZ:EX

Cc: Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX; Davis, Tristan W VSA:EX; XT:DenOtter, Yvonne HLTH:IN

Subject: RE: Agreement between HCIM and CITZ

I think this might be ok but at some point I do want to try and end up with one Service Agreement for all in the end..if possible.

So..your folks could start to draft the agreement and provide a draft back to us....it would then be an IAS initiated agreement that we would provide input into and agree to. I like the idea of no formal sign off...just a working agreement. If you could have your folks work through this with Tristan he can ensure our pieces are complete....Tristan, once you get the draft you will need to involve Carmell, Al and CGI but if you would be the one responsible to pull the pieces together from our side that would be great.

Sound ok Jeremy?

Copying the others for info....if anyone disagrees with this approach, let me know.

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From: Moss, Jeremy CITZ:EX
Sent: Wednesday, January 16, 2013 10:05 PM
To: Malovec, Anita VSA:EX
Subject: RE: Agreement between HCIM and CITZ

Hi Anita. Thanks for the email, and for providing the document.

It might be a problem if we don't have an agreed-upon document before go-live. However, I have a few suggestions that might make this easier to achieve:

- Suggest this just be called a "Service Agreement", not a SLA/SLO.
- Modify to remove some of the irrelevant parts for IAS.
- Primarily need to ensure we have contact info / escalation path for problems / change management section.
- Signature / signoff may not be required, just working agreement (probably at our level or E.D.)

We do have a draft of an agreement with SecureKey and ICBC we could share with you if you like, but I think we could "tweak" your existing agreement and meet our objectives.

If you are OK with this approach, I can get my team to work with your folks, or provide a draft back to you. Would you like to discuss further, or should just start on modifying your doc?

Jeremy

From: Malovec, Anita VSA:EX
Sent: Tuesday, January 15, 2013 12:04 PM
To: Moss, Jeremy CITZ:EX
Subject: RE: Agreement between HCIM and CITZ

Yikes...no. This has fallen a bit behind and I won't get a first draft until the beginning of February. Is there something we can 'informally' do in the meantime to satisfy the OPIC.

I have the initial service agreement we drafted for our HA that onboarded in 2006. I started to work on this with Andrew Mickelson as it needed to be updated and his recommendation was it not be called a SLA but more of an SLO document as we had to be careful not to force the Ministry to the service levels stated in the agreement. It is this document that I have sent to CGI and is what is being used as the base for the new document.

Would this work for now? I am attaching for your review.

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From: Moss, Jeremy CITZ:EX
Sent: Tuesday, January 15, 2013 11:30 AM
To: Malovec, Anita VSA:EX
Subject: RE: Agreement between HCIM and CITZ

Hi Anita,

Just wanted to follow up with you on the HCIM / CITZ agreement. Do you have something you can share with my team yet? I'm hoping to get this wrapped up in the next 2 weeks. Our STRAs have highlighted that we need these agreements in place, and we need to report back to the OIPC by the end of January, so it would be great if we can have these agreements substantially completed, or even better, completed, by then.

Please let me know if you would like to discuss.

Thanks.

Jeremy

From: Malovec, Anita VSA:EX
Sent: Wednesday, January 2, 2013 4:04 PM
To: Moss, Jeremy CITZ:EX; Nesbitt, Carmell VSA:EX
Subject: RE: Agreement between HCIM and CITZ

Hi, Jeremy. Happy New Year to you too.

I have CGI working on a Service Level Objective document that I hope will meet your needs and those of our other interfacing organizations as well. I was hoping that one document will suffice for everyone but I will need to see as it takes shape. I expect a draft document sometime in January so hopefully that will meet your needs. We can discuss in further detail once I am back S22

From: Moss, Jeremy CITZ:EX
Sent: Wed, January 2, 2013 3:06 PM
To: Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX
Subject: Agreement between HCIM and CITZ

Hi Anita and Carmell,

Happy New Year to both of you! Hope you enjoyed the holiday season.

Could you please let me know who we should work with in Registries to set up a Service Agreement between our two organizations? Nothing scary or financial related... more how we work together, who we contact if there is a problem, how we escalate, how we engage if either party wants to make a change, etc. We have some draft templates we can work with, or if you already have something you would like to share with us, that is OK too.

I'm hoping we can get this nailed down in January.

Thanks.

Jeremy Moss
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RE: IAS / Vital stats questions

Thursday, July 4, 2013

9:41 AM

Subject	RE: IAS / Vital stats questions
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX; Moss, Jeremy CITZ:EX; 'Marsh, Bill'
Cc	Wiebe, Patricia CITZ:EX
Sent	Friday, December 14, 2012 2:45 PM

Yes, spaces are allowed in the second name field as well....

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From: Malovec, Anita VSA:EX
Sent: Friday, December 14, 2012 2:39 PM
To: Moss, Jeremy CITZ:EX; 'Marsh, Bill'
Cc: Wiebe, Patricia CITZ:EX; Cassidy, Al E VSA:EX
Subject: RE: IAS / Vital stats questions

Should be no concern for us on second name either. I will have Al confirm for sure but suspect if we allow the space in the first name field we would allow it in the second name as well. Al, can you please confirm. Thanks.

From: Moss, Jeremy CITZ:EX
Sent: Fri, December 14, 2012 2:30 PM
To: 'Marsh, Bill'
Cc: Wiebe, Patricia CITZ:EX; Malovec, Anita VSA:EX
Subject: RE: IAS / Vital stats questions

Hi Bill,

By cc of this note, I'll ask Patricia to steer some architecture diagrams your way.

Also by cc, I'll ask Anita if HCIM has any concerns with spaces in the "second name" field.

The "EMPI" is short for "Electronic Master Patient Index". That is the software used to implement HCIM, aka "Health Client Identity Management". EMPI and HCIM are essentially the same thing, owned by Vital Stats Registries, but I think Vital Stats prefers us to call it "HCIM".

Jeremy

From: Marsh, Bill [<mailto:Bill.Marsh@icbc.com>]
Sent: Friday, December 14, 2012 12:15 PM

To: Moss, Jeremy CITZ:EX
Subject: IAS / Vital stats questions

Hi Jeremy

As part of our research on solutions for name space I would like to ask if you (or someone on your team) could provide us with “pertinent” architecture diagrams, current and future state, related to the flow through to Vital stats / registries?

I would also like to ask if Vital Stats has specific concerns related to “second name”?

I think you saw the stats from Denis (HIBC) yesterday, but ~185K first names, and ~125K second names in their database have spaces. The “matching” is based on first name, and that was the focus of our conversation yesterday. Just want to head off any possible “gotcha’s” on second name. we are looking into this on our side in parallel.

And showing how much of a newbie I am, can you tell me what EMPI is? whose system and what key interface points?

Thanks

Bill

.....
Bill Marsh
Project Manager

ICBC building trust. driving confidence.

.....
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RE: Name formatting issue

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Name formatting issue
From	Moss, JeremyCITZ:EX
To	Malovec, Anita VSA:EX; Wiebe, Patricia CITZ:EX; Owens, Jason CITZ:EX
Cc	Bamford, Kevena CITZ:EX; Cassidy, Al E VSA:EX; Shewchuk, Jack VSA:EX
Sent	Thursday, December 13, 2012 7:35 AM

Thanks for the email, Anita.

I think the issue will not be how the name is displayed on the card, but how it is stored in our various databases and returned to clients / users. The name on the card is shown as a series of names separated by spaces, so "Mary Jane" (firstname) and "Mary" (firstname) and "Jane" (secondname) would both display as "Mary Jane" on the card.

However, if Registries were to return "Mary" as the firstname, instead of "Mary Jane", would this cause issues to HAs, points-of-service, etc.? And if Registries stores "Mary" while MSP stores "Mary Jane", are there potential mismatches or data update challenges in the future?

Honestly, I don't know how double-barrelled names appear on foundation documents. How do you tell the difference between "Mary Jane" and "Mary" "Jane"? Will this just be a minor annoyance to clients who are probably already used to confusion over their names, or a much more serious problem?

If Al is able to run a query to find out how many clients have spaces in their first name, this would be useful information. During the conference call yesterday afternoon, nobody knew the answer, and didn't sound confident they could find out in a short period of time.

I haven't seen a meeting scheduled yet. Perhaps you could forward me the details? I'll also check with IBM to ensure they haven't left some of us off the invite list.

Jeremy

From: Malovec, Anita VSA:EX

Sent: Wednesday, December 12, 2012 11:16 PM

To: Moss, Jeremy CITZ:EX; Wiebe, Patricia CITZ:EX; Owens, Jason CITZ:EX

Cc: Bamford, Kevena CITZ:EX; Cassidy, Al E VSA:EX; Shewchuk, Jack VSA:EX

Subject: RE: Name formatting issue

This is a major concern for us. If ICBC stores a two part first name in both the first and second name fields then our 'documented' or verified name will not be correct. This in turn will display as two distinct names to the actively integrated health points of service and it will look to be wrong to the user.

What happens when there is actually a double barreled first name and a second name on the documentation...how is this stored in the ICBC database and ultimately shown on the card? If shown as first, second and third name, again we have a problem.

This is not good and not something I was aware of until now. Not only do I not like this the HA's will be not be pleased.....the HA's are thinking the new Services Card will clean up name issues not make them worse.

If you are looking for how many clients have spaces in their first name Al might be able to run a query to find out. I will talk to him in the morning.

I see I have a meeting scheduled for 1:30 tomorrow re 'name alignment' ...I gather this is what it is about. Thanks for the heads up, Jeremy.

From: Moss, Jeremy CITZ:EX
Sent: Wed, December 12, 2012 10:51 PM
To: Wiebe, Patricia CITZ:EX; Owens, Jason CITZ:EX; Malovec, Anita VSA:EX
Cc: Bamford, Kevena CITZ:EX
Subject: Name formatting issue
Importance: High

There was a PM teleconference meeting today where an issue was highlighted with a mis-match in name standards, and storage, between ICBC and HIBC. Although this issue has apparently been known for a while, it has only just been recognized that it could be a serious issue (?!). ICBC does not allow spaces in names, but HIBC does. Both organizations have legacy applications that supposedly cannot be changed. A name like "Mary Jane" is stored in the first name field in HIBC, but is stored as "Mary" (first name) and "Jane" (second name) in ICBC.

Unfortunately, this means the CQC (card qualification check) will fail, and a card cannot be issued to the client. And the client cannot "fix" the mismatch, because ICBC and HIBC store the same name differently.

HIBC is looking at changing their name-matching algorithm in their CQC check, but don't know if it can be done in time for go-live. Even if HIBC can change their algorithm, there may be issues with the name flowing through to the IAS and HCIM in a different format than it is stored in HIBC. For example, "Mary Jane" in HIBC's MSP system, but "Mary" and "Jane" in HCIM. I don't know whether this could cause issues for HCIM's active integration with Health Authorities.

We don't know yet how many BC residents have given names with spaces in them. We don't know the impacts of various solutions, or even what possible solutions should be pursued. The Systems Integrator is going to organize a meeting tomorrow with key staff from ICBC, HIBC, CITZ and HCIM to discuss further. Attendees will likely be architects, designer/ developers, test leads and PM/ managers. I hope you can all attend.

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FW: Update on Connectivity

Wednesday, July 3, 2013

11:56 AM

Subject	FW: Update on Connectivity
From	Moss, Jeremy LCTZ:EX
To	Malovec, Anita VSA:EX
Cc	Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Sent	Friday, October 12, 2012 1:06 PM

Excellent news—we have connectivity between HCIM and IAS. Sounds as though our folks have been working well together, and we have had great support from CGI.

Jeremy

From: Kerins, David CITZ:EX

Sent: Friday, October 12, 2012 12:15 PM

To: Moss, Jeremy LCTZ:EX

Cc: Carlsen, Evan SSBC:EX; Owens, Jason LCTZ:EX; Chukhovsky, Leonid CITZ:EX

Subject: Re: Update on Connectivity

Jeremy, Leo and I have been working with Scott this AM. We have connectivity with HCIM!

We are able to send a SoapUI request message and we are getting a response back.

Our certificate/ssl handshake is working and now we have some request mapping refinements to make as we are getting some validation errors.

But the bottom-line is that we have connectivity and we will refine the request mappings to get a clean exchange.

Scott has been most helpful.

We will continue to work on this in the afternoon.

--

David D. Kerins

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RE: Update on Connectivity

Wednesday, July 3, 2013
11:56 AM

Subject	RE: Update on Connectivity
From	Moss, Jeremy LCTZ:EX
To	Malovec, Anita VSA:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Sent	Friday, October 12, 2012 9:49 AM

Thanks everyone. FYI, I just heard from David on the IAS team and he has heard back from Scott. David's update to me was:

Just got an email from Scott, he is digging into it on his side (wanting to check a couple of things) and said he will be in touch in the next hour or two.

So looks like both teams are on it. Let's hope it gets resolved quickly.

Jeremy

From: Malovec, Anita VSA:EX
Sent: Friday, October 12, 2012 9:44 AM
To: Moss, Jeremy LCTZ:EX; Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Subject: Re: Update on Connectivity

Carmell would appreciate you keep on top of this. We need cgi to resolve this issue as of today if possible and is not keep the ias team in the loop as to why not. Thanks.

From: Moss, Jeremy LCTZ:EX
Sent: Friday, October 12, 2012 09:27 AM
To: Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Cc: Malovec, Anita VSA:EX
Subject: RE: Update on Connectivity

Thanks Carmell. I think David from our team has already reached out to Scott (via email / phone) this morning, but as of a little while ago, hadn't heard back. Granted, it was still quite early, but I just wanted to see if you could help from your side.

Much appreciated!

Jeremy

From: Nesbitt, Carmell VSA:EX
Sent: Friday, October 12, 2012 9:24 AM
To: Moss, Jeremy LCTZ:EX; Cassidy, Al E VSA:EX
Cc: Malovec, Anita VSA:EX
Subject: RE: Update on Connectivity

Hi Jeremy,

I will contact CGI to let them know.

Thanks,

Carmell Nesbitt

Senior Registry Analyst, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division

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It's okay to say "I don't know", we'll find out together as a team.

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From: Moss, Jeremy LCTZ:EX
Sent: Friday, October 12, 2012 9:14 AM
To: Nesbitt, Carmell VSA:EX; Cassidy, Al E VSA:EX
Cc: Malovec, Anita VSA:EX
Subject: FW: Update on Connectivity

Hi Carmel & Al,

Since Anita S22 today, I wanted to bring this to your attention. We are still having issues connecting from IAS to HCIM. My techies really need to talk to Scott today, if at all possible, to try and work this out.

Thanks for any help you can provide.

Jeremy

PS – hope you are both doing well.

From: Moss, Jeremy LCTZ:EX
Sent: Friday, October 12, 2012 9:11 AM
To: Malovec, Anita VSA:EX
Subject: Update on Connectivity

Hi Anita,

Just a quick update for you. Sounds like we have the certificates now, but there are still some technical issues to iron out. Our techies would like to chat with Scott today to try and resolve. Hopefully Scott will be available.

Jeremy Moss
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RE: Valid PHN for BC Services Card testing

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Valid PHN for BC Services Card testing
From	Cassidy, Al E VSA:EX
To	Ball, Leila M HLTH:EX
Sent	Tuesday, September 18, 2012 8:28 AM

Anytime... that's what we're here for ☺

Al Cassidy
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From: Ball, Leila M HLTH:EX
Sent: Tuesday, September 18, 2012 8:05 AM
To: Cassidy, Al E VSA:EX
Subject: RE: Valid PHN for BC Services Card testing

Thanks Al!

From: Cassidy, Al E VSA:EX
Sent: Monday, September 17, 2012 8:08 AM
To: Ball, Leila M HLTH:EX; Malovec, Anita VSA:EX
Cc: Nesbitt, Carmell VSA:EX
Subject: RE: Valid PHN for BC Services Card testing

Hi Leila...

Here it is.. S15

Al Cassidy
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From: Ball, Leila M HLTH:EX
Sent: Friday, September 14, 2012 12:03 PM
To: Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX
Cc: Nesbitt, Carmell VSA:EX
Subject: RE: Valid PHN for BC Services Card testing

Hi Al, what do I need to do to make this happen? If we can get that number issued as soon as possible, we can then ask ICBC to produce a new batch of cards for testing.

Let me know what you need.
Thanks so much,
Leila

From: Cassidy, Al E VSA:EX
Sent: Tuesday, September 11, 2012 1:30 PM
To: Ball, Leila M HLTH:EX; Malovec, Anita VSA:EX
Cc: Nesbitt, Carmell VSA:EX; Pearce, Alison HLTH:EX
Subject: RE: Valid PHN for BC Services Card testing

Hi Leila...

Sorry, I meant to respond sooner but just back S22 and last week was kind of a write off. I could give you a PHN that was issued in error by a pharmacy to a pet or stock transfer or some other invalid client. We have since archived the numbers from CRS and they will never be reissued. Would that work for you?

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From: Ball, Leila M HLTH:EX
Sent: Tuesday, September 11, 2012 12:03 PM
To: Malovec, Anita VSA:EX
Cc: Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX; Pearce, Alison HLTH:EX
Subject: RE: Valid PHN for BC Services Card testing

Hi Anita, did you and Al get a chance to give this some thought?

Thanks,
Leila

From: Malovec, Anita VSA:EX
Sent: Monday, August 27, 2012 2:52 PM
To: Ball, Leila M HLTH:EX

Cc: Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX
Subject: RE: Valid PHN for BC Services Card testing

Yes, I recall the discussion. Al is back next Tuesday..can this wait for him. If not, then I will see if Carmell can pull something off.

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From: Ball, Leila M HLTH:EX
Sent: Monday, August 27, 2012 11:52 AM
To: Malovec, Anita VSA:EX
Cc: Cassidy, Al E VSA:EX
Subject: Valid PHN for BC Services Card testing

Hi Anita, please see the email trail below re: a Card for VIHA with a properly formatted PHN to test their card readers. Alison asked me to work through this you Gwen and yourself while she S22 . I chatted with Gwen about the request from VIHA below and Gwen indicated an okay if we create a card with a currently unassigned PHN (as I recall was previously suggested – perhaps one from a block that isn't due for use for a long time).

Does this make sense to you? Do you want to meet to discuss?

Thanks for your help,
Leila

From: Lock, Gwen HLTH:EX
Sent: Monday, August 27, 2012 11:23 AM
To: Ball, Leila M HLTH:EX; Beyea, Bonnie HLTH:EX
Cc: Madden, Ken HLTH:EX
Subject: RE: New BC Services Card

Hi Leila, thanks for the discussion.

My understanding is that the health authorities need a phn in the correct format to test if the card can read the phn. The project is proposing to use a non-production phn that is correctly formatted. This non-production phn is from a pool of future phns that might be used – thus it is 'real' in the sense that it is formatted correctly, yet 'not real' in the respect of being used.

For the proposed test there is no real client or personally identifiable information associated with the phn, as this phn has not been used yet.

Thus, I think that it is appropriate to use this one pooled (not assigned) phn for the proposed purpose. As it is a real (but not used phn), appropriate security precautions for data handling should be taken.

Please let me know if I have misinterpreted or left out key aspects ... thanks.

Gwen Lock PHD (Walden, MN), MPA, MA, CISSP
Ministry Information Security Officer

"Security is *everyone's* responsibility"

From: Ball, Leila M HLTH:EX
Sent: Monday, August 27, 2012 10:16 AM
To: Lock, Gwen HLTH:EX; Beyea, Bonnie HLTH:EX
Subject: FW: New BC Services Card

Hi again, I have a question from VIHA about testing the new cards – they need a card with a ‘real’ PHN for testing purposes. The current test cards have 123456789, which doesn’t pass their software’s validation requirements. Can we chat about the security implications with providing a real PHN (perhaps one that is unassigned)?

Someone thought of requesting HIBC carve out a ‘block’ of PHNs that could reserved just for testing purposes as I think Anita needs valid ones also – I have no idea if that is feasible or not but put it out there just in case.

In any case, I’d like to get your thoughts on the options and implications. I’ll book a meeting for an initial chat ☺.

Thanks,
Leila

From: Terlson, Daisy [<mailto:Daisy.Terlson@viha.ca>]
Sent: Thursday, August 9, 2012 2:57 PM
To: Pearce, Alison HLTH:EX
Subject: RE: New BC Services Card

It has to be a real phn based on the number calculation. It can be real-like in that the specific number has not been assigned to a real person. But it needs to be formatted just like the PHN number you and I have

Does this make sense?

Daisy

DAISY TERLSON

IMIT Project Manager
NextGen EHR: Primary & Urgent Care
Oceanside Health Centre
Vancouver Island Health Authority
office(250) 519-1618
cel s.22

Daisy.Terlson@viha.ca

From: Pearce, Alison HLTH:EX [<mailto:Alison.Pearce@gov.bc.ca>]
Sent: Thursday, August 09, 2012 2:53 PM
To: Terlson, Daisy
Subject: RE: New BC Services Card

Daisy – I’m working on a solution for you. Can you tell me if I need a real PHN for testing, so that CERNER won’t kick it out? Or, can I just have a real-like PHN?

Alison

From: Terlson, Daisy [<mailto:Daisy.Terlson@viha.ca>]
Sent: Wednesday, August 8, 2012 3:39 PM
To: Pearce, Alison HLTH:EX
Subject: RE: New BC Services Card

Hi

The number on the test card is invalid, because the check digit is incorrect. The check digit calculation is based on the previous numbers.

We have a rule which runs the mod 11 check digit algorithm for BC PHN numbers (in other words you can't guess at a number cause the last digit is the check digit)

I have attached the rule which is included in the CERNER registration configuration

Daisy

DAISY TERLSON

IMIT Project Manager

NextGen EHR: Primary & Urgent Care

Oceanside Health Centre

Vancouver Island Health Authority

office(250) 519-1618

cell s.22

Daisy.Terlson@viha.ca

From: Terlson, Daisy [<mailto:Daisy.Terlson@viha.ca>]

Sent: Wednesday, August 8, 2012 12:21 PM

To: Pearce, Alison HLTH:EX

Subject: RE: New BC Services Card

Hi

Yes, when we create a registration record in CERNER, we have rules and algorithm calculations built in to verify that the number entered into the patient record is a valid BC PHN number (valid number not necessarily active through MSP). When the patient presents their Care Card, the clerk swipes the card and as you know the PHN then goes back into CERNER looking for a match in the CERNER database. If we are unable to create a test record with a valid number, we will not be able to test the swipe functionality. Does this make sense?

Thankx

Daisy

DAISY TERLSON

IMIT Project Manager

NextGen EHR: Primary & Urgent Care

Oceanside Health Centre

Vancouver Island Health Authority

office(250) 519-1618

cell s.22

Daisy.Terlson@viha.ca

From: Pearce, Alison HLTH:EX [<mailto:Alison.Pearce@gov.bc.ca>]

Sent: Wednesday, August 08, 2012 12:16 PM

To: Terlson, Daisy

Subject: RE: New BC Services Card

That may have been my mistake, Daisy. I have no new test standalone BC Services Cards—I distributed them all. But, I can send you a CareCard that will have all the data you need for testing (the new BC Services Cards—photo and non-photo versions- will follow the same spec as the CareCard). OK?

Tell me about the validity issue. You need a card with a real PHN for testing otherwise your clinical system will say it is not a valid card?

Alison

From: Terlson, Daisy [<mailto:Daisy.Terlson@viha.ca>]

Sent: Wednesday, August 8, 2012 12:10 PM

To: Pearce, Alison HLTH:EX

Subject: New BC Services Card

Hi Alison
I received the two care cards

However, they both appear to be the same cards, combination Drivers license and Health Card. Your enclosed letter mentioned that the two cards would be different. Once combo card that adheres to the new AAMVA specification and one new BC Services Card that adheres to the existing CareCard specification.

Also the PHN is not a real PHN formatted number (PHN on the card is S15 which will not pass our registration check for validity)

Thankx
Daisy

DAISY TERLSON
IMIT Project Manager
NextGen EHR: Primary & Urgent Care
Oceanside Health Centre
Vancouver Island Health Authority
office(250) 519-1618
cell s.22

Daisy.Terlson@viha.ca

From: Terlson, Daisy [<mailto:Daisy.Terlson@viha.ca>]
Sent: Friday, July 20, 2012 2:31 PM
To: Pearce, Alison HLTH:EX
Cc: Ball, Leila M HLTH:EX; 'Kirkwood, Kevin'; '[IHA] Zavislake, Evelyn'; '[NHA] Gendron, Marie'; '[PHSA] Tucker, Alesia'; '[VCH-PHC] Wong, Barry [VA]'; '[VCH-PHC] Davids, Karen [PH]'
Subject: RE: New BC Services Card

Hi Alison
I know you did send VIHA a couple of new cards, but I noticed that the PHN was not scripted with the mode 10 algorithm, so could not be fully tested with our CERNER registration screens. The rule in our registration screens, looks for the correct algorithm on a BC PHN number. Are you able to provide test cards with this algorithm? We could use a couple more test cards since the various folks who will be involved are scattered across the island.

Also I have not heard back from our IMIT programmers re: testing and scripting of existing card readers, but will follow up on Monday

Thankx
Daisy

DAISY TERLSON
IMIT Project Manager
NextGen EHR: Primary & Urgent Care
Oceanside Health Centre
Vancouver Island Health Authority
office(250) 519-1618
cel s.22

Daisy.Terlson@viha.ca

From: Pearce, Alison HLTH:EX [<mailto:Alison.Pearce@gov.bc.ca>]
Sent: Friday, July 20, 2012 12:52 PM
To: [IHA] Zavislake, Evelyn; Kirkwood, Kevin; [NHA] Gendron, Marie; [PHSA] Tucker, Alesia; [VCH-PHC] Wong, Barry [VA]; [VCH-PHC] Davids, Karen [PH]; 'Terlson, Daisy'
Cc: Ball, Leila M HLTH:EX
Subject: New BC Services Card

Hello everyone. I wanted to check in to ask if it would be helpful for me to facilitate a call next week with everyone to exchange experiences on upgrading card readers and reconfiguring software to read the new combined Driver's Licence/BC Services Card, soon to replace the CareCard.

I have two pieces of information to share with you:

1. I have more test cards if anyone requires additional.
2. Our partner Ministry, Labour, Citizen Services and Open Government, is continuing to be in discussions with a company that may develop a prototype dual magnetic stripe/chip card reader. This type of reader is likely at least a year from production. I would like to know if any of the Health Authorities have an interest in such a product in the future.


Please let me know if anyone is into testing yet.

Alison
Ministry of Health
(250) 952-6213

RE: Follow up questions - quick summary

Wednesday, July 3, 2013

11:56 AM

Subject	RE: Follow up questions - quick summary
From	Cassidy, Al E VSA:EX
To	'Bill Jubran(C)'
Cc	'Simeon Paster(C)'; Malovec, Anita VSA:EX; 'Kent Berger-North'
Sent	Thursday, July 19, 2012 4:20 PM
Attachments	 DPL_2012_C RS_Trans_...

Hi Bill...

Here is the Transaction volume report for CRS updates. The highlighted rows on the top of the spreadsheet incorporate 'all' changes from all sources including RPB. The highlighted rows on the bottom are from the changes from RPB. You will need to subtract those from the total activity to get the number that came from other sources. Hope this helps. Thanks

The estimate for the changes to R06 to turn off the RPB transaction has not been completed yet. I will let you know when receive it.

Doug,

Can you please run the ACL transaction volumes for R06 as requested below. I'm not sure what is meant by Rxx volumes as well. Anita has sent a note to Kent for clarification.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Malovec, Anita VSA:EX
Sent: Thursday, July 19, 2012 3:42 PM
To: 'Kent Berger-North'
Cc: 'Bill Jubran(C)'; 'Simeon Paster(C)'; Cassidy, Al E VSA:EX
Subject: RE: Follow up questions - quick summary

Will do.

Al can you take care of this, please. I think you have the DPL...can you forward with an explanation. Doug can run the R0 reports if you want. I doubt we have an update on our ask of CGI to estimate turning off the R06 feed to R&PB yet but if it comes before you leave on vacation can you give an update

to Maximus on what might be involved. Thanks.

Anita Malovec
Manager, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
2nd floor 818 Fort St
Victoria, BC
V8W 1H8

Phone: (250) 952-9129

Fax: (250) 952-9038

email: anita.malovec@gov.bc.ca

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From: Kent Berger-North [<mailto:kent.berger-north@maximuscanda.ca>]

Sent: Thursday, July 19, 2012 11:33 AM

To: Malovec, Anita VSA:EX

Cc: Bill Jubran(C); Simeon Paster(C)

Subject: Follow up questions - quick summary

Hi Anita,

Thanks for the chat today during the EMPI status meeting. Can you please:

1. Confirm volumes of identity updates from Registries to R&PB (i.e. ask AI to provide DPL to Bill Jubran, cc:me)
2. Please issue transaction volume report for R06 for 2011 (if not a problem)
3. Please issue transaction volume report for Rxx for 2011 (if not a problem)
4. Provide an update on turning off feed of R06 to R&PB via CGI configuration

Thanks and regards

Kent

Kent Berger-North
Strategic Programs Manager, Security Officer,
Medical Services Segment Manager
MAXIMUS BC Health, Inc.
kent.berger-north@maximusbca.ca
Phone: (250) 405-3791

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SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

JAN 12	ALL CR ACTIVITY (DPL REPORTS)																														Totals	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
ADDRESS ADD	641	1,135	2052	1,617	2,752	1,991	686	665	2,100	2,218	2,137	2,113	1,994	668	717	2,012	2,176	2,215	1,915	1,946	695	631	2,162	2,147	2,255	2,353	2,043	641	631	2037	2,194	51539
ADDRESS CHANGE	1245	3,570	25,446	13,701	30,553	23,248	1,345	2,795	21,412	104	18,547	19,304	19,636	1,376	2,390	25,058	22,036	20,545	20,731	19,265	1,332	2,588	21,870	19,018	19,209	19,362	19,694	1,358	1,900	23,407	20,753	442798
CLIENT ADD	284	412	906	969	947	831	331	258	856	955	842	830	864	331	263	901	963	962	812	835	319	256	925	903	926	1,010	955	313	253	811	995	22018
CLIENT CHANGE	45	47	236	232	368	289	114	44	279	331	314	289	282	112	58	264	301	310	266	278	111	51	234	261	355	283	257	87	41	218	251	6608
CLIENT MERGE	0	0	156	284	281	242	0	0	173	282	315	299	170	0	0	143	130	119	141	143	0	0	163	183	139	120	105	0	0	143	158	3889
DEATH DATE ADDED	25	23	105	109	171	131	86	31	106	159	135	100	124	79	49	103	139	154	107	143	85	34	87	148	178	127	126	68	19	91	136	3178
NAME CHANGE	270	376	1225	1,115	1759	1,245	288	330	1,389	1,535	1,492	1,546	1,301	331	449	1264	1250	1,335	1341	1,417	287	339	1,313	1,320	1,410	1,423	1,284	252	371	1,304	1,284	31845
PHONE ADDS	312	473	1235	1,040	1714	1,254	326	392	1,256	1,381	1,349	1,257	1,317	359	410	1285	1,346	1,446	1,306	1,282	351	363	1,249	1,274	1,427	1,444	1,379	334	369	1,309	1,356	31595
PHONE CHGS	901	2,939	4670	1,983	9,334	4,158	963	1,603	4,371	4,535	4,172	4,720	4,355	908	1,421	5333	4,368	5,351	4,575	4,309	919	1,553	4,268	4,479	4,247	4,722	4,813	879	1,184	4,993	4,324	111350
NEWBORN RELATIONSHIP ADD	89	101	110	126	128	132	101	93	99	110	102	120	112	92	92	136	116	136	121	107	87	87	113	126	112	113	118	91	103	92	123	3388
TOTALS	3812	9076	36141	21176	48007	33521	4240	6211	32041	11610	29405	30578	30155	4256	5849	36499	32825	32573	31315	29725	4186	5902	32384	29859	30258	30957	30774	4023	4871	34405	31,574	708208

JAN 12 PNP ACTIVITY (DPL REPORTS)

ADDRESS ADD	67	192	411	458	393	431	157	96	424	457	363	416	376	142	92	401	433	414	363	352	150	89	439	435	385	368	376	146	88	403	422	9739
ADDRESS CHANGE	16	144	225	231	224	214	113	72	229	210	250	197	226	109	58	250	192	232	167	240	117	57	204	201	191	192	192	111	52	195	230	5341
CLIENT ADD	67	189	407	456	392	429	155	96	423	455	363	413	373	141	92	401	432	414	362	352	149	89	437	434	384	368	376	144	88	402	422	9705
PHONE ADD	30	127	275	351	251	334	90	54	332	330	272	292	290	90	52	298	325	316	275	261	90	56	331	308	304	247	285	85	49	308	301	7009
PHONE CHANGE	6	76	112	125	129	108	64	42	119	109	140	103	119	62	26	121	109	116	83	122	61	31	103	105	1366	95	101	64	33	100	118	4068
TOTALS	186	728	1430	1621	1389	1516	579	360	1527	1561	1388	1421	1384	544	320	1471	1491	1492	1250	1327	567	322	1514	1483	2630	1270	1330	550	310	1408	1493	35862

JAN 12 GCIMPORT REPORT DATA

PERSON ADD	101	0	401	488	512	338	141	0	394	486	571	400	489	246	0	398	472	585	453	496	73	0	435	402	596	704	601	155	0	382	546	10865
PERSON CHANGE	3	0	49	56	52	35	0	0	61	45	52	57	55	1	0	71	55	51	59	51	1	0	45	37	53	64	61	0	0	50	35	1099
PERSON DELETE	0	0	16	16	10	11	1	0	8	13	7	3	21	0	0	8	15	0	8	15	0	0	8	23	10	9	14	0	0	8	11	235
NAME ADDS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NAME CHANGE	90	0	238	392	278	275	129	0	291	404	383	347	391	205	0	262	302	364	346	374	62	0	304	323	367	399	356	144	0	293	270	7589
ADDRESS ADD	327	0	599	614	640	440	94	0	600	614	644	535	604	137	0	552	642	675	579	595	60	0	595	562	707	818	668	103	0	546	734	13684
ADDRESS CHANGE	2158	0	7501	6631	11138	6382	1593	0	6481	6570	6096	7090	568	1318	0	9894	6473	8123	6819	6505	1481	0	6647	6617	6508	6619	7437	804	0	8016	6755	152224
ADDRESS DELETE	95	0	117	131	102	74	12	0	85	104	81	79	78	2	0	54	96	67	86	73	5	0	62	97	63	1035	100	13	0	76	79	2866
MERGES	0	0	9	20	16	15	0	0	11	19	11	6	30	0	0	13	20	0	18	16	0	0	16	26	16	13	17	0	0	17	14	323
PHONE ADDS	82	0	340	377	403	220	85	0	259	376	401	283	361	137	0	324	360	419	335	368	61	0	297	311	372	466	459	92	0	326	431	7945
PHONE CHGS	1972	0	2743	2422	4987	2242	795	0	2409	2492	2123	2732	2488	666	0	3426	2414	3309	2726	2358	779	0	2379	2549	2367	2865	3104	417	0	3217	2511	62492
TOTALS	4828	0	12013	11147	18138	10032	2850	0	10599	11123	10369	11532	5085	2712	0	15002	10849	13593	11429	10851	2522	0	10788	10947	11059	12992	12817	1728	0	12931	11386	259322

JAN 12 TOTAL CR ACCESSES FROM MONTHLY

ACCESS REPORT: GC12 GCMERGE GETCLINT N SEARCH NEWCLIN TOTALS

SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

FEB 12	ALL CR ACTIVITY (DPL REPORTS)																												29 Totals	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29 Totals	
ADDRESS ADD	2,071	2,217	1,809	740	678	2,262	2,348	2,171	2,014	1,949	627	705	1,985	2,164	2,104	2,053	1,874	708	755	1925	2,257	1,965	1,911	1,866	661	628	1,914	1,905	1,958	48,224
ADDRESS CHANGE	21,695	22,571	18,131	1,401	2,463	22,044	19,761	18,715	19,360	19,643	1,443	2,449	21,310	18,857	19,193	20,253	19,282	1,373	2,490	21,429	19,563	34,372	34,678	20,575	1,270	2,654	22,649	19,491	20,011	469,126
CLIENT ADD	787	877	857	381	280	984	1,056	913	787	842	307	269	916	985	884	914	818	383	340	817	998	815	868	730	340	256	797	765	857	20,823
CLIENT CHANGE	278	292	210	105	43	243	353	336	304	240	101	34	239	304	285	252	256	104	57	236	280	244	234	263	100	55	219	297	254	6,218
CLIENT MERGE	136	108	32	0	0	165	181	96	98	79	0	0	93	126	100	132	112	0	0	164	138	168	134	109	0	0	112	96	93	2,472
DEATH DATE ADDED	121	121	108	80	26	99	171	170	127	125	75	18	90	143	133	115	131	84	42	71	118	126	114	122	78	32	73	162	116	2,991
NAME CHANGE	1,270	1,428	1,200	313	388	1,338	1,405	1,102	1,174	1,280	331	454	1,249	1,288	1,410	1,351	1,329	291	419	1291	1392	1,261	1,211	1,065	265	403	1,226	1,300	1,323	29,757
PHONE ADDS	1,285	1,447	1,270	385	392	1,399	1,461	1,292	1,200	1,269	349	447	1,280	1,380	1,346	1,340	1,228	385	463	1278	1497	2,232	1,187	1,087	339	334	1,205	1,175	1,279	31,231
PHONE CHGS	5,687	5,020	3,890	920	1,477	4,595	4,436	4,006	4,745	4,047	954	1,424	4,137	4,122	4,419	4,228	3,835	877	1,453	4,396	4,668	10,590	4,395	3,834	815	1,517	4,346	4,151	4,505	107,489
NEWBORN RELATIONSHIP ADD	102	124	111	147	105	137	114	123	103	119	94	113	100	126	121	126	126	100	89	112	103	123	118	131	104	107	106	113	117	3,314
TOTALS	33,432	34,205	27,618	4,472	5,852	33,266	31,286	28,924	29,912	29,593	4,281	5,913	31399	29495	29995	30764	28991	4305	6108	31719	31014	51896	44850	29782	3972	5986	32647	29455	30513	721,645
FEB 12	PNP ACTIVITY (DPL REPORTS)																												0 0	
ADDRESS ADD	347	347	294	141	94	506	417	402	381	357	123	74	443	397	349	396	390	158	103	410	411	374	398	347	142	78	413	381	381	9,054
ADDRESS CHANGE	228	196	162	110	49	205	208	214	205	212	108	65	211	213	231	188	200	106	52	213	212	184	193	192	92	54	213	225	207	4,948
CLIENT ADD	346	346	294	140	93	503	417	401	380	356	123	74	443	394	349	396	390	158	103	409	410	373	398	347	140	78	412	378	380	9,031
PHONE ADD	258	267	191	82	55	335	312	313	284	274	78	40	357	305	274	304	288	84	62	322	312	284	280	274	97	50	320	297	297	6,696
PHONE CHANGE	127	104	80	53	23	96	110	110	114	110	58	34	106	104	115	94	96	49	29	124	105	89	102	96	41	29	110	202	101	2,611
TOTALS	1306	1260	1021	526	314	1645	1464	1440	1364	1309	490	287	1560	1413	1318	1378	1364	555	349	1478	1450	1304	1371	1256	512	289	1468	1483	1366	32,340
FEB 12	GCIMPORT REPORT DATA																													
PERSON ADD	524	623	622	129	0	485	638	391	349	556	229	0	462	518	582	508	403	160	0	360	604	353	337	229	129	0	337	298	506	10,332
PERSON CHANGE	64	47	36	3	0	56	45	48	83	41	0	0	63	63	66	41	44	4	0	69	61	46	38	40	2	0	55	79	51	1,145
PERSON DELETE	10	14	13	0	0	5	14	19	11	9	0	0	2	13	15	13	11	0	0	18	12	7	22	16	0	0	6	4	6	240
NAME ADDS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NAME CHANGE	462	461	371	118	0	334	418	239	273	383	206	0	319	312	439	344	372	147	0	361	430	298	268	200	200	0	251	292	401	7,899
ADDRESS ADD	725	878	683	86	0	688	850	572	597	607	128	0	591	690	654	589	498	107	0	530	699	516	482	407	407	0	476	495	553	13,508
ADDRESS CHANGE	9651	6949	6280	1320	0	7096	6709	6136	7212	6477	1211	0	6486	6465	6876	6850	6376	1271	0	6757	7043	20562	8055	7286	7286	0	6747	6925	7372	171,398
ADDRESS DELETE	172	118	91	9	0	95	96	89	73	71	11	0	86	99	98	106	84	12	0	92	102	78	61	1017	1017	0	83	124	75	3,959
MERGES	14	20	16	0	0	7	17	21	12	10	0	0	2	15	22	19	15	0	0	23	17	8	28	23	23	0	10	5	8	335
PHONE ADDS	363	459	476	73	0	352	474	264	271	392	135	0	315	368	423	344	277	98	0	254	458	1268	260	108	108	0	228	208	369	8,345
PHONE CHGS	4007	3263	2552	641	0	2802	2538	2024	2822	2208	596	0	2281	2391	2511	2427	2161	627	0	2591	2753	8784	2712	2258	2258	0	2356	2303	2632	64,498
TOTALS	15992	12832	11140	2379	0	11920	11799	9803	11703	10754	2516	0	10607	10934	11686	11241	10241	0	0	11055	12179	31920	12263	11584	11430	0	10549	10733	11973	279233

FEB 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT: GC12 GCMERGI GETCLIN1N SEARCH NEWCLIN TOTALS

SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

MAR 12	ALL CR ACTIVITY (DPL REPORTS)																															1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
ADDRESS ADD	2,052	2,027	648	575	1,992	1,990	2,052	2,025	1,695	638	586	2,231	2,025	1,981	2,064	2,076	643	547	1,940	1,919	1,880	1,756	1,850	582	629	1,777	1,934	1,650	2,028	1,808	517	48,117																															
ADDRESS CHANGE	20,825	20,638	1,132	2,388	22,995	18,384	21,574	22,072	18,944	1,340	2,158	21,506	19,134	19,913	20,259	19,783	1,330	2,159	22,127	18,735	19,340	19,845	19,077	1,213	2,357	21,317	18,843	20,463	20,624	17,888	1,200	459,563																															
CLIENT ADD	770	785	319	277	848	905	937	871	764	318	252	1,049	859	832	920	1,031	309	262	864	892	861	704	851	285	252	785	903	664	967	842	255	21,433																															
CLIENT CHANGE	265	234	105	49	236	265	261	264	225	97	36	242	295	267	266	238	105	42	236	317	332	237	258	104	44	231	249	261	238	229	85	6,313																															
CLIENT MERGE	122	117	0	0	84	103	141	142	55	0	1	84	149	154	144	109	0	0	104	156	165	146	154	0	0	110	163	243	147	172	0	2,965																															
DEATH DATE ADDED	131	105	85	35	86	129	128	115	100	76	23	112	150	127	132	117	79	28	92	165	173	93	118	81	29	94	121	146	105	90	71	3,136																															
NAME CHANGE	1,476	1,229	258	258	1,495	1,217	1,252	1,411	1,175	261	225	1,329	1,291	1,295	1,370	1,234	315	342	1,190	1,257	1,368	1,389	1,294	296	321	1,059	1,405	1,181	1,338	1,223	261	31,015																															
PHONE ADDS	1,248	1,205	357	332	1,287	1,348	1,410	1,258	1,146	383	332	1,508	1,272	1,377	1,374	1,399	335	360	1,239	1,212	1,286	1,064	1,280	331	368	1,198	1,343	1,087	1,392	1,269	299	31,299																															
PHONE CHGS	5,234	4,791	898	1,522	4,262	3,845	5,177	4,262	4,428	882	1,284	4,192	4,129	4,597	4,187	4,178	884	1,209	3,849	4,034	4,310	4,232	4,168	863	1,366	3,932	4,387	4,055	4,415	3,862	830	104,264																															
NEWBORN RELATIONSHIP ADD	125	124	95	89	132	96	130	133	115	100	90	123	122	113	99	133	113	99	110	120	124	114	112	97	94	113	114	109	137	140	86	3,501																															
TOTALS	32,248	31255	3897	5525	33417	28282	33062	32553	28647	4095	4987	32376	29426	30656	30815	30298	4113	5,048	31751	28807	29839	29580	29162	3852	5460	30616	29462	29,859	31391	27523	3,604	711,606																															

MAR 12 PNP ACTIVITY (DPL REPORTS)

ADDRESS ADD	322	397	135	96	390	399	363	359	339	133	96	450	415	355	362	381	112	89	396	399	374	328	380	117	75	387	379	377	360	352	99	9,216
ADDRESS CHANGE	194	189	110	59	226	182	205	193	204	103	57	200	250	209	253	205	107	62	170	204	181	184	182	85	71	198	205	188	240	184	108	5,208
CLIENT ADD	321	396	135	96	388	396	363	358	338	132	96	450	415	355	360	378	112	89	394	397	374	327	378	117	75	387	379	375	359	350	99	9,189
PHONE ADD	237	316	85	61	308	301	276	255	271	93	64	350	306	270	264	307	72	60	307	278	303	231	296	77	50	309	298	291	254	270	75	6,935
PHONE CHANGE	104	93	52	33	116	117	106	95	107	59	26	110	133	102	135	107	61	27	81	105	89	102	101	50	45	102	118	99	131	92	51	2,749
TOTALS	1178	1391	517	345	1428	1395	1313	1260	1259	520	339	1560	1519	1291	1374	1378	464	327	1348	1383	1321	1172	1337	446	316	1383	1379	1330	1344	1248	432	33,297

MAR 12 GCIMPORT REPORT DATA

PERSON ADD	524	399	77	0	456	498	603	525	392	13	0	766	384	494	630	689	123	0	472	459	546	449	521	117	0	302	612	225	578	471	194	11519
PERSON CHANGE	54	48	2	0	47	59	42	66	53	0	0	65	65	57	49	50	0	0	49	62	119	54	44	2	0	53	54	37	56	45	40	1272
PERSON DELETE	6	12	0	0	7	7	12	22	10	0	0	2	4	12	15	9	0	0	11	21	16	14	13	0	0	8	24	13	21	20	0	279
NAME ADDS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NAME CHANGE	471	330	70	0	428	324	360	450	359	13	0	439	274	339	390	367	110	0	295	293	424	465	386	106	0	230	412	246	376	338	171	8466
ADDRESS ADD	705	685	59	0	555	610	699	609	477	28	0	784	525	605	729	756	84	0	559	588	619	521	596	92	0	466	680	330	667	548	286	13862
ADDRESS CHANGE	7743	7385	1365	0	6623	6176	9835	6,487	7,045	1078	0	6731	6314	7733	6570	7168	1199	0	6974	6543	7024	6717	6994	1256	0	6604	6792	7635	7088	6151	2040	161270
ADDRESS DELETE	161	143	18	0	60	84	80	94	73	4	0	66	84	67	69	111	2	0	84	77	73	84	130	16	0	122	1038	54	74	82	118	3068
MERGES	8	13	0	0	14	11	14	28	12	0	0	6	7	13	18	13	0	0	16	25	24	23	17	0	0	12	28	23	29	29	0	383
PHONE ADDS	370	290	59	0	310	398	461	359	324	13	0	575	286	418	458	489	59	0	316	338	399	301	367	65	0	247	446	192	483	347	103	8473
PHONE CHGS	3425	3061	712	0	2408	2150	3506	2,503	2,781	563	0	2500	2280	2726	2392	2611	630	0	2257	2345	2524	2411	2425	606	0	2196	2741	2343	2585	2165	1543	60389
TOTALS	13467	12366	2362	0	10908	10317	15612	11143	11526	1712	0	11934	10223	12464	11320	12263	2207	0	11033	10751	11768	11039	11493	2260	0	10240	12827	11098	11957	10196	4495	268981

MAR 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT:

SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

APR 12 ALL CR ACTIVITY (DPL REPORTS)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
ADDRESS ADD	829	2,146	1,842	1,868	1,863	630	666	568	745	1,916	2,008	1,813	1,720	590	644	1,939	1,843	1,952	1,891	1,817	518	487	1,568	1692	1,840	1,779	1,745	602	486	1,838	41,845
ADDRESS CHANGE	3,184	20,959	17,311	18,267	18,274	1,118	1,285	2,224	1,281	21,517	17,895	18,544	17,789	1,321	2,405	20,636	17,528	19,516	20,647	19,130	1,245	2,524	20,601	17,572	19,115	19,280	18,353	1,233	2,623	21,676	385,053
CLIENT ADD	255	794	735	858	807	339	355	259	435	780	846	819	708	297	238	856	796	866	790	751	275	207	647	717	852	766	816	316	199	793	18,172
CLIENT CHANGE	48	214	260	253	206	106	65	51	46	259	281	284	234	108	60	236	288	289	276	237	100	41	228	224	256	264	259	104	36	223	5,536
CLIENT MERGE	0	148	218	145	119	0	0	0	0	142	178	152	119	0	0	156	160	147	145	118	0	0	104	148	142	176	196	0	0	112	2,825
DEATH DATE ADDED	27	93	132	121	103	81	38	34	26	135	140	174	120	78	37	96	145	125	119	112	66	28	98	118	132	128	109	86	20	85	2,806
NAME CHANGE	408	1149	1,286	1328	1,200	253	325	368	248	1,255	1,389	1,121	1,188	293	384	1,201	1,323	1,478	1,352	1,203	273	379	1,074	1,226	1,138	1,180	1,131	288	226	1,278	26,945
PHONE ADDS	380	1,251	1,204	1,264	1,215	314	372	347	456	1,241	1,362	1,154	1,206	359	397	1,279	1,229	1,385	1,286	1,162	284	376	1,059	1,101	1,291	1,182	1,159	366	266	1,215	27,162
PHONE CHGS	2,301	4,661	4,005	4,338	3,604	772	848	1,283	865	4,200	4,022	4,283	4,021	909	1,360	3,953	3,903	4,870	4,372	3,829	735	1,293	3,733	4,302	4,503	4,125	3,886	831	1,479	4,180	91,466
NEWBORN RELATIONSHIP ADD	107	118	122	136	162	121	92	101	90	119	127	133	132	103	98	118	108	135	119	130	103	105	125	113	121	144	137	132	99	114	3,564
TOTALS	7,539	31,533	27,115	28,578	27,553	3,734	4,046	5,235	4,192	31,564	28,248	28,477	27,237	4,058	5,623	30,470	27,323	30,763	30,997	28,489	3,599	5,440	29,237	27,213	29,390	29,024	27,791	3,958	5,434	31,514	605,374

APR 12 PNP ACTIVITY (DPL REPORTS)

ADDRESS ADD	90	434	339	370	359	123	179	79	275	395	463	460	322	124	84	490	395	369	356	328	114	67	385	381	411	374	392	118	63	415	8,754
ADDRESS CHANGE	66	237	221	215	174	71	105	53	136	239	218	209	226	99	70	212	205	190	196	180	93	54	198	188	180	188	177	95	51	193	4,739
CLIENT ADD	90	434	336	369	358	123	179	79	275	395	462	460	322	124	84	490	394	367	355	327	114	67	385	380	411	374	391	117	63	415	8,740
PHONE ADD	53	342	254	296	260	70	93	48	209	291	384	341	261	82	45	368	270	291	269	250	65	46	317	257	330	287	310	78	42	322	6,531
PHONE CHANGE	30	109	122	119	101	39	57	25	81	129	105	103	123	57	35	102	111	94	105	91	50	22	109	98	93	101	90	44	32	103	2,480
TOTALS	329	1556	1272	1369	1252	426	613	284	976	1449	1632	1573	1254	486	318	1662	1375	1311	1281	1176	436	256	1394	1304	1425	1324	1360	452	251	1448	31,244

APR 12 GCIMPORT REPORT DATA

PERSON ADD	0	281	372	449	447	0	136	0	0	290	479	257	370	175	0	294	416	560	524	439	171	0	163	248	386	301	394	0	0	360	7,512
PERSON CHANGE	0	50	42	35	32	0	0	0	0	36	60	47	25	2	0	62	56	52	56	30	2	0	50	42	43	53	56	1	0	61	893
PERSON DELETE	0	32	30	6	15	0	0	0	0	5	17	29	2	0	0	16	4	29	20	24	0	0	18	17	24	8	21	0	0	9	326
NAME ADDS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NAME CHANGE	0	285	327	352	285	0	124	0	0	255	450	211	270	156	0	280	305	462	443	357	150	0	185	286	228	264	286	0	0	329	6,290
ADDRESS ADD	0	764	495	543	524	0	75	0	0	527	604	440	508	137	0	460	530	604	589	556	97	0	330	394	489	441	528	24	0	491	10,150
ADDRESS CHANGE	0	6697	5828	7494	6000	0	1242	0	0	6663	6375	6819	6327	1265	0	6191	6059	8032	7080	6506	1673	0	263	6394	7252	6774	6729	1476	0	6932	126,071
ADDRESS DELETE	0	199	76	90	76	0	2	0	0	86	103	104	84	5	0	88	72	149	99	65	4	0	77	103	999	90	68	8	0	74	2,721
MERGES	0	42	37	9	21	0	0	0	0	89	25	37	5	0	0	21	9	41	33	29	0	0	23	21	39	15	22	0	0	16	534
PHONE ADDS	0	247	292	365	322	0	68	0	0	270	348	220	305	104	0	267	320	462	416	311	109	0	142	223	306	258	298	8	0	276	5,937
PHONE CHGS	0	2945	2130	2601	1918	0	556	0	0	2527	2434	2494	2395	617	0	2195	2078	2998	2637	2141	752	0	2021	2633	2839	2479	2363	61	0	2451	48,265
TOTALS	0	11542	9629	11944	9640	0	2203	0	0	10748	10895	10658	10291	2461	0	9874	9849	8417	11897	10458	2958	0	3272	10361	12605	10683	10765	1578	0	10999	203,727

APR 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT:

SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

JUN 12 ALL CR ACTIVITY (DPL REPORTS)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30 Total	
ADDRESS ADD	2,120	579	972	1,946	2,238	2,102	2,230	2,059	591	652	1,943	2,031	2,021	1,843	1,804	622	700	2,167	2,137	2,090	2,027	1,800	695	755	2,013	2,110	2,041	1,935	1,855	717	48,795
ADDRESS CHANGE	22,086	1,198	2,631	25,534	22,450	22,191	21,958	19,604	1,194	2,102	22,197	20,891	21,261	23,242	19,207	1,401	2,666	23,036	20,732	21,677	21,232	20,500	1,231	3,152	22,841	19,387	20,709	20,532	19,359	1,302	467,503
CLIENT ADD	823	298	247	816	979	849	946	945	299	273	808	914	918	830	829	313	269	1,001	1,007	933	884	821	381	296	896	1,036	931	814	969	433	21,758
CLIENT CHANGE	243	100	26	161	285	240	264	249	96	19	169	246	253	298	211	106	22	195	277	275	255	233	99	31	173	256	294	232	192	84	5,584
CLIENT MERGE	98	0	0	115	210	150	210	214	0	0	157	232	205	181	114	0	0	116	195	247	186	169	0	0	124	179	249	209	88	0	3,648
DEATH DATE ADDED	99	79	2	34	144	120	116	117	76	2	35	133	126	131	90	83	5	51	128	139	105	105	80	4	35	135	155	114	87	62	2,592
NAME CHANGE	1,285	268	568	1,251	1,573	1,508	1,700	1,345	225	341	1,386	1,462	1,520	1,733	1,121	256	490	1,325	1,391	1,465	1,420	1,141	273	478	1,212	1,314	1,481	1,328	1,166	275	32,301
PHONE ADDS	1,323	324	477	1,337	1,637	1,454	1,643	1,457	319	423	1,358	1,460	1,466	1,318	4,292	325	475	1,490	1,489	1,392	1,441	1,142	399	443	1,315	1,450	1,434	1,312	1,229	483	36,107
PHONE CHGS	5,393	744	1,900	4,580	4,928	5,058	4,886	3,892	757	1,210	4,591	4,676	4,775	5,191	4,292	819	1,419	4,404	4,848	4,947	4,316	4,428	822	1,634	4,242	4,939	4,702	4,528	4,012	854	107,787
NEWBORN RELATIONSHIP ADD	130	106	102	127	122	147	139	134	98	109	125	124	125	134	107	99	100	127	90	137	119	161	120	90	122	128	112	137	157	100	3,628
TOTALS	33,600	3,696	6,925	35,901	34,566	33,819	34,092	30,016	3,655	5,131	32,769	32,169	32,670	34,901	32,067	4,024	6,146	33,912	32,294	33,302	31,985	30,500	4,100	6,883	32,973	30,934	32,108	31,141	29,114	4,310	729,703

JUN 12 PNP ACTIVITY (DPL REPORTS)

ADDRESS ADD	363	128	94	466	424	399	404	477	127	104	413	422	436	425	418	148	105	505	440	389	449	423	170	107	478	434	462	438	490	200	10338
ADDRESS CHANGE	191	79	62	221	211	211	198	189	93	66	218	186	196	183	154	94	59	221	196	201	178	158	88	65	208	186	178	194	206	81	4771
CLIENT ADD	362	128	93	466	424	397	404	473	126	104	412	422	436	424	417	148	105	504	437	389	447	421	169	107	477	433	461	437	489	200	10312
PHONE ADD	284	83	48	353	315	307	317	354	80	54	300	326	341	311	297	84	60	372	335	276	343	309	105	61	354	328	344	313	347	128	7529
PHONE CHANGE	105	41	28	118	107	115	104	105	40	35	126	89	97	102	80	49	24	110	101	110	91	94	49	35	112	92	100	97	107	46	2509
TOTALS	1305	459	325	1624	1481	1429	1427	1598	466	363	1469	1445	1506	1445	1366	523	353	1712	1509	1365	1508	1405	581	375	1629	1473	1545	1479	1639	655	35459

JUN 12 GCIMPORT REPORT DATA

PERSON ADD	492	377	0	298	725	606	804	605	144	0	424	480	503	348	363	309	0	486	650	544	539	245	250	0	308	553	558	349	374	114	11448
PERSON CHANGE	65	1	0	43	48	33	52	56	0	0	45	44	48	48	37	1	0	48	71	50	50	29	1	0	45	31	53	39	55	0	993
PERSON DELETE	3	0	0	3	6	10	6	7	0	0	11	13	6	15	8	0	0	4	9	8	16	10	0	0	5	14	7	8	8	0	177
NAME ADDS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NAME CHANGE	448	341	0	332	519	492	581	446	134	0	359	323	377	327	270	280	0	332	376	384	403	245	233	0	215	292	402	335	331	108	8885
ADDRESS ADD	835	429	0	432	782	686	804	623	100	0	551	623	582	458	484	178	0	638	749	647	618	390	148	0	499	722	636	434	476	138	13662
ADDRESS CHANGE	8252	1524	0	7708	7043	8065	7260	6261	910	0	7317	6674	8034	6907	6544	1580	0	6760	7338	7602	7031	6944	1955	0	6118	6956	7184	6853	6726	1984	157530
ADDRESS DELETE	167	52	0	62	75	67	86	76	10	0	66	65	80	88	89	4	0	50	80	90	42	74	4	0	172	1056	84	87	65	91	2882
MERGES	4	0	0	5	7	10	9	14	0	0	19	23	10	24	10	0	0	5	10	24	22	13	0	0	6	19	7	10	14	0	265
PHONE ADDS	378	208	0	240	554	407	561	437	108	0	350	384	360	281	294	157	0	387	480	429	410	181	132	0	231	426	403	252	248	71	8369
PHONE CHGS	3848	1172	0	2792	2825	2982	2837	2026	445	0	2619	2482	2786	2415	2466	737	0	2403	2783	2934	2461	2590	846	0	2187	3003	2724	2556	2282	1362	60563
TOTALS	14492	4104	0	11915	12584	13358	13000	10551	1851	0	11761	11111	12786	10911	10565	3246	0	11113	12546	12712	11592	10721	3569	0	9786	13072	12058	10923	10579	3868	264774

JUN 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT:	GC112	GCMERGE	GETCLINT	N SEARCH	NEWCLINT	TOTALS
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SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

JUL 12	ALL CR ACTIVITY (DPL REPORTS)										1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
ADDRESS ADD		731	658	2,468	1,981	2,274	1,382	744	1,299	2,031	2,150																													15718		
ADDRESS CHANGE		3018	1,205	24,963	20,020	19,528	12,752	1,291	8,049	20,556	18,872																													130254		
CLIENT ADD		336	365	1,171	944	1,233	989	434	407	996	1,003																												7878			
CLIENT CHANGE		27	35	208	211	284	191	94	55	167	266																												1538			
CLIENT MERGE		0	0	158	114	246	204	0	9	122	189																												1042			
DEATH DATE ADDED		7	17	75	114	128	103	74	11	40	138																												707			
NAME CHANGE		319	216	1,343	1,174	1,392	911	288	548	1,174	1,461																												8826			
PHONE ADDS		412	377	1,525	1,363	1,685	955	443	735	1,272	1,434																												10201			
PHONE CHGS		2067	792	5,142	3,854	4,317	1,762	877	3,511	3,719	4,376																												30417			
NEWBORN RELATIONSHIP ADD		98	102	139	116	145	131	110	114	142	116																												1213			
TOTALS		7015	3767	37192	29891	31232	19380	4355	14738	30219	30005	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	207794		

JUL 12 PNP ACTIVITY (DPL REPORTS)

ADDRESS ADD	116	144	693	491	558	454	181	174	567	508																					3886
ADDRESS CHANGE	33	47	218	209	212	195	108	59	194	209																					1484
CLIENT ADD	116	143	693	491	555	454	180	174	567	506																					3879
PHONE ADD	58	91	508	360	411	306	115	94	399	363																					2705
PHONE CHANGE	18	26	109	101	101	118	56	33	102	104																					768
TOTALS	341	451	2221	1652	1837	1527	640	534	1829	1690	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12722

JUL 12 GCIMPORT REPORT DATA

PERSON ADD	0	0	396	403	646	0	504	0	183	521																					2653
PERSON CHANGE	0	0	40	43	39	0	29	0	42	45																					238
PERSON DELETE	0	0	0	6	13	0	5	0	7	8																					39
NAME ADDS	0	0	0	0	0	0	0	0	0	0																					0
NAME CHANGE	0	0	297	291	332	0	318	0	161	421																					1820
ADDRESS ADD	0	0	725	539	669	0	608	0	347	615																					3503
ADDRESS CHANGE	0	0	7569	6216	6664	0	6891	0	5912	6683																					39935
ADDRESS DELETE	0	0	64	69	68	0	69	0	51	71																					392
MERGES	0	0	0	11	16	0	9	0	7	9																					52
PHONE ADDS	0	0	312	300	473	0	367	0	151	368																					1971
PHONE CHGS	0	0	3157	2064	2320	0	2722	0	1781	2391																					14435
TOTALS	0	0	12560	9942	11240	0	11522	0	8642	11132	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	65038

JUL 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT:

GCI12 GCMERGE GETCLINT N SEARCH NEWCLINT TOTALS

SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

AUG 12 ALL CR ACTIVITY (DPL REPORTS)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31 Total
ADDRESS ADD																															0
ADDRESS CHANGE																															0
CLIENT ADD																															0
CLIENT CHANGE																															0
CLIENT MERGE																															0
DEATH DATE ADDED																															0
NAME CHANGE																															0
PHONE ADDS																															0
PHONE CHGS																															0
NEWBORN RELATIONSHIP ADD																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AUG 12 PNP ACTIVITY (DPL REPORTS)																															
ADDRESS ADD																															0
ADDRESS CHANGE																															0
CLIENT ADD																															0
PHONE ADD																															0
PHONE CHANGE																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AUG 12 GCIMPORT REPORT DATA																															
PERSON ADD																															0
PERSON CHANGE																															0
PERSON DELETE																															0
NAME ADDS																															0
NAME CHANGE																															0
ADDRESS ADD																															0
ADDRESS CHANGE																															0
ADDRESS DELETE																															0
MERGES																															0
PHONE ADDS																															0
PHONE CHGS																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

AUG 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT: GC12 GCMERGE GETCLINT N SEARCH NEWCLINT TOTALS

SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

SEP 12 ALL CR ACTIVITY (DPL REPORTS)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
ADDRESS ADD																															0
ADDRESS CHANGE																															0
CLIENT ADD																															0
CLIENT CHANGE																															0
CLIENT MERGE																															0
DEATH DATE ADDED																															0
NAME CHANGE																															0
PHONE ADDS																															0
PHONE CHGS																															0
NEWBORN RELATIONSHIP ADD																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SEP 12 PNP ACTIVITY (DPL REPORTS)																															
ADDRESS ADD																															0
ADDRESS CHANGE																															0
CLIENT ADD																															0
PHONE ADD																															0
PHONE CHANGE																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SEP 12 GCIMPORT REPORT DATA																															
PERSON ADD																															0
PERSON CHANGE																															0
PERSON DELETE																															0
NAME ADDS																															0
NAME CHANGE																															0
ADDRESS ADD																															0
ADDRESS CHANGE																															0
ADDRESS DELETE																															0
MERGES																															0
PHONE ADDS																															0
PHONE CHGS																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

SEP 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT: GC112 GCMERGE GETCLINT N SEARCH NEWCLINT TOTALS

SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

OCT 12 ALL CR ACTIVITY (DPL REPORTS)																															
ADDRESS ADD																															0
ADDRESS CHANGE																															0
CLIENT ADD																															0
CLIENT CHANGE																															0
CLIENT MERGE																															0
DEATH DATE ADDED																															0
NAME CHANGE																															0
PHONE ADDS																															0
PHONE CHGS																															0
NEWBORN RELATIONSHIP ADD																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OCT 12 PNP ACTIVITY (DPL REPORTS)																															
ADDRESS ADD																															0
ADDRESS CHANGE																															0
CLIENT ADD																															0
PHONE ADD																															0
PHONE CHANGE																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OCT 12 GCIMPORT REPORT DATA																															
PERSON ADD																															0
PERSON CHANGE																															0
PERSON DELETE																															0
NAME ADDS																															0
NAME CHANGE																															0
ADDRESS ADD																															0
ADDRESS CHANGE																															0
ADDRESS DELETE																															0
MERGES																															0
PHONE ADDS																															0
PHONE CHGS																															0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

OCT 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT:	GC112	GCMERGE	GETCLINT	N SEARCH	NEWCLINT	UPDCLINT / UPPADDR	TOTALS
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SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

NOV 12 ALL CR ACTIVITY (DPL REPORTS)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30 Total
ADDRESS ADD																														0
ADDRESS CHANGE																														0
CLIENT ADD																														0
CLIENT CHANGE																														0
CLIENT MERGE																														0
DEATH DATE ADDED																														0
NAME CHANGE																														0
PHONE ADDS																														0
PHONE CHGS																														0
NEWBORN RELATIONSHIP ADD																														0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

NOV 12 PNP ACTIVITY (DPL REPORTS)

ADDRESS ADD																														0
ADDRESS CHANGE																														0
CLIENT ADD																														0
PHONE ADD																														0
PHONE CHANGE																														0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

NOV 12 GCIMPORT REPORT DATA

PERSON ADD																														0
PERSON CHANGE																														0
PERSON DELETE																														0
NAME ADDS																														0
NAME CHANGE																														0
ADDRESS ADD																														0
ADDRESS CHANGE																														0
ADDRESS DELETE																														0
MERGES																														0
PHONE ADDS																														0
PHONE CHGS																														0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

NOV 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT:	GC12	GCMERGE	GETCLINT	N SEARCH	NEWCLINT	UPDCLINT / UPPADDR	TOTALS
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SUMMARY OF CLIENT REGISTRY ACTIVITY - 2012

DEC 12 ALL CR ACTIVITY (DPL REPORTS)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31 Total
ADDRESS ADD																															0
ADDRESS CHANGE																															0
CLIENT ADD																															0
CLIENT CHANGE																															0
CLIENT MERGE																															0
DEATH DATE ADDED																															0
NAME CHANGE																															0
PHONE ADDS																															0
PHONE CHGS																															0
NEWBORN RELATIONSHIP ADD																															0

TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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DEC 12 PNP ACTIVITY (DPL REPORTS)

ADDRESS ADD																															0
ADDRESS CHANGE																															0
CLIENT ADD																															0
PHONE ADD																															0
PHONE CHANGE																															0

TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
--------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

DEC 12 GCIMPORT REPORT DATA

PERSON ADD	0	0	0	0	0
PERSON CHANGE	0	0	0	0	0
PERSON DELETE	0	0	0	0	0
NAME ADDS	0	0	0	0	0
NAME CHANGE	0	0	0	0	0
ADDRESS ADD	0	0	0	0	0
ADDRESS CHANGE	0	0	0	0	0
ADDRESS DELETE	0	0	0	0	0
MERGES	0	0	0	0	0
PHONE ADDS	0	0	0	0	0
PHONE CHGS	0	0	0	0	0

TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
--------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

DEC 12 TOTAL CR ACCESSES FROM MONTHLY ACCESS REPORT:	GCI12	GCMERGE	GETCLINT	N SEARCH	NEWCLINT	UPDCLINT / UPPADDR	TOTALS
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RE: Cast 7654 - Change to HNI - R06 transaction to spawn a single transaction to CRS

Wednesday, July 3, 2013
11:56 AM

Subject	RE: Cast 7654 - Change to HNI - R06 transaction to spawn a single transaction to CRS
From	Cassidy, Al E VSA:EX
To	XT:Wiebe, Jonathan ENV:IN; Malovec, Anita VSA:EX
Cc	XT:Donoghue, Gary W HLTH:IN; XT:Kuseju, Adebisi HLTH:IN; Shan, Grant
Sent	Wednesday, July 18, 2012 1:49 PM

Oh, Sorry... I forgot about that. When I raised the ticket I had to put a date in. If it slips by a couple of days it will be ok. I have a meeting on the 25th and this will be discussed. I will report that the estimate is in progress. Thanks...

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
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From: Wiebe, Jonathan [<mailto:jonathan.wiebe@cgi.com>]
Sent: Wednesday, July 18, 2012 1:19 PM
To: Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX
Cc: XT:Donoghue, Gary W HLTH:IN; XT:Kuseju, Adebisi HLTH:IN; Shan, Grant
Subject: RE: Cast 7654 - Change to HNI - R06 transaction to spawn a single transaction to CRS

Thanks Al. Will Anita comment on the due date?

--

Jonathan Wiebe, BMath, MSc, ITIL
Java and Desktop Team Lead
Contracted to the Ministry of Health
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From: Cassidy, Al E VSA:EX [<mailto:Al.Cassidy@gov.bc.ca>]
Sent: July-18-12 10:32 AM
To: Wiebe, Jonathan; Malovec, Anita VSA:EX
Cc: Donoghue, Gary; Kuseju, Adebisi; Shan, Grant

Subject: RE: Cast 7654 - Change to HNI - R06 transaction to spawn a single transaction to CRS

Hi Jonathan...

See in-line comments below.... Thanks. Let me know if any other questions come up.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
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From: Wiebe, Jonathan [<mailto:jonathan.wiebe@cgi.com>]
Sent: Wednesday, July 18, 2012 10:11 AM
To: Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX
Cc: XT:Donoghue, Gary W HLTH:IN; XT:Kuseju, Adebiyi HLTH:IN; Shan, Grant
Subject: Cast 7654 - Change to HNI - R06 transaction to spawn a single transaction to CRS

Hello Al and Anita

I don't think we've spoken or met before. I am the Java team lead and my team will be creating this estimate.

Kush (Kuseju) Adebiyi will be working on the estimate along with help from Gary and Grant as needed. We've already had an internal discussion at CGI about this request which generated a few questions.

- a. The CRS and RPB systems are synchronized independently of the R06 message routing that the Java Message Broker does. So we could stop the R06 message from reaching the RPB system, but there would still be a nightly synchronization that would copy the changes in CRS to RPB. Would you like this disabled as well? **[Cassidy, Al E VSA:EX]** Maximus is currently conducting an impact assessment of changes that will be necessary on their side to stop accepting changes to identity attributes such as name, gender, date of birth and continue taking change to date of death (Vital Stats verified), birth mother relationship etc....
- b. Has the impact of this change been discussed with Maximus? Is this a concern? **[Cassidy, Al E VSA:EX]** This change is a direct result of discussions with Maximus. It is to prevent changes from reaching RPB which could result in the auto issuance of a BC Service Card once an identity has been verified from documentary evidence.

If the answers are too complex why don't we set up a meeting to discuss. Otherwise, email should suffice.

I noticed a due date of July 27 on this ticket. Is that date flexible, can it be pushed back a few more days?

Thanks

JW

--

Jonathan Wiebe, BMath, MSc, ITIL
Java and Desktop Team Lead

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5th floor, 1405 Douglas Street, Victoria, BC
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FW: Analysis for Name Changes

Wednesday, July 3, 2013

11:56 AM

Subject	FW: Analysis for Name Changes
From	Cassidy, Al E VSA:EX
To	'paddy.harris@maximusbc.ca'
Sent	Wednesday, May 30, 2012 4:06 PM

Fyi...

Al Cassidy
Sr. Registry Analyst
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From: Kent Berger-North [<mailto:kent.berger-north@maximuscanda.ca>]
Sent: Thursday, May 10, 2012 4:22 PM
To: Malovec, Anita VSA:EX
Cc: Douglas-Tourner, Kim F HLTH:EX; Simeon Paster(C); Mynen, Mieke HLTH:EX; Redmond, Jackie M HLTH:EX; Cassidy, Al E VSA:EX; XT:DenOtter, Yvonne HLTH:IN; 'kepmen.lee@cgi.com'
Subject: Re: Analysis for Name Changes

Anita, thanks for the quick response. You are correct in that we assumed no change, and the scope if analysis will additionally consider impacts to Services Card processes.

Kent

From: Malovec, Anita VSA:EX [<mailto:anita.malovec@gov.bc.ca>]
Sent: Thursday, May 10, 2012 04:18 PM
To: Kent Berger-North
Cc: Douglas-Tourner, Kim F HLTH:EX <Kim.DouglasTourney@gov.bc.ca>; Simeon Paster(C); Mieke Mynen; Jackie Redmond; Al Cassidy; Yvonne Denotter; 'Lee, Kepmen' <kepmen.lee@cgi.com>
Subject: RE: Analysis for Name Changes

Yes...correct process.

I will get Al to raise a SR for Maximus' assessment of not taking name (birthdate and gender) changes from the EMPI (I believe he works through Murray Rugg at the BMO). I actually thought it would have been work that we would have done as part of the MSP Enrolment to EMPI integration project but as I learned later other than implementing EMPI messages that project did not consider any change to current data flow or functionality.

Al, we may be able to cover the CGI work under the current CR for the MSP to Enrolment project but can you please discuss with them and if a CR needs to be raised then please do so and we can take to CAB.

Kent.. S22 so hope it is ok with you to do this Monday....thanks.

Anita Malovec
Manager, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
2nd floor 818 Fort St
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email: anita.malovec@gov.bc.ca

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From: Kent Berger-North [<mailto:kent.berger-north@maximuscanda.ca>]

Sent: Thursday, May 10, 2012 3:00 PM

To: Malovec, Anita VSA:EX

Cc: Douglas-Tourner, Kim F HLTH:EX; Simeon Paster(C); Mynen, Mieke HLTH:EX; Redmond, Jackie M HLTH:EX

Subject: Analysis for Name Changes

Hi Anita,

I'm in a meeting with CGI, MoH, and MAXIMUS regarding existing CASTS open for work between CGI and MAXIMUS. Per our discussion Friday before last, we agreed to explore an impact assessment of not taking updates of name changes from EMPI into HIBC (partially related to card issuance). As this was not contemplated in the original scope of EMPI work, per Jackie's request I'd like to make sure we are tracking our time and changes accordingly.

My understanding is that we'd need a Service Request opened at the BMO on behalf of VSA to perform this analysis, and a CAST between VSA and CGI should there be any input required from CGI (e.g. looking at queue definitions, distributions, etc). I don't expect these to be material efforts but it's a good exercise in change management.

If this is correct, can you please request an SR and CAST on behalf of CGI?

Thanks and regards,

Kent

Kent Berger-North
Strategic Programs Manager, Security Officer,
Medical Services Segment Manager
MAXIMUS BC Health, Inc.
kent.berger-north@maximusbc.ca
Phone: (250) 405-3791

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FW: IAS-HCIM design workshop #4

Wednesday, July 3, 2013

11:56 AM

Subject	FW: IAS-HCIM design workshop #4
From	Cassidy, Al E VSA:EX
To	Smith, Dale G HLTH:EX
Sent	Tuesday, May 8, 2012 10:10 AM

Hi Dale...

Were you able to dial in to this conference #? I am on but no one is there?

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
<mailto:al.cassidy@gov.bc.ca>

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From: Wiebe, Patricia LCTZ:EX
Sent: Tuesday, May 8, 2012 8:22 AM
To: Cassidy, Al E VSA:EX
Subject: Fw: IAS-HCIM design workshop #4

--Patricia

From: Wiebe, Patricia LCTZ:EX
Sent: Tuesday, May 08, 2012 07:59 AM
To: Smith, Dale G HLTH:EX
Subject: RE: IAS-HCIM design workshop #4

S15

From: Smith, Dale G HLTH:EX
Sent: Tuesday, May 8, 2012 7:52 AM
To: Wiebe, Patricia LCTZ:EX; 'Lee, Kepmen'; XT:Sherwood, Tyler HLTH:IN; Malovec, Anita VSA:EX; Friswell, Guy HLTH:EX; Turner, Greg CITZ:EX
Cc: Cassidy, Al E VSA:EX
Subject: RE: IAS-HCIM design workshop #4

Patricia - I have an 11am that I can't re-schedule. I won't be able to attend in person because of the back to back meetings, so can you arrange for a teleconference #.

Thanks.

Regards,

Dale Smith

Consulting Architect

From: Wiebe, Patricia LCTZ:EX
Sent: Monday, May 07, 2012 5:15 PM
To: 'Lee, Kepmen'; XT:Sherwood, Tyler HLTH:IN; Malovec, Anita VSA:EX; Friswell, Guy HLTH:EX; Turner, Greg CITZ:EX
Cc: Smith, Dale G HLTH:EX; Cassidy, Al E VSA:EX
Subject: RE: IAS-HCIM design workshop #4
Here are the design documents for discussion on Tuesday morning.
I will bring several printouts of the document (but not the spreadsheet).
<< File: BCSC_IAS_HCIM_Interface_Design_Specification_v0_2.docx >>
<< File: HCIM_HL7v3MessageMappings - IAS v0.2 20120504.xlsx >>
Patricia

-----Original Appointment-----

From: Wiebe, Patricia LCTZ:EX
Sent: Monday, May 7, 2012 10:22 AM
To: Wiebe, Patricia LCTZ:EX; 'Lee, Kepmen'; XT:Sherwood, Tyler HLTH:IN; Turner, Greg CITZ:EX; Malovec, Anita VSA:EX
Cc: Friswell, Guy HLTH:EX; Smith, Dale G HLTH:EX; Cassidy, Al E VSA:EX; 'Turner, Greg (GregTurner@SierraSystems.com)'
Subject: IAS-HCIM design workshop #4
When: Tuesday, May 8, 2012 10:00 AM-11:45 AM (GMT-08:00) Pacific Time (US & Canada).
Where: SSBC WTS R W109D, 20 persons, managed by WTS Facilities at 4000 Seymour
Time to get together again to get this design moving forward.
I will distribute design documents later today, and we will discuss together tomorrow.
Hopefully this time works for enough people. It works for Kepman, Tyler, Greg and myself.
If requested, I can provide a conference bridge for those who cannot attend in person.
Patricia

RE: IAS-HCIM design workshop #4

Wednesday, July 3, 2013

11:56 AM

Subject	RE: IAS-HCIM design workshop #4
From	Cassidy, Al E VSA:EX
To	Smith, Dale G HLTH:EX; Wiebe, Patricia LCTZ:EX; 'Lee, Kepmen'; XT:Sherwood, Tyler HLTH:IN; Malovec, Anita VSA:EX; Friswell, Guy HLTH:EX; Turner, Greg CITZ:EX
Sent	Tuesday, May 8, 2012 8:16 AM

Hi Patricia...

I have meetings as well that I can't reschedule but may be able to dial in for part of the meeting. I also just had an email from Anita. S22

Can we perhaps reschedule the meeting if you think we can. Thanks Patricia...

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
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snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Smith, Dale G HLTH:EX
Sent: Tuesday, May 8, 2012 7:52 AM
To: Wiebe, Patricia LCTZ:EX; 'Lee, Kepmen'; XT:Sherwood, Tyler HLTH:IN; Malovec, Anita VSA:EX; Friswell, Guy HLTH:EX; Turner, Greg CITZ:EX
Cc: Cassidy, Al E VSA:EX
Subject: RE: IAS-HCIM design workshop #4

Patricia - I have an 11am that I can't re-schedule. I won't be able to attend in person because of the back to back meetings, so can you arrange for a teleconference #.

Thanks.

Regards,
Dale Smith
Consulting Architect
HSIMT Architecture and Standards
BC Ministry of Health
2nd Floor, 1515 Blanshard St., Victoria, BC
Phone: 250 387-1931 (NEW); Cell s.17

From: Wiebe, Patricia LCTZ:EX
Sent: Monday, May 07, 2012 5:15 PM
To: 'Lee, Kepmen'; XT:Sherwood, Tyler HLTH:IN; Malovec, Anita VSA:EX; Friswell, Guy HLTH:EX; Turner, Greg CITZ:EX
Cc: Smith, Dale G HLTH:EX; Cassidy, Al E VSA:EX
Subject: RE: IAS-HCIM design workshop #4

Here are the design documents for discussion on Tuesday morning.
I will bring several printouts of the document (but not the spreadsheet).

<< File: BCSC_IAS_HCIM_Interface_Design_Specification_v0_2.docx >>
<< File: HCIM_HL7v3MessageMappings - IAS v0.2 20120504.xlsx >>

Patricia

-----Original Appointment-----

From: Wiebe, Patricia LCTZ:EX
Sent: Monday, May 7, 2012 10:22 AM
To: Wiebe, Patricia LCTZ:EX; 'Lee, Kepmen'; XT:Sherwood, Tyler HLTH:IN; Turner, Greg CITZ:EX; Malovec, Anita VSA:EX
Cc: Friswell, Guy HLTH:EX; Smith, Dale G HLTH:EX; Cassidy, Al E VSA:EX; 'Turner, Greg (GregTurner@SierraSystems.com)'
Subject: IAS-HCIM design workshop #4
When: Tuesday, May 8, 2012 10:00 AM-11:45 AM (GMT-08:00) Pacific Time (US & Canada).
Where: SSBC WTS R W109D, 20 persons, managed by WTS Facilities at 4000 Seymour


Time to get together again to get this design moving forward.
I will distribute design documents later today, and we will discuss together tomorrow.
Hopefully this time works for enough people. It works for Kepman, Tyler, Greg and myself.
If requested, I can provide a conference bridge for those who cannot attend in person.

Patricia

RE: auto issuance & first name changes

Wednesday, July 3, 2013

11:56 AM

Subject	RE: auto issuance & first name changes
From	Cassidy, Al E VSA:EX
To	Ball, Leila M HLTH:EX
Sent	Wednesday, April 18, 2012 3:24 PM
Attachments	 System Interactio...

Hi Leila...

Nice to see you too... it's been a while. Here are a couple of architecture/System Interaction diagrams. The second one was an attempt at confusing executive J... accurate but a little busy J

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
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From: Ball, Leila M HLTH:EX
Sent: Wednesday, April 18, 2012 2:34 PM
To: Cassidy, Al E VSA:EX
Subject: RE: auto issuance & first name changes

Hi Al, nice to see you and Anita yesterday. I have a question for you: do you folks have any data models/architecture diagrams for the CRS and/or EMPI that I could use for reference when trying to understand the interactions of these various systems? Thanks so much for your help.

Leila

From: Friswell, Guy HLTH:EX
Sent: Wednesday, April 18, 2012 9:21 AM
To: Schmidt, Tracee HLTH:EX; Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX; XT:Sherwood, Tyler HLTH:IN; 'Bill Jubran(C)'; 'Pamela Atkinson (Pamela.Atkinson@maximusbcc.ca)'; Ball, Leila M HLTH:EX

Cc: Nesbitt, Carmell VSA:EX; 'marri.todd@maximusbc.ca'; Smith, Dale G HLTH:EX
Subject: RE: auto issuance & first name changes

Further to our meeting yesterday, please find attached the updated materials, as promised.

I have made changes as follows and have highlighted them in red in the deck:

Slide 3 rules for non-photo have been updated

Slide 8 rules for EMPI handling of declared information updates clarified

Slides 9 and 10 now point to the attached Word document for further information (note that "HCIM" = EMPI)

Slide 11 is new and outlines action plan agreed in the meeting

Slide 12 (old slide 11) was substantially changed, leaving options "open" pending further analysis

<< File: Auto-Issuance Discussion Paper 2012 04 18.pptx >> << File: HCIM Flows.docx >>

Let me know if you need anything further. I will be keeping this as an open issue on the BMO issues log, reporting status weekly. I look forward to hearing from you as your respective analysis efforts unfold.

Thanks,

Guy Friswell

Consulting Partner
QVI Consulting Group
Mobile: s.22

Consultant, Architecture and Standards
Contracted Resource to Health Information Technology
2nd Floor, 1515 Blanshard Street, Victoria BC
Health Sector IM/IT Division (HSIMT)
Ministry of Health
Office: 250.952.1320

From: Friswell, Guy HLTH:EX
Sent: April 17, 2012 9:41 AM
To: Schmidt, Tracee HLTH:EX; Malovec, Anita VSA:EX; Smith, Dale G HLTH:EX; Cassidy, Al E VSA:EX; XT:Sherwood, Tyler HLTH:IN; 'Bill Jubran(C)'; 'Pamela Atkinson (Pamela.Atkinson@maximusbc.ca)'
Cc: Nesbitt, Carmell VSA:EX; 'marri.todd@maximusbc.ca'
Subject: RE: auto issuance & first name changes

Please find attached some materials to assist our conversations today. I don't intend to go through these in detail ... rather they provide a technical backdrop for the discussion.

<< File: Auto-Issuance Discussion Paper 2012 04 17.pptx >>

Thanks, Guy

-----Original Appointment-----

From: Schmidt, Tracee HLTH:EX
Sent: April 12, 2012 9:21 AM
To: Schmidt, Tracee HLTH:EX; Friswell, Guy HLTH:EX; Malovec, Anita VSA:EX; Smith, Dale G HLTH:EX; Cassidy, Al E VSA:EX; XT:Sherwood, Tyler HLTH:IN; 'Bill Jubran(C)'; 'Pamela Atkinson (Pamela.Atkinson@maximusbc.ca)'
Cc: Nesbitt, Carmell VSA:EX
Subject: auto issuance & first name changes
When: April 17, 2012 3:00 PM-4:00 PM (GMT-08:00) Pacific Time (US & Canada).

Where: HLTH R SEA Meeting Room 5th Floor 1483 Douglas St HLTH:EX

When: Tuesday, April 17, 2012 3:00 PM-4:00 PM (GMT-08:00) Pacific Time (US & Canada).

Where: HLTH R SEA Meeting Room 5th Floor 1483 Douglas St HLTH:EX

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*

Apr 13th: Changed time and location as per MAXIMUSs' request. - Miwa

Apr 12th: Changed time due to calendar conflicts. – Miwa


Pages 233 through 234 redacted for the following reasons:

S15

FW: Business_flow_Demo_Updates_EMPI.vsd (Updated)

Wednesday, July 3, 2013

11:57 AM

Subject	FW: Business_flow_Demo_Updates_EMPI.vsd (Updated)
From	Cassidy, Al E VSA:EX
To	Malovec, Anita VSA:EX
Sent	Monday, April 16, 2012 10:51 AM
Attachments	 Business_flow_Demo_...

Hi....

I updated the diagram to include TEMPIX

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
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From: Cassidy, Al E VSA:EX
Sent: Monday, April 16, 2012 10:49 AM
To: Friswell, Guy HLTH:EX
Subject: Business_flow_Demo_Updates_EMPI.vsd (Updated)

Pages 236 through 237 redacted for the following reasons:

S15

RE: The Auto-Issue Problem

Wednesday, July 3, 2013
11:57 AM

Subject	RE: The Auto-Issue Problem
From	Cassidy, Al E VSA:EX
To	Friswell, Guy HLTH:EX
Sent	Monday, April 16, 2012 9:14 AM

Hi Guy...

Sure, 10:30 works for me.

Al Cassidy
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From: Friswell, Guy HLTH:EX
Sent: Monday, April 16, 2012 9:11 AM
To: Cassidy, Al E VSA:EX
Subject: RE: The Auto-Issue Problem

Hi Al – thanks these look about right. I have a few questions just to clarify my own understanding. Can I call you sometime today? I think about 10 minutes would do it. I have an hour this morning (10:30-11:30 and then pretty much anytime after 1:30). Let me know and thanks. If this doesn't work, I'll send an email with my questions. Cheers, Guy

From: Cassidy, Al E VSA:EX
Sent: April 16, 2012 8:59 AM
To: Friswell, Guy HLTH:EX
Subject: RE: The Auto-Issue Problem

I think we hit send at the same time ☺. Hope they help. Thanks

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
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From: Friswell, Guy HLTH:EX
Sent: Monday, April 16, 2012 8:58 AM
To: Cassidy, Al E VSA:EX
Subject: RE: The Auto-Issue Problem

Thanks! You beat me to it. Cheers, Guy

From: Cassidy, Al E VSA:EX
Sent: April 16, 2012 8:57 AM
To: Malovec, Anita VSA:EX; Friswell, Guy HLTH:EX
Cc: XT:Sherwood, Tyler HLTH:IN; Smith, Dale G HLTH:EX
Subject: RE: The Auto-Issue Problem

Here are the Visio diagrams I had made for our discussions on names and addresses from MSP and

EMPI.

Al Cassidy
Sr. Registry Analyst
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Health Sector IM/IT Division
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From: Malovec, Anita VSA:EX
Sent: Friday, April 13, 2012 10:49 AM
To: Friswell, Guy HLTH:EX
Cc: XT:Sherwood, Tyler HLTH:IN; Smith, Dale G HLTH:EX; Cassidy, Al E VSA:EX
Subject: RE: The Auto-Issue Problem

This diagram isn't a good one for depicting the flow of personal demographic data. Al Cassidy did one up which helped our discussions on how demographic info flows but I don't have an electronic copy. I will ask Al to send it to you on Monday, when he is back in the office. His flow diagram might be something you could use. I actually wasn't sent Tyler's use case document so if you don't mind sending that to me I will review as well.

MSP takes first and second name changes as well as changes to birth dates and gender via the CRS export log....they do not take surname changes. You are right the multi-card problem would not happen if they don't pick up the export log....but then they would then miss address changes, newborn PHN's that they must add to the Pre-Auth file and death dates....not that they apply all address changes but they do take address changes where the subscriber is on a group pay account....so I don't think simply not reading the export log is an option.

Once you get your slides together if you want to me with me prior to the meeting that would be great.
Thanks, Guy.

Anita Malovec
Manager, Health Registries
British Columbia Vital Statistics Agency
Ministry of Health, Health Sector IM/IT Division
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Victoria, BC
V8W 1H8
Phone: (250) 952-9129
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From: Friswell, Guy HLTH:EX
Sent: Friday, April 13, 2012 10:27 AM
To: Malovec, Anita VSA:EX
Cc: XT:Sherwood, Tyler HLTH:IN; Smith, Dale G HLTH:EX
Subject: RE: The Auto-Issue Problem

Hi Anita - I'm trying to pull together a few slides to guide the discussion of this issue next week. I'm looking at one of Pat's/Dale's diagrams (below) and trying to understand when R&PB actually picks up the export log. In the use case document that Tyler sent along, it seemed that R&PB only looked at this for first name changes. Do you know if this is true? I can't get anything out of Maximus yet. I'm wondering if there are other cases (e.g., changes to birth year, birth month, middle name, ...). The multi-card problem doesn't seem to arise if the export log isn't picked up. Can you clarify?

S15

From: Malovec, Anita VSA:EX
Sent: April 11, 2012 3:36 PM
To: Friswell, Guy HLTH:EX
Subject: RE: The Auto-Issue Problem

I actually think it makes perfect sense but it will impact MSP Direct Group Administrators and other 3rd parties who can currently make changes directly through the web app....they will make the change but no card will be produced. If every group administrator now had to have the client contact MSP directly with documentation then it will increase HIBC workload...something HIBC wouldn't be happy about. Not that this is a bad thing as

S14

S14

I have discussed this with some HA's and have told them once we implement the new services card then any changes to name, birthdate or gender must be directed to MSP in order for a new card to be produced. Not to say they can't contribute the revised name to the Client Registry but it would not generate a new card automatically...this means MSP will either have to stop the auto-issuance or stop reading our CRS export log of changes.

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2nd floor 818 Fort St
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From: Friswell, Guy HLTH:EX
Sent: Wednesday, April 11, 2012 3:00 PM
To: Malovec, Anita VSA:EX
Subject: RE: The Auto-Issue Problem

Agreed and understood. I just had another chat with Tracee. She wants to pursue the angle that all auto-issuance will be disabled. I'm not sure if there are legitimate cases that might get stopped if we went this route. Would this make sense?

Guy

From: Malovec, Anita VSA:EX
Sent: April 11, 2012 2:24 PM
To: Friswell, Guy HLTH:EX
Cc: Smith, Dale G HLTH:EX; XT:Sherwood, Tyler HLTH:IN; Cassidy, Al E VSA:EX
Subject: RE: The Auto-Issue Problem

Not if...when. Remember it happens today i.e. a client has a carecard in one name and gets another because a 3rd party has made a change...without due diligence....so another is produced....however now they will get two cards when the name flips back....not good. Thanks, Guy.

Anita Malovec
Manager, Health Registries
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From: Friswell, Guy HLTH:EX
Sent: Wednesday, April 11, 2012 2:04 PM
To: Malovec, Anita VSA:EX
Cc: Smith, Dale G HLTH:EX; XT:Sherwood, Tyler HLTH:IN; Cassidy, Al E VSA:EX
Subject: RE: The Auto-Issue Problem

Apparently I need to clear one more huddle before we can meet with Maximus. I'll arrange this once I'm over the jump. Your assessment is correct – this is only for non-photo cards – while not a huge concern, it could look silly in the public eye if it ever did happen.

From: Malovec, Anita VSA:EX
Sent: April 11, 2012 12:43 PM
To: Friswell, Guy HLTH:EX
Cc: Smith, Dale G HLTH:EX; XT:Sherwood, Tyler HLTH:IN; Cassidy, Al E VSA:EX
Subject: FW: The Auto-Issue Problem

Hi, Guy.

Yes, I would definitely like to review this with HIBC. Although the concern is somewhat minimized as HIBC will not auto generate for anyone other than under 19 and temp doc holders there is still the 'looping' issue that could occur if name changes are being read from the CRS export log. If you are going to arrange a meeting please invite Al, Dale, Tyler and myself.

Thanks.

Anita Malovec
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From: Friswell, Guy HLTH:EX
Sent: Wednesday, April 11, 2012 10:49 AM

To: Malovec, Anita VSA:EX
Cc: Smith, Dale G HLTH:EX; XT:Sherwood, Tyler HLTH:IN
Subject: The Auto-Issue Problem

Hi – I’ve been running interference on my end and have got the go ahead to engage HIBC/Maximus folks on the question of auto-issuance of non-photo cards resulting from a name change. I’m thinking that the best thing to do is to put HIBC and Registries folks in the same room with a view to (1) confirm the nature of the issue and (2) identify possible resolutions. I’ve attached a note from Marri that confirms they will be continuing the auto-issue process – this includes specific rules. It also includes the “email trail” that sets up the issues. Are you okay with this plan – i.e., would you be willing to meet with HIBC to discuss? If so, who should be in attendance from your side Anita?

Thanks,

Guy Friswell


Consulting Partner
QVI Consulting Group
Mobile: S22

Consultant, Architecture and Standards
Contracted Resource to Health Information Technology
2nd Floor, 1515 Blanshard Street, Victoria BC
Health Sector IW/IT Division (HSIMT)
Ministry of Health
Office: 250.952.1320

ICBC IAS - Interface Design Specification Document

Wednesday, July 3, 2013

11:57 AM

Subject	ICBC IAS - Interface Design Specification Document
From	Moss, Jeremy LCTZ:EX
To	Malovec, Anita VSA:EX; Smith, Dale G HLTH:EX; Friswell, Guy HLTH:EX; Cassidy, Al E VSA:EX; Turner, Greg CITZ:EX; XT:Sherwood, Tyler HLTH:IN; 'Lee, Kepmen'; Carlsen, Evan SSBC:EX
Cc	Kapur, Anil CITZ:EX; Wiebe, Patricia LCTZ:EX
Sent	Wednesday, March 21, 2012 1:20 PM
Attachments	 bcSC_ICBC_I AS_Interfa...

Good afternoon.

Please see the attached latest draft copy of the ICBC IAS Interface Design Specification document. This was just distributed today to the ICBC / SI / LCTZ team for review. This document is being circulated, as promised at our last IAS – EMPI workshop (Action Item #3), to provide background for the IAS / EMPI Integration process.

Although we aren't specifically asking for feedback from this group, if you have any questions / comments, please address them to Greg Turner (<mailto:Greg.Turner@gov.bc.ca> Greg.Turner@gov.bc.ca). Thanks.

Jeremy Moss
Director, IDIM Service Delivery
Technology Services Division | Shared Services BC
Ministry of Citizens' Services

jeremy.moss@gov.bc.ca

s.17

RE: VSA - legal name changes

Wednesday, July 3, 2013

11:57 AM

Subject	RE: VSA - legal name changes
From	Cassidy, Al E VSA:EX
To	Smith, Dale G HLTH:EX; Malovec, Anita VSA:EX
Sent	Thursday, June 30, 2011 3:19 PM

Hi...

It's a monthly file for birth verification and also death events. No exchange of change of name but Mark did say that if they were looking to expand the exchange they will need to re-do the ISA. Hope that helps. Have a great week-end!

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Cassidy, Al E VSA:EX
Sent: Thursday, June 30, 2011 3:15 PM
To: Smith, Dale G HLTH:EX; Malovec, Anita VSA:EX
Subject: RE: VSA - legal name changes

He thinks it's a monthly batch dump. I'll let you know when I hear back from him.

Al Cassidy
Sr. Registry Analyst
Health Registries
British Columbia Vital Statistics Agency
Health Sector IM/IT Division
Ministry of Health
tel: 250.952.9041 fax: 250.952.9038
snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8
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From: Smith, Dale G HLTH:EX
Sent: Thursday, June 30, 2011 3:14 PM
To: Cassidy, Al E VSA:EX; Malovec, Anita VSA:EX
Subject: RE: VSA - legal name changes

If we could confirm and find the details of how / when the exchange occurs that w/b good (for services card thinking).

Thks.

Regards,

Dale Smith

HSIMT Architecture and Standards

Consultant to HSIMT

BC Ministry of Health

2nd Floor, 1515 Blanshard St., Victoria, BC

Phone: **250 952-1268 <=== NEW**

From: Cassidy, Al E VSA:EX

Sent: Thursday, June 30, 2011 3:13 PM

To: Smith, Dale G HLTH:EX; Malovec, Anita VSA:EX

Subject: RE: VSA - legal name changes

Ok.. S22 about the ICBC thing. I just talked to Mark and he thinks they do share death information as well as birth verification information for the enhanced DL. He is just checking and will let me know. S22

Al Cassidy

Sr. Registry Analyst

Health Registries

British Columbia Vital Statistics Agency

Health Sector IM/IT Division

Ministry of Health

tel: 250.952.9041 fax: 250.952.9038

snail-mail: 2nd floor 818 Fort Street, Victoria, BC V8W 1H8

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From: Cassidy, Al E VSA:EX

Sent: Thursday, June 30, 2011 3:04 PM

To: Smith, Dale G HLTH:EX; Malovec, Anita VSA:EX

Subject: RE: VSA - legal name changes

S22 MSP takes death info from CRS.
I don't believe that VS shares death with ICBC. They could get some dates from CRS in our monthly match for MSP claims purposes though. NUFF said... S22
S22 Happy Canada Day! ☺

Al Cassidy

Sr. Registry Analyst

Health Registries

British Columbia Vital Statistics Agency

Health Sector IM/IT Division

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tel: 250.952.9041 fax: 250.952.9038

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sender immediately and destroy this e-mail.

From: Smith, Dale G HLTH:EX
Sent: Thursday, June 30, 2011 2:56 PM
To: Malovec, Anita VSA:EX
Cc: Cassidy, Al E VSA:EX
Subject: RE: VSA - legal name changes

S22

Regards,

Dale Smith

HSIMT Architecture and Standards
Consultant to HSIMT
BCMinistry of Health
2nd Floor, 1515 Blanshard St., Victoria, BC
Phone: **250 952-1268 <=== NEW**

From: Malovec, Anita VSA:EX
Sent: Thursday, June 30, 2011 2:34 PM
To: Smith, Dale G HLTH:EX
Cc: Cassidy, Al E VSA:EX
Subject: Re: VSA - legal name changes

S22

I can't remember if msp

takes the death sent to crs from vital stats or not. Al will know so am copying him. I don't think they send death dates to icbc but al can find out for you.

From: Smith, Dale G HLTH:EX
Sent: Thursday, June 30, 2011 01:27 PM
To: Malovec, Anita VSA:EX
Subject: VSA - legal name changes

Does VSA publish legal name or death changes to either ICBC or MSP? For MSP I'd assume this is through the CRS but how's it done (if it is) for ICBC?

Thanks.

Regards,

Dale Smith

HSIMT Architecture and Standards
Consultant to HSIMT
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2nd Floor, 1515 Blanshard St., Victoria, BC
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