



ARCS: 292- 30
File: CTZ-2013-00196

January 8, 2014

Sent via email:

Dear :

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Technology, Innovation and Citizens' Services. Your request is for:

“Memos, briefing notes, incident reports, after-action reports and correspondence about the Telus network outage (Sept. 18, 2013) and Rogers network outage (Oct. 9, 2013) and the impact of the incidents on provincial operations and services. The records would be held or generated by CIO Bobbi Sadler and EMBC A/ADM Chris Duffy (JAG) and ADM Bette-Jo Hughes (MTIC). (Please limit correspondence to the following periods: 9 p.m. Sept. 18 to noon Sept. 19 and 3 p.m. Oct. 9 to noon Oct. 10.)”

Please find enclosed a copy of the records located in response to your request. Some information has been withheld pursuant to section(s) 15 (Disclosure harmful to law enforcement), and 17 (Disclosure harmful to the financial or economic interests of a public body) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Your file is now closed.

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These records will be published on the BC Government's Open Information website a minimum of 72 hours after it is released electronically or a minimum of five business days after it has been released by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

If you have any questions regarding your request, please contact Mark Sime, the analyst assigned to your request, at 250-356-8343. This number can be reached toll-free by calling from Vancouver, 604-660-2421, or from elsewhere in BC, 1-800-663-7867 and asking to be transferred to 250-356-8343.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cindy Elbahir", written in a cursive style.

For:
Cindy Elbahir, Manager
Central Agency Team
Information Access Operations

Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250-387-5629 Fax 250-387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.