Technology, Innovation and Citizens' Services

Fiscal 2013/14

Estimates Briefing

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KEY MESSAGING FOR CORE REVIEW

- This process is about making sure government is structured for success.
- Government made a promise to British Columbians that we would manage every penny and balance our budget on their behalf.
- British Columbians also asked us to make sure we get to 'yes' on economic development without needless delays in the most efficient and responsible way.
- We were elected, in part, on this promise and intend to keep it.
- Part of this process is a core review of all government programs, services and expenditures and I look forward to working with my colleague Minister Bennett in contributing to this important exercise.

June 10, 2013

Honourable Andrew Wilkinson
Minister of Technology, Innovation and Citizens' Services
Parliament Buildings
Victoria, British Columbia
V8V 1X4

Dear Colleague:

Congratulations on your new appointment as Minister of Technology, Innovation and Citizens' Services.

British Columbians have asked us to build a strong economy, a secure tomorrow and a lasting legacy for generations to come. Now it's time to deliver.

We must be alive to the challenges of a fragile global economy. We have a duty to be disciplined for taxpayers today, and a responsibility to be fair to future generations. Protecting British Columbia for us and our children means making tough choices now to control spending and balance the budget. By charting a course for a debt-free BC, our children can be free to make their own choices when it's their turn to lead.

To grow our economy and create high-paying jobs for British Columbians, I am asking you to keep your ministry focused on the *BC Jobs Plan*. Our province is blessed with both abundant natural resources, and the resourcefulness and diversity of our people and businesses. We have a generational opportunity to develop Liquefied Natural Gas. This will demand determination and purposeful work.

We are committed to building a strong economy in the province because we know that it is the only way we will be able to afford strong public services for our citizens. World class health care, education, skills training and social safety nets are only possible if we have an economy that can sustain them over the long term.

To that end our first priorities across government are:

- To bring back the legislature to pass *Balanced Budget 2013*;
- To ensure that government does not grow;
- To conduct a core review of government to make sure we are structured for success on all of our objectives; and

● To eliminate red-tape so that we can get to yes on economic development without needless delay.

In the course of our decision-making we must always maintain respect for taxpayers and remember that our fellow British Columbians are looking to us to help make life more affordable for them and their families.

These priorities, along with your specific ministerial objectives, will allow us to achieve results that reflect our shared values.

In the past decade, technology has transformed all aspects of society. This is nowhere more true than in the way citizen's interact with their government. Our government has made a deliberate choice to be as open and accessible as possible especially to citizens wishing to access information online. It will be your task to continue to improve our government-citizen interactions.

The technology industry in our province has limitless opportunity and will be a significant contributor to the success of our *BC Jobs Plan*. It will be your responsibility to work with industry and the BC Innovation Council to determine how government can help the industry move ahead and attract and retain talent and firms. Our government has made progress with our small business venture capital program that will again be expanded through our commitment in *Balanced Budget 2013*.

In your role as Minister of Technology, Innovation and Citizen's Services, I expect that the following initiatives are completed by you and your ministry over the coming years:

1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.

2. Expand the BC Training Tax Credit program to include co-op and placements in small technology firms.

3. Work with the BC Technology Industry Association to encourage the federal government to adopt the provincial Small Business Venture Tax Credit program which would double the tax credits available for B.C. firms.

4. Expand the value of the Small Business Venture Tax Credit program by an additional $5 million in 2015/16.

5. Maximize the use and report out on successes of the Telus Strategic Investment Fund.

6. Ensure the successful implementation of the BC Services Card and report to Cabinet on the rollout and uptake of the program.

7. Work with our post-secondary institutions to ensure that more of the innovative ideas created on campus are put on the track to become successful, commercial ventures.

8. Thoroughly examine total government spending on innovation and research and recommend to Cabinet ways in which those funds can be re-deployed within the sector resulting in additional commercialization and job creation.

I have outlined in a separate letter my requirements for conduct of all members of Cabinet. It is imperative that you review and understand this letter, and the *Members' Conflict of Interest Act*, and that you act in accordance with both as you carry out the duties of a Minister of the Crown. I will evaluate any circumstances that may call into question the conduct of a Minister against the expectations and obligations set out in applicable statutes and this letter.
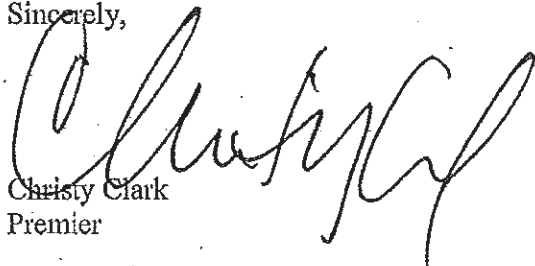
To assist you in the transition to your new role, I ask that you also review the attached document that provides further direction for you as a Minister.

I look forward to discussing your ideas and priorities for your ministry in the coming weeks and working with you to fulfill the mandate we were elected to fulfill.

Our government faces many exciting challenges and opportunities in the months ahead. Our success will be defined by our ability to develop and implement an agenda that reflects priorities and circumstances of BC citizens. Our ability to make this connection is a function of the degree to which we engage citizens and stakeholders in pursuing change. I am confident that we will succeed in this, and have every expectation that you will make a significant contribution to our success.

I look forward to working with you.

Sincerely,

Christy Clark
Premier

Attachments (2)

British Columbia's
Technology
Strategy

BUILDING B.C.'S ECONOMY

CANADA STARTS HERE | THE BC JOBS PLAN

BRITISH COLUMBIA | Ministry of Jobs, Tourism and Innovation

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Message from the Premier

A vibrant technology industry is an essential part of a 21st century economy, which is why we chose technology as one of the eight most competitive sectors to advance under *Canada Starts Here: The BC Jobs Plan*.

With the rapid expansion of urban centres and the middle classes in countries like India and China, for example, the technology industry is poised to bring new dollars to our economy. B.C. has unprecedented opportunities to offer our products and solutions to these burgeoning markets.

Made-in-B.C. technology is also providing process innovations, new products and new business models to our other key Jobs Plan sectors. As we create the conditions for B.C. technology companies to excel, we will see more of these innovations.

Our province is blessed with an abundance of home-grown talent that drives our technology sector. That, along with our investments in world-class research and innovation infrastructure, has helped make British Columbia a magnet for skilled workers from around the world, creating jobs for today, and for tomorrow.

The Honourable Christy Clark
Premier of British Columbia

Message from the Minister

British Columbia is recognized as an innovative, talent-rich jurisdiction. We are globally recognized for clusters in clean technology, information and communication technologies and wireless, digital and screen-based media, and health and life sciences. And we are a location magnet for highly mobile high-tech talent.

The technology industry provides more than 84,000 jobs for British Columbians, with a record payroll of $5.3 billion in 2009, despite the global economic downturn. The average high-tech wage was $63,440 – more than 52 per cent above the average for all B.C. jobs. We know from industry surveys that technology companies are continuing to hire at an impressive rate.

What makes the technology sector even more important to our province's economy is that it creates well-paid jobs in every area of B.C. The sector has also been one of the province's top revenue performers for many years, nearly doubling between 1997 and 2009, when industry revenues reached $18.9 billion.

Through *Canada Starts Here: The BC Jobs Plan*, we will help our province's technology industry become even stronger. We will continue to leverage the more than $1.8 billion we have already invested in research and innovation to develop the commercial opportunities of tomorrow. Government is committed to working with the technology sector to identify the best ways to implement the actions identified in this strategy, and to discuss other ideas that can assist this sector. B.C. is also committed to accelerating technology commercialization and adoption, building on regional strengths to create new opportunities, developing talent for our knowledge-based economy, and expanding the markets for B.C.'s world-class technology.

The Honourable Pat Bell
Minister of Jobs, Tourism and Innovation

INTRODUCTION

British Columbia's technology sector provides jobs for more than 84,000 people – the equivalent of the entire population of the city of Kamloops. It includes 8,900 established companies and another 18,750 emerging companies in all areas of the province, which together account for 5.9 per cent of B.C.'s gross domestic product.

The technology sector includes four sub-sectors:

Clean technology includes power generation, energy efficiency, transportation and industrial processes. British Columbia's commitment to continued leadership on climate and energy policies helps to foster innovation and growth in this sub-sector.

Information and communication technologies (ICT) and wireless comprises more than 6,000 companies undertaking software publishing, computer manufacturing and systems design, engineering services, and wired and wireless communications. B.C. has more than 500 wireless technology businesses alone.

Digital and screen-based media companies include more than 600 firms involved in areas like interactive design; digital entertainment and games; digital film, animation and special effects; mobile content and applications; and e-learning.

Health and life sciences companies produce medical devices, biopharmaceuticals, bio-products and process innovations. B.C.'s biopharmaceutical cluster alone comprises more than 90 companies.

VISION

B.C. is a recognized leader for
developing and growing innovative
technology companies, and is
a destination for technology
investment. B.C.'s technology
sector improves the quality of
life and provides enduring value
to the people of British Columbia.

BACKGROUND

Technology connects today's economy with the jobs of tomorrow. It diversifies the provincial economy and helps B.C.'s other industries build on their competitive advantages enabling them to enter new markets with process innovations, new products and new business models.

Technology firms involved in clean technology, information and communication technologies and wireless, digital and screen-based media, and health and life sciences anchor B.C.'s talent base: a unique competitive advantage in a globally competitive market.

B.C.'s technology workforce continues to expand due to strongly linked entrepreneurial and regional networks, world-class post-secondary institutions, technology acceleration and commercialization programs and regional industry clusters, both emerging and mature.

These networks also help integrate technology into other sectors, which encourages innovation and creates demand for new technology products and services.

Making mining high tech

B.C. company MineSense has developed advanced ore sensing and sorting technologies to concentrate low-grade ores. This decreases energy, water and chemical requirements – and increases profitability and sustainability.

For example, genomic mapping and biotechnology support superior crop production with the use of fewer pesticides, and wireless routing services allow trucking companies to avoid traffic congestion and save fuel. **Table 1** on page 7 provides examples of how technology connects to the other *BC Jobs Plan* sectors.

Crystal Green fertilizer

MINESENSE

WESTPORT INNOVATIONS INC.

Job growth within the technology sector is on the rise, increasing at twice the rate of overall employment growth in the province. Wages in the technology industry are more than one and a half times that of the average provincial wage, and jobs are well distributed across the province, providing opportunities for entrepreneurs in all of B.C.'s regions.

Science and technology councils provide support to entrepreneurs, start-ups and companies across regional B.C.

- Science & Technology Association of the North
- Northwest Science and Innovation Society
- Prince George-based council (under development)
- Mid Island Science, Technology and Innovation Council
- Interior Science Innovation Council
- Accelerate Okanagan
- Kootenay Association for Science and Technology
- Kootenay Rockies Innovation Council
- Victoria Advanced Technology Council

Distribution of technology companies and B.C. workforce

Workforce (% of provincial total)

Technology companies (% of provincial total)
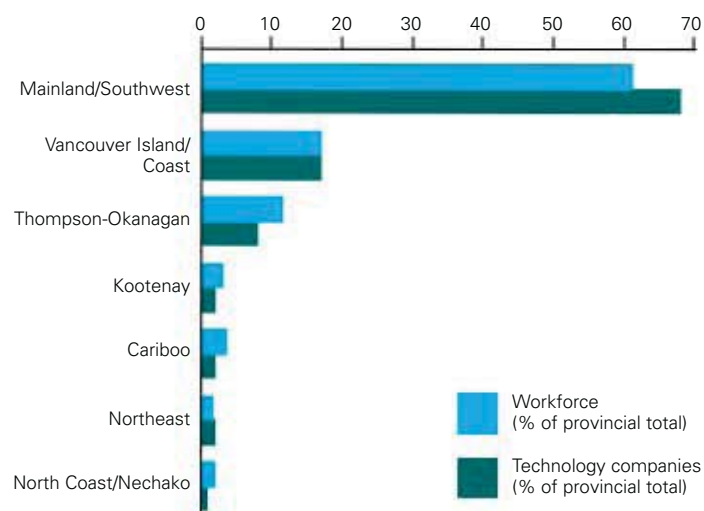
TABLE 1: Examples of technology impact across *BC Jobs Plan* sectors

BC JOBS PLAN SECTORS	TECHNOLOGY IMPACT	
Natural gas	Westport	**Westport Innovations Inc.** is a global leader in natural gas engines and related technologies.
Mining	Genome British Columbia	**Genomics** tools improve the passive treatment of water from mine drainage through biological detoxification.
International education	matygo	**Matygo** is developing social online learning experiences that combine live group-video classrooms and course management tools.
Agrifoods	OSTARA	**Ostara's** technology removes phosphorus and other nutrients from wastewater and recycles them into a green fertilizer.
Transportation	DriveBC	**DriveBC** integrates weather forecasts, live highway cams and traffic reports into a web- and mobile-based information system.
Forestry	Pacific BioEnergy "the logical alternative"	**Pacific BioEnergy** is an internationally recognized manufacturer of wood pellet biomass fuel for industrial purchasers worldwide.
Tourism	VIVONET	**Vivonet** provides enterprise management, point-of-sale and payment processing solutions to the restaurant industry.

Background...

British Columbia has worked collaboratively with the private sector to increase technology infrastructure and Internet accessibility. For example, B.C. has used its procurement power to increase Internet and cellular access across British Columbia. Communities experience the benefits of improved connectivity, which facilitates the development and adoption of technology. Ninety-three per cent of British Columbians currently have access to broadband Internet, and the Province has made a commitment to expand that to 97 per cent coverage in the coming years so that B.C. will continue to be one of the most connected jurisdictions in the world.

This high-speed connectivity supports regional growth and knowledge exchange across the province. It provides opportunities for remote development and deployment of high technology field solutions, as well as connecting entrepreneurs everywhere in the province to investor and mentorship hubs.

GEMCOM

We have the opportunity

The global technology market continues to grow; for example, China's market for clean technology is forecast to reach $1 trillion by 2013.[1] This growth will expand markets for technology that are already huge: the global ICT market was estimated at $3.2 trillion in 2011.[2]

> The Province is introducing a new program that will accelerate commercialization of B.C. innovations by linking industry to graduate researchers at our world-class post-secondary institutions.

New products, services and processes facilitated by technology in our traditional resource sectors also have good market potential. For example, GPS and sensor-based wireless systems help B.C. mining operations – with over $10 billion in exports – optimize the use of their heavy equipment and remain globally competitive.

B.C. is well positioned to compete for global market share in all of the *BC Jobs Plan* sectors by continuing to build upon its foundation of a global trade office network, a strong talent base and focused provincial investment.

Background...

We have a competitive advantage

Between 2001 and 2010, the value of product-oriented[3] technology sector exports increased by 35 per cent[4]. The BC Technology Industry Association's 2012 *TechTalentBC* report shows that the province's technology companies will create between 3,000 and 4,000 jobs this year[5]. New and established companies, and centres of research excellence in sectors ranging from health to wireless, form a vibrant technology cluster.

B.C. has become recognized for its talent advantage and excellence in research. As a result, many mergers and acquisitions have taken place within the province's technology sector. These acquisitions provide new opportunities to gain global market expertise and exposure, build new investment networks and ultimately increase the pace of commercialization. Mergers and acquisitions also raise the profile of B.C. as an investment-ready commercialization centre.

The technology sector depends on talent and innovation, and British Columbia provides an excellent supply of both. The province's four research-intensive universities are consistently ranked in the top five institutions in their size classes in the country.

Unique commercialization centres like Wavefront, the Centre for Drug Research and Development, and the Centre for Digital Media help to attract and train some of the most talented and innovative people working in the technology sector. Top universities, growing companies and unique research centres in all of B.C.'s sub-sectors anchor our technology cluster and provide unique opportunities for talent and idea exchange, leading to innovation and increasing the commercial potential of our discoveries. Global technology companies like Microsoft and Pixar have cited B.C.'s talent base as a primary reason they seek partnerships and investment opportunities within the province. This is a virtuous cycle: talent attracts talent.

New opportunities to soar
Airplane sales, for fleet growth and replacement of aging airplanes, will total 30,900 units over the next 20 years, with a value of US$3.6 trillion. Clean technologies, like advanced composites that reduce the weight and hence the fuel requirements of airplanes, will be in high demand.

Accelerating success

B.C.'s Technology Strategy will achieve success through collaboration between industry, academia and government as we build on our strengths and investments and work toward achieving growth in B.C.'s technology sector. Sector-specific programs and policies that focus our efforts and facilitate new market opportunities will build on British Columbia's competitive environment and entrepreneurial culture.

Innovation is critical to British Columbia's continued success. Incremental innovation, in particular, provides economic benefits by rapidly translating ideas into value-added products and services. Incremental innovation supports company growth through product and market diversification. Many of B.C.'s most competitive sectors – such as mining, forestry and natural gas – serve global markets and bring demand for new products and services home to B.C. businesses. The Province is committed to creating new linkages between knowledge and resources sectors, and continuing to regionalize the BC Innovation Council's networks to encourage growth and economic diversification within B.C.'s regions.

Research and innovation are natural partners. B.C.'s post-secondary institutions provide a wealth of talent that is often challenging for small businesses to access. The provincial government recognizes that small and medium-sized enterprises can adapt quickly to market changes and are in an ideal position to develop innovative products and services. A new commercialization voucher program will provide these businesses with access to innovation talent within our post-secondary institutions. These vouchers will promote collaborative later-stage research, as well as knowledge transfer between post-secondary institutions and businesses throughout the province. The voucher program will directly support industry-initiated research on projects that advance new products, production processes or services, and contribute to job and revenue growth within B.C.'s priority sectors.

GENOME BC
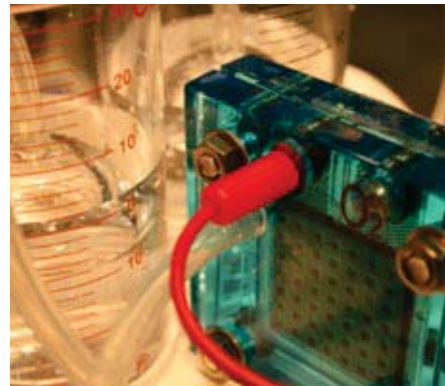
Research remains a priority for British Columbia. Creating a balance between basic and applied research is a priority, as is encouraging the sustainability of research organizations. To ensure that British Columbia remains competitive, the Premier's Technology Council will lead a review of B.C.'s last decade of research and innovation funding and make recommendations for achieving greater economic benefit from future funding allocations.

Access to markets is essential for B.C.'s technology sector to succeed. The Province is committed to developing a procurement program that can help businesses bridge the pre-commercialization gap, and give them a chance to enter the marketplace. Government initiatives like the BC Education Plan and the *BC Jobs Plan* priority sector strategies will help create a roadmap for developing a provincial procurement program. Preparing B.C. businesses to take advantage of federal industrial regional benefits programs is also a priority.

Sustaining a competitive business environment will allow B.C.-based technology companies to expand operations and keep jobs within the province. In addition to enhancing venture capital tax credit programs, government will pursue new sources of innovation funding through federal and industry partnerships, and will continue to develop opportunities for increasing access to capital for B.C.'s technology industry.

British Columbia is committed to active market development through international trade, interprovincial partnerships under the New West Partnership and responsible regulatory reform to reduce barriers to trade and major projects. Harmonizing provincial policies with major trade partners and adopting competitive policy and practices will attract new investments and facilitate market access for B.C.'s technology sector.

The technology strategy builds on government actions that have laid a foundation for success, including effective management of our abundant natural resources, a favourable business climate, prudent fiscal management, a stable and skilled labour supply, and proactive climate and energy policies. British Columbia can also expect to realize benefits from past provincial investments and targeted initiatives to support B.C.'s technology sector including:

- Funding for advanced discovery, development and commercialization capabilities (for example, the B.C. Knowledge Development Fund, Genome BC, the Michael Smith Foundation for Health Research, the Pacific Institute for Climate Solutions, the Centre for Drug Research and Development, Wavefront, the Centre for Digital Media, and FPInnovations)
- Support for entrepreneurs, small technology businesses and startups (venture capital programs, the BC Innovation Council Mentor Program, the BCIC-New Ventures Competition, B.C. global business accelerator partnerships in California and India, and entrepreneurship@ programs)
- Demonstration, validation and piloting of clean technology (Innovative Clean Energy Fund, Clean Transportation Initiative)
- Support for companies' global expansion and scaling (the B.C. Renaissance Capital Fund, BCIC Mentor Program, transmission: Global Summits)
- Ensuring a supply of talent by increasing capacity in technology-related graduate programs and supporting internships and entrepreneurship programs (Mitacs, entrepreneurship@)
- Investment attraction and trade promotion support (trade missions to key Asian markets, marketing materials, in-market trade representatives, Forestry Innovation Investment)
- Removal of trade and mobility barriers through B.C.'s Trade, Investment and Labour Mobility Agreement with Alberta, the New West Partnership with Alberta and Saskatchewan, and the Agreement on Internal Trade involving all Canadian jurisdictions
- Regulatory reforms building on government's achievements in cutting red tape
- Profiling B.C. as a diversified 21st century economy.

Sub-sector snapshot: Clean technology

Clean technology, which includes power generation, energy efficiency, transportation and industrial processes, is a driving factor in the economic growth of British Columbia. A clean technology product or process will often be the result of applying a more established technology in a way that creates green benefits. According to a 2011 KPMG report, B.C.'s core clean technology sector[6] generates $2.5 billion in revenue with a combined payroll estimated at $650 million[7].

B.C.'s clean energy leadership
- Over 93 per cent clean or renewable electricity
- Powering liquefied natural gas plants with clean energy
- Diverse renewable supply – hydro, wind, biomass
- Aggressive energy conservation and efficiency targets
- Clean vehicle program – natural gas, electricity, hydrogen
- Renewable and low carbon requirements for transportation fuels

Opportunity: The global market for clean technology and services is expected to grow to $3 trillion by 2020.[8] Producers of clean, renewable technologies have the potential to attract more than $36 billion in new investment to the province over the next decade.[9] The Pacific Coast Collaborative's *West Coast Clean Economy Report* identifies five areas of highest potential for job growth and industrial development: energy efficiency and green building, environmental protection and resource management, clean transportation, clean energy supply, and knowledge and support.[10]

B.C. is well positioned to take advantage of these burgeoning sectors by building on a solid foundation including global recognition for sound environmental stewardship, 20 years of leadership in fuel cell development, a leading-edge bioenergy sector, world-class utility programs in energy conservation and efficiency supported by industry leadership in building design and construction, ready access to an abundant supply of clean-burning natural gas, and strong linkages to fast-growing Asian economies.

Sub-sector snapshot:
Clean technology, *continued*

Competitive advantage: The province's natural resource sectors are increasingly integrating clean technology into their operations in unique ways that both increase competitiveness and drive innovation. B.C. also has a supportive business environment that includes leadership on climate and energy policy, which provides a foundation for innovation and growth in the clean technology sector.

This, along with a skilled labour supply, means that the province's clean technology companies can effectively respond to B.C.-based clients, for whom they can provide technology that both decreases the environmental impact of the client's operations and also provides cost-saving efficiencies. This symbiotic relationship helps to expand B.C.'s clean technology sector as well as its other sectors.

At least 93 per cent of total power generation in the province is clean and renewable, placing British Columbia among the top jurisdictions in the world for clean power. With most electrical energy supplied by hydropower – and abundant sources of bioenergy, geothermal energy, tidal, run-of-river, solar and wind power – B.C. has immense renewable resource potential, with over $15 billion in investment-ready projects and 37,000MW of renewable power ready to be tapped.[11]

Innovation in forest products
The B.C. government's *Wood First Act*, which requires all new provincially funded building projects to be made primarily from wood, has shown how leadership, environmental stewardship and strategic investment in innovative research and development can stimulate economic growth and create jobs. Partnering with FPInnovations, a national forest sector research institute, and the Wood Enterprise Coalition, a champion of the province's Wood First Initiative, has ensured the *Act* is backed by innovative approaches to building design and construction.

Sub-sector snapshot: Information and communication technologies and wireless

The ICT and wireless sector is predominantly service-oriented and includes software publishing, computer and peripheral equipment manufacturing, computer systems design and related services, engineering services, and wired telecommunications. The ICT sector in British Columbia comprises more than 6,000 companies and 46,000 employees.[12] Wireless technology businesses are a strong ICT sub-sector, employing over 6,000 people in B.C. and generating revenue over $1 billion.[13] The province is home to 500 wireless companies – half in wireless technology and half in wireless-related businesses. ICT and wireless innovations help increase competitiveness in other industries, as the examples in **Table 2** illustrate.

Table 2: Examples of ICT and wireless applications in *BC Jobs Plan* sectors

B.C. technology organizations ...	... innovate ...	... to support *BC Jobs Plan* sectors
Gemcom Software International	Software and services to improve mining productivity	Mining
Echoflex Solutions Inc.	SmartSuite wireless energy control systems	Tourism
FPInnovations	FPInterface-BiOS software for timber supply analysis	Forestry
Delta-Q Technologies	Battery chargers based on advanced, high efficiency power conversion technology with digital software control for electric vehicle manufacturers: locally developed for the global markets	Transportation

Sub-sector snapshot: Information and communication technologies and wireless, *continued*

Opportunity: Direct access to the United States creates a major market opportunity for the sector, while links to emerging markets in China and India are critical to the sector's future. The number of mobile phone subscribers worldwide has grown to an estimated 5.3 billion, with India and China adding over 300 million mobile subscribers in 2010 alone.[14] Wireless and ICT applications across other priority sectors continue to emerge.

ReFleX Wireless provides wire-free patient monitoring systems that can be used in hospitals or for remotely monitoring patients from their homes. This makes **patient care safer** and more efficient and improves accessibility.

Competitive advantage: B.C.'s success in ICT is due to strong research infrastructure, an established network of seasoned communication and software professionals, angel investors, and close ties to the U.S. and Asia. In addition to world-class universities that spin off innovative companies, British Columbia is home to Wavefront, the National Centre of Excellence for Wireless Communications. Wavefront, which received its startup funding from the B.C. government, has helped to launch 35 new companies and provided product development services to over 300 wireless firms in the province since its launch in 2007.[15] Other major development facilities include IBM's Vancouver location, which designs, builds and manages business application solutions for local, national and international clients.

Wavefront helps drive transportation innovation Car2go, a unique model of car-sharing that allows users to pick up and drop off cars when and where they like, launched its first Canadian location in Vancouver, with Wavefront's help during the test phase.

Sub-sector snapshot: Digital and screen-based media

Digital media companies in the province operate in five areas: interactive design; digital entertainment and games; digital film, animation and special effects; mobile content and applications; and e-learning. British Columbia is home to more than 600 digital media companies that employ about 16,000 people and generate $2.3 billion in annual sales.[16] The products developed by the province's digital sector are used by many other sectors, including health care and education, as practical applications and training tools, and as next-generation technology innovations. Digital media firms have a strong symbiotic relationship with B.C.'s well-established film and TV sector, making British Columbia a creative force in North America.

Opportunity: The global video game market is projected to grow to $76 billion by 2013.[17] New applications of digital media are also emerging, providing opportunities for unique collaborations that lead to innovative applications in digital media. A team at B.C.'s Centre for Digital Media, established with funding from the B.C. government, recently worked with researchers from the University of B.C. and the Arthritis Research Centre of Canada on "ANSWER" (Animated, Self-serve, Web-based Research), an interactive website designed to promote shared decision-making between patients and their doctors, and to educate patients about treatments for rheumatoid arthritis. As the digital media sector continues to grow, there are many more opportunities for cross-disciplinary collaborations, which will lead to commercialization of innovative products and services across sectors.

Sub-sector snapshot: Digital and screen-based media, *continued*

Competitive advantage: B.C. has a strong ecosystem for a thriving digital media industry, including outstanding research and educational assets in science, technology and design; a solid base of artistic and creative employees; and a history of government support for the industry through tax incentives. B.C. also receives the benefit of relationships with California's entertainment hub, software centres in Seattle and Redmond, Washington, and growing markets for services in Asia.

A Thinking Ape, a mobile games company, recently moved from California to British Columbia to take advantage of B.C.'s **technical and creative talent pool**.

British Columbia is a top choice for digital media companies looking to access a vast pool of local talent and one of the top video game clusters in the world. The presence of major publishers within the province and relationships with many of B.C.'s established companies – including EA (Electronic Arts), Nintendo, THQ, Vivendi/Activision, Disney and Microsoft – provide a distinct advantage to the sector, accelerating the pace of commercialization and market entry.

B.C.'s publicly funded post-secondary educational institutions – including the University of British Columbia, Simon Fraser University, the Emily Carr University of Art + Design, the B.C. Institute of Technology and Capilano University – engage in key aspects of digital media, while the Centre for Digital Media offers a master's of digital media program. They provide the digital media industry with outstanding facilities and training, research services, and a growing talent base within the province. Government support of these schools has helped build B.C.'s strong digital media and film clusters.

B.C. also has excellent post-production capabilities, including companies celebrated for their state-of-the-art, award-winning animation and visual effects. Again, talent is the key ingredient, with the province's film industry able to handle 40 productions at a time.[18] B.C.'s thriving digital media sector will become increasingly important as film/TV and digital media content continue to merge, creating opportunities for rapid growth of this provincial sector.

Sub-sector snapshot:
Health and life sciences

The health and life sciences sector includes medical devices, biopharmaceuticals, bio-products and process innovations. British Columbia has one of the most vibrant health research and life sciences sectors in the world. The B.C. biopharmaceutical cluster is the seventh largest in North America, with more than 90 biopharmaceutical companies providing 2,200 jobs. Its commercial success has been impressive, with the highest growth in number of companies in Canada and revenue in the range of $800 million annually.[19]

Medical devices are another of B.C.'s life sciences strengths, and innovative companies continue to emerge as demand rises for cost-efficient health solutions. Aeos Biomedical is one such firm. Aeos has enjoyed the benefits of the strong linkages in B.C.'s technology sector and has received equity investment from the entrepreneurship@UBC Seed Accelerator, created in partnership with UBC, UBC alumni and the Province through the BC Innovation Council. Aeos has created Target Tape, a medical adhesive tape that allows surgeons to make more precise incisions during surgery.

Process innovations are also delivering better health care for British Columbians and helping to keep growing costs under control. The Michael Smith Foundation for Health Research, funded by the Province, is developing a monitoring, evaluating and learning system using real time data to support learning, improvement, and decision-making for the Ministry of Health's Integration of Primary and Community Care framework. This will fundamentally change the way health care is conceived and delivered in British Columbia by linking the patient, the family doctor and the community care team in a partnership to support quality of life and better health outcomes.

GENOME BC

Sub-sector snapshot:
Health and life sciences, *continued*

Opportunity: Global health-care expenditures hit $4.5 trillion last year[20] and growing markets have helped British Columbia's life sciences sector to attract major investments over the past decade. International partnerships have the potential to further leverage research investments in B.C. by allowing for germination of ideas, co-development of products for multiple markets, and easy access to partner markets once products are commercialized.

Competitive advantage: B.C. has developed a wide range of life science products and health technologies due to its strong research and development capacity. One of B.C.'s principal competitive advantages in this areas lies in its world-class research organizations. These include the BC Cancer Agency, the Brain Research Centre, the Centre for Drug Research and Development, the Centre for Hip Health, the Prostate Centre, ICORD - International Collaboration on Repair Discoveries, Genome British Columbia and the Michael Smith Foundation for Health Research. All of these organizations have been supported by the provincial government in its efforts to achieve better health outcomes for British Columbians and to develop a vibrant life sciences industry.

The Treatment as Prevention strategy, pioneered by the B.C. Centre for Excellence in HIV/AIDS, was named **breakthrough of the year** for 2011 by *Science* magazine and was recognized as one of the top 10 medical breakthroughs by *Time* magazine.

GOALS

The Province will support commercialization and adoption of technology in all *BC Jobs Plan* sectors. Improving commercialization and adoption rates will accelerate economic growth in technology and open up jobs in B.C. The B.C. government will create conditions for companies to succeed through the following four goals:

1. Accelerate technology commercialization and adoption.

2. Build on regional strengths to create new opportunities.

3. Develop talent for a knowledge-based economy.

4. Expand markets for British Columbia technology.

1 Accelerate technology commercialization and adoption

Actions:

- Engage the Premier's Technology Council to review government's research and innovation investments, and develop recommendations on ways to tie future investments to commercialization outcomes.

- Use provincial and federal procurement to support commercialization and business development.

- Expand and enhance small business venture capital program tax credits.

- Target venture capital programs to help companies attract later-stage financing and accelerate business growth.

- Provide commercialization and entrepreneurship support through the BC Innovation Council's entrepreneurship@ and mentorship programs.

- Add $12 million per year into the Innovative Clean Energy Fund to encourage the development of new sources of clean energy and energy technologies.

- Launch a new Energy Efficiency Building Strategy in 2013.

- Increase adoption for the use of natural gas, clean electricity and hydrogen in the transportation sector.

- Leverage federal funding to support smart grid, energy efficiency and clean energy research with remote and rural communities.

- Continue the Pacific Carbon Trust's investment in technology projects that improve the efficiency of B.C. industries and use innovative B.C. technology.

SACRÉ-DAVEY
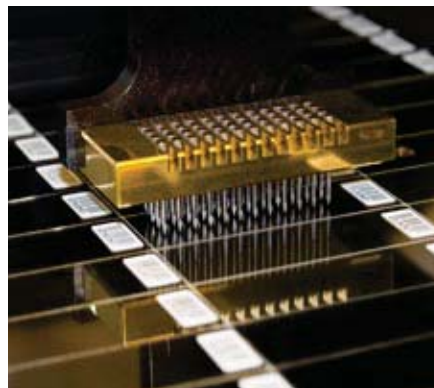
2 Build on regional strengths to create new opportunities

Actions:

- Introduce a B.C. commercialization voucher program to encourage qualified small and medium-sized enterprises to partner with B.C. public post-secondary institutions to accelerate commercialization of B.C. innovations.

- Facilitate the expansion and ongoing development of regional innovation networks.

- Advance utility programs to support the use of natural gas and clean electricity in transportation.

- Pursue new energy efficiency and clean energy opportunities in B.C.'s off-grid and end-of-line communities and market these technologies to the 1.6 billion people worldwide who do not have access to an electricity grid[21].

- Support First Nations to develop clean power supplies and community energy systems with the First Nations Clean Energy Business Fund.

- Use planned investments in public buildings across the province as opportunities to pilot commercial scale deployment of new B.C. technologies, and report on their success.

3 Develop talent for a knowledge-based economy

Actions:

■ Work with the federal government to expand expedited immigration for skilled workers, entrepreneurs and researchers, and international post-secondary students completing their studies in Canada.

■ Work in partnership with businesses and industry associations to meet workforce needs, building on work being done at the provincial regional workforce tables.

■ Create new opportunities to build B.C. talent and deploy B.C. technology through B.C.'s Education Plan.

■ Harmonize provincial commercialization and entrepreneurship programs to meet the needs of industry and post-secondary partners, and create sustainable programs that provide talent development in all *Jobs Plan* sectors.

4 Expand markets for British Columbia technology

Actions:

■ Promote and market B.C. technology-based solutions, particularly in Asian markets, and attract foreign investment for innovative B.C. technology.

■ Advance a new Productivity BC initiative to help small and medium-sized enterprises increase cost efficiencies, production scalability and business sustainability.

■ Work with B.C. businesses to develop their capacity to leverage industrial regional benefits to commercialize and bring new technologies to market more quickly.

WESTPORT INNOVATIONS INC.

Results

B.C.'s *Technology Strategy* will help create the conditions to allow the province's technology sector to increase its revenue, employment and global exports. The following performance measures and targets will be used to measure success[22]:

- High tech will account for at least 7.25 per cent of B.C.'s GDP by 2014.

- There will be more than 100,000 high-tech jobs in B.C. by 2014.

Footnotes

1 China Greentech Initiative, *The China Greentech Report 2011*, p.24

2 Baltic IT&T Review, *Global high-tech market is growing again* (2010): http://www.ebaltics.com/00905667?PHPSESSID=099 4c392d3310c17cfecf672e78d8533. Note: figure in Canadian dollars as of Feb. 21, 2012

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4 Industry Canada, Trade Data Online: http://www.ic.gc.ca/eic/site/tdo-dcd.nsf/eng/home

5 British Columbia Technology Industry Association, *Labour Trends in the British Columbia Technology Sector* (February 2012), p.6

6 Core clean technology companies refers just to those directly creating new clean technologies or services, not including companies that use the technology or suppliers

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8 Analytica Advisors, *The 2011 Canadian Clean Technology Industry Report*, p.8

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10 GLOBE Advisors and The Center for Climate Strategies for Pacific Coast Collaborative, *The West Coast Clean Economy Report*, March 2012: http://www.pacific coastcollaborative.org/Documents/Reports%20and%20 Action%20Items/WCCE_Report_WEB_FINAL.pdf, p.8

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20 The Medica website, *Medical Industry Overview*: http://www.themedica.com/industry-overview.html

21 United Nations Millenium Project, *Energy Services for the Millenium Development Goals*, p.13

22 All targets developed from 2009 figures in the BC Stats *Profile of the British Columbia High Technology Sector 2010 Edition*

THE BC
JOBS PLAN

CANADA STARTS HERE

BRITISH COLUMBIA | Ministry of Jobs, Tourism and Innovation

Ministry of Technology, Innovation and Citizens' Services

BRITISH COLUMBIA

Minister of Technology, Innovation and Citizens' Services
Honourable Andrew Wilkinson

Technology, Innovation and Citizens' Services
John Jacobson
Deputy Minister

Communications (GCPE)
Jason MacNaughton
Communications Director

Detailed Org. chart on Page 2

Office of the Chief Information Officer
Bette-Jo Hughes
Associate Deputy Minister / Government Chief Information Officer

Technology Solutions
Stu Hackett
A/Assistant Deputy Minister

Strategic Partnership
CJ Ritchie
Assistant Deputy Minister

Service BC
Angelo Cocco
A/Assistant Deputy Minister

Executive Operations
Diane Taylor
Assistant to the Deputy Minister

Technology and Innovation
Kevin Butterworth
Executive Director

Associate Deputy Minister of Citizens' Services
Sarf Ahmed

Sr Exec Admin
Renee Barnes

Logistics and Business Services
Bobbi Plecas
Assistant Deputy Minister

| A/Exec. Administrative Assistant — Seanna McDonald |
| Divisional Operations — Tara Cameron, Manager |
| Procurement Services — Duncan McLelland, Exec. Dir |
| Financial Planning & Reporting — Dave Boychuk, Dir |
| Business Development — Brooke Hayes, Dir |
| Supply Services — Vacant, Exec. Dir |
| Information Access Operations — Kathleen Ward, Exec. Dir |

| Release of Assets — Dyne Torgeson, Exec Lead |
| Financial and Administrative Services & CFO — Teri Lavine, Exec. Dir |
| Planning, Performance & Communications — Deborah Ainsworth, Exec. Dir |
| Corporate Projects — Tracey Colins, Exec Dir |

Integrated Workplace Solutions
Michael Blaschuk
A/Assistant Deputy Minister

| A/Exec. Administrative Assistant — Maryanne Stoughton |
| A/Divisional Operations — Leslie Williams Manager |
| Facilities Contract Mgmt — Pat Marsh, Exec. Dir |
| Real Estate Policy & Performance Mgmt — Stephen Marguet, Exec. Dir |
| Workplace Development Services — Jim Thompson, A/Exec. Dir |
| Real Estate Operations — John Marsh, A/ Exec. Dir |
| Integrated Planning & Projects Office — David Bellows, Dir |
| Financial Planning & Reporting — May Yu, Dir |
| Client Services — Shirley Mitro, Exec. Dir |
| Client Services — Lorne DeLarge, Exec. Dir |

Ministry of Technology, Innovation and Citizens' Services

Technology, Innovation and Citizens' Services
John Jacobson
Deputy Minister

Office of the Chief Information Officer
Bette-Jo Hughes
Associate Deputy Minister / Government Chief Information Officer

A/Senior Exec. Administrative Assistant
Caylla Harvey

Service BC
Angelo Cocco
A/Assistant Deputy Minister

Exec. Administrative Assistant Keri Merrick	
Divisional Operations Vacant Manager	
Regional Operations Ron Hinshaw, Exec. Dir	
BC Registry Services Carol Prest Registrar	
Service Delivery Catherine Wollner, Dir	
BC OnLine Partnership Office Sophia Howse, Exec. Dir	
BC Stats Martin Monkman A/Exec. Dir	
Financial Operations Tavish Annis, Dir	

Strategic Partnership
CJ Ritchie
Assistant Deputy Minister

Exec. Administrative Assistant Angelina Furtado	**Administrator's Office** Wilf Bangert, Lead
Strategic Vendor Management Richard Poutney, Lead	**Contract Management, AO** Howard Randall, Exec. Dir
Negotiations, SPO Laurie Barker, Exec Lead	**Negotiations Finance, AO** Vitali Kozubenko, Exec. Dir
Negotiations Finance, SPO Vacant, Exec. Dir	**Portfolio Management, AO** Scarlette Verjinschi, Dir
Decision, Strategy & Support, SPO Denise Walker, Exec. Dir	**Network BC, AO** Chris Hauff, Dir
Relationship Management, SPO Susan Stanford, Exec. Dir	**Negotiations, AO** Vacant, Exec. Dir
Service Architecture & Planning/Regulatory Affairs Roman Mateyko, Exec. Dir	**Cross Government IM/IT Initiatives** Peter Watkins, Exec. Dir
	Strategic Initiatives Gary Cooney, Exec. Dir

Office of the Chief Information Officer

Divisional Operations Kelly MacKenzie, Manager	
Legislation, Privacy & Policy Branch Charmaine Lowe, Exec. Dir	
Finance Vacant, Exec Dir	
Information Management Corinne Timmermann Exec. Dir	
Finance Matt Kirves, Dir	

A/Chief Technology Officer
Ian Bailey

Architecture & Standards Vacant, Exec. Dir
Provincial IDIM Program Kevena Bamford, Exec. Dir
Information Security Vacant, Exec Dir

Technology Solutions
Stu Hackett
A/Assistant Deputy Minister

Exec. Administrative Assistant Diana Rai	**Divisional Operations** Heather Bath, Manager
IT Alliance Management Office Susanna Goldsmith Exec. Dir	**Service Integration & Operations** Philip Twyford A/ Exec. Dir
Network, Communications & Collaboration Dan Ehle, A/Exec. Dir	**STMS Administrator's Office** Niki Sedmack A/Exec. Dir

BRITISH COLUMBIA
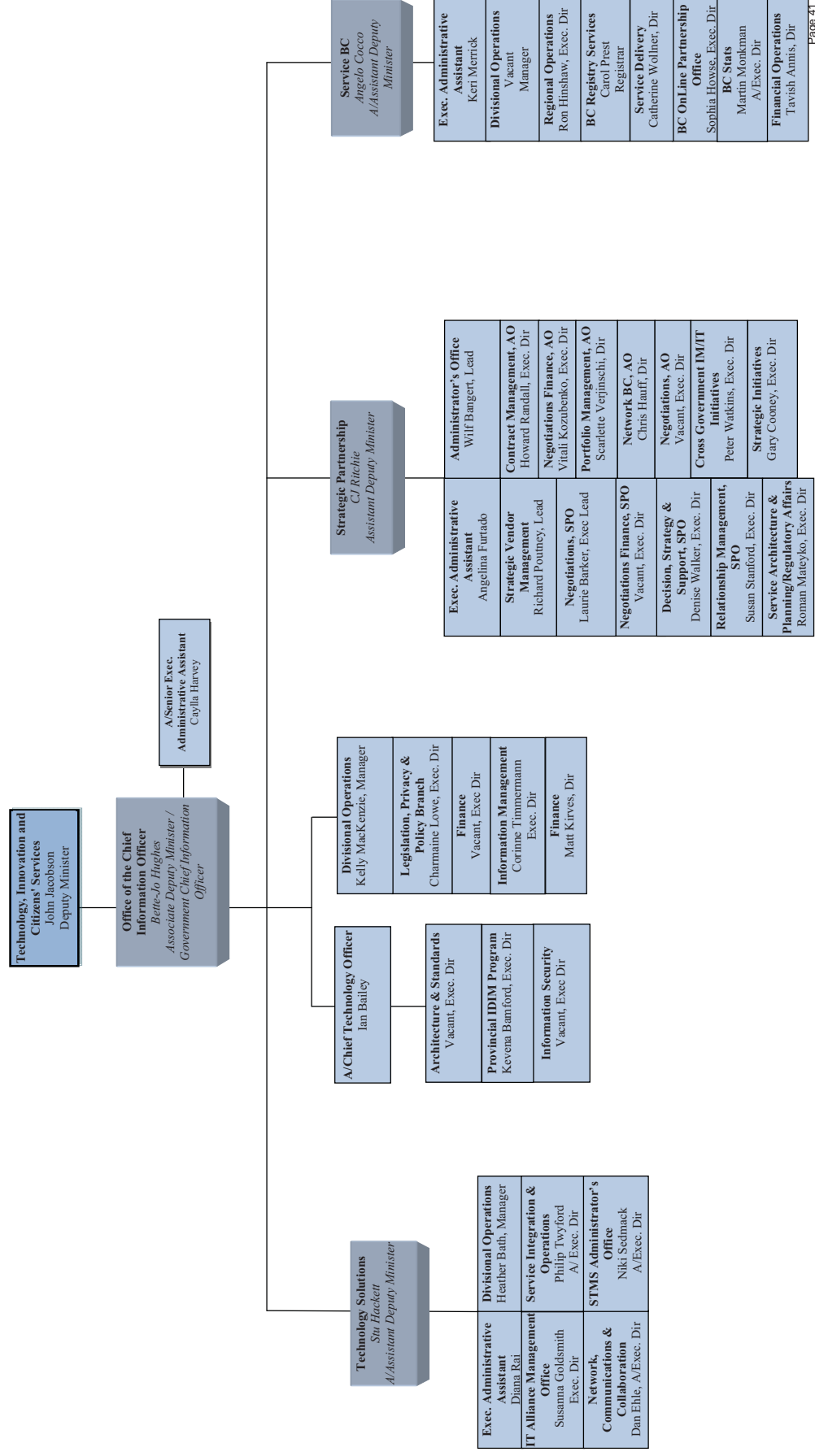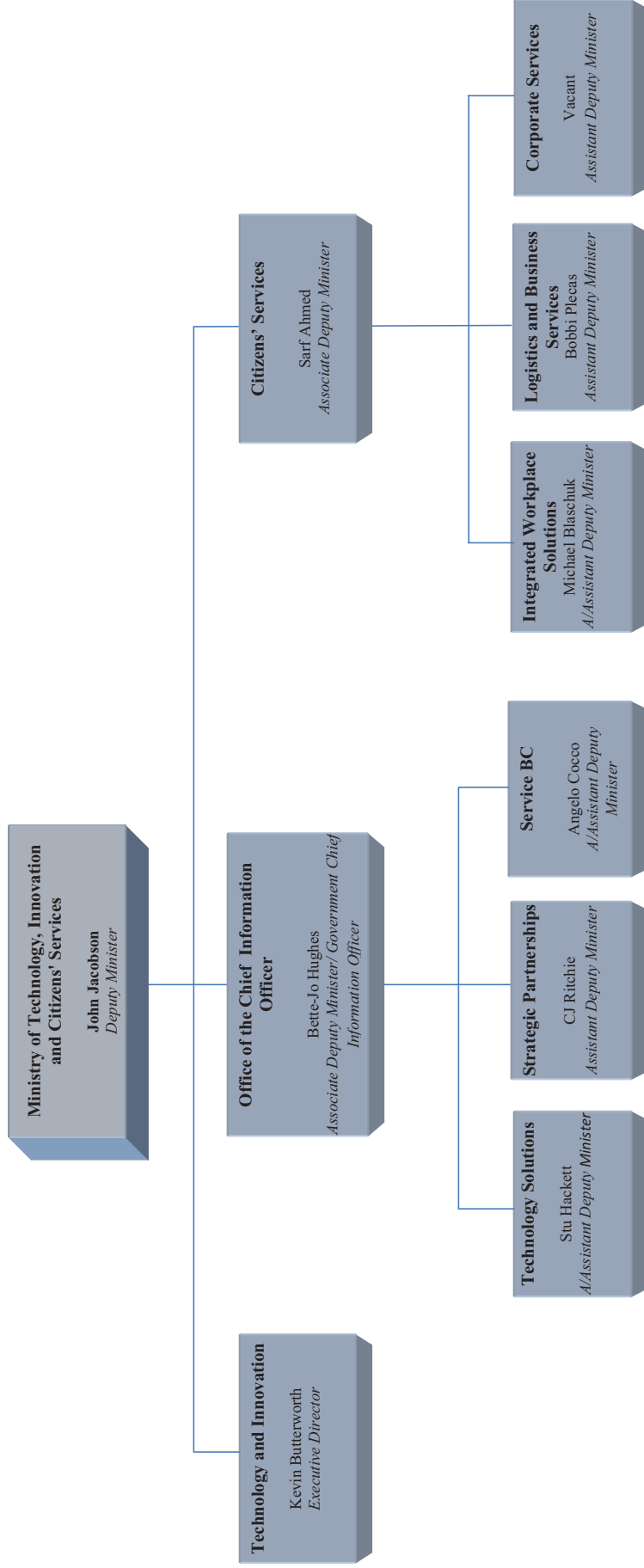
Ministry of Technology, Innovation and Citizens' Services

Ministry of Technology, Innovation and Citizens' Services

John Jacobson
Deputy Minister

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Office of the Chief Information Officer

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Assistant Deputy Minister

Service BC

Angelo Cocco
A/Assistant Deputy Minister

Citizens' Services

Sarf Ahmed
Associate Deputy Minister

Integrated Workplace Solutions

Michael Blaschuk
A/Assistant Deputy Minister

Logistics and Business Services

Bobbi Plecas
Assistant Deputy Minister

Corporate Services

Vacant
Assistant Deputy Minister

BRITISH COLUMBIA

DEPUTY MINISTER'S OFFICE - OVERVIEW

Executive Responsible

John Jacobson – Deputy Minister

Sarf Ahmed – Associate Deputy Minister

Core Business Description

- Provision of executive leadership to the Ministry of Technology, Innovation and Citizens' Services;

- Direction-setting to support the technology industry and enable cost effective and innovative services to citizens and clients;

- Overall executive accountability for MTICS strategic and operational performance;

- Ensures all deliverables in the Minister's mandate letter are accomplished;

- Oversight of MTICS interface and co-ordination within the provincial government, with other governments and with external stakeholders.

- John Jacobson holds primary responsibility for the development and commercialization of technology; work we see as critical for the continued success of all B.C.'s key economic sectors.

- This core business also includes the Associate Deputy Minister, Citizens' Services Office. Sarf Ahmed oversees Shared Services BC and the corporate services functions.

Budget at a Glance

	2013/14 Estimates	As a % of Gross Budget
Salaries	$0.657M	78.0
Operating Costs	$0.170M	20.2
Grants	$0.000M	0.0
Other Expenses	$0.015M	1.8
Gross Expenditure Total	**$0.842M**	
Total Recoveries	**$0.000M**	
Net Expenditures	**$0.842M**	
Total Capital	**$0.000M**	

Office of the Chief Information Officer Overview

Executive Responsible

Bette-Jo Hughes

Core Business Description

- Strategic leadership for the Provincial IDIM Program and BC Services Card project with accountability for the build and management of the chip and authentication service and the onboarding of programs to use the chip-enabled BC Services Card.

- Responsible for legislation governing the protection of privacy, freedom of information and records management. Mandated with governance authority for corporate IM/IT policy.

- Responsible for process and governance to support IM/IT capital investment planning.

- Responsible for policy and governance over strategic high-value contracts across all of the BC Government and the Broader Public Sector (BPS), developing a central source of strategic deal expertise and knowledge, and working with strategic vendors at the portfolio level, to maximize leverage with vendors and improve relationships with them for the benefit of all deals.

- Provides leadership and support for technology architecture, standards, infrastructure and applications to help manage government information as a strategic business asset.

Budget at a Glance

	2012/13 Estimates	As a % of Gross Budget
Salaries	$11.607M	72.5
Operating Costs	$4.399M	27.5
Grants	$0.000M	0.0
Other Expenses	$0.000M	0.0
Gross Expenditure Total	**$16.006M**	**100.0**
Total Recoveries	**($3.140M)**	
Net Expenditures	**$12.866M**	
Total Capital	**$0.000M**	

Key Statistics / Facts / Successes

- BC Services Card - In partnership with the Ministry of Health and the Insurance Corporation of British Columbia (ICBC); successfully delivered the issuance of the chip-enabled BC Services Card on February 15, 2013.

- Signed a 5 year Integrated Program Agreement between MOH, MTICS and ICBC on February 10, 2103 outlining roles, services, costs and governance associated with the delivery and issuance of the BCSC Program.

- Privacy Legislation - In July 2012, designated as the Provincial Identity Services Provider (PIISP) under section 69.2 of the FOIPP Act. As the PIISP, the Provincial IDIM Program is the owner of the BCSC and is responsible to receive, store, protect and share identity information collected during the registration process.

- Updated the Freedom of Information and Protection of Privacy Regulation to clarify and support implementation of new information sharing and service delivery authorities added to the *Freedom of Information and Protection of Privacy Act* in 2011.

- Updated the Schedule of Maximum Fees that may be charged in responding to a Freedom of Information request to remove outdated fees, recognize the use of electronic media (such as CDs and DVDs), and ensure that fees remain reasonable overall. The review resulted in no increase in fees and the elimination or reduction of eight fees.

- Launched the Personal Information Directory on DataBC to increase ease of access for the public and enhance accountability for, and transparency of, personal information held by government. To-date the launch has generated considerable public interest.

- Sponsored and developed the B.C. government's 14th Annual Privacy and Security Conference, widely recognized as one of the pinnacle events on privacy and security issues in North America.

- IM/IT Investment Management Mandate - Yearly facilitation of the annual Transformation Planning Process, and recommendation of IM/IT investments that are transformative and demonstrate alignment with corporate strategies. Management of the envelope through which successful projects are funded; stewardship of approved initiatives, establishing conditions and executing business engagement sessions throughout the year to ensure that the investments benefit government and the citizens of B.C.

- Strategic High Value Contracts – Strategic Partnerships Office (SPO) has actively supported several strategic deal negotiations in first year of its existence. This support has lead to a significant number of contract term and condition improvements across the deals and resulted in approximately $44M- $45M in total cost benefits and $135-$137M in total cost avoidance for the Province.

- The Strategic Telecommunications Services Deal with TELUS resulted in the initiation of a strategic and transformative IT service delivery project using the Strategic Investment Fund.   s 13, s 17

s 13, s 17

- The TELUS Deal has also resulted in expansion of cellular services along segments of highways for public safety and increased access to high-speed connectivity for citizens. As of May 2013, there were 614 km of new cellular coverage along unconnected highway segments (toward 1,700 km to be connected within a five-year period); and various connectivity projects have resulted in 68 communities being connected, bandwidth upgrades of up to ten times the current speed in other communities, and fibre upgrades to 193 schools.

- SPO has provided leadership and training to improve strategic deal capacity and knowledge across core-government by directly supporting and guiding negotiations, end of term reviews and procurement, as well as delivering strategic deal management training to 146 individuals for a total of 4256 training hours, averaging almost 30 hours of training per person.

Corporate Services Division - Overview

Executive Responsible

Sarf Ahmed

Core Business Description

The Corporate Services Division provides a comprehensive range of financial, administrative and support services through three integrated branches. The focus of the division is to provide strategic advice and recommendations to ministry operations that support the reliable achievement of the ministry's mission and goals.

The three branches that make up the division are:

Financial and Administrative Services

This branch is led by the Chief Financial Officer and provides expert financial, budget, governance, risk management, internal control, administrative and business advisory services support to ministry operations. This includes developing the ministry's annual capital and operating budgets and preparing quarterly financial forecasts for the Executive, Minister and Treasury Board Staff. It also reviews all financial information in Treasury Board and Cabinet submissions and prepares financial information for the Estimates debate. The financial governance and risk management role involves setting a financial management framework to comply with the requirements of the Financial Administration Act and Core Policy and Procedures manual of the Ministry of Finance. The branch also develops financial policies and processes where needed for the unique needs of the ministry and performs the accounts payable function.

It is the primary ministry contact with Treasury Board Staff, Office of the Comptroller General and the Office of the Auditor General.

Planning, Performance and Communications

This branch provides human resource strategies, planning support and internal communications functions in support of the activities of the Ministry.

Specifically, this branch oversees the key elements of the Ministry's workforce strategies, with an emphasis on providing support for employee professional development (through leadership support, learning opportunities, and performance management), employee engagement (through the implementation of LEAN, supervisory community of practice, and succession planning) and employee health and safety (with an emphasis on supporting health work-life balance and shifts to new programs like Leading Workplace Strategies).

The branch also provides significant supports to cross-Ministry strategic planning and reporting, including core responsibility for the Ministry service plan, workforce plan, business plan, service sector transformation plan, and business continuity plan development. The internal communications capabilities ensure these objectives and processes are shared through the Ministry through tools like the Ministry intranet. This includes direct support to the Deputy Minister.

Information Management

The Information Management Branch (IMB) is responsible for fulfilling the Ministry Chief Information Officer mandate for Technology, Innovation and Citizens' Services. As the ministry continues to evolve the way it delivers services to citizens and its clients, IMB plays a key role helping them achieve their goals. This includes working with clients on transformational business cases and assessments, application health checks and implementing new systems or enhancements to achieve better customer service and greater efficiencies. The IMB is also responsible for maintaining critical ministry specific information systems.

Budget at a Glance

	2013/14 Estimates	As a % of Gross Budget
Salaries	$10.932M	44.0
Operating Costs	$5.875M	23.7
Grants	$6.260M	25.2
Other Expenses	$1.775M	7.1
Gross Expenditure Total	**$24.842M**	**100.0**
Total Recoveries	**($0.003M)**	
Net Expenditures	**$24.839M**	
Total Capital	**$0.000M**	

Key Statistics / Facts / Successes

- The Corporate Services Division is the link that provides services to all Votes within the Ministry of Technology, Innovation and Citizens' Services, including Shared Services BC and Government Communications and Public Engagement.

- The Corporate Services Division is the primary link to central agencies, including:

    - Treasury Board Staff
    - The Office of the Comptroller General
    - Internal Audit and Advisory Services
        - The Office of the Auditor General

- The Corporate Services Division has been an integral part of the ministry, providing strong leadership with financial, planning and information management services.

Service BC Overview

Executive Responsible

Angelo Cocco

Core Business Description

- Service BC Contact Centre: toll-free telephone and email access for citizens to information about government programs and services.

- Service BC Centres: in-person access for citizens to hundreds of government services at 61 service centre locations across the province.

- BC OnLine: electronic service delivery channel for online access to information products and services for business and government.

- BC Registry Services: facilitates and supports commerce in the province by providing trusted business and property registry services.

- BC Stats: statistical information & analysis for government and citizens.

Budget at a Glance

	2013 Estimates	As a % of Gross Budget
Salaries	$24.508M	71.0
Operating Costs	$9.132M	26.5
Grants	$0.000M	0.0
Other Expenses	$0.862M	2.5
Gross Expenditure Total	**$34.502M**	
Total Recoveries	**($16.805M)**	
Net Expenditures	**$17.697M**	
Total Capital	**$0.000M**	

Key Statistics / Facts / Successes

- Client Satisfaction: BC Registry Services 89%; Service BC Centres 93%; Service BC Contact Centre 95%; BC OnLine 97%.

- BC Stats: 84% of clients view BC Stats as a source for relevant and reliable analytic information.

- The New West Partnership Trade Agreement aligns business registration and reporting between British Columbia, Alberta and Saskatchewan.

- BC Registry Services: 5.5M transactions; $47M revenue FY2013.

- Service BC Centres: 1.6M transactions; $211M revenue FY2013.

- BC OnLine: 8.2M transactions; $125M revenue for 25 partners FY2013.

- Service BC Contact Centre: answered 533,425 telephone and email inquires in FY2013.

Integrated Workplace Solutions Overview

Executive Responsible

Michael Blaschuk

Core Business Description

- On behalf of Shared Services BC, Integrated Workplace Solutions is responsible for providing a broad suite of real estate services to public agencies.

- Integrated Workplace Solutions provides everything necessary to design, set up and manage a workplace, including management of the province's real estate portfolio, office space, furniture, computers, printers, phones, telecommuting and mobile work tools, workplace project management, and special purpose facilities.

- In addition, the Client Services Branch of Shared Services BC is also part of Integrated Workplace Solutions. This branch is responsible for providing account management and relationship functions for all Shared Services BC services to all ministries and over 200 broader public sector organizations such as the Provincial Capital Commission, health authorities, RCMP, Crown corporations, non-profit organizations.

Budget at a Glance

	2013/14 Estimates	As a % of Gross Budget
Salaries	$17.379M	4.5
Operating Costs	$342.989M	88.6
Grants	-	-
Other Expenses	$26.725M	6.9
Gross Expenditure Total	**$387.093M**	**100.0**
Total Recoveries	**($127.133M)**	

Net Expenditures	$259.960M	
Total Capital Note IWS Capital Allocation is included in TSD Core Business in Estimates	**$71.059M**	

Key Statistics / Facts / Successes

- Serves the real estate needs of approximately 30,000 public servants in the BC Public Service and more in the broader public sector.
- Our real estate portfolio has 16.2M square feet of space, including 9.6M square feet in approximately 575 owned buildings and 6.6M square feet in 770 leased buildings.
- The portfolio includes a wide variety of properties, ranging from the Vancouver Law Courts and Robson Square Complex to heritage buildings dating from the 1860s, and includes: office buildings, courthouses, correctional centres, residential institutions and special purpose facilities (e.g., forestry complexes, warehouses and health units).
- On behalf of government, IWS is leading the Release of Assets for Economic Generation project with financial net gain targets of $350M in FY 2013/14 and $150M in FY 2014/15.
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s 13, s.12

- Partnering with the Ministry of Justice and Attorney General on the planning, design and development of the Surrey Pre-Trial expansion project which is scheduled to complete in November 2013 and the new jail in the Okanagan with construction scheduled to begin early 2014.
- Improving the quality of the work environment for public servants and improving on the utilization of Victoria office space with the Victoria 2018 Leading Workplace Strategies program. This program will also reduce our carbon footprint and achieve net financial savings.
- Enhancing the management of our portfolio of assets to better serve the public service and citizens of British Columbia with:

- o A Real Estate Strategy which will incorporate industry best practices.
- o Facility Condition Assessments which will inform the relative condition of a building compared to industry benchmarks and will assist in the prioritization of asset maintenance and capital projects.
- o A Greenhouse Gas Reduction Strategy for reduction in leased and owned properties to mange energy consumption and reduces emissions.

- Nominated for the 2013 Premier's Innovation and Excellence Award for Leading Workplace Strategies in the Cross Government Integration category along with Technology Solutions Division, BC Public Service Agency and various other ministries.

Logistics and Business Services Division Overview

Executive Responsible

Bobbi Plecas, Assistant Deputy Minister

Core Business Description

- Information Access Operations – FOI requests; Open Information; and records management.

- Procurement Services – Goods, services, and information technology purchasing; strategic corporate procurements; charge cards; light vehicle fleet; and BC Bid.

- Supply Services – Asset Investment Recovery, BC Mail Plus, Distribution Centre Victoria (office supply warehouse), Product Distribution Centre (medical supply warehouse), Queen's Printer (printing and publishing).

Budget at a Glance

	2013 Estimates	As a % of Gross Budget
Salaries	$35.884M	27.9
Operating Costs	$23.406M	18.1
Grants	$0.000M	0.0
Other Expenses[1]	$69.508M	54.0
Gross Expenditure Total	**$128.798M**	**100.0**
Total Recoveries	**($116.616M)**	
Net Expenditures	**$12.182M[2]**	

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[1] Primarily cost of goods
[2] Net Expenditure Breakdown: IAO = $9.618M, Supply = $1.269M, Procurement = $1.295M.

Key Statistics / Facts / Successes

Information Access Operations

- In 2012/13, 10,299 requests for information were received. Over 8,300 FOI requests were released on-time, the most since inception of FOIPPA. 2012/13 saw a 48 per cent increase in political party requests, and a 68 per cent increase in media requests.
- A road map has been developed to modernize the management of electronic records as a business enabler across government.

Procurement Services

- BC Bid is used by ministries and over 600 broader public sector organizations to publish $1.5 billion in procurement opportunities annually. Approximately 47,000 users access BC Bid each month.
- Corporate Supply Arrangements are available for goods and services ranging from wheelchairs to workstations, and are used by some 450 public sector, Aboriginal, and not-for-profit organizations.
- The Province operates a fleet of 5,000 cars, vans, pickups, SUVs, and trucks - the largest public sector green fleet in North America.
- 44 organizations use government's charge card program with annual payments worth $228 million.

Supply Services

- Asset Investment Recovery disposes of government assets and those seized under the criminal and civil forfeiture programs.
- BC Mail Plus processes and distributes government's mail, and provides variable print services including printing MSP bills and income assistance cheques as well as the new BC Services Card and BC Drivers' Licenses.
- Logistics warehouses store and distribute office supplies, medical supplies, uniforms and protocol items.
- The Queen's Printer is one of government's oldest institutions – it has existed since 1859.

TECHNOLOGY SOLUTIONS DIVISION Overview

Executive Responsible

Stu Hackett

Core Business Description

- Technology Solutions Division is the Information Technology (IT) division of Shared Services BC. The division provides the cost-effective management and supply of reliable IT services, such as, network, workstations, hosting and corporate applications. These services are provided to both core government and the broader public sector (BPS).

- The infrastructure is essential for providing mission-critical, and often revenue-generating, services that deliver the business functions of all ministries – and many BPS organizations – to the provincial government, its municipal, provincial and federal partners, and the citizens and businesses of B.C.

Budget at a Glance

	2013 Estimates	As a % of Gross Budget
Salaries	$34.528M	13.5
Operating Costs	$221.140M	86.5
Grants	$0.000M	0.0
Other Expenses	$0.025M	0.0
Gross Expenditure Total	**$255.693M**	**100.0**
Total Recoveries	**($94.834M)**	
Net Expenditures	**$160.859M**	
Total Capital	**$**	

Key Statistics / Facts / Successes

- Data Networks are provided to approximately 700 government offices, 800 pharmacies, 190 liquor distribution stores, 1,800 schools and post-secondary institutions, and 90 BC Ambulance sites.

- Tens of millions of SPAM messages are blocked every month.

- Over 150 million web page requests are analyzed per day to protect ministry staff and public school children.

- Data Centre Services are now delivered from two new, highly-reliable and physically-secure data centres located in Kamloops, B.C. and Calgary, AB. The centres enable the province to relocate data from major earthquake fault lines and flood zones in the event of a catastrophic incident.

- The BC Government has implemented a Telepresence Service consisting of 7 rooms in total, located in Vancouver (2 sites), Victoria (2 sites), Prince George, Kamloops and Kelowna. This service provides a virtual meeting experience that creates the illusion that people in different locations are meeting face to face; a modern and innovative way to reduce travel and collaborate with people.

- SMARTTool and SMARTTEC enable the annual measurement and reporting of 8 to 9 hundred thousand tonnes of greenhouse gas emissions from the provincial public sector.

Technology & Innovation Branch

Executive Responsible

John Jacobson

Core Business:

The Technology and Innovation Branch coordinates and supports research and commercialization across B.C., and enables information sharing between the province, industry, federal and other jurisdictions.

The branch works with partners to advance a culture of innovation and commercialization across B.C., supports the development of entrepreneurs, and promotes economic development.

The branch is responsible for the following ministry strategic priorities:

- Accelerating technology commercialization in B.C.
- Building B.C.'s capacity to operate in the global knowledge-based economy.
- Building on the competitive advantages and investments in British Columbia's main technology subsectors through B.C.'s Technology Strategy
- Providing oversight of the BC Innovation Council and the Premier's Technology Council.
- Building research capacity at BC's advanced education institutions through the BC Knowledge Development Fund
- Fostering knowledge development and commercialization through initiatives, such as B.C.'s Commercialization Voucher Program
- Maximizing the social and economic return from Technology & Innovation investments through effective strategic planning.

Budget at a Glance:

	2013 Estimates	As a % of Gross Budget
Salaries	$0.868M	10.2
Operating Costs	$0.414M	4.9
Grants	$7.205M	84.9
Other Expenses	$0.003M	-
Gross Expenditure Total	**$8.490M**	**100.0**
Total Recoveries	**($0.003M)**	
Net Expenditures	**$8.487M**	
Total Capital	**$0.000M**	

Related Legislation:

British Columbia Innovation Council Act

Key Statistics/Facts/Successes

- March 2013 - Conceived, planned and executed through the BC Innovation Council (BCIC), a daylong Technology Summit: *Dialogue... Building and Sustaining B.C.'s Technology Ecosystem.*,

- December 2012 - Developed, planned and executed, through the BCIC, the pilot iteration of the BCIC-Mitacs Commercialization Voucher Program. A total of 39 applications were approved. Now supporting BCIC to refocus and relaunch the second iteration of the pilot program.

- July 2012 - Provided oversight and guidance to the BCIC to implement the 2011 Mandate Review of the organization, refocusing to competitively position B.C. in today's global knowledge economy to provide significant employment opportunities and a high standard of living for British Columbians.

ANGELO COCCO

ACTING/ASSISTANT DEPUTY MINISTER

SERVICE BC

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

s 22

Bette-Jo Hughes
Associate Deputy Minister and
Government Chief Information Officer (GCIO)

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

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CJ RITCHIE

ASSISTANT DEPUTY MINISTER,

STRATEGIC PARTNERSHIPS, OFFICE OF THE CHIEF INFORMATION OFFICER

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

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DR. KEVIN BUTTERWORTH

EXECUTIVE DIRECTOR,

TECHNOLOGY AND INNOVATION

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

s 22

STU HACKETT

ACTING ASSISTANT DEPUTY MINISTER,

TECHNOLOGY SOLUTIONS, SHARED SERVICES BC

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

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MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES BUDGET OVERVIEW

KEY BUDGET ASSUMPTIONS

The Ministry of Technology, Innovation and Citizens' Services was created as part of the new cabinet that was announced on June 10, 2013. Three defined areas of responsibility were identified:

1. Citizens' Services – works with industry in B.C. to attract and retain entrepreneurial talent and promote the commercialization of technology to accelerate the growth of technology companies and advance economic development in the province. The ministry also works across government to enable the delivery of citizen-centred services to meet the needs of citizens, businesses and the public sector.

2. Shared Services BC (SSBC) - provides a wide range of cost effective infrastructure and services to ministry and government organizations that support the achievement of their mandates.   SBBC is accountable for government's facilities, technology, procurement and supply.

3. Government Communication and Public Engagement – leading and coordinating communications with internal and external stakeholders, ensuring citizens are informed about government policies, programs and services, and that information is communicated in an open and transparent manner.

The 2013/14 *Estimates* for the Ministry of Technology, Innovation and Citizens' Services (MTICS) has been tabled at $534.438 million (net) down $5.282 million or 0.9 % from the restated 2012/13 budget of $539.720 million (net).

The basic theme of the 2013/14 budget is maintaining core services in light of the current fiscal situation faced by government. The approach taken by the ministry was to protect services to citizens and businesses by scaling back on

1

non core activities that would not impact our external clients. Shared Services BC continues to look for efficiencies/savings achieved in both office space and systems charges incurred on behalf of all government ministries. The ministry will continue to look at innovative ways to deliver services to meet our client needs in a cost effective manner.

Primary areas of change are as follows:

- Labour Programs funding of $15.713M transferred out to the Ministry of Jobs, Tourism & Skills Training as part of the September 2012 government reorganization.
- As part of the government reorganization of June 10, 2013, $8.547M was transferred into the ministry from Advanced Education for Innovation and Technology and the BC Innovation Council.
- The Ministry transferred out $1.700M operating funds (amortization) from Integrated Workplace Solutions to the Ministry of Justice to support the capital projects funded under the Accelerated Infrastructure Program.
- The Strategic Initiatives Division was transferred from the Operations Vote to Government Communications and Public Engagement Vote to better align with strategic priorities. ($9.992M) Responsibility for the grant to Knowledge Network ($6.260M) remains within Operations Vote (Corporate Services) The grant amount was reduced by $0.150M to reflect savings directed to Crowns.
-

s 13

- The ministry received a budget lift of $5.400M (net) in Integrated Workplace Solutions for operating costs associated with the development of the Surrey Pretrial Centre.
-

s 13

2

- The ministry was issued a target budget reduction of $0.543M to support cross-government expenditure management guidelines.

CAPITAL FUNDING

o Treasury Board approved $126.339 million for 2013/14, the major projects being undertaken include:
  - Shared Services BC **$125.872M**
    o Technology Solutions **$54.802M**
      - Transformation & Technology Funding $23.600M
      - Workstation Refresh (U3) $18.350M
      - Strategic Transformation and Mainframe Services (STMS) $3.152M
      - IT maintenance and rehabilitation $4.500M
      - Ministry Additional Purchases $5.200M
    o Integrated Workplace Solutions **$71.059M**
      - Office Furniture (corporate provision) $0.200M
      - Buildings $42.438M
        - Alouette 18 + 106 bed addition $0.065M
        - Nanaimo Forest District Office Upgrade $0.453M
        - Independent Investigative Office $0.050M
        - Surrey Pre-trial Service Centre Expansion $18.319M
        - Okanagan Correctional Centre $20.630M
      - Routine Capital Envelope $31.342M
    o Ministry Office Equipment **$0.011M**
  - Government Communications and Public Engagement **$0.467M**
    o Strategic Initiatives – Open Government Initiatives $0.467M

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MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

The mission of the Ministry of Technology, Innovation and Citizens' Services is to grow British Columbia's technology industry, champion innovation, and deliver cost-effective, accessible, and responsive services to citizens and clients.

MINISTRY SUMMARY
($000)

	Estimates 2012/13[1]	Estimates 2013/14
VOTED APPROPRIATIONS		
Vote 42 — Ministry Operations..	65,529	**65,290**
Vote 43 — Shared Services BC...	438,044	**433,001**
Vote 44 — Government Communications and Public Engagement...	36,147	**36,147**
OPERATING EXPENSES	539,720	**534,438**
CAPITAL EXPENDITURES [2]	169,605	126,339
LOANS, INVESTMENTS AND OTHER REQUIREMENTS [3]	3,000	(3,000)
REVENUE COLLECTED FOR, AND TRANSFERRED TO, OTHER ENTITIES [4]	—	—

NOTES

[1] For comparative purposes, figures shown for the 2012/13 operating expenses; capital expenditures; loans, investments and other requirements; and revenue collected for, and transferred to, other entities are restated to be consistent with the presentation of *2013/14 Estimates*. Schedule A presents a detailed reconciliation of the restatement of operating expenses and capital expenditures.

[2] Details of capital expenditures are presented in Schedule C.

[3] Details of loans, investments and other requirements are presented in Schedule D.

[4] Details of revenue collected for, and transferred to, other entities are presented in Schedule E.

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES
MINISTRY SUMMARY

($000)

	Change from Restated Estimates 2012/13	Explanation of Changes
VOTED APPROPRIATIONS		
Vote 42 - Ministry Operations	(239)	
		s 13
Vote 43 - Shared Services BC	(5,043)	
Vote 44 - Government Communications and Public Engagement	0	No Change
		s 13
Capital Expenditures	(43,266)	
Loans, Investments and Other Requirements	(6,000)	s 13

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MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

CORE BUSINESS SUMMARY
($000)

	2012/13	2013/14 ESTIMATES		
OPERATING EXPENSES	Net	Gross	External Recoveries	Net
Core Business				
Services to Citizens and Businesses..	17,697	27,305	(9,608)	17,697
Office of the Chief Information Officer..	12,866	14,246	(1,380)	12,866
Innovation and Technology...	8,547	8,489	(2)	8,487
Executive and Support Services...	26,419	26,242	(2)	26,240
Logistics and Business Services..	12,182	55,471	(43,289)	12,182
Integrated Workplace Solutions...	264,560	363,090	(103,130)	259,960
Technology Solutions..	161,302	185,586	(24,727)	160,859
Government Communications and Public Engagement..........................	26,155	26,258	(103)	26,155
Strategic Initiatives..	9,992	9,994	(2)	9,992
TOTAL OPERATING EXPENSES	539,720	716,681	(182,243)	534,438

CAPITAL EXPENDITURES	Net	Disbursements	Receipts	Net
Core Business				
Executive and Support Services...	1,616	—	—	—
Technology Solutions..	166,114	125,872	—	125,872
Government Communications and Public Engagement..........................	915	—	—	—
Strategic Initiatives..	960	467	—	467
TOTAL CAPITAL EXPENDITURES	169,605	126,339	—	126,339

LOANS, INVESTMENTS AND OTHER REQUIREMENTS	Net	Disbursements	Receipts	Net
Core Business				
Integrated Workplace Solutions...	3,000	5,000	(8,000)	(3,000)
TOTAL LOANS, INVESTMENTS AND OTHER REQUIREMENTS..	3,000	5,000	(8,000)	(3,000)

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES
CORE BUSINESS SUMMARY
($000)

	Change from Restated Estimates 2012/13	Explanation of Changes
OPERATING EXPENSE		
Core Business		
Services to Citizens and Businesses	0	No Change
Office of the Chief Information Officer	0	No Change
Innovation and Technology	(60)	
		s 13
Executive and Support Services	(179)	
Logistics and Business Services (SSBC)	0	No Change
Integrated Workplace Solutions (SSBC)	(4,600)	
		s 13
Technology Solutions (SSBC)	(443)	
Government Communications and Public Engagement	0	No Change
Strategic Initiatives	0	s 13
TOTAL OPERATING EXPENSES	(5,282)	
CAPITAL EXPENDITURES		
Core Business		
Executive and Support Services	(1,616)	
Technology Solutions (SSBC)	(40,242)	
Government Communications and Public Engagement	(915)	
Strategic Initiatives	(493)	s 13
TOTAL CAPITAL EXPENSES	(43,266)	
LOANS, INVESTMENTS AND OTHER REQUIREMENTS		
Core Business		
Integrated Workplace Solutions (SSBC)	(6,000)	
TOTAL LOANS, INVESTMENTS AND OTHER REQUIREMENTS	(6,000)	

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

VOTE DESCRIPTIONS
($000)

	Estimates 2012/13	Estimates 2013/14

VOTE 42 — MINISTRY OPERATIONS

This vote provides for ministry programs and operations described in the voted appropriations under the following four core businesses: Services to Citizens and Businesses, Office of the Chief Information Officer, Innovation and Technology, and Executive and Support Services.

SERVICES TO CITIZENS AND BUSINESSES

Voted Appropriations

	Estimates 2012/13	Estimates 2013/14
Service BC Operations	16,246	16,246
BC Online	822	822
BC Registry Services	1	1
BC Stats	628	628
	17,697	17,697

Voted Appropriations Description: This sub-vote provides for service delivery to the public through multiple access points including over the counter, telephone, and online and implementation of cross-government service delivery initiatives to improve service delivery to citizens and businesses. In addition, this sub-vote provides for corporate, personal property, manufactured home, and business registry services for citizens and the business community. This sub-vote also provides for the production of economic, social, business, and demographic statistical information along with data dissemination, survey, and analytic services for government under the *Statistics Act*. Costs may be recovered from ministries, Crown agencies, boards and commissions, the federal government, other public sector organizations, public and private organizations, and the public for products and services described within this sub-vote.

OFFICE OF THE CHIEF INFORMATION OFFICER

Voted Appropriation

	Estimates 2012/13	Estimates 2013/14
Office of the Chief Information Officer	12,866	12,866

Voted Appropriation Description: This sub-vote provides for strategic information management and technology governance and direction for government. This includes development of standards, policies, and programs to support government initiatives; review of ministry information management and technology initiatives; information security; privacy protection; intellectual property services; and promoting and integrating information technology to improve citizen-centred service delivery. This sub-vote also includes services related to the provision of advice and support to government in relation to the transformation of information technology and business processes. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for services described within this sub-vote.

INNOVATION AND TECHNOLOGY

Voted Appropriations

	Estimates 2012/13	Estimates 2013/14
Innovation and Technology	2,397	2,397
BC Innovation Council	6,150	6,090
	8,547	8,487

Voted Appropriations Description: This sub-vote provides for the policy, administration, operation, delivery, and support of research, innovation, technology, and commercialization programs and services; developing and implementing strategies; providing strategic direction to remove barriers to innovation and commercialization; and providing financial support for related projects and programs, initiatives, and trusts that support academic excellence and economic diversification throughout the province. This sub-vote also provides for transfers to the BC Innovation Council. Costs may be recovered from ministries, Crown agencies, boards and commissions, other levels of government, and other organizations for services described within this sub-vote.

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES
OPERATING EXPENSE BY CORE BUSINESS
($000)
VOTE 42 - MINISTRY OPERATIONS

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	Change from Restated Estimates 2012/13	Explanation of Changes
SERVICE TO CITIZENS AND BUSINESSES		
Services BC Operations	0	No Change
BC Online	0	No Change
BC Registry Services	0	No Change
BC Stats	0	No Change
	0	
OFFICE OF THE CHIEF INFORMATION OFFICER		
Office of the Chief Information Officer	0	No Change
Innovation and Technology		
Innovation and Technology	0	No Change

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

VOTE DESCRIPTIONS
($000)

	Estimates 2012/13	Estimates 2013/14
EXECUTIVE AND SUPPORT SERVICES		
Voted Appropriations		
Minister's Office	488	**559**
Corporate Services	25,931	**25,681**
	26,419	**26,240**

Voted Appropriations Description: This sub-vote provides for the office of the Minister of Technology, Innovation and Citizens' Services and includes salaries, benefits, allowances, and operating expenses for the minister and the minister's staff. This sub-vote provides for executive direction of the ministry and administrative support services including legislative and policy support, corporate planning, performance management, corporate human resource strategies including employee engagement and employee communications, and other administrative services including financial, information technology, and information management. In addition, this sub-vote provides funding to other organizations to support the provision of programming to all British Columbians through television, the web, and other emerging technologies. This sub-vote also provides for activities that support the recruitment and recommendation of candidates for appointments to all Crown corporations, agencies, boards, and commissions. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for services described within this sub-vote.

VOTE 42 — MINISTRY OPERATIONS	65,529	**65,290**

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES
OPERATING EXPENSE BY CORE BUSINESS
($000)
VOTE 42 - MINISTRY OPERATIONS

	Change from Restated Estimates 2012/13	Explanation of Changes
EXECUTIVE AND SUPPORT SERVICES		
Minister's Office	71	
		s 13
Corporate Services	(250)	
	(179)	
VOTE 42 MINISTRY OPERATIONS	**(239)**	

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

VOTE DESCRIPTIONS
($000)

	Estimates 2012/13	Estimates 2013/14

VOTE 43 — SHARED SERVICES BC

This vote provides for programs and operations described in the voted appropriations under the following three core businesses: Logistics and Business Services, Integrated Workplace Solutions, and Technology Solutions.

LOGISTICS AND BUSINESS SERVICES

Voted Appropriation

Logistics and Business Services...	12,182	12,182

Voted Appropriation Description: This sub-vote provides for procurement and supply services including warehousing, product distribution, asset disposition services, mail distribution, print and publications, and procurement; and information access operations to ministries and external customers of Shared Services BC. Costs may be recovered from ministries, Crown agencies, boards and commissions, other public sector agencies and organizations, public and private organizations, and the general public for products and services described within this sub-vote.

INTEGRATED WORKPLACE SOLUTIONS

Voted Appropriation

Integrated Workplace Solutions...	264,560	259,960

Voted Appropriation Description: This sub-vote provides for the delivery of property and real estate services, client services, strategic infrastructure planning, supply management, and project coordination services related to facilities including property management, environmental, and technical services, as well as the purchase and disposal of properties as outlined under the *Public Agency Accommodation Act*. Property and real estate services may include the acquisition and/or disposal of properties on behalf of government and government organizations. Costs associated with the successful disposal of property are recovered from the proceeds of disposal. Costs may also be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for services described within this sub-vote.

TECHNOLOGY SOLUTIONS

Voted Appropriation

Technology Solutions...	161,302	160,859

Voted Appropriation Description: This sub-vote provides for strategic infrastructure planning, supply management, and project coordination services related to information technology; corporate business application management; and information technology infrastructure including network services, desktop services, voice and data communications, application hosting, and data services. Costs may be recovered from ministries, Crown agencies, boards and commissions, other public sector agencies and organizations, and public and private organizations for products and services described within this sub-vote.

VOTE 43 — SHARED SERVICES BC	438,044	433,001

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES
OPERATING EXPENSE BY CORE BUSINESS
($000)
VOTE 43 - Shared Services BC

	Change from Restated Estimates 2012/13	Explanation of Changes
Shared Services BC		
Logistics and Business Services	0	No Change
Integrated Workplace Solutions	(4,600)	
		s 13
Technology Solutions	(443)	
Vote 43 - Shared Services BC	(5,043)	

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MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

VOTE DESCRIPTIONS
($000)

	Estimates 2012/13	**Estimates 2013/14**

VOTE 44 — GOVERNMENT COMMUNICATIONS AND PUBLIC ENGAGEMENT

This vote provides for programs and operations described in the voted appropriations under the following two core businesses: Government Communications and Public Engagement and Strategic Initiatives.

GOVERNMENT COMMUNICATIONS AND PUBLIC ENGAGEMENT

Voted Appropriation

Government Communications and Public Engagement...	26,155	**26,155**

Voted Appropriation Description: This sub-vote provides for research, planning, coordination, and delivery of communications programs, policies, and services for ministries and certain public bodies. Transfers may be provided to ministries, Crown corporations, other levels of government, and private bodies for communications related activities. Costs may be recovered from ministries, Crown corporations and agencies, other levels of government, public bodies, and parties external to government for services described within this sub-vote.

STRATEGIC INITIATIVES

Voted Appropriation

Strategic Initiatives...	9,992	**9,992**

Voted Appropriation Description: This sub-vote provides for corporate leadership and services in the areas of strategic policy development and cross-government innovation in the public service. Included in this sub-vote is the management of common web services for government; the integration, warehousing, and dissemination of provincial geographic information; cross-government planning; and key programs related to open government including open data, open information, and citizen engagement. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for services described within this sub-vote.

VOTE 44 — GOVERNMENT COMMUNICATIONS AND PUBLIC ENGAGEMENT	36,147	**36,147**

MINISTRY GROUP ACCOUNT CLASSIFICATION SUMMARY

GROUP ACCOUNT CLASSIFICATION

Salaries and Benefits	162,916	**164,466**
Operating Costs	599,656	**618,699**
Government Transfers	12,560	**13,465**
Other Expenses	103,126	**99,546**
Internal Recoveries	(169,670)	**(179,495)**
External Recoveries	(168,868)	**(182,243)**
TOTAL OPERATING EXPENSES...	539,720	**534,438**

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES
OPERATING EXPENSE BY CORE BUSINESS
($000)
VOTE 44 - Government Communications and Public Engagement

	Change from Restated Estimates 2012/13	Explanation of Changes
Government Communications and Public Engagement		
Government Communications and Public Engagement	0	No Change
Strategic Initiatives	0	s 13
Vote 44 - Government Communication and Public	0	

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

LOANS, INVESTMENTS AND OTHER REQUIREMENTS BY CORE BUSINESS
($000)

	Estimates 2012/13	**Estimates 2013/14**
INTEGRATED WORKPLACE SOLUTIONS		

RELEASE OF ASSETS FOR ECONOMIC GENERATION — Disbursements represent expenditures associated with the development and sale of surplus properties and/or buildings on behalf of the province. Receipts represent the proceeds of the sale of the properties and/or buildings applied to costs. Administration costs are funded through the ministry's voted appropriations.

	Estimates 2012/13	**Estimates 2013/14**
Disbursements	3,000	**5,000**
Receipts	—	**(8,000)**
Net Cash Requirement (Source)	3,000	**(3,000)**

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES
LOANS, INVESTMENTS AND OTHER REQUIREMENTS
($000)

	Change from Restated Estimates 2012/13	Explanation of Changes
Integrated Workplace Solutions		
Integrated Workplace Solutions	(6,000)	s 13
	(6,000)	

Ministry of Technology, Innovation and Citizens' Services

2013/14 Budget Tracking

2012/13 Estimates (all votes)   **$548.586M**

Adjustments:

- Transfer in Innovation and Technology $ 2.397M
- Transfer in BC Innovation Council $ 6.150M
- Transfer out funding for Labour Programs as part of reorg $15.713M
- Transfer out operating budget (amortization) to Ministry of Justice to support the capital projects funded under the Accelerated Infrastructure Program $ 1.700M

Total $ 8.866M

2012/13 Estimates – Restated   **$539.720M**

2013/14 Estimates Adjustments

-
-
-

s 13

-
-
-

Total $ 5.282M

2013/14 Estimates (all votes)   **$534.438M**

Report on Resources: Summary Table

	Estimated[1]	Other Authorizations	Total Estimated	Actual	Variance
Operating Expenses ($000)					
Service to Citizens & Businesses	17,406	0,000	17,406	17,347	(59)
Strategic Initiatives	16,536	0,000	16,536	17,509	973
Office of the Chief Information Officer	12,442	0,000	12,442	14,123	1,681
Executive & Support Services	20,590	0,000	20,590	15,255	(5,335)
Logistics & Business Services	12,182	0,000	12,182	12,067	(115)
Integrated Workplace Solutions	266,110	0,000	266,110	266,853	743
Technology Solutions	161,452	0,000	161,452	147,299	(14,153)
Government Communications & Public Engagement[1]	26,155	10,220	36,375	36,375	0,000
Labour Programs[2]	15,713	(15,713)	0,000	0,000	0,000
Sub-Total	**548,586**	**(5,493)**	**543,093**	**526,828**	**(16,265)**
Adjustment of Prior Year Accrual[3]	0,000	0,000	0,000	(12,831)	(12,831)
Total	**548,586**	**(5,493)**	**543,093**	**513,997**	**(29,096)**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Operations	2,576	0,000	2,576	4,087	1,511
Shared Services BC	166,114	0,000	166,114	106,721	(59,393)
Government Communications & Public Engagement	915	0,000	915	836	(79)
Total	**169,605**	**0,000**	**169,605**	**111,644**	**(57,961)**
Other Financing Transactions ($000)					
Release of Assets for Economic Generation (IWS)					
Receipts	0,000	0,000	0,000	0,000	0,000
Disbursements	3,000	0,000	3,000	2,471	(529)
Net Cash Source (Requirements)	3,000	0,000	3,000	2,471	(529)
Total Receipts	**0,000**	**0,000**	**0,000**	**0,000**	**0,000**
Total Disbursements	**3,000**	**0,000**	**3,000**	**2,471**	**(529)**
Total Net Cash Source (Requirements)	**3,000**	**0,000**	**3,000**	**2,471**	**(529)**

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[2] Labour Programs was transferred to Ministry of Jobs, Tourism and Skills Training as part of the announced September 5, 2012 government reorganization and the budget transfer is reflected in "Other Authorizations".

[2] The Adjustment of Prior Year Accrual of $12.831 million is a reversal of accruals in the previous year.

Ministry of
Technology, Innovation and Citizens' Services

Revised 2013/14 – 2015/16
SERVICE PLAN

For more information on the British Columbia

Ministry of Technology, Innovation and Citizens' Services,
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Published by the Ministry of **Technology, Innovation and Citizens' Services**

Message from the Minister and Accountability Statement

It is my honour to present the 2013/14 – 2015/16 Service Plan for the Ministry of Technology, Innovation and Citizens' Services.

My ministry is committed to working actively to support this government's agenda to balance the budget, control government spending, and build a stronger economy for British Columbians.

Our government has developed *British Columbia's Technology Strategy* to create and support new opportunities. The development and commercialization of technology is critical for the continued success of all B.C.'s key economic sectors and the ability to foster greater productivity. Our new Commercialization Voucher Program will connect small- and medium-sized companies from key sectors and regions with leading-edge researchers in our post-secondary system, with the aim of getting innovative products to market faster.

Working and consulting with other ministries and organizations, including the Office of the Information Privacy Commissioner, we will continue with the roll-out and implementation of the new BC Services Card that was launched on February 15, 2013. The new card, which will initially be used to replace citizens' Care Cards, features significant advances in technology and provides citizens with a more convenient and secure piece of identification while protecting their personal information. The card also presents exciting possibilities and has the potential to be used to improve government's service delivery to citizens.

The Government Communications and Public Engagement division will continue to work to ensure British Columbians can access all the information they need about government services and programs in an open and transparent manner, while Information Access Operations will continue to provide access to Government information, by processing Freedom of Information (FOI) requests in a timely manner.

Broadband and cellular connectivity are foundational to all online government services. Expanding connectivity to every citizen in B.C. is another goal of the ministry. Several strategies are getting us closer to achieving government's goal of 100 per cent connectivity throughout the province by 2021, including a strategic services contract with TELUS and a new satellite initiative. Over the next four years my ministry will be investing up to $2 million towards bringing affordable satellite-based high speed internet to citizens in remote or geographically challenging locations in British Columbia.

We also continue to prioritize transparency, innovation and service delivery and will continue to release datasets on the DataBC website for public use, support our Open Information website, and continue to engage with citizens through the GovTogetherBC website, our central resource for citizens looking for community engagement and government consultation opportunities.

The hard work and dedication of the ministry's public servants continues to receive accolades, recognizing its leadership and excellence in its use of information technology. Multiple awards were received this year for our innovative use of government data, notably the recent awarding of the provincial distinction award at the 2012 Government Technology Exhibition and Conference (GTEC).
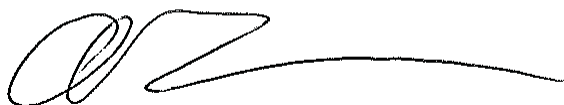
Our ServiceBC team will continue to work hard to modernize the way we provide government services to citizens across this province. I'm very proud that the 61st ServiceBC location was opened in Kelowna this past spring, giving area residents and businesses easy access to government services ranging from Medical Services Plan to voter registration and services for the Vital Statistics Agency and the Residential Tenancy Branch. These one-stop shops are a great example of how we're improving service delivery, and being more cost effective by combining government services into one convenient location. Our ServiceBC staff will continue to collaborate with ministries across government to provide excellent citizen centred delivery of government services in the future.

Effectively managing the provincially-owned real estate portfolio, providing innovative, integrated and sustainable, as well as cost effective technology and purchasing services to ministries and public sector organizations will remain a key focus of the work of Shared Services BC.

My ministry reaffirms its commitment to support *The BC Jobs Plan*, build a strong economy, a secure tomorrow and a lasting legacy for generations to come.

I would like to thank our ministry staff and stakeholders for their dedication, hard work and continued support over the last year. Looking ahead, I'm excited to join this team and work collaboratively with you to create new, exciting opportunities and partnerships that will allow our Ministry to achieve even greater success in the future.

The *Ministry of Technology, Innovation and Citizens' Services 2013/14 – 2015/16 Service Plan* was prepared under my direction, in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

Honourable Andrew Wilkinson
Minister of Technology, Innovation and Citizens' Services
June 17, 2013

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Purpose of the Ministry

The Ministry of Technology, Innovation and Citizens' Services performs a dynamic role in government to support the development of an innovative and robust technology industry; to promote the commercialization of technology across B.C.'s key economic sectors; to improve accessible and responsive services and information to citizens; to provide the enabling infrastructure for ministries to transform how government works on a day-to-day basis, and to maximize the value and efficiency of services provided by the private sector. The ministry provides services to transform, deliver and promote services that are cost-effective for businesses, citizens and public sector clients[1]. The ministry provides products and shared services to other ministries to ensure economies of scale are realized and required service standards are achieved.

The ministry works with industry in B.C. to attract and retain entrepreneurial talent and promote the commercialization of technology to accelerate the growth of technology companies and advance economic development in the province. Additionally, the ministry brings together the centre of expertise for the planning and support of public service delivery with the clear mandate to transform how citizens and clients interact and receive services from government. The Minister also oversees the Knowledge Network Corporation, which delivers quality educational programming that is relevant and accessible to all citizens.

A core component of the ministry's mandate is a commitment to supporting the technology industry to move ahead and attract and retain talent and employers. *British Columbia's Technology Strategy* supports collaboration between industry, academia, and other parts of government to enable growth in B.C.'s technology and other key economic sectors. The ministry works with industry to enhance sector-specific venture capital programs and policies to facilitate new market opportunities that build upon British Columbia's competitive business environment and entrepreneurial culture. Central to this strategy is support for the B.C. Innovation Council to ensure that innovative ideas from industry and the post-secondary institutions can become successful, commercial ventures.

The ministry is a leader in citizen-centred service delivery as demonstrated through leadership in the development of plans that enable the BC Public Service to deliver effective and accessible services for citizens. The *Citizens @ the Centre: BC Government 2.0* strategy reaffirms government's commitment to this strategy and supports government's vision for transformative change. The ministry is also leading in support of the open government vision for government by ensuring that citizens are informed about government policies, programs and services in an open and transparent manner. This includes pursuing new approaches to citizen-centric online services, providing more government data to citizens, releasing more information about government decisions, and directly engaging with citizens on issues and decisions made by government. These activities align with existing service delivery activities through online, in-person and telephone channels through Service BC. The ministry provides the core infrastructure to support these activities through corporate web services, data services, information access and policy supports in areas such as citizen engagement.

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[1] *Citizens include members of the public, families and businesses. Clients include public sector individuals that receive products or services from the Ministry of Technology, Innovation and Citizens' Services.*

In addition to supporting innovative technology development to further *The BC Jobs Plan*, and continually improving services to citizens, the ministry leads the advancement of innovation and collaboration across government. Through this role, the ministry is responsible for modernizing the internal operations of government, providing much of the enabling infrastructure and services that government needs to perform core business operations efficiently and effectively.

With its leadership and expertise, the Ministry of Technology, Innovation and Citizens' Services is well positioned to support excellence and innovation by strategically aligning the business and technology of government to deliver services and support for the technology industry and citizens of B.C. in a manner that upholds and is consistent with government's vision, mission and values, as identified in *The BC Jobs Plan*. Integrating these responsibilities enables the ministry to put B.C. citizens, families and businesses first, and deliver services and build strong partnerships to support communities across the province.

Strategic Context

Technology is rapidly transforming every aspect of our lives; especially in how citizens interact with government. New technologies are also creating exciting new opportunities for economic development, streamlined online services, and access to information. The B.C. technology sector employs over 84,000 people, and over the past decade, it was the second fastest creator of new jobs in the private sector. Continued support to the commercial success of B.C.'s technology firms will be a significant factor to increasing their productivity and competitiveness in future years. Growth in the technology sector in British Columbia is providing well-paid jobs and therefore it is identified as one of the eight most competitive sectors to advance in *The BC Jobs Plan*.

While B.C. has achieved success in growing new firms, there is some difficulty in keeping more mature companies (over 5 years old) growing, innovating and competitive in world markets. The ministry is leading the implementation of a technology plan that builds on competitive advantages and investments in B.C.'s main technology subsectors, including: clean technology; information and communication technologies; wireless, digital and screen-based media; and health and life sciences.

The BC Innovation Council, the Province's lead agency for accelerating the commercialization of technology and advancing entrepreneurship, is developing a cross-sector strategy to promote technology and innovation in the areas of agri-foods, natural gas, international education, tourism, technology, transportation, mining and forestry.

A central focus of the Ministry of Technology, Innovation and Citizens' Services is to support the technology industry and B.C. training institutions in the development and realization of innovative ideas that will lead to successful economic development in the province. *British Columbia's Technology Strategy* provides direction and vision in several key areas including: creating new linkages and networks to encourage growth and economic diversification, collaborating with other ministries in the development of a new commercialization voucher program that will provide businesses with access to innovation talent, collaborative later-stage research and knowledge transfers between businesses and institutions, enhancing venture capital tax credit programs to help B.C. based technology companies to expand and flourish, and removing barriers to market development through international trade and interprovincial trade relationships under the New West Partnership.

In further support of small business success and economic development in the province, the ministry will undertake focused activities to streamline government procurement processes, including development of a two page Request for Proposal application and consultation with the small business community. These activities will increase procurement opportunities for small businesses.

The ministry must also ensure that the services citizens need and expect from their government are delivered as effectively as possible. In support of this focus, the ministry is integral to the continuing evolution of government's vision for transformative change as outlined in the *Citizens @ the Centre: BC Government 2.0* strategy, released in the spring of 2011. The ministry continues to adapt and evolve in its transformation tactics and activities since the first release. In the fall of 2012, the ministry released an updated two-year plan for those related strategies.

For example, the ministry has a leadership role in setting the framework to maximize the accessibility and availability of services and information that are delivered online. Our citizen consultation shows that while satisfaction is high with in-person services, the greatest demand from citizens is for more online services. Continued work on improving and integrating telephone, in-person and online delivery from a citizen-centric perspective will enhance service quality for citizens and save citizens time and money in their interactions with government.

The ministry will also play a critical enabling role in government, supporting ministries in achieving the open government vision by providing the foundational infrastructure, legislation, policies and governance. This work will continue to build on the successful launch of the revised government homepage at www.gov.bc.ca, the open Information site at www.openinfo.gov.bc.ca and the DataBC site at www.data.gov.bc.ca, in order to expand upon and broaden the application of these initiatives to put more information and tools in the hands of citizens and ministries.

Government will also need to change the way it works to achieve this vision, particularly in the context of emerging technologies. In this area, the ministry will engage our vendors in a new partnership to determine how we can make this vision a reality over the next five to ten years.

Through the Leading Workplace Strategies initiative, the ministry is implementing innovative workplace solutions for mobile workers across the BC Public Service. This is a major change management initiative. Office spaces are being redesigned to accommodate the needs of mobile workers, increase collaboration and bring down traditional silos between departments. All this has been possible with the use of mobile technology. Successful pilots with many ministries in Victoria have been completed in the last 12 months and we have developed a multi-year plan to support mobile workers in the future. Initially, the focus will be Victoria but we plan to expand the initiative to other communities gradually.

Through these activities, the ministry will play a pivotal role in the transformation of government.

At the same time, the ministry is contributing to government's overall fiscal discipline through such initiatives as Leading Workplace Strategies by reducing government's overall office space footprint and by achieving value for money through its strategic relationships with key suppliers of services across the public sector. In addition, through its shared services, the ministry continues to manage the provincially-owned real estate portfolio, provide innovative, integrated and sustainable technology and purchase services at the lowest cost.

Goals, Objectives, Strategies and Performance Measures

The Ministry Service Plan establishes priorities for addressing opportunities and challenges in the 2013/14 year. Five goals govern the ministry's day-to-day operations and strategic priorities:

Goal 1: Technology and Innovation

Goal 2: Open government

Goal 3: Service Excellence

Goal 4: Government Technology Transformation

Goal 5: Public Service Transformation

The goals, objectives and strategies of the 2013/14 – 2015/16 Service Plan align with the ministry's internal operations, while maintaining the external focus critical to the organization's success in serving the public.

The objectives translate each goal into more specific desired outcomes. The strategies describe the key activities and initiatives that will be implemented in order to achieve the desired objectives. The performance measure linked to each objective is an indicator for the progress being made.

As a result of a satisfaction survey implemented in fiscal 2012, a new performance measure has replaced the previous measure; it is called Service BC Business Satisfaction. Further information on that performance measure can be found under Goal #2.

Three-year targets have been set for each performance measure. Internal benchmarks are used to set targets because, in most cases, national standards do not exist.

Goal 1: Technology and Innovation: An innovative approach to technology and commercialization that values creativity and maximizes return on investment.

Objective 1.1: Technology commercialization is supported leading to technology industry growth and sustainability

Strategies

- Continue to work with other ministries and partners to develop and implement initiatives that support the key actions of British Columbia's Technology Strategy, including:

  o the acceleration of technology commercialization and adoption;

  o expand markets for British Columbia's technology;

  o enhance key venture capital and other tax programs to support and encourage economic development; and

  o review government's research and innovation investments and develop recommendations on ways to tie future investments commercialization outcomes.

- Build on regional strengths to create new opportunities by engaging regional partners to deliver programs and initiatives across sectors and the province.

- Develop talent for a knowledge-based economy through initiatives such as the B.C. Innovation Council's Mentor Program.

Objective 1.2: Foster knowledge development and commercialization

Strategies

- Encourage the development, commercialization and adoption of technologies and processes that align with and contribute to key economic priorities.

- Work on the new Commercialization Voucher Program with the B.C. Innovation Council to provide businesses with access to graduate students in B.C. post-secondary institutions and to support commercialization as well as knowledge transfer between universities and businesses throughout the province.

- Build on the growing success of the BC Accleration Network in delivering entrepreneurship development programs across the Province.

Goal 2: Open Government: Citizens are empowered to be informed and engaged with government in a way that is inclusive, builds trust and improves quality of life

Objective 2.1: **Communication of government's policies and programs to the public is timely, relevant and readily accessible**

Objective 2.2: **Citizens are empowered to create value from using government data and information**

Objective 2.3: **Citizens are engaged to provide input and have access to services and information**

Objective 2.4: **Government supports the development of infrastructure that provides citizens accessibility to services and information**

Strategies

- Communicate through the use of traditional mechanisms and new approaches to ensure information about government programs and services and broader government messages are reaching citizens where they live

- Provide factual information to the media to ensure the public receives the information needed to develop opinions and allow for informed debate on decisions taken by government

- Support ministries to expand government data available to citizens and within government through the DataBC program

- Support the expansion of government information proactively and routinely released to the public through the open Information program

- Work with ministry customers to manage information access requests within statutory timelines.

- Enhance government's presence on social media

- Support government in planning and launching public engagement initiatives using social media and in-person techniques, coordinated through the govTogetherBC program

- Transform the government's Internet presence utilizing user-centric design approaches to improve accessibility of government services and information, integrated with other service channels

- Support the expansion of high-speed Internet services and cellular coverage in rural and remote British Columbia

Performance Measure 1: Timely response to media inquiries

Performance Measure	2006/07 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Timely response to media inquiries	97.7%	97%	97%	97%	97%

Data Source: (Government Communications and Public Engagement Communications Offices)
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Discussion

This performance measure is an average of two indicators from the office of Government Communications and Public Engagement (GCPE) and their ability to provide a timely response to media inquiries: the per cent of media inquiries acknowledged within one hour and the per cent of media inquiries responded to within the media deadline. By providing timely information to the media, GCPE ensures the public receives the information needed to develop opinions and allows for informed debate on decisions taken by government.

In 2011/12, GCPE responded to over 13,200 media enquiries and exceeded the target of 97 per cent with a measurement of 99.51 per cent. For the past four years, results have exceeded the baseline set in 2006/07 of 97.76 per cent.

Performance Measure 2: Compliance with statutory freedom of information response times

Performance Measure	2008 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Compliance with statutory freedom of infomation response times	71%[1]	90%	92%	92%	92%

[1]The baseline percentage has been calculated for calendar year 2008. Reporting for years that follow is based on fiscal year data.

Discussion

Providing timely responses to Freedom of Information (FOI) requests is an important aspect of government accountability and transparency. This measure provides an indication of how well government is serving the public through the timeliness of its responses to requests for information under the *Freedom of Information and Protection of Privacy Act*.

In the 2012/13 fiscal year, it is anticipated that government will respond to approximately 10,000 FOI requests - an unprecedented volume of requests in a single year, representing a 52 percent increase over the volume received just five years ago. Many of these requests are large and complex, involving multiple ministries and evolving information technologies. Government's information and access operations are handled centrally to facilitate more efficient request processing through standardized government-wide practices and streamlined business processes.

Performance Measure 3:   Percentage of First Nations with access to broadband facilities

| Performance Measure	2007/08 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Percentage of First Nations with access to broadband facilities	42% (85 of 203 First Nations)[1]	89% (180 of 203 First Nations)	91% (185 of 203 First Nations)	94% (190 of 203 First Nations)	96% (195 of 203 First Nations)

Data Source: Network BC
[1]The baseline for this measure was confirmed based on the completion of a broadband assessment in mid-2007

Discussion

This performance measure demonstrates the level of success in facilitating First Nations access to broadband facilities by supporting the development of backhaul or transport infrastructure that allows service providers to connect homes, businesses and schools to the Internet.

Backhaul or transport infrastructure is a network connection that transports data traffic to and from a last mile point-of-presence location that connects to the Internet gateway.

This measure does not take into account the number of communities with last mile infrastructure in place, the number of communities with local high-speed services available, or the take-up (i.e., end-user) usage rate. Targets are subject to change because the Province is only one of the funders for this initiative that is being delivered
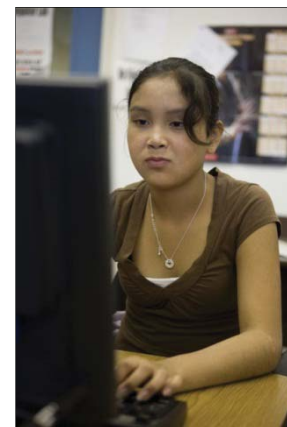
externally by First Nations organizations. The Province does not have direct control over the targets.

Goal 3: Service Excellence: A trusted organization that maximizes value to citizens and clients

Objective 3.1: **Increased citizen and client satisfaction with a consistent service experience**

Objective 3.2: **Optimize value to government through innovation and more effective utilization of government infrastructure**

Objective 3.3: **Well managed, integrated and sustainable government services**

Strategies

- Ensure our services are co-ordinated to improve value to citizens and clients

- Invest in our infrastructure to maximize accessibility and choice for government services to citizens

- Provide an excellent service experience to citizens across all channels, including in-person, telephone and online channels

- Provide leadership on government web services through user-experience research and design services as well as enterprise-scale web management self-service solutions

- Provide leadership on enterprise data management and warehousing, capitalizing on the potential of geospatial data infrastructure and geographic services to transform government services

- Manage government infrastructure to provide clients with the flexibility they require to support service excellence

- Improve utilization of government's real estate portfolio, including continued implementation of Leading Workplace Strategies to support greater employee collaboration and mobility

- Seek new opportunities to leverage the benefits of shared services and strategic partnerships across government

- Develop contingency plans to ensure critical services delivered by the ministry are available in the case of an emergency event

- Redesign business processes and service delivery models for internal government services

- Support government in meeting its greenhouse gas (GHG) emissions target by enabling provincial agencies and local government to track, manage and report their carbon emissions

Performance Measure 4: Service BC Citizen Satisfaction

Performance Measure	2012/13 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Service BC Citizen Satisfaction	90%	At least 90%	Biennial survey; next survey in 2014/15	At least 90%	Biennial survey; next survey in 2016/17

Data Source: BC Stats

Discussion

The Service BC measure is based on a biennial survey that focuses on the satisfaction of citizens when they access government programs and information through our two main service channels: in-person and telephone. The next survey will be conducted in 2014/15 fiscal year.

Performance Measure 5: Service BC Business Satisfaction

Performance Measure	2011/12 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Service BC Business Satisfaction	89%	Biennial survey; next survey in 2014/15	Biennial survey; next survey in 2014/15	At least 89%	Biennial survey; next survey in 2016/17

Data Source: BC Stats

Discussion
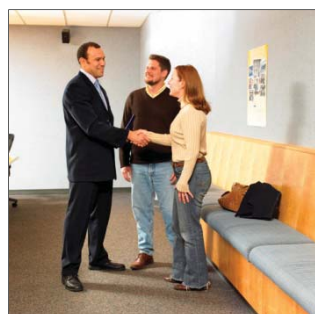
BC Registry Services conducted its first Satisfaction Survey in Fiscal 2012 to assist in assessing the quality of existing services and to provide a basis for strategic planning for the effective delivery of services in the future. As the basis for Service BC Business satisfaction, the survey establishes a common measurement across a variety of Service BC services to business

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that will be used as the baseline for comparison with future assessments of satisfaction and service quality.

Performance Measure 6: **Percentage of vacant office space**

Performance Measure	2011/12 Established	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Percentage of vacant office space	1.5%	<1.65	<1.65	<1.65	<1.65

Data Source: Integrated Workplace Solutions Division

Discussion

This measure demonstrates the ministry's efficiency in managing office space infrastructure. This includes both the prudent procurement and allocation of facilities for government program use, and the effective management of surplus space, by sub-leasing, sales, demolition and other appropriate solutions.

Diligent office space management reduces costs and demonstrates stewardship of resources on behalf of citizens. Care must be taken in establishing targets, as prudent holdings improve effectiveness, reduce costs by providing space for shorter-term programs and temporary space during renovations, and improve responsiveness to emerging needs.

The measure is calculated by dividing the amount of vacancy by the total area of the ministry's owned and leased market-comparable office space to arrive at a percentage figure.

Goal 4: Government Technology Transformation: Set the direction and provide the foundation to enable effective and innovative citizen-centred services

Objective 4.1: **Improved planning and design of service delivery for citizens and clients**

Objective 4.2: **Government information and technology management strategies allow for effective and secure use of information while**

also protecting privacy

Strategies

- Support efficient and accessible services to citizens and clients through modernized and integrated technologies

- Provide guidance for how technology will be applied consistently across government and for new technology investments to support the enterprise

- Establish strategic relationships with key suppliers of services to deliver better outcomes across the public sector

- Support corporate planning for ministries focused on business transformation and technology opportunities

- Continue to set the strategic direction for information management and information technology in government

- Provide effective and secure identity management solutions to government to allow citizens through the BC Services Card to access a wider range of services in the future

- Enable flexibility and choice in technology tools by developing creative and secure approaches for staff to use information and technology to conduct their work

Goal 5: Public Service Transformation: Workforce solutions that enable public servants to work in a flexible and collaborative environment

Objective 5.1:   **Public servants are supported in changing the way they work in order to provide better services to citizens**

Objective 5.2:   **Improved staff capacity through more effective work environments**

Strategies

- Provide or facilitate the tools that enable flexible work environments for government employees

- Provide security, privacy and information sharing awareness and material for the public sector

- Develop practices to support citizen and public service engagement across government

- Implement initiatives to build ministry employees' knowledge, skills and abilities, with a focus on building capacity in leadership and performance management

Resource Summary

Core Business Area	2012/13 Restated Estimates[1]	2013/14 Estimates	2014/15 Plan	2015/16 Plan
Operating Expenses ($000)				
Services to Citizens and Businesses	17,697	17,697	17,697	17,697
Strategic Initiatives	16,826	16,676	16,676	16,676
Office of the Chief Information Officer	12,442	12,442	12,442	12,442
Executive and Support Services	20,009	19,909	19,909	19,909
Logistics and Business Services	12,182	12,182	12,182	12,182
Integrated Workplace Solutions	264,560	259,960	268,560	268,560
Technology Solutions	161,302	160,859	160,859	160,859
Government Communications and Public Engagement	26,155	26,155	26,155	26,155
Total	531,173	525,880	534,480	534,480
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Citizens' Services	2,576	574	304	304
Shared Services BC	166,114	128,793	175,858	187,319
Government Communications and Public Engagement	915	0	0	0
Total	169,605	129,367	176,162	187,623

Core Business Area	2012/13 Restated Estimates[1]	2013/14 Estimates	2014/15 Plan	2015/16 Plan
Other Financing Transactions ($000)				
Release of Assets for Economic Generation				
Receipts	0	(8,000)	(5,000)	0
Disbursements	3,000	5,000	5,000	0
Total Net Cash Source (Requirements)	3,000	(3,000)	0	0

[1] For comparative purposes, amounts shown for 2012/13 have been restated to be consistent with the presentation of the 2013/14 Estimates.

*Further information on program funding and vote recoveries is available in the "Estimates and Supplement to the Estimates."

Appendices

Ministry Contact Information

Department	Telephone	Website
Technology and Innovation	250 387-6189	
Freedom of Information and Protection of Privacy	250 356 - 1851	http://www.cio.gov.bc.ca/cio/priv_leg/index.page
Government Chief Information Officer	250 387 - 0401	http://www.cio.gov.bc.ca/
Knowledge Network Corporation	**In Metro Vancouver:** 604 431 – 3222 **Elsewhere in B.C.:** 1 877 456 - 6988	http://www.knowledge.ca/
Government Communications and Public Engagement	250 387 - 1337	http://www.gov.bc.ca/public_affairs
Strategic Initiatives	250 953 - 3470	http://www.data.gov.bc.ca/ http://www.openinfo.gov.bc.ca/
Service BC	**In Victoria:** 250 387 – 6121 **In Metro Vancouver:** 604 660 - 2421 **Elsewhere in B.C.:** 1 800 663 - 7867	http://www.servicebc.gov.bc.ca/

Hyperlinks to Additional Information

Listing of Ministry Legislation
www.leg.bc.ca/PROCS/allacts/LCSOG.htm

British Columbia's Technology Strategy Document
http://www.bcjobsplan.ca/wp-content/uploads/TechnologyStrategy2012.pdf

Citizens @ The Centre: B.C. Government 2.0 Document
http://www.gov.bc.ca/citz/citizens_engagement/gov20.pdf

BC Innovation Council
http://www.bcic.ca/

The BC Jobs Plan
http://www.bcjobsplan.ca/

Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: MAJOR CONTRACTS

Advice and Recommended Response:

- The Ministry of Technology, Innovation and Citizens' Services (MTICS) directly manages nine strategic contracts with an annual commitment of approximately $383M.
- Each deal is managed by its respective deal owner (division within MTICS), who works collaboratively with the Strategic Partnerships Office (SPO) to maximize the value of their deal and track performance.
- Contract/deal owners work directly with their service provider/vendor within the scope of their specific contract.
- SPO works with strategic vendors (TELUS, IBM, Microsoft and HP) at the portfolio level, across all strategic deals within MTICS and the BC Government, to maximize leverage with vendors that have multiple deals (e.g. IBM) and improve relationships with the Province's strategic vendors for the benefit of all deals.
- Working with MTICS deal owners in negotiating and re-aligning major deals, SPO has helped achieve approximately $25-$26M in cost savings and $135-$137M in cost avoidance over the life of the deals.

Background/Status
Major MTICS Contracts

Deal	Division Owner	Vendor	Expiry	Years	Annual Value*
Telecom Services Deal	OCIO	TELUS	2021	10	$100M
WSI	IWS	BLJC-WSI	2014	15	$133M
Online Channel Office	Service BC	IBM	2014	8	$2.6M
WSS (Workstations)	TSD	IBM	2017	10	$50M
STMS (Hosting)	TSD	HPAS	2021/2024	10	$80M
Vehicle Leasing	LBS	PHH	2013	8	$4.55
Microsoft Corporate Software	TSD	Microsoft	2014	2	$5.7M
Oracle Enterprise Agreement	TSD	Oracle	2018	5	
BC Online	Service BC	TPG Cap	2014	5	s 17

*estimated

Status
Major Contract Status

Deal	Status
Telecom Services Deal	• Contract was signed July 29, 2011 and is in year two of a 10-year lifecycle.
WSI	• Recently signed a 5-year contract extension. • Province planning to prepare for re-procurement in 2019.
Online Channel Office	• Significant changes in the scope of the contract over the term of the deal have occurred. • Province going to procurement for a new contract for contact centre services.
WSS (Workstations)	• Province negotiated a 5-year extension in 2012. • Province developing device strategy to assist in determining future workstation/device needs.
STMS (Hosting)	• Contract is currently being re-aligned to better meet the needs of the public service, take advantage of changes in technology and improve BPS on-boarding participation.
Vehicle Leasing	• Province is planning to re-procure at contract expiry. • Decision has been made to exclude this contract from the portfolio of deals SPO manages.
Microsoft Corporate Software	• Province negotiated a 2-year extension in 2012. • Province defining software strategy based on changes in technology (e.g. cloud) and future needs of the public service.
Oracle Enterprise Agreements	• Recently signed a 5 year contract extension • Province defining software strategy based on changes in technology (e.g. cloud) and future needs of the public service.
BC Online	• Province is not planning to renew contract. • Province is planning to repatriate services back to MTICS.

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Assistant Deputy Minister   **by CJR**
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_____

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John Jacobson, Deputy Minister
Ministry of Technology, Innovation and Citizens'
Services
_____

Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Honourable Andrew Wilkinson

Date: July 8, 2013

Issue: ASSET SALES

Advice and Recommended Response:

- The Minister of Finance has overall responsibility for the program. Questions about the program should be directed to the Minister of Finance.

  If pressed further:

- The Release of Assets for Economic Generation (RAEG) Project Team staff is based out of the Ministry of Technology, Innovation and Citizens' Services.

- There are about 120 properties identified as surplus. The inventory has continued to grow as new surplus assets have been added. Total forecast revenues for the program are: $350M for 2013/14 and $150M in 2014/15.

- These properties and assets represent less than two per cent of the value of government's overall $70-billion property portfolio.

- We are turning these surplus properties and assets into economic generators – providing amenities such as housing, health care and long-term residential care.

- Since 1981, almost 1500 surplus government properties have been sold in B.C.

- Real estate assets classified as a strategic priority and not included in the inventory are those properties for which ownership is essential to the delivery of a government-funded service (such as hospitals, jails, schools); assets that are part of the treaty process; and assets approved by Cabinet or one of its committees to be held for any identified future government need.

- We are not able to share our list. From a financial perspective, it would not make any sense to compromise our market position.

> Supply drives demand. Properties for sale are listed on the Ministry of Technology, Innovation and Citizens' Services website.

Background Status:

Current Status for the Ministry of Technology, Innovation and Citizens' Services Properties - FY 2013/14 (June 10, 2013):

Completed deals:	0 properties	$ 0 net proceeds
Deals in place:	0 properties	$ 0 net proceeds
On the market:	2 properties	$ 37.9M net proceeds
Pre-marketing:	6 properties	$ 39.3M net proceeds

Accommodation agreements have been reached with the Musqueam Indian Band for the Pearson-Dogwood redevelopment project, and with the Okanagan Indian band for a property on Potterton Road in Kelowna.

Key Facts Regarding the Issue:

- Government has a legislated commitment to balance the provincial budget in FY 2013/14, and both the Premier and Finance Minister have publicly stated they plan to meet that commitment while protecting core public services such as health care and education, while steering the province through a volatile global economy.
- The Province has recognized an opportunity to sell surplus real estate assets, which in some cases cost money to maintain or provide no financial or strategic benefit; instead, the proceeds from surplus sales can go towards providing services, reducing the provincial deficit, and enabling economic activity.

- In October 2011, the Province undertook a review of its major real estate assets valued at $1M or more to identify surplus real estate properties that are not of strategic priority and that can be made market ready for FY 2013/14 and FY 2014/15. 		s.12

s.12 		The majority of surplus properties come from three sectors: education, healthcare and transportation. In the

case of the SUCH sectors, proceeds for the sales of surplus properties go back to the entities. The sectors are responsible for the disposition of their own surplus properties with assistance from the Release of Assets for Economic Generation (RAEG) Project Team.

- The Treasury Board, through the Minister of Finance, has overall responsibility for the program. The Deputy Minister of Corporate Initiatives, Office of the Premier is responsible for the delivery of the program.   A Project Board has been established to provide overall guidance and direction to the RAEG Project Team. This Project Team is based out of the Ministry of Technology, Innovation and Citizens' Services (Shared Services BC) and is comprised of professionals from a variety of backgrounds (sales, marketing, First Nations consultation, environmental management and communications). The Project Team is tasked with coordinating the province-wide management of this initiative ensuring all issues are addressed appropriately and the return to government and taxpayer is maximized.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 3, 2013

Issue: BC ONLINE REPATRIATION

Advice and Recommended Response:

- Repatriation of BC OnLine operations allows the Province to:
  - regain direct knowledge of the business processes and systems supporting the service; and
  - re-stabilize the business following the departure of the Land Title and Survey Authority (LTSA).

- The current BC OnLine technical system has operated in its current form since 1989 with minimal enhancement. Bringing it within government will allow us to better understand the system and plan for our future needs.

- In the meantime, the LTSA, a major BC OnLine data partner, has already determined its clients' emerging business needs and is developing a customized customer portal to better meet them.

- Operation of the BC OnLine service has been outsourced to Access Point Information Canada since 1999; the operating agreement reaches end of term on April 30, 2014.

- BC OnLine repatriation involves bringing into government an estimated 30 FTEs, currently engaged by the service provider and necessary to continue the successful operation of the service.

Background/Status

- The BC OnLine service was developed in government and launched in 1989. The business operated successfully within government for its first 10 years; it was transitioned to a licensed operation outside government in May 1999.

- In FY2012/13 the BC OnLine service delivered 8 million transactions and collected and distributed $128 million in associated revenue to multiple parties from those online sales.

- On April 11, 2013, the Province informed the service provider, Access Point Information Canada (APIC), of the decision to repatriate the BC OnLine service at end of contract term: April 30, 2014.

- By the end of the 15-year term of licensed operation, the Province will have little knowledge of the business processes and no direct knowledge of the systems supporting the BC OnLine service.

- The Land Title and Survey Authority (LTSA) is a major data partner with transactions accounting for approximately 50 percent of BC OnLine volume.

- The LTSA is developing its own, separate customer portal to better meet its business requirements; LTSA plans to discontinue its use of the BC OnLine service by April 30, 2014.

- Repatriation of BC OnLine allows the Province to regain direct knowledge of the business processes and systems supporting the service and to re-stabilize the business following the departure of a major data partner.

s.12

- Service BC will work closely with the LTSA and APIC to mitigate any possible BC OnLine service disruption or impact to clients during the repatriation process.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 3, 2013

Issue: CONNECTIVITY AND TELECOMMUNICATIONS - TSMA

Advice and Recommended Response:

- The strategic telecommunications services deal, signed with TELUS on July 29, 2011, is valued at $100 million annually over 10 years.
- The deals 11 participating entities include core government, six regional health authorities, the Insurance Corporation of B.C., WorkSafe B.C., B.C. Lotteries and B.C. Hydro.
- This broad collaboration leverages the combined telecommunications expenditures of all participants to achieve value in the form of reduced costs and a long-term focus on achieving strategic priorities across the public sector.
- Since signing the Deal with TELUS, the Province and its public sector partners have achieved over $14M in cost reductions.
- The deal addresses a diverse range of strategic business and public policy goals, including:
    - Supporting government's business transformation agenda;
    - Achieving price controls and cost reductions;
    - Improving rural connectivity in support of economic development, health and education; and
    - Increasing access to cellular services along segments of provincial highways for public safety.

Background/Status:

The deal consists of three agreements:

The Telecommunications Services Master Agreement (TSMA) is a framework and contractual agreement for the delivery of a broad range of telecommunications services including long distance, conferencing, cellular, and voice and data network services.   The TSMA reduces telecommunications costs and includes the flexibility to move between services without financial penalties and introduce new services as required. Strong governance also ensures value over the life of the deal.

The TSMA includes a provision for School Boards in British Columbia to negotiate a separate agreement with TELUS (TSMA Lite) based on the terms and conditions negotiated in the TSMA. This provision enabled terms and conditions to be achieved by public sector entities that were not party to the original agreement, thereby, strategically leveraging and extending the value of the agreement.

Cost Reduction ($M)

Q4 Cost Reductions =$2.245M
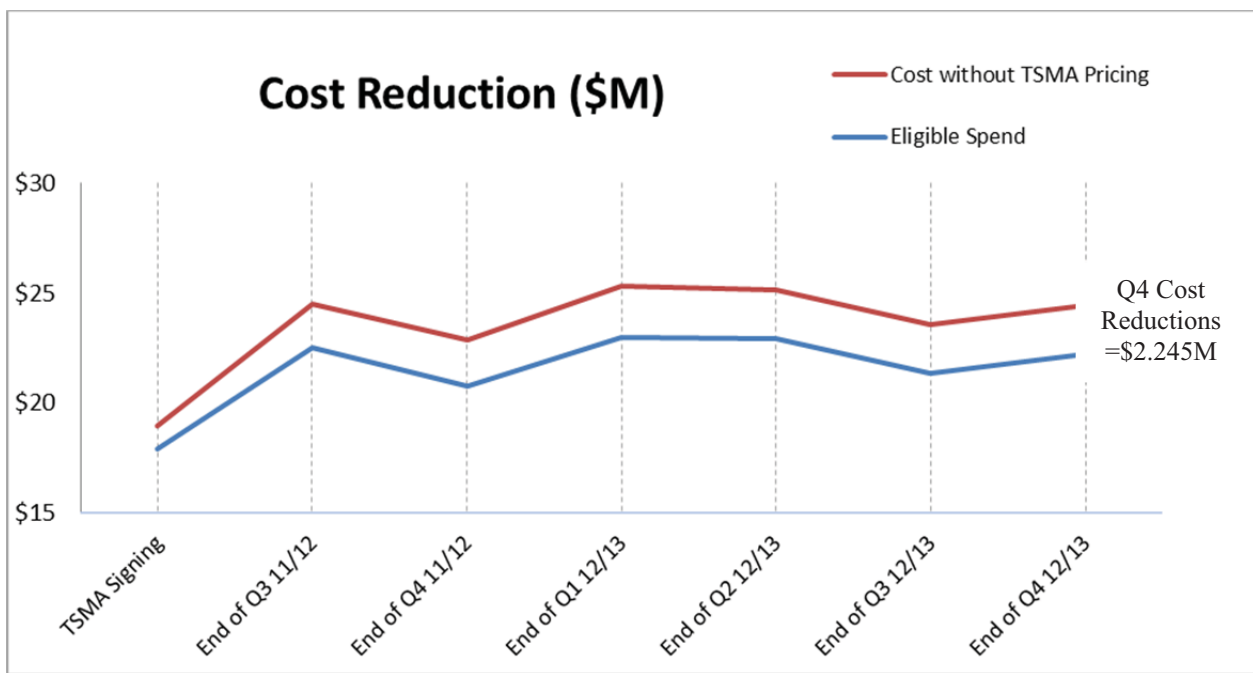
The Strategic Relationship Agreement (SRA) defines the strategic nature and principles of the relationship between the Province and TELUS and establishes the governance mechanisms and structures for managing the estimated $80 million Strategic Investment Fund (SIF). The SIF funds strategic, ambitious and transformational information technology projects with significant positive impacts for British Columbians. SIF extends beyond core government ministries, creating the opportunity for funding projects in the health or education sectors of B.C. The first strategic, ambitious and transformational information technology project to be approved under the Strategic Investment Fund is the s 13, s 17

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The Connecting British Columbia Agreement (CBCA) is a non-monetary agreement that provides direct benefits to citizens in the form of increased access to connectivity in rural and remote areas to support economic, health and education opportunities and improved access to cellular services along segments of provincial highways for public safety.

The CBCA leveraged a number of rural benefits, at no additional cost to the taxpayer, that help to achieve the Province's goal of 100 per cent connectivity by 2021. The rural benefits include:

- Over 1,700 kilometres of new cellular coverage along unconnected highway segments within five years – a vital step forward for public safety. As of May 2013, TELUS has expanded cellular coverage along 614 kilometers of previously unconnected highway segments.

- Connecting 98 more communities to the Internet by the end of 2014 as a result of a federal regulatory ruling. As of May 2013, 68 communities have been connected.

- Improved Internet connections to designated rural and remote by increasing bandwidth up to ten times the current speed, enabling broader access for rural families and businesses at an affordable price.

- Up to 450 schools will be upgraded to high-speed fibre optic cables by July 2021 to bring faster access to information for our youngest learners in rural areas around B.C. As of May 2013, 193 schools have been upgraded.

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Ministry of Technology, Innovation and Citizens' Services

Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: CONNECTIVITY AND TELECOMMUNICATIONS – CONNECTIVITY STATUS

Advice and Recommended Response:

- Today approximately 93 per cent of British Columbians are now able to purchase Internet connectivity, making B.C. one of the most connected jurisdictions in the world.
- The Province is committed to our goal of all British Columbians having the ability to access high-speed Internet services by 2021, including, for example, citizens living in :
    o Dove Creek in the Comox Valley;
    o Reid Lake near Prince George, and
    o The Nicomen Indian Band near Lytton.
- Our goal is to strengthen our broadband infrastructure by increasing access to high-speed Internet and cellular service, so every B.C. community has equal opportunities, and can meet demands of the increasingly digital future.
- In the fall of 2012 the ministry announced the B.C. Broadband Satellite Initiative, which will begin implementation later this year. Over the next four years my ministry will invest up to $2 million to help bring affordable satellite-based high-speed Internet to citizens in remote or geographically challenging locations.
- By leveraging the contract the Province signed with TELUS, we've achieved rural benefits and are taking significant steps toward that goal.
- Accomplishments to date:
    o Expanded cellular coverage along 614 of 1700 kilometres of previously unconnected highway segments;
    o 68 of 98 communities have been connected to broadband;
    o 193 of 450 schools have been upgraded to fibre optical cable.
    o 177 of 203 First Nations have broadband infrastructure in place

Background/Status

- Currently there are approximately 93 per cent of citizens who live in communities with access to high-speed Internet services.
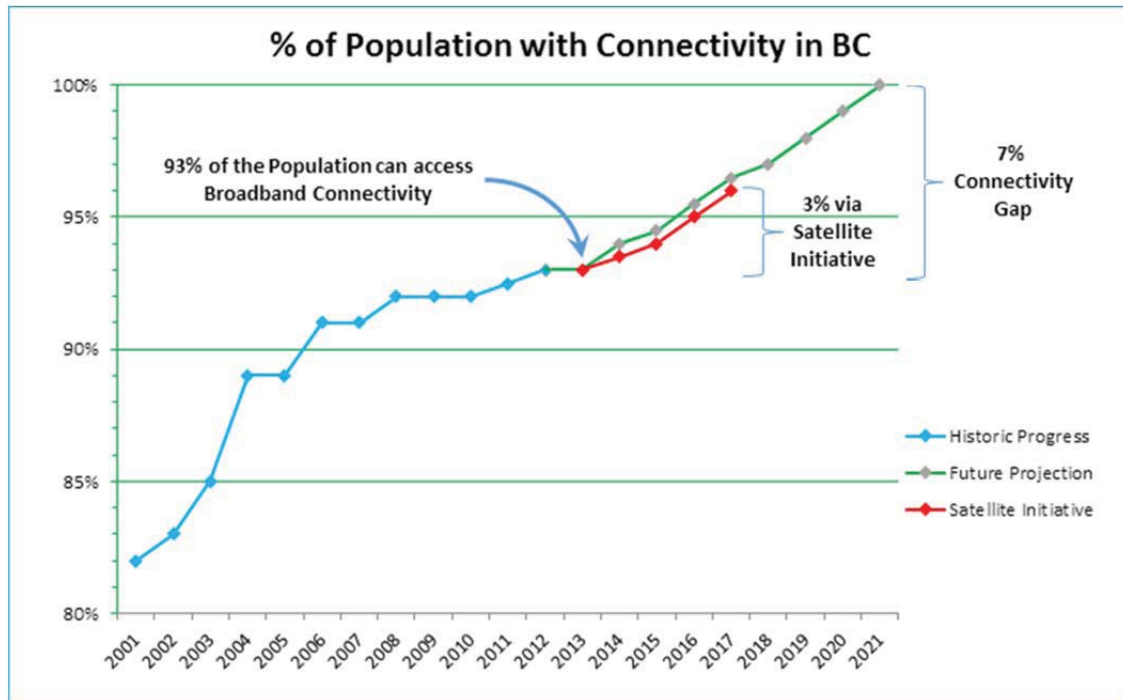
- The remaining seven per cent of citizens often live on the outskirts of connected communities and in rural and remote areas of the Province. Other communities already with connectivity are experiencing continued demands for more bandwidth and capacity due to increased reliance on the Internet.

- Network BC's strategy to expand connectivity involves a number of mechanisms including: leveraging the government's purchasing power in the telecommunications market to expand connectivity; providing infrastructure grants for last-mile connectivity; and forming strategic partnerships with federal and local governments and First Nations leadership to expand connectivity.

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- Telegraph Creek is an example of how strategic partnerships to expand connectivity improve lives. In 2004 Telegraph Creek had limited Internet connectivity. With provincial funding, the All Nations Trust Company partnered with NorthwesTel, The First Nations Health Council, Health Canada, and the local school to replace the aging satellite system. Today, video conferencing enhances care at the local Health Center and students learn via high speed Internet service available at their school.

Major Activities in 2013/14

- TELUS' implementation of the rural benefits achieved under the Connecting British Columbia Agreement. The rural benefits include:

  - Expanding cellular services along segments of highways;
  - Increasing Internet speeds in previously connected communities; and
  - Connecting 98 more communities to the Internet by end of 2014.

- Network BC will also be actively involved with the Ministry of Education in monitoring TELUS' upgrading of up to 450 schools to high-speed fibre services by July 2021.

- Broadband Internet by satellite will be the only service option available in many areas of rural B.C. for the foreseeable future. The Province has committed $2 million in funding available through 2016/17 to help reduce the installation costs to a more affordable level. This initiative will be launched later in 2013.

- The Province will continue to work closely with First Nations organizations to help get all 203 First Nations connected to high-speed Internet. The Pathways to Technology project is a $48.8 million province-wide First Nations led connectivity project managed by the All Nations Trust Company (ANTCO), with the support of federal and provincial funding.

- Through funding from both the provincial and the federal governments, the GwaiiTel Society is building a new radio transmission link from Haida Gwaii to Prince Rupert on the mainland of British Columbia. The project is expected to be completed in the fall of 2013.

- The Province has been working with the Regional District of North Okanagan (RDNO) to bring Internet connectivity to the community of Cherryville. The Province provided a grant for $250,000 to the RDNO.   The grant will provide the required broadband Internet solution and take advantage of available private sector funding.

- The federal Broadband Canada Program has ended and the Canada Strategic Infrastructure Fund is due to wind down in 2013. The Province continues to advocate to the federal government on behalf of communities.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: EXECUTIVE CHANGES

Advice and Recommended Response:

The Ministry of Technology, Innovation and Citizens' Services has restructured to support its new, expanded mandate related to technology and innovation. It includes:

One Deputy Minister, John Jacobson, with primary responsibility for the development and commercialization of technology; work we see as critical for the continued success of all B.C.'s key economic sectors.

Two Associate Deputy Ministers:
- o One overseeing the Office of the Chief Information Officer and Service BC (Bette-Jo Hughes); and

- o The other overseeing Shared Services BC and the corporate services functions (Sarf Ahmed).

There is no increase in the number of Deputies. Previously there were two Deputy Ministers (Kim Henderson and Cairine MacDonald) and one Associate Deputy Minister (Bette-Jo Hughes) looking after this portfolio.

There are six ADM positions – four of which are currently vacant and will be filled on a permanent basis in the coming months.

There is no change at the Deputy level at GCPE. One ADM and his division have been transferred to GCPE from Citizens' Services.

Background/Status

The Ministry has been restructured to support its new, expanded mandate related to technology and innovation.

At the highest executive level, the changes are:

- John Jacobson brings extensive private sector experience in the technology field to his new role as Deputy Minister. Most recently, he was the President and CEO of the BC Innovation Council.

- Bette-Jo Hughes has been appointed Associate Deputy Minister and Government Chief Information Officer (GCIO). She had been acting in the GCIO role since October 2012. This position is now responsible for Service BC in addition to the Office of the Chief Information Officer.

- Sarf Ahmed has been appointed to a newly created Associate Deputy Minister, Citizens' Services position. Previously he was the Assistant Deputy Minister, Integrated Workplace Solutions. This position, which was created within existing budgets, is responsible for mainly Shared Services BC and the corporate services functions.

Of the six Assistant Deputy Minister positions in the Ministry, two remain unchanged - Logistics and Business Services (Bobbi Plecas) and Strategic Partnerships Office (CJ Ritchie). Four are currently vacant (Service BC, Technology Services, Integrated Workplace Solutions, and Corporate Services) and will be filled on a permanent basis in the coming months.

In addition, the Technology and Innovation Branch has joined the ministry from the Ministry of Advanced Education, led by Kevin Butterworth, Executive Director. Given its critical role, this Branch is reporting directly to the Deputy Minister.

The reporting relationship of the Strategic Initiatives Division has transferred to Government Communications and Public Engagement in order to achieve greater alignment between shared mandates, such as citizen engagement. Jay Scholar, Assistant Deputy Minister, continues to lead that Division.

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Estimates Note
Advice to the Minister

Minister of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: FLEXIBLE WORK TOOLS

Advice and Recommended Response:

- Following the strategic directions to transform government services, the BC Public Service completed pilots in September 2011 for Apple's iPhone and iPad devices to determine their role in enhancing productivity and providing timely services to citizens.

- Results from the pilots were positive and determined these devices are best suited for mobile knowledge workers, executives with high information needs and field workers who are remote from their offices.

- In September 2011, after detailed testing and security reviews, iPads were deployed to Cabinet Ministers to support the eBinder initiative.

- In 2012, Android smartphones and tablets were tested and evaluated by a joint Shared Services/Ministries team with equally positive results. However, this service has not yet been implemented.

- Analysis has shown that a tablet and desktop computer together provide more flexibility, at no additional cost, compared to a laptop computer.

Background/Status

The B.C. Public Service has an increased focus on modernizing its workforce and its service delivery model to transform government services for the province. Transformational change requires an agile workforce, flexible tools and infrastructure capacity to improve B.C.'s online presence and online service capabilities. The well-known demographic shift resulting in fewer workers creates new realities in how we will work. Services for citizens will continue to expand, with fewer workers to run those programs and services.

The direction-setting strategies in Being the Best; The Citizens @ the Centre; BC Government 2.0 and the Workpoint Strategy, identify the transformational shifts needed. These will enable government to transition through business innovation and an increased focus on employee mobility and productivity. The Flexible Work Tools initiative is directed at enabling this shift by providing new and enhanced IT tools for the government workforce.

The Flexible Work Tools will expand and evolve the SSBC offerings for end user IT work tools (smartphones, companion devices/tablets, desktops, and laptops).

In general, Flexible Work Tools will provide broader choices of flexible work tool services to help B.C. Government employees do their jobs, in a way that is secure and financially responsible.

The project supports:
- Improved employee flexibility and productivity
- Increased workforce innovation opportunities such as the Leading Workplace Strategies.
- Enhanced employee engagement.
- Modernizing the government workforce and enabling ongoing public service transformation.
- Greater experience to be better positioned to implement Bring your Own Device strategies.
- Identification of the support and education components needed for this class of equipment.

- 2 -

Shared Services BC acquired 105 iPhones and 268 iPads for the pilot projects in 2010-11.

As of June 2013, across the ministries and Broader Public Sector, the following devices are deployed:

- 5,200 Blackberry phones
- 2,200 iPhones
- 700 iPads
- 9 Blackberry Playbook tablets
- 8 Android phones (trial)
- 65 Android tablets (trial)
- 15 Windows tablets (trial)

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- 3 -

Fast Facts and FOI Statistics

July 2, 2013

Issue	Statistics	Speaking Points
Increase in volume of FOI Requests	**Year** — **Requests Received** **2009/10** 7,654 **2010/11** 7,829 **2011/12** 8,423 **2012/13** 10,299 **Year** **Personal** **General** **2011/12** 5,087 3,317 **2012/13** 5,479 4,820 **Year** **PP** **Media** **2010/11** 651 679 **2011/12** 1,102 808 **2012/13** 1,635 1,357	• Government received 22% more requests in 12/13 over previous fiscal year. • There has been a 57% increase since centralization in 2009. • Government receives approximately 6 requests, every hour, every working day of the year. • Government received 45% more general requests in 12/13 over the previous fiscal year. • Approximately 70% of this gain was a result of more political party and media requests. • Political party requests increased by 48% in 12/13. • Media requests increased by 68% in 12/13.

Timeliness

- **Government responded to 8,325 requests on-time in 12/13, the most ever.**
- **This is a 12% increase over the previous fiscal year.**

Year	On-Time Requests
2009/10	6,984
2010/11	7,145
2011/12	7,392
2012/13	8,325

Year	Total	PP	Media
2011/12	90%	82%	84%
2012/13	87%	86%	79%

Year	Total Requests (closed)	PP Requests	Media Requests
2011/12	8,204	1,002	787
2012/13	9,523	1,633	1,215

- The on-time rate decreased from 90% to 87% in 12/13 due to a 22% increase in requests.
- In 12/13, government responded to 8,325 requests on-time (12% increase).
- In 12/13, government responded to 1,399 political party requests on-time (70% increase).
- In 12/13, government responded to 959 media requests on-time (84% increase).
- Government responded to 87% of requests on-time in 12/13, compared to 71% in 2008 prior to centralization.

Political Party Requests

- **The number of requests received from political parties has increased by over 186% over the past 4 years.**
- **In 01/02, political parties made 59 requests.**
- **In 12/13 they made 1,635 requests.**
- **This is a 25 fold increase.**

Year	PP	% On-Time
2001/02	59	15
2009/10	569	89
2010/11	508	87
2011/12	1,102	82
2012/13	1,635	86

- Government received 48% more requests from political parties over the previous year.

Year	PP Requests	% On-Time
2011/12	1,002	82
2012/13	1,633	86

- Despite a large volume increase, government responded to 86% of political party requests on-time in 12/13, up from 82% in 11/12.
- Government responded to 1,399 political party requests on-time in 12/13, 70% more than the previous year.

Media Requests

- **In 01/02, media made 268 requests.**
- **In 12/13, media made 1,357 requests.**
- **This is a more than 406% increase in request volume.**

Year	Media Requests	% On-Time
2001/02	268	41
2009/10	360	88
2010/11	565	89
2011/12	808	84
2012/13	1,357	79

- Government received 68% more media requests in 12/13 over the previous fiscal year.

- Government received over 700 requests from a single media applicant and over 1,000 requests from this applicant over the past 2 years.
- The cost to government for this one applicant in 12/13 was approximately $1.5M.

Year	Single Media Requester
2011/12	296
2012/13	727
Total	1,023

- Government responded to 79% of media requests on-time in 12/13, down from 84% in 11/12.
- This trend downward is a result of a large increase in the number of media requests, including over 700 from a single media applicant.

Year	Media Closed Requests	% On-Time
2011/12	789	84
2012/13	1,215	79

Calendar Requests

Year	Calendar Requests
2009/10	285
2010/11	257
2011/12	587
2012/13	1,215

- Government received 107% more requests for the outlook calendars of senior public officials over the previous year.
- More than 95% of the requests for calendars are made by political parties.
- The official opposition is now making monthly requests for all Executive Director calendars.
- This is in addition to the regular requests for ADM and DM calendars.
- If this trend continues, government will be required to annually process an additional 3,000 executive director calendars in 13/14.
- This represents a projected 247% increase in calendar requests for 13/14, and a projected 62% increase in general requests.
- Government has not proactively disclosed calendars based on a personal safety risk assessment by the Integrated Threat Risk Assessment Unit of the BC Sheriff's Office.

No Records Responses

- **There has been a 111% increase in the number of general requests that have provided responsive records to applicants since 09/10.**
- **Government provided records in response to over 5,600 requests in 12/13, a 16% increase over the previous fiscal year.**
- **Only 15% of requests have resulted in no records responses so far in 13/14, down from 25% last fiscal.**

Year	Responsive Records (generals)
2009/10	1,269
2010/11	1,467
2011/12	1,747
2012/13	2,673

- The Office of the Premier has provided responsive records on 224% more requests since 2009/10.

Year	OOP Responsive Records	OOP NRR %
2009/10	87	21
2010/11	109	30
2011/12	161	45
2012/13	282	42

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General Statistics since 2009/10

Category	2009/10	2010/11	2011/12	2012/13
# of requests received overall	7,654	7,829	8,423	10,299
# of general requests received	2,532	2,756	3,329	4,820
# of personal requests received	5,122	5,073	5,094	5,479
Response times overall	90%	93%	90%	87%
Response times general	89%	91%	86%	85%
Response times personal	90%	95%	93%	89%
# of processing days	24	22	26	30
# of overdue days	25	17	16	22
Calendar requests	285	257	587	1,215
Expense requests	108	82	224	129
Processing requests	2	6	66	90
Media	456	679	809	1,357
Political Party	700	651	1,102	1,635
No Records Responses (general requests)	454	577	737	1,180

Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: IAO STAFFING

Advice and Recommended Response:

- The budget for Information Access Operations (IAO) for 2013/14 is $9.6 million and remains the same as the blue book for 2012/2013.
- Despite the 57 per cent increase in FOI request volume since centralization in 2009, IAO's budget and FTE count has remained the same.
- In 2013/14, the IAO budget of $9.6 million is comprised of $15.7 million in projected expenditures and $6.1 million in anticipated recoveries from ministries and other public sector agencies.
- In 2012/13, the $15.7 million is allocated between FOI ($7.9 million) and Records Management ($7.8 million).
- IAO has 149 full time equivalents (FTEs) for both FOI and Records Management.
- Government has been able to significantly improve response times by centralizing FOI and records management operations and continuously improving business processes.

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Background/Status:

IAO Budget:

Information Access Operations' Budget Overview

	2012/13 Budget		2013/14 Budget	
	Gross Expend	FTEs	Gross Expend	FTEs
	($ Millions)		($ Millions)	
Records Management	7,808	55	7,808	55
Freedom of Information	7,883	94*	7,883	94*
Sub Total	15,686		15,686	
Recovery	(-6,068)		(-6,068)	
TOTAL	**9,618**	**149**	**9,618**	**149**

*The Blue Book shows 94 FTEs. For the past two years IAO has operated with permission to overspend to fund 115 FTEs, including 11 additional staff hired to support government's new Open Information Initiative. An additional 10 FOI Analysts were approved in order to handle the volume increase and maintain timeliness.

- The 2012/13 IAO budget was separated into two parts, Freedom of Information and Records Management, to increase transparency and to demonstrate more concise budget accountability. This has become increasingly important due to the growth and visibility of the FOI program area.

BUDGET:
- In January 2009, government centralized information access and privacy and records management staff into a single work unit called Information Access Operations (IAO), within the Ministry of Citizens' Services, reporting to Shared Services BC.

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- The centralization of FOI operations was done to improve government's performance in responding to Freedom of Information (FOI) requests. Since centralization, the number of FOI requests has increased and response times have improved.

- The average actual FTE burn in IAO in FY 2012/13 was about 163; this increase was due to an increase in General FOI requests, the need to resource the Open Information Initiative and the implementation across government of improvements to the Administrative Records Classification System.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: COSTS OF FOI REQUESTS – AVERAGE COSTS PER REQUEST TO RUN THE BUSINESS

Advice and Recommended Response:

- Since centralization in 2009 the cost to respond to an FOI request has dropped by more than half. This is a credit to the ongoing efficiency measures introduced by staff through the system.
- Since centralization in 2009, request volume has increased by 57 per cent*.
- Currently, the average cost is about $830 per request to IAO, compared to approximately $2,200 per request prior to centralization.
- The operational cost of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) to IAO on an annual basis is approximately $7.9 million.
- This estimate does <u>not</u> include costs incurred by ministries to process the requests. If ministry costs are included, the estimated additional cost is approximately $11.9 million dollars, bringing the total cost to government to approximately $20 million dollars.
- The $20 million does not include the additional costs of funding the Office of the Information and Privacy Commissioner.
- Political parties made 1,635 requests in 2012/13, costing government approximately $3.4 million for FOI requests.
- One single media applicant, who made over 700 requests last year is estimated to have cost the province approximately $1.5 million in 12/13

*10,299 requests in 2012/13 and 6,570 requests in 2008/09.

Background/Status:

- The average cost of processing an FOI request for IAO is about $830 per request based on dividing IAO's annual FOI budget of $7.9 million by approximately 9,500 requests in 2012/13.

- In 2008/09, the average cost to process an FOI request was thought to be approximately $2,200. This figure was extrapolated from a 2009 analysis of Ministry of Transportation FOI requests.

- The number of FOI requests closed in 2012/13 was 9,523, a 16 per cent increase over the 8,204 requests closed in 2011/12. The processing volume of the past four fiscal years represents a significant increase over the 6,653 FOI requests processed in 2008/09.

- The 2012/13 IAO budget was separated into two parts, Freedom of Information and Records Management, to increase transparency and to demonstrate more concise budget accountability. This has become increasingly important due to the growth and visibility of the FOI program area.

Cost of FOI requests

The following assumptions were made in estimating a costing model for FOI requests across government:

1. The use of fiscal 12/13 closed requests (9,523) as the base for averaging.
2. The use of fiscal 12/13 budget figure ($7.9M) in the 12/13 Annual Report.
3. IAO has responsibility for 40 per cent, or 12 days of the 30 days in processing a request and the ministries have 60 per cent, or 18 days.
4. All requests are considered equal.

The estimate is based on the average cost to process an FOI request based on the percentage of work in the 30 day timeframe
- IAO's average cost to process an FOI request: $7,900,000/9523=$830, which is only 40 per cent of the total cost of processing a request
- Total average cost to process an FOI request: $830/.40=$2,075
- Ministries average cost to process an FOI request: $2,075*.60=$1,245

Applicant	Cost to IAO	Cost to Government	Total
All requests	$7.9M	$11.9M	$19.8M
Political parties	$1.4M	$2M	$3.4M
Single Media Applicant	$580K	$872K	$1.5M

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: TIMELINESS

Advice and Recommended Response:

- Government responded to 8,325 requests <u>on-time</u> in fiscal 2012/13, the most ever and a 12 per cent increase over the previous fiscal year.
- Government's on-time response rate fell from 90 per cent to 87 per cent in 2012/13. This is up from 71 per cent in 2008 prior to centralization.
- The slight decrease in performance is due to:
    - 22 per cent increase in total requests received
    - 68 per cent increase in media requests
    - 48 per cent increase in political party requests
    - 107 per cent increase in requests for outlook calendars
- Government receives nearly 6 requests every hour, every working day of the year.
- A continuous improvement program and government-wide Lean initiative has allowed government to keep up with increasing volumes while mainting our committment to legislative timelines.
- Despite a 48 per cent increase in the number of requests from political parties, government's on-time rate increased from 82 per cent to 86 per cent for these requests.
- The on-time rate for media requests dropped from 84 per cent to 79 per cent due to the 68 per cent increase in media requests in 2012/13.

Background/Status:

- Requests that were not completed on-time were overdue by an average of 22 business days in 2012/13, up from 16 days in 2011/12.
- The average processing days for requests in 2012/13 was 30 days, up from 26 days in 2011/12.

Timeliness by Applicant Type

2012/13 FOI Statistics by Applicant Type (April 1 – March 31)						
Applicant Type	2012/13 Received	% Change	2012/13 Closed	% Change	On-Time %	On-Time % Change
Business	304	-25%	304	-26%	92%	-5%
Individual	3,629	0%	3,217	-9%	87%	-3%
Interest Group	254	34%	234	30%	87%	0%
Law Firm	2,902	32%	2,710	25%	92%	-2%
Media	1,357	68%	1,215	54%	79%	-5%
Other Governments	18	-22%	15	-24%	100%	9%
Other Public Body	43	0%	42	5%	95%	3%
Political Party	1,635	48%	1,633	63%	86%	4%
Researcher	157	528%	153	512%	93%	2%
Personal Requests	5,479	8%	4,956	-2%	89%	-4%
General Requests	4,820	45%	4,567	44%	85%	-1%
Grand Total	10,299	22%	9,523	16%	87%	-3%

Overall statistics for 2012/13

Request Type	Average Processing Time 12/13	Average Processing Time 11/12	Average Overdue Days 12/13	Average Overdue Days 11/12	% On-Time 12/13	% On-Time 11/12
General	33	32	19	15	85	86
Personal	26	22	25	17	89	93
Total	30	26	22	16	87	90

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: MINISTRY BY MINISTRY STATISTICS – FISCAL 2012/13*

Advice and Recommended Response:

Ministry	Received Requests	Change over 11/12	Closed Requests	Change over 11/12	% On-Time	% Change in On-Time
Aboriginal Relations and Reconciliation	112	+72%	107	+ 60%	97%	+12%
Advanced Education, Innovation and Technology	142	+51%	131	+64%	93%	-2%
Agriculture	113	+95%	99	+77%	96%	+3%
Children and Family Development	1,890	+4%	1,479	-16%	85%	-9%
Citizens' Services and Open Government	481	+63%	460	+72%	83%	-5%
Community, Sport and Cultural Development	139	+51%	125	+49%	90%	-3%
Education	166	+60%	154	+60%	90%	-5%
Energy, Mines and Natural Gas	428	+89%	392	+90%	78%	-13%
Environment	387	+54%	355	+37%	92%	+2%
Finance	600	+37%	577	+34%	76%	-9%
Forests, Lands and Natural Resource Operations	372	+32%	356	+71%	99%	+8%
Health	272	+51%	234	+8%	86%	+8%
Jobs, Tourism and Skills Training	258	+18%	224	+11%	79%	-7%
Justice	2,686	+9%	2,608	+7%	86%	0%
Office of the Premier	584	+42%	577	+54%	92%	-3%
Social Development	1,299	+13%	1,273	+9%	92%	-3%
Transportation and Infrastructure	370	+23%	372	+32%	95%	-2%
Total	10,299	+22%	9,523	16%	87%	-3%

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*Ministry names are from 2012/13.

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Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: CRTS PUBLISHING

Advice and Recommended Response:

- B.C. has become a national leader in open government. It was one of the first jurisdictions to launch services such as Open Information and DataBC.
- Since the introduction of Open Information in 2011, government has posted over 2,400 responses to general FOI requests and over 1,000 Minister and Deputy Minister travel expense summaries.
- Every general FOI request response is considered for publication.
- Government is open and transparent about its performance and compliance with the *Freedom of Information and Protection of Privacy Act* (FOIPPA).
- Statistics related to FOI requests are published as open data on DataBC on a quarterly basis in their natural format to allow citizens to manipulate and analyze the data.
- These statistics permit the public to monitor government's performance on specific FOI requests.
- We invite members of the public to review and download these statistics and provide feedback to government.

Background/Status:

- DataBC contains the following fields for FOI requests: applicant type, ministry, request type, disposition, overdue days, start date, end date, processing days, fees paid, request description and open information publication status.
- CRTS data for the end of Q1 2013/14 will be made available on DataBC at the end of July 2013.
- Government has proactively published approximately 53 per cent of general FOI requests that resulted in responsive records. Exemptions include security concerns (72 per cent), personal information (14 per cent), and business information (12 per cent).

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Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: FEE POLICY AND APPROACH IN THE *FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY* (FOIPPA)

Advice and Recommended Response:

- In June 2012, government made changes to the Schedule of Maximum Fees to implement recommendations made by the Special Committees that reviewed the Act.
- No fees were increased as a result of the changes but eight fees were reduced or eliminated. For example, the outdated $16.50 per minute fee for using a mainframe processor has been eliminated.
- Fees cannot be charged when an applicant requests access to his or her own personal information.
- Unlike some other jurisdictions in Canada, B.C. does not charge an application fee for making a request.
- Only large, complex FOI requests normally generate a "fee estimate".
- The head of a public body may waive a fee if the applicant is unable to pay or if the requested records relate to a matter of public interest.
- Statistics from fiscal 2012/2013 show that:
    - of the 9,523 access requests processed, only about 1.5% resulted in the payment of a fee;
    - the average fee paid was $401; and
    - approximately $58,000 in total fees were collected for a program that costs $7.9 million to administer.

Background/Status:

- Any person has a right of access to any record in the custody or control of a public body, including a record containing personal information about the applicant.

- The right of access to records is subject to limited exceptions and to any fee required under section 75.

- The authority to charge fees is discretionary and does not apply where an individual is requesting access to his or her own personal information.

- The maximum fees that may be charged for different activities related to responding to an access request are set out in a schedule in the Freedom of Information and Protection of Privacy Regulation.

- Statistics indicate a significant decrease in the average fee paid, from 2004 ($2,610) to 2012/2013 ($401); however, while it is known that the 2012/2013 amount reflects fees paid, we cannot confirm if the 2004 amount is for average fees estimated or paid.

- The fee rates in the Regulation were reviewed and updated in 2012, in response to recommendations made by the 2004 and 2010 Special Committees that reviewed the *Freedom of Information and Protection of Privacy Act* (FOIPPA):

  o The 2004 Special Committee recommended that government update the Schedule of Maximum Fees to reflect the use of electronic media, such as CDs and DVDs. The amended schedule now includes these forms of electronic media.

  o The 2010 Special Committee recommended that government review the Schedule of Maximum Fees with an emphasis on reasonableness. In particular the Special Committee focussed on the outdated $16.50 a minute fee for using a central mainframe processor to produce a record, describing it as "astronomical". This fee was eliminated as part of an overall review which resulted in no increase in fees and the reduction or elimination of eight fees.

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Estimates Note
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Date: July 2, 2013

Issue: SPECIAL COMMITTEE REVIEW OF THE *FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT* (FOIPPA): RECOMMENDATIONS AND STATUS

Advice and Recommended Response:

- Section 80 of the *Freedom of Information Protection of Privacy Act* (FOIPPA) requires a Special Committee of the Legislative Assembly to review and report on the legislation every six years.

- This all-party special committee is independent of my ministry.

- To date, there have been three reviews of the legislation. The report of the third committee was published in May 2010.

- Government has addressed 28 of the 35 recommendations the Special Committee made in its 2010 report, 18 of which were implemented through amendments to FOIPPA and its Regulations.

- I'd also like to note that, of the 28 recommendations made by the 2004 Special Committee, 27 have been implemented or addressed by government.

- In addition, government continues to promote open government initiatives such as the routine and proactive release of government information and data. These initiatives align with, and support, a central theme in the 2010 Special Committee report.

Background/Status

- Section 80 of the *Freedom of Information Protection of Privacy Act* (FOIPPA) requires a special all-party committee of the Legislative Assembly to review and report on the legislation every six years.

- To date, there have been three reviews of the legislation.

- In 1999, the first Special Committee made 18 recommendations, of which six were dealt with by legislative amendment in 2002.

- Of the 28 recommendations made by the 2004 Special Committee:
    - Eighteen were dealt with through legislative or regulatory amendment;
    - Nine were addressed through policy or other action; and
    - One remains under consideration for future amendment.

- Of the 35 recommendations made by the 2010 Special Committee:
    - Eighteen were dealt with through legislative or regulatory amendment;
    - Ten were addressed through policy or other action, of which four were considered but not implemented; and
    - A further seven recommendations remain under consideration.

- The next Special Committee is expected to convene in 2016.

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Estimates Note
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Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

ISSUE: NATIONAL FREEDOM OF INFORMATION AUDIT 2012

Advice and Recommended Response:

- Last year, government closed FOI requests on-time 87 per cent of the time – that's a 23 per cent improvement since 2008 despite an overall increase in FOI requests received.*
- The Canadian Newspaper Association (CNA) audit is a comparison of FOI response times across Canadian jurisdictions, not an assessment of the FOI system as a whole.
- B.C. received an 'F' for speed of disclosure. The reason for the low grade was that the audit uses calendar days to assess performance while B.C.'s legislation uses business days.
- B.C. received the second highest grade among provinces for completeness of disclosure (B).
- In 2012, the audit was a test of six requests provided to each of the provinces and territories to allow for a comparison of response rates across the country.
- The six audit requests resulted in 14 individual requests to government ministries. This means that the audit measured only 14 out of approximately 10,000 requests B.C. received last year.

*87% - 71% = 16%/71% = 23% improvement

Background/Status

- In 2012, the audit was a test of six requests provided to each of the provinces and territories to allow for a comparison of response rates across the country.
- The six requests resulted in 14 total FOI requests to government ministries as some of the requests were submitted to multiple public bodies.
- The association gives a grade in two categories—timeliness and completeness. The faster and more complete the disclosure, the higher the grades given.
- A score of less than 50 per cent in either category results in a grade of F. Anything above 50 per cent receives a letter grade from D through A, based on the percentage.
- The 2012 audit report was released in September 2012. The report gave two grades for B.C.: an 'F' for speed of disclosure (requests completed within 30 calendar days) and a 'B' for completeness of disclosure.
- The audit bases its speed of disclosure grades on calendar days. However, in B.C., timelines are based on business days.
- Under B.C.'s legislated 30 business day timeline, 9 of the 14 requests, or 64 per cent of the requests were responded to on-time.
- The CNA has acknowledged their audit penalized B.C. because our legislated timelines are different from their model.
- Our legislation allows for processing requests within 30 business days. It has been this way since 2002.
- Our Act was recently reviewed in 2010 by a Special Committee of the Legislature and the committee did not recommend this timeline be changed.
- It's worth noting that we received a 'B' for completeness of disclosure – the second highest grade amongst the provinces in that category.
- B.C. was praised for choosing to waive a high fee and to provide the requested information free of charge. In response to an identical request from 2011 that received a $98,603 fee estimate, the 2012 request resulted in a no fee estimate being applied. No fees were charged for any request in this audit.
- According to the audit, B.C.'s responses were the slowest among all the provinces, with an average response time of 58 calendar days and only 19 per cent of the responses were delivered in less than 30 calendar days. 64 per cent of the requests were responded to on-time under B.C.'s legislation.
- Many governments, including the Government of Canada, insisted on releasing paper or unreadable copies of electronic data despite the data having been requested in its native form. B.C. provided both electronic and paper copies.

- Similarly, the CNA identifies the use by some governments of online lists of travel expense summaries as a basis to deny access to the detailed receipts and reimbursement.

The Requests

From April to August 2012, 14 requests were sent to five different B.C. ministries for:

1. Briefing notes created for the minister in 2012, on a specified subject (JAG, EDUC, TRAN)
2. All briefing materials prepared for the premier related to the decision by the federal government to impose a new health care funding formula on the provinces (OOP)
3. Records showing the number of cell phones issued to employees of the department (ministry) as well as the total cost of cell phone use for the most recent completed fiscal year and this fiscal year to date (JAG, EDUC, TRAN)
4. An electronic list of contracts issued by the department, including fields for contractor, contract value, date contract awarded and description of the work, for contracts of $10,000 or more awarded by tender or RFP during 2011 (JAG, EDUC, TRAN)
5. Records related to any initiative since Jan 1, 2011 to reduce the processing time of freedom of information requests. If processing is coordinated by a central agency other than the department, include only records related to your own handling of requests (e.g. searching for records and providing them to the central agency) (JAG, EDUC, TRAN)
6. Detailed receipts and reimbursement forms for the minister's most recent trip to an interprovincial meeting (JAG, EDUC, TRAN). Note: These requests were combined into one request and transferred to FIN

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: *THE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT* (FOIPPA) - LEGISLATION

Advice and Recommended Response:

- B.C.'s *Freedom of Information and Protection of Privacy Act* (FOIPPA) is generally recognized across Canada as having the broadest coverage of public bodies, the strongest privacy protection and the greatest independent oversight.
- In 2011, we followed through on our commitment to make government more open to British Columbians by launching our Data BC and Open Information websites.
- Public information released through Freedom of Information is now posted to B.C.'s Open Information website after it is released to the applicant.
- Government is committed to strong privacy protection and has mandated the evaluation of all new projects, programs and legislation to ensure compliance with FOIPPA. We have also established a mandatory privacy breach reporting and investigation process.

- In 2011, FOIPPA was modernized and strengthened to enable the use of new technologies and service delivery models. To balance these new information sharing authorities, the Commissioner was also provided with significant new oversight powers.

Background/Status

- The Freedom of Information and Protection of Privacy Act (FOIPPA) came into force in 1993. The purpose of FOIPPA is twofold:

  - to make public bodies more accountable to the public by providing the public with a right of access to information; and
  - to protect personal privacy by prohibiting the unauthorized collection, use or disclosure of personal information by public bodies.

- The Act applies to all records in the custody or under the control of public bodies, and provides limited exemptions to the right of access.

- The Act covers more than 2,900 public bodies, including (1) ministries; (2) crown corporations, agencies, boards and commissions; (3) local public bodies (such as municipalities, health authorities, school boards and universities and colleges); and (4) governing bodies of professions or occupations (such as the College of Physicians and Surgeons).

- FOIPPA does not apply to the private sector, although some records in the hands of contractors that relate to the services being provided may be covered. Private sector organizations generally are subject to the privacy requirements of B.C.'s *Personal Information Protection Act* (PIPA).

- The Information and Privacy Commissioner (Commissioner), an independent Officer of the Legislature, has responsibility for overseeing and monitoring how FOIPPA is administered and for ensuring that its purposes are achieved.

- A legislatively mandated Special Committee to Review the Act is struck every six years to review and make recommendations for change.

- The last Special Committee issued its recommendations for changes to FOIPPA in May 2010. To date, 28 of the committee's 35 recommendations have been addressed. The next Special Committee is expected to convene in 2016.

- FOIPPA has been amended several times over the years to streamline its administration, to respond to Special Committee recommendations and to address technological and other significant developments.

- The 2011 amendments were the most significant made to date and continued government's practice of modernizing and enhancing FOIPPA to ensure it remains the strongest legislation of its kind in Canada

- The Ministry worked closely with the Commissioner on these amendments. Overall, the amendments balance the sharing of citizens' information to improve government service delivery with increased oversight for the Commissioner to protect the privacy of British Columbians.

- The amendments also enabled the creation of the BC Services Card program. Citizens will be able to use the BC Services Card to identify themselves when they access government services in person and online.

s 12, s 13

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Estimates Note
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Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

ISSUE: *FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT* (FOIPPA) – STATUS OF REGULATIONS

Advice and Recommended Response:

- The *Freedom of Information and Protection of Privacy Act* (FOIPPA) Regulations were amended in June 2012, for the first time since they came into effect in 1993.
- The amendments to the regulations were developed in consultation with the Information and Privacy Commissioner.
- The regulations were updated to clarify and support new authorities added to FOIPPA in 2011 and to address recommendations made by the Special Legislative Committees that reviewed the Act in 2004 and 2010.
- The amendments included changes to the fee schedule, as recommended by the Special Committees, to remove outdated fees, recognize modern media and ensure that the fees remain reasonable overall.
-

s 12, s 13

Background/Status:

- On June 25, 2012, the revised Regulation to the *Freedom of Information and Protection of Privacy Act* (FOIPPA) came into force. Prior to this, the Regulation, which was first introduced in 1993, had never been substantively amended.

- Amendments to the Regulation were necessary to clarify and support the implementation of several new authorities added to FOIPPA in November 2011. For example, the revised regulations specify:

  o the written documentation that must be in place to establish a common or integrated program or activity;
  o the purposes for which public bodies may collect personal information with consent; and
  o a list of social media sites.

- The regulation was also updated to address recommendations concerning fees made by the Special Legislative Committees that reviewed the Act.

- The amendments to the fee schedule included the removal of the contentious mainframe processing fee, which at $16.50 a minute was described as "astronomical", and the addition of new media such as CDs and DVDs.

- The amendments were developed in consultation with the Information and Privacy Commissioner and other stakeholders.

-

s 12, s 13

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Estimates Note
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Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: *FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT* (FOIPPA) – SUBSIDIARY CORPORATIONS OF LOCAL PUBLIC BODIES

Advice and Recommended Response:

- British Columbia's *Freedom of Information and Protection of Privacy Act* (FOIPPA) is widely recognized as having the broadest coverage in the country.

- I understand there are concerns, including from the Information and Privacy Commissioner, that subsidiary corporations of certain public bodies (such as universities and school boards) are not covered by FOIPPA.

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Background/Status

- In May 2010, the Special Legislative Committee that reviewed the *Freedom of Information and Protection of Privacy Act* (FOIPPA) made a recommendation to expand the definition of "public body" in the Act to include any corporation that is created or owned by a public body, including an educational body.

  - Currently, corporations that are created or owned by "local government bodies" (which include municipalities and regional districts) are, by definition, already covered by FOIPPA.

  - However, this is not the case for corporations created or owned by universities, school boards, health authorities and other types of "local public bodies". These corporations are not, by definition, covered by FOIPPA.

  - Corporations that are owned by the Government of B.C. or that meet other specified critieria can be added to the coverage of FOIPPA by Ministerial regulation.

- On October 20, 2011, the Minister received a letter from the Information and Privacy Commissioner asking the ministry to draft amendments to FOIPPA to ensure coverage of subsidiary corporations owned by local public bodies, such as universities.

  - The Commissioner made this request in response to a 2009 BC Supreme Court decision (*Simon Fraser University v. British Columbia (Information and Privacy Commissioner),* 2009 BCSC 1481) which held that FOIPPA did not extend to the records of subsidiary corporations owned by Simon Fraser University.

  - In her letter, the Commissioner expressed concern over the lack of accountability for these public bodies which, she said, were conducting some of the public's business through their subsidiary corporations.

- On November 2, 2011, the Minister told the Commissioner, by letter, that she had asked ministry staff to identify and review options for addressing the issue and that it would be necessary to consult with affected public bodies and organizations in order to understand the implications of such an amendment.

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Additional Information – Ministry of Education and School Districts

- During committee stage on Bill 3-2011 (the *Freedom of Information and Protection of Privacy Amendment Act)*, the Opposition referred to a commitment by the Minister of Education to cover corporations owned by school districts.

    o In October 2006, the Ministry of Education issued a news release stating that it would comply with a number of recommendations made by Doug Hibbins in his report of June 2006, entitled "School District Business Entity Review", including a recommendation to ensure that business companies owned by school districts were covered by FOIPPA.

    o The Ministry of Education later decided not to pursue this course of action as it felt that it had adequately addressed the underlying issues through changes made to the *School Act* in 2007. These amendments introduced measures to achieve financial and transparency accountability goals for school district business companies.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: PRIVACY TRAINING

Advice and Recommended Response:

- Government takes the protection of personal information very seriously and offers a variety of training, free of charge, to employees.
- Mandatory privacy training was initiated in 2010 for all employees to ensure that they know how to appropriately protect the personal information of British Columbians.
- Over 60% of employees across government have undertaken training to date.
- 86% of MTICs employees have been trained.
- Government-wide training follows any amendment to the *Freedom of Information and Protection of Privacy Act,* or its regulations, so employees are aware of new privacy requirements or responsibilities.
- Privacy Impact Assessment training is also available to ensure that new legislation, programs or projects are designed in a privacy enhanced manner.
- In response to recommendations from the Information and Privacy Commissioner, employees working on transformational projects involving particularly sensitive information, like the BC Services Card and ICM, attend additional dedicated privacy training sessions.
- Government also offers a free helpline that aids ministries and the broader public sector in understanding their privacy requirements.
- My ministry also hosts an annual international calibre privacy and security conference, which offers a wide variety of training and educational opportuntities for government employees.

Background/Status:

- Section 12.3.3 of the Core Policy and Procedures Manual states that all those who manage access to, or use, government information must receive privacy and information management training on initial employment and as required thereafter. All training offered to government employees is free of charge.

- As a result of two high profile breaches in 2010, mandatory privacy training courses were developed for all employees of government.

- Overall, 86% of MTICS employees have completed the privacy training.

- Across government, 83% of executives, 76% of Supervisors, Managers and Directors and 60 % of employees have completed this training. Training at the staff level is progressing but it is taking some time, as all employees don't have ready access to computers for the online module.

- In addition, twice a year, full-day training sessions on all aspects of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) are offered in Victoria and Vancouver and individualized training is developed to meet the unique needs of specific ministries.

- Specialized training about preparation of Privacy Impact Assessments and Information Sharing Agreements is regularly offered and privacy awareness exercises, such as tips sheets and news bulletins, are delivered through various channels.

- Privacy training is provided to non-ministry public bodies at a nominal cost (to cover expenses), further encouraging the appropriate handling of British Columbians' personal information.

- Privacy training sessions and workshops are also offered at government's annual Privacy and Security Conference, combining privacy training with keynote speakers and panels on the most pressing, emerging issues in privacy.

- In addition, the Office of the Chief Information Officer offers a free privacy helpline that aids ministries and the broader public sector in understanding privacy requirements and responsibilities.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: HP HOSTING AND DATA CENTRE

Advice and Recommended Response:

- In March 2009, the Province entered into an alternative service delivery agreement with HP Advanced Solutions Inc. for the provision of government's managed hosting and data centre services:
  - **Term: Data Centre Service:** 15 Years (March 31, 2024);
  - **Term: Managed Hosting Services:** 12 Years (March 31, 2021);
  - Possible extension of both terms to a maximum of 20 years
  - (March 31, 2029);
  - **Total Estimated Value at signing was:** $684M; and,
  - **Current estimated value is $864M.**
- As part of this agreement, HP Advanced Solutions and their partners have implemented two state-of-the-art data centres in Calgary, AB (opened in November 2009) and Kamloops, BC (opened in April 2011) to deliver services to the citizens of British Columbia.
- The location of the new data centres was specifically chosen outside of earthquake zones 4, 5 and 6 and off the local 200-year floodplain to ensure continued service to the citizens of British Columbia.
- On January 24, 2011, HP Advanced Solutions and the Province successfully migrated Mainframe Services from our aging data centre in Victoria, BC to the new data centre in Calgary, AB.
- Currently, HP Advanced Solutions and the province are engaged in the last year of a five-year project to migrate all server services from the eight data centres in Victoria and Vancouver to the new data centres in Calgary and Kamloops.
- At this time, progress is as expected and we are on track to be substantially complete as originally anticipated.

Background/Status

- Our agreement with HP Advanced Solutions Inc. was based on a full evaluation of the organization and its practices.
- Mainframe data centre operations were previously provided through an alternative service delivery agreement with IBM that began in 1998.
- The opening of two data centres located in Alberta and British Columbia allow for strong disaster recovery, in the event it is required, to ensure continued services to the citizens of British Columbia.
- In total, 120 staff positions were affected in the transition to HP Advanced Solutions in March 2009. All government employees within the scope of this project received job offers from HP Advanced Solutions. Approximately 58 employees transferred from government to HP Advanced Solutions in support of this initiative.
- Employees who chose not to accept the offer of employment with HP Advanced Solutions had other options made available to them, including Voluntary Departure Programs, Early Retirement Incentive Programs, and remaining in government under the Article 36 Placement process.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: HST IMPACTS

Advice and Recommended Response:

- On April 1, 2013 the Province converted from HST back to PST and GST.

- The Ministry of Technology, Innovation and Citizens' Services modified a number of financial systems and process with regards to this conversion.

- Financial/budget implications resulting from the change are being confirmed; however, early forecasts indicate additional costs of up to   s 13 s 17   which are being managed within existing budget.

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Background/Status

- The Ministry of Technology, Innovation and Citizens' Services has moved from HST to the GST/PST and modified a number of financial systems and processes. This includes:

  - Identifying all program financial systems that will require modification including, but not limited to, the following systems:
    - Corporate Accounting System, iStore, Information Technology Information Management System (ITIMS), E-Forms Plus;
    - One Stop Business Registry, Corporations Online, Names Registry Online, Manufactured Home Registry, Personal Property Registry;
    - Systems, Applications and Products (SAP) System, Xerox Web Shopping, Avanti Print Management, BC Bid, BC Auction, Surplus Management System, Shopping Carts;
    - BC Online, Government Agent Revenue Management System (GARMS); and
    - @Real BC.

  - Reviewing all ministry specific policy and procedures that required updating; and,

  - Identifying contracts which contain language regarding payment of the tax that required amendments.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

**Issue: BC SERVICES CARD / PROVINCIAL IDENTITY INFORMATION MANAGEMENT
PROGRAM**

Advice and Recommended Response:

- Since the BC Services Card (BCSC) was launched February 15, 2013 over 258,000 cards have been issued to British Columbians.
- That card:
    - replaces the current BC CareCard.
    - combines with a B.C. Driver's lisence.
    - allows citizens to access services online, in future.
- The BCSC program is delivered collaboratively by the Ministry of Technology, Innovation and Citizens' Services (MTICS), the Ministry of Health (MOH) and the Insurance Corporation of British Columbia (ICBC).
- The Office of the Information and Privacy Commissioner (OIPC) provided a public report, prior to the launch of the card, indicating that the integrated program has appropriately designed privacy and security considerations.
- The issuance of the BCSC represents a fundamental step toward a digital services strategy. In the future, the BCSC will enable citizens to prove who they are on the Internet to access high-value services online.
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Background/Status

- The BC Services Card (BCSC), which was launched February 15, 2013, is an integrated program delivered collaboratively by the Ministry of Technology, Innovation and Citizens' Services (MTICS), the Ministry of Health (MOH) and the Insurance Corporation of British Columbia (ICBC). The BC Services Card is being issued under the Freedom of Information and Protection of Privacy Act (FOIPP Act).

- The total estimated cost of the program across the three partners (MTIC, MOH and ICBC) is $150 million in operating costs over six years and an additional capital cost of $10 million   s.12

- The last full report back to Treasury board, completed by MTICS, was April 2012, where we reported being on budget. The next report-back to Treasury Board on status of the project and budget is in Fall 2013.

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- A key aspect of the program is to support government's Digital Services Strategy to provide secure and convenient access to a wide range of government services online. Each BCSC includes a security chip, similar to those found in bank and credit cards, and adheres to the same strict technology and security standards followed by the payment card industry.

- This security chip is the key to transforming delivery of government services online.

- In July 2012, MTICS was designated as the Provincial Identity Services Provider (PIISP) under section 69.2 of the FOIPP Act. As the PIISP, the Provincial IDIM Program is the owner of the BCSC and is responsible to receive, store, protect and share identity information collected during the registration process. The IDIM Program is accountable for the build and management of the corporate identity and the authentication service, which enables the chip-enabled BCSC to be used electronically.

- MTICS and MOH have engaged with the Office of the Information and Privacy Commissioner (OIPC) on the BCSC Program for more than two years prior to February 2013 launch. The OIPC provided a public report prior to the launch of the card, indicating that the integrated program has appropriately designed privacy and security considerations. The OIPC also provided five key recommendations regarding the potential future use of the BC Services Card, one of which was to conduct a public consultation.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: NOTICE OF INTENT FOR SECUREKEY

Advice and Recommended Response:

- SecureKey is a Canadian company that provides products and services related to authentication of payment and authentication cards.
- The Government of Canada awarded a contract to SecureKey to provide online authentication for government services, and B.C.'s Services Card must be compatible. SecureKey was the only proponent to respond to the federal procurement process.
- On January 20, 2012, a Notice of Intent (NOI) was posted to BC Bid to direct award a six year, $20 million contract to SecureKey Technologies for credential and authentication services to support the BC Services Card.
- There were no inquires, questions or challenges raised during the NOI process. The Province signed the contract with SecureKey in April 2012.
- The BC Services Card is replacing the current Care Card. The rollout out is taking place over the next five years.

Background/Status

SecureKey is based in Toronto and develops innovative hardware and software solutions that extend the power of chip-based identity and payment credentials to online and mobile transactions.

SecureKey technology is being used in the development of the new BC Services Card, replacing the existing BC Health Care Cards. In May 2011, the Province announced a project to replace the existing BC Health Care Cards with a new identity proof BC Services Card containing a security smart-chip and authentication technology. The new card was launched February 15, 2013.

The federal government announced a contract with SecureKey to provide Credential Broker Service (CBS) that will allow Canadians to use their bank authentication credentials to obtain access to online government services. The federal request for proposal was posted in 2010 and SecureKey was the only proponent to respond to the competition. The contract with the federal government is valued at $41 million over a three year contract. The federal government launched its service in early 2012.

On January, 20, 2012, a Notice of Intent (NOI) to direct award a six year, $20 million contract to SecureKey Technologies for credential and authentication services was posted to BC Bid. There were no inquires or challenges to the direct award.

The Province and ICBC elected to direct award a contract to SecureKey for the following reasons:

- The Government of Canada has already acquired credential broker services from SecureKey through a competitive process. As the Province and ICBC were procuring the same, plus additional highly integrated services, we believed SecureKey was the only vendor in a position to provide the required services.

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- The Province requires that the Services Card issued by the Province work with and be compatible with Canada's credential broker service.

- The technology used by SecureKey is proprietary in nature. As such, it was anticipated that no other firms would be able to provide the level of integration (smart-chip and authentication technology) required to meet the Province's needs.

- SecureKey has a broad base of users who can use their existing credentials in order to access B.C. government services.

- SecureKey provides a contactless card reader that is easily deployed and used to support the BC Services Card program. In addition, user data is not stored on SecureKey's card reader. Due to these features, issuers of the card readers may access a variety of services using a shared card reader.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: INTEGRATED CASE MANAGEMENT PROJECT

Advice and Recommended Response:

- The Integrated Case Management Project is an initiative between the ministries of Social Development and Social Innovation; Children and Family Development; and Technology, Innovation and Citizens' Services.
- The goal of the project is to replace outdated and inflexible information systems used to deliver critical social programs such as child protection services, child care subsidies, income assistance and employment programs.
- The lead ministry is SDSI, and our ministry supports the Integrated Case Management Program in several ways:
  - The Government CIO sits on the ICM Deputy Ministers' Project Board
  - Representation on the project's Architecture Review Board to provide advice/guidance with respect to technical architecture Information sharing / privacy / security standards and legislation
  - Provide the technical infrastructure (network, workstations, data storage)
  - Provide advice around alignment with corporate systems (financial systems etc.)

Background/Status

- ICM Phase 1 was implemented on November 29, 2010 on time, slightly under budget and within scope. It impacted approximately 1,500 ministry staff.

- ICM Phase 2 was implemented on April 2, 2012, on time, within scope and on budget. In the Ministry of Social Development and Social Innovation, it impacted approximately 2,200 ministry staff and approximately 2,300 users from contracted Employment Program of British Columbia service providers.

- Significant enhancements to ICM were implemented in September 2012 to make the system more user-friendly and functional, including making it easier to produce reports, enter data and find information quickly.

- Phase 3 was implemented on March 4, 2013, within scope and on budget.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: **JERICHO LANDS STATUS**

Advice and Recommended Response:

- No decisions have been made regarding the long-term plans for the 39-acre Jericho Lands – worth about   s 13, s 17

- The Jericho Lands currently have tenants on the property with long-term leases including; the West Point Grey Academy (WPGA) and Vancouver Parks Department. These leases expire in 2020.

- We are aware the Federal Government has been in discussions with a First Nations consortium about their property at Jericho Lands.

- The Province has not entered into any formal talks with First Nations, the City of Vancouver or other stakeholders regarding the provincially-owned lands at Jericho.

Background/Status

- The provincial Jericho Lands are managed by Shared Services BC (SSBC) on behalf of the Province. The site is bordered on the north by West 4th Avenue, south by 8th Avenue, east by federal government owned lands (53 acres) and west by a closed road. The Lands are currently assessed at a value of $177M for tax purposes. A current market assessment places the value at up to s 13, s 17   or the entire 39 acres of provincial lands, including the lands currently leased to the WPGA.   s 13

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  The Province manages the site on a cost-recovery, versus market, basis.

- WPGA operates a private school with a lease in place for most of the buildings on site. It uses approximately 18 acres out of the total 39 acres including playgrounds and buildings. The City of Vancouver Parks Department is also a tenant, operating a recreation centre and daycare facility.

- The term of the current lease is ten years, expiring June 30, 2020. The Province can terminate the agreements upon two years notice in the event there is a settlement on the lands with First Nations. WPGA is responsible for all capital costs, operating costs and taxes on a cost-recovery (not market) basis. WPGA pays approximately 80 per cent of the total site costs and regularly lobbies the Province for a long-term extension to their lease so they can make capital improvements to the site.

- The Musqueam, Squamish and Tsleil-Waututh First Nations are impacted by the rights and title issues related to Jericho Lands. At this point, no meaningful consultation process has been initiated between these First Nation groups and the Province.   s 13

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(continuation of "Background/Status" section)

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: KNOWLEDGE NETWORK CORPORATION

Advice and Recommended Response:

- Knowledge Network Corporation (KNC) is British Columbia's public educational broadcaster. It obtains an average of 1.5M viewers, or one third of British Columbians per week.

- 70% of funding for KNC comes from a base operating government grant provided through the Ministry. The grant for 2013/14 is $6,259,506 and is anticipated to remain at this level for the next three years.

- The remaining 30% of funding (or $2.3M) comes through their fundraising arm called Partners in Knowledge (representing 33,000 public supporters.

- The ministry has been increasingly encouraging the Corporation to make strategic, entrepreneurial investments that may provide expanded viewership and revenue opportunities. This includes investment in new specialty programming, production of original content and improvements to their quality of broadcasting.

Background/Status

- KNC has been aligned with the Ministry of Technology, Innovation and Citizens' Services since October 2010, when it was shifted from the (then) Ministry of Advanced Education and Labour Market Development (ALMD). The shift in responsibility was seen as logical due to the alignment between the broadcaster's mission of public engagement and the ministry's.

- KNC is operated by a Chief Executive Officer (Rudy Buttignol) and overseen by a Board of Directors who are all appointed by the Province.
    - The Board Chair is Nini Baird. Other Board members include: Mitchell Taylor (Vice Chair), Kevin Brown, Beth Haddon, Wendy Heshka, Debbie MacMillan, Sinclair Mar, Shelia Orr, and Margaret Vandenberg.
    - The term for Beth Haddon expires July 31, 2013; the remaining members have terms expiring that same date in either 2014 or 2015.

- The relationship between the ministry and KNC is articulated through a Government Letter of Expectations, which informs the Corporation's Strategic Plan and annual Service Plan. The Board assists in supporting the direction set by the GLE.

- The GLE and the Annual Service Plan Report (approved January 2013) continue to be largely based upon by KNC's Strategic Plan. The 2013-16 Strategic Plan (approved in August 2012) laid out the following goals for the organization:
    1. Expand digital platforms to serve audiences anywhere, anytime.
    2. Commission original British Columbian content in partnership with independent producers for multi-platform delivery.
    3. Engage audiences through personalized, interactive social experiences.
    4. Strengthen the Knowledge Network brand story and share it.
    5. Increase revenue through entrepreneurial and philanthropic initiatives

- The ministry also provides an annual operating grant, which was $6,259,506 for 2013/14 ($150,000 less than that provided the previous year). The ministry continues to work with the Corporation to identify entrepreneurial or revenue-generating opportunities, as well as efforts to expand its viewership and donor base.

- KNC has made significant efforts to grow and modernize with a emphasis on new revenue opportunities through specialty programming, the production of original content, and improvements to their quality of broadcasting. For example:
    - In April 2011, KNC acquired the rights to BBC Kids (a digital specialty service whose programming is aimed at youth ranging from pre-schoolers to teens).
    - Last year, five award-winning documentaries were commissioned by KNC had their world broadcast premieres in Storyville, our branded collection of documentaries on social and cultural issues.
    - KNC is preparing the launch of a High Definition (HD) channel from its digital broadcast facility in Burnaby, B.C., set for September 2013.
    - In winter 2014, KNC's most ambitious, multi-platform commissioned project ever will have its world premiere. The six-part documentary series and interactive website will offer insight into emergency health care at Vancouver General Hospital and, hopefully, will stimulate public discussion on health care issues impacting the province today.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: LEADING WORKPLACE STRATEGIES

Advice and Recommended Response:

- Ten Leading Workplace Strategies (LWS) projects completed since 2011.
- Almost 1,500 staff members have been part of an LWS project.
- Over 18,000 square meters (m2) (193,750 square feet) of space has been redesigned as a leading workplace.
- 36 per cent of staff involved have chosen to be mobile workers.
- The LWS projects have resulted in 30 per cent space saving compared to standard government office space designs.
- Seven different ministries have incorporated LWS.
- Eight leased locations are scheduled to be terminated in FY2013/14 as a result of LWS projects, totaling 4,683 m2 (50,407 square feet) with an annual Building Occupancy Cost reduction of $1,895,000.
- It is the government's responsibility to continually look to modernize and improve operations and service delivery to the public. In B.C., we strive to continue to be leaders in this field.
- That means investing money wisely by making smart use of space and resources and attracting and retaining the best workers.
- We have been implementing workspace solutions to support a more mobile and flexible workforce through the integration of real estate, technology and human resources since the launch of LWS as a corporate initiative as identified by Workpoint in February 2012.
- These changes from the traditional office will not only save taxpayers' money by reducing our office space footprint, but will create a more engaging and competitive employment experience and offer better environmental stewardship.
- We anticipate that LWS projects will realize cumulative net savings over the next five years. Actual savings will depend on numbers of staff participating in these strategies.

Background/Status

- On February 1, 2012 Workpoint was launched, a strategy that introduced a vision to promote mobility and flexibility in how and where we work – a commitment made in the corporate HR plan, Being The Best.

- That strategy profiles LWS, a corporate initiative led by the Ministry of Technology, Innovation and Citizens' Services (MTICS).

- LWS refers to new ways of accommodating office work beyond the provision of traditional dedicated office space, integrating real estate, technology and human resources to transform the workplace.

- To accommodate the shift to mobile workstyles, both on-site and off-site strategies are implemented including: non-territorial work space, universal footprint, team space, telework (work from home) and corporate satellite drop-in space.

- The shift to mobility and non-territorial use of corporate office space has been found to increase overall utilization of the corporate office footprint, shifting the focus to shared collaborative spaces. This can allow for reduction in the leased office footprint and overall reduction of the office space portfolio and related operating costs.

- Major public and private sector organizations around the world have already implemented these strategies, including: American Express, TELUS, CISCO, Public Works and Government Services Canada, General Services Administration (U.S. Government) and the Cabinet Office (U.K. government).

- During a successful first 18 months we have:

  o Completed 10 Leading Workplace Strategies projects;
  o Launched an online tool to assess employee work styles;
  o Launched online resources for supervisors and employees to ensure the successful adoption of more mobile and flexible work styles;
  o Aligned work space and work tool provisioning to better support mobility and flexibility and ensure technology provisioning aligns with BC Government IM IT strategy, governance, and other IM IT initiatives;
  o Continued to update relevant human resource, space and technology policies and guidelines; and
  o Continued to manage the real-estate portfolio to leverage LWS opportunities.

- Results achieved:

  o Almost 1500 staff members have been part of an LWS project;

o Over 18,000m2 of space has been redesigned as a leading workplace;
o 36 per cent of staff involved have chosen to be mobile workers;
o 30 per cent space saving compared to standard office space; and
o Positive staff response including support for further mobility.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: DISTRIBUTION OF LIQUOR PROJECT (DLP)

Advice and Recommended Response:

- The ministry was tasked with managing a process to contract for the provision of warehouse and wholesale distribution operations for the BC Liquor Distribution Branch (LDB). This included the potential transfer of approximately 500 staff.
- In collaboration with LDB staff, a Negotiated Request for Proposal (NRFP) approach was prepared and issued to the marketplace on April 30, 2012.
- A fairness monitor was contracted by the Province to provide independent oversight of the procurement process.
- The DLP NRFP received six proposals from the marketplace of which four proponents were shortlisted to participate in subsequent proposal improvement sessions.
- The DLP was cancelled just prior to submission of refined proposals by the four short-listed proponents as part of collective agreement negotiations with the BC Government Employees' Union.
- At conclusion of the project, the fairness monitor reported that the procurement was conducted fairly and according to the process laid out in the publically available NRFP document.
- While Proponents were disappointed with the cancellation of the DLP, they were positive about the process used and the professional conduct of the Province during the process.

Background/Status*:*

- As part of Budget 2012, a decision was made to contract with the private sector for the provision of warehouse and wholesale distribution operations.
- The Distribution of Liquor Project (DLP) was a significant project that impacted approximately 500 union staff, would have resulted in operational change within the LDB and potentially optimized the liquor product supply chain in British Columbia.
- A DLP project team was assembled by the (then) Ministry of Citizens' Services and Open Government (CITZ) in February 2012 with senior staff from the Liquor Distribution Branch, Treasury Board Staff, CITZ, Legal Services Branch and subject matter expert consultants.
- The DLP project team conducted a consultation process between March 2012 and April 2012 with some of the significant stakeholders involved in the BC liquor supply chain, as well as the Alberta Government which had previously privatized its liquor system.
- The Negotiated Request For proposal (NRFP) approach was chosen because it allowed for multi-stage qualification and selection in a tight timeline while still gaining the benefits of robust vendor participation as part of a fair and equitable procurement process.
- The Province selected a fairness monitor to oversee the DLP procurement process. The monitor was selected through a competitive procurement and was involved from the early stages of the DLP procurement.
- The NRFP procurement document writing commenced late February 2012 and was completed and released to the marketplace (April 30th, 2012).
- Government received proposals from six proponents. As a result of an evaluation process by Executives from Liquor Distribution Branch and CITZ and supported by subject matter experts from within government and the private sector, a short-list of four proponents was announced July 20, 2012 (in alphabetical order):
  - ContainerWorld, Exel Canada Ltd, Kuehne+Nagel, and Metro Supply Group.

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- On September 28, 2012, just prior to submission of refined proposals by the short-listed proponents, the NRFP process was cancelled as a result of collective agreement negotiations with the BC Government Employees' Union.

- At the conclusion of the NRFP process, the fairness monitor provided a fairness letter again concluding that the procurement process was *"conducted fairly and in a manner that has adhered to the terms of the NRFP."*

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: APPOINTMENT OF A CHIEF PRIVACY OFFICER

Advice and Recommended Response:

- The current structure for managing privacy functions in B.C. is consistent with most other jurisdictions in Canada.
- Ontario is the only province with a Chief Privacy Officer and this position reports to the Chief Information Officer.
- B.C.'s Chief Information Officer is able to balance Chief Privacy Officer functions with her other information management duties.
- To support an enhanced corporate culture of privacy across government, all responsibilities for privacy policy, risk assessments and training were centralized under the Chief Information Officer.
- In addition, a privacy investigations unit with formalized reporting requirements was created and a mandatory training course on privacy and information sharing was implemented for all employees. These functions are also managed by the Chief Information Officer.

Background/Status

- On October 3, 2006, in a letter to government, the former Information and Privacy Commissioner, David Loukidelis, recommended that government create a Chief Privacy Officer (CPO).

- On February 8, 2010, this request was reiterated by Acting Commissioner, Paul Fraser, in an investigation report of a privacy breach involving the Ministries of Housing and Social Development and Children and Family Development. He also made this recommendation to the 2010 Special Legislative Committee (Special Committee) that reviewed the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

- The Special Committee, in turn, recommended the appointment of a government CPO noting that, while it was reluctant to create a new layer of bureaucracy, it felt there was a need to educate ministries about what they can and cannot do in regard to privacy matters.

- The Minister of Citizens' Services committed to assess the CPO recommendation by the end of April 2010. No commitment was made to appoint a CPO at that time.

- However, government did centralize privacy responsibilities under the Office of the Chief Information Officer (OCIO), develop a privacy investigations unit with formalized reporting requirements for government, establish a mandatory training course on privacy and information sharing, and implement new security screening processes for employees who work with personal information.

- On May 4, 2011, during the Estimates Debates, Opposition critic Doug Routley asked then Minister Cadieux why government had refused to listen to the Information and Privacy Commissioner with respect to appointing a CPO and pressed the Minister to tell him if the appointment of a CPO was planned.

- In response to Minister Cadieux's remarks that privacy issues were adequately handled through the OCIO, the Opposition critic asserted that there is an

inherent conflict in combining these two roles as the role of a chief information officer, by virtue of his title, is to facilitate information sharing while a CPO ensures that such sharing is done appropriately.

- In Canada, most jurisdictions have a system similar to British Columbia where a central office – in B.C.'s case, the OCIO – is responsible for managing legislation and policy related to privacy and access, and for providing privacy advice, support and training to public bodies. However, these jurisdictions do not have centralized operational access and privacy functions like B.C.

- In 2006, Ontario appointed a Chief Information and Privacy Officer who reported to the Corporate Chief Information Office. On April 11, 2010, this position was combined with the Archivist of Ontario to become the Chief Privacy Officer/Archivist of Ontario. It still reports to the Corporate Chief Information Office.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: COURT CHALLENGES OF OIPC DECISIONS: THE RATE AT WHICH

GOVERNMENT SEEKS JUDICIAL REVIEWS OF ORDERS BY THE

INFORMATION AND PRIVACY COMMISSIONER

Advice and Recommended Response:

- The government respects the Orders of the Information and Privacy Commissioner and only considers a judicial review if a fundamental principle in the *Freedom of Information and Protection of Privacy Act* (FOIPPA) has been brought into question.

- Since 2001, there have been 41 judicial reviews of Commissioner's Orders under FOIPPA. Of these, government ministries brought only eight.

- Our Freedom of Information legislation is one of the cornerstones of our democratic process and one of the best tools available to provide accountable and transparent government.

Background/Status:

- Since 2001, ministries have sought eight judical reviews of orders by the Information and Privacy Commissioner (Commissioner). Of these, one was successful, one was partially successful, five were unsuccessful and one was discontinued.

- This compares to 20 judicial reviews sought by other public bodies (such as universities and health authorities) and 13 sought by non-public bodies (such as interest groups, individuals and corporations) in the same time period.

- Government has not sought a judicial review since March 2010.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: DATA-LINKING INITIATIVES

Advice and Recommended Response:

- In November 2011, government added new data-linking provisions to *Freedom of Information and Protection of Privacy Act* (FOIPPA) as part of a package of amendments designed to modernize and strengthen the Act. These provisions were the result of extensive consultation with the Information and Privacy Commissioner (Commissioner).

- The new provisions require public bodies engaging in data-linking activities to follow prescribed rules to be set out in regulation. They also provide the Commissioner with advance notice of, and oversight over, all data-linking initiatives.

- B.C. is the first jurisdiction in Canada to include specific rules and independent oversight for data-linking in its privacy legislation.

- The purpose of the provisions is not to prohibit data linking, where it is happening for an authorized purpose, but to ensure that it is carried out in a manner that does not needlessly invade the privacy of citizens or result in unanticipated harm.

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Background/Status:

- As part of a package of amendments made to FOIPPA in November 2011, government added new provisions to regulate and provide independent oversight over data-linking occurring between public bodies and other agencies. These provisions were added, at the request of the Information and Privacy Commissioner, to balance the increased information-sharing authorities that were added to the Act at the same time.

- Data-linking is the linking or combining of personal information in one database with personal information in another database for purposes that are different from the original reasons the information was compiled.

- The data-linking provisions apply to a "data-linking initiative" which is any new or newly revised enactment, system, project, program or activity that includes data linking activities between public bodies and other agencies. Data linking that occurs solely within a public body is therefore not captured.

- The data-linking provisions require a public body to:
  - provide advance notice to the Commissioner of a proposed data-linking initiative;

  - submit a PIA on the data-linking initiative to the Commissioner for her review and comment; and

  - comply with regulations respecting how data-linking initiatives must be carried out.

- The new provisions also require that the data-linking regulations that public bodies must follow be developed in consultation with the Commissioner.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: DUTY TO DOCUMENT

Advice and Recommended Response:

- We thank the Information and Privacy Commissioner (Commissioner) for her recent investigation report, in which she makes a number of recommendations regarding FOI requests that result in "no responsive records" replies.

- Government has accepted and implemented action plans for responding to five of the six recommendations. Implementing these recommendations will enhance access to records and improve service to the public.

- The remaining recommendation is to add a "duty to document" to the *Freedom of Information and Privacy Protection Act* (FOIPPA).

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- No other jurisdiction in Canada has a legislative "duty to document" in its access to information legislation.

Background/Status

- The Information and Privacy Commissioner (Commissioner) undertook an investigation, beginning in September 2012, to determine whether government was complying with its duty to assist applicants in responding to FOI requests. In particular, the investigation focused on responses to FOI requests where no records were found.

- The Commissioner's investigation was triggered by:

    o a complaint alleging an overall increase in the number of FOI requests that result in no records being located; and

    o a number of complaints stemming from responses to FOI requests about the resignation of the former Chief of Staff in the Office of the Premier, where no records were found.

- On March 4, 2013, the Commissioner released a report containing her findings and six recommendations.

- While five of the Commissioner's recommendations related to the processing of FOI requests, the sixth recommendation was to create a "duty to document" key decisions in FOIPPA. The Commissioner concluded that—in the absence of a legislated requirement to record actions, decisions and rationales—government may not be fulfilling its objectives of openness, accountability and good records management.

- The Ministry responded to the report by adopting the five FOI process recommendations. s 13

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- No other Canadian jurisdiction has a legislated "duty to document" in its access to information legislation.

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- The Commissioner has indicated her intent to meet with the new Minister about the need for a legislated duty to document.

Additional Background

- Past Privacy Commissioners in B.C. and Commissioners across Canada have advocated for a "duty to document" to be added to access to information legislation.

- Special interest groups have called on government to document decisions to increase accountability and ensure continuity. The Information and Privacy Commissioner of B.C., the Freedom of Information and Privacy Association, the BC Civil Liberties Association and the Canadian Association of Journalists all made submissions to the 2010 Special Committee that reviewed FOIPPA, recommending a legislated requirement in FOIPPA to document key decisions.

- The 2010 Special Committee did not make this recommendation to government.

- The Information and Privacy Commissioner of Ontario has recently recommended such a duty be added to Ontario's two Freedom of Information Acts. This was in response to a similar investigation in that province respecting failures to retain records related to decisions.

- The Ontario Commissioner is also recommending that the wilful destruction of records be made an offence under the Ontario Acts.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: IBM DECISION

Advice and Recommended Response:

- Government has complied with the court's decision and released the entire IBM contract.

- Government respects the Orders of the Information and Privacy Commissioner and only considers a judicial review if a fundamental principle in the *Freedom of Information and Protection of Privacy Act* (FOIPPA) has been brought into question.

- In this case, Government had significant security concerns with the disclosure of some information in the contract and it was for this reason that we sought a judicial review.

Background/Status:

- The Freedom of Information and Privacy Association (FIPA) requested the 535 page Workplace Support Services contract between the Province and IBM in December 2004. The Ministry of Labour and Citizens' Services told both FIPA and IBM that it would only disclose part of the contract on the grounds that disclosure of the entire contract would harm computer security, IBM's business interests and government's financial interests.

- IBM asked the Information and Privacy Commissioner (Commissioner) to review the ministry's decision to disclose part of the contract. As a result, the Ministry did not disclose any information to FIPA.

- The Commissioner issued an interim decision in July 2008, ordering the ministry to release the parts of the contract that IBM had no concerns about.

- The ministry applied for judicial review of the Commissioner's interim decision. The BC Supreme Court upheld the Commissioner's decision in December 2009.

- The ministry complied with the court's decision and disclosed part of the IBM contract in January 2010. FIPA then requested a review of the ministry's decision to withhold the rest of the contract.

- When the inquiry on the ministry's January 2010 decision took place, the only records still at issue were a list of software used to manage government's computer system, server names and locations, and a list of IBM equipment used to carry out the contract obligations. The ministry said that these portions should be withheld to protect computer security and the Province's financial interests.

- The Commissioner's office disagreed with the ministry's argument and, in November 2010, ordered full disclosure of the contract.

- After considering the Commissioner's order, the ministry decided to disclose the financial information but applied for judicial review of the decision to disclose the information related to computer security. In June 2012, the BC Supreme Court upheld the Commissioner's order to disclose all information.

- Government complied with the Court's decision and released the entire contract in July 2012.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: INFORMATION AND PRIVACY COMMISSIONER'S PRELIMINARY INVESTIGATION OF THE MULTICULTURALISM OUTREACH PLAN

Advice and Recommended Response:

- Government takes the management of information and the protection of privacy very seriously.
- We will co-operate with the Information and Privacy Commissioner's office as she conducts her preliminary investigation into this matter.
- On a related note, the Commissioner has followed up with my ministry regarding the additional fact checking she undertook to confirm the findings in her March 2013 investigation report concerning FOI requests that result in "no responsive records".
- I am pleased to report that with respect to this matter, the Commissioner has confirmed that she is satisfied with government's search for records efforts.

Background/Status

- In early March 2013, John Dyble, Deputy Minister to the Premier, issued his report on the "Review of the Draft Multicultural Strategic Outreach Plan". The purpose of his review was to identify whether government resources were inappropriately used or if violations of the *Public Service Act* were committed.

- The report found that there were violations of the Public Service Standards of Conduct and that there were cases where government resources were misused. The report also revealed that personal email accounts may have been used by some employees to conduct government-related business.

- On March 18, 2013, the Information and Privacy Commissioner (Commissioner) issued a press release stating that the Dyble report raised questions about whether personal email accounts were being used in an attempt to evade the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and whether personal information was inappropriately shared.

- In her public statement, the Commissioner said her office would:

  o Begin a preliminary investigation into the activities described in the multicultural strategic outreach plan, including alleged information sharing between public servants and the BC Liberal Party. The preliminary review would determine whether a formal investigation is required under FOIPPA or the *Personal Information Protection Act,* which applies to political parties.

  o Do additional fact-checking on a related matter – the Commissioner's recent investigation report on the processing of FOI requests by the B.C. Government which result in "no responsive records". This additional fact checking would include whether the use of personal email accounts factored into the "no responsive records" results.

- The Commissioner also released detailed guidance on the applicability of FOIPPA to personal email accounts and the risks of using such accounts for government business.

- The Commissioner said her office would not make further public comments on this matter until its preliminary investigation is complete.

- On June 5, 2013, the Commissioner wrote to the Deputy Minister to confirm that, with respect to her "no responsive records" investigation report, additional fact-checking had not revealed any additional records that would be responsive to the FOI requests covered by that report. The Commissioner confirmed that she was satisfied with the government's search efforts.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: OIPC – NO RESPONSIVE RECORDS

Advice and Recommended Response:

- In the past three years, there has been a 111 per cent increase in the number of general requests that have provided responsive records to applicants.
- To date in 2013/14, only 15 per cent of general requests have resulted in "no records" responses, down from 25 per cent in 2012/13.
- In 2012/13, 2,673 general requests resulted in responsive records, compared to 1,269 general requests in 2009/10.
- When multiple "no records" responses are accounted for in cross ministry requests (as recommended by the Commissioner), we have only seen a 3 per cent increase overall to "no records" responses since 2009/10.
- I am pleased the Commissioner suggests that government is complying with its duty to assist applicants in its handling of general requests, and that "for the most part… search efforts are thorough and comprehensive".
- I thank the Commissioner for her report and recommendations aimed at improving the FOI process and continuing to assist applicants.
- We have implemented 5 of the 6 recommendations provided by the Commissioner.
- These amount to incremental changes, and will help government

- track its performance more accurately, as well as provide improved service to applicants.
- I'm also pleased the Commissioner noted that governments' centralization of FOI processing in 2009 was positive and "led to greater ease for applicants to make the same request to multiple ministries".
- After tabling her report in March 2013, the Commissioner continued to investigate FOI requests related to the former Chief of Staff. A follow-up letter from the Commissioner on June 5, 2013 noted no further concerns. She was "satisfied with government's search efforts at this time.
- Although the Commissioner noted a higher than average rate of "No Responsive Records" for requests submitted by media, she says there doesn't appear to anything specific to media access requests that contribute to the overall increasing trend in no responsive records.
- The Commissioner is continuing to investigate the activities described in the multicultural strategic outreach plan, including alleged information sharing between public servants and the BC Liberal Party. We expect a report in summer 2013.
- The recommendation to amend FOIPPA is a complex matter and will require some studying and discussion how best to address it. This has been referred to the Special Committee to Review the Freedom of Information and Protection of Privacy Act.

Background/Status

In September 2012, The Freedom of Information and Privacy Association (FIPA) filed a complaint with the Office of the Information and Privacy Commissioner (OIPC) about an overall increase in the number of "no responsive records" replies to Freedom of Information requests by the province. A month later, five more complaints over "no responsive records" regarding the resignation of the former Chief of Staff prompted the OIPC to launch an investigation to determine if

government was complying with its duty to assist applicants in obtaining requested information as required by the FOIPPA.

The OIPC released her Investigation Report into this matter on March 4, 2013. The report contains six recommendations made by the OIPC:

1. IAO should communicate to an applicant when it is aware that the records the applicant is seeking exist within a different ministry than from where the applicant has originally requested the records.
   o Government has **implemented** this recommendation
2. IAO should be reasonably confident that before narrowing a request, the result will not deprive applicants of records they would otherwise receive, unless IAO informs the applicant that this may be the case.
   o Government has **implemented** this recommendation
3. IAO ensures that it interprets requests (including those for government calendars) broadly enough to assist the applicant in obtaining the records he or she is seeking.
   o Government has **implemented** this recommendation
4. If government does not have records responsive to an access request, IAO provide an explanation to the applicant as to why this is the case.
   o Government has **implemented** this recommendation wherever possible.
5. Government should create a legislative duty within FIPPA to document key decisions as a clear indication that it does not endorse "oral government" and that it is committed to be accountable to citizens by creating an accurate record of its actions.
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   o No other jurisdiction in Canada has legislation to this effect; however (in 2005 TBC) the federal government issued a directive (i.e. policy) on documenting decisions and decision making processes.
   o The OIPC, FIPA, BCCLA and the Canadian Association of Journalists made submissions to the 2010 Special Committee that reviewed FOIPPA, to require the documenting of key decisions.

- o The 2010 Special Committee did not make this recommendation to government.
- o The duty to document has recently been raised as an issue in Ontario as well.
6. IAO should develop a classification system that more accurately reflects where an individual who has made the same request to multiple ministries ultimately receives the records they were seeking, irrespective of how many ministries respond that they do not have records. (The IAO has already indicated that they are working on such a system to the Commissioner.)
    - o Government has **implemented** this recommendation.
    - o Based on this issue being corrected, there is only a 3 per cent increase to no records replies

Key points in report:

- The review determined "No Responsive Records" results increased from 18 per cent in 2009/10 to 25 per cent in 2011/12. If we retroactively implemeted the Commissioner's 6th recommendation, the 2011/12 per centage would be 21 per cent which is a 3 per cent increase since centralization.
- The Commissioner did not find one single reason for the increasing trend in this type of response.
- She attributes the trend to a number of factors, specifically the 2009 centralization of processing of access to information requests and the high percentage of no records responses generated by the Office of the Premier.

Centralization:

The Commissioner states that centralization of government's processing of access to information requests in 2009 led to greater ease for applicants to make the same request for information to multiple ministries. This change is positive because it has made it easier for applicants to request records from multiple

ministries. However, if the information requested only resides in one ministry, the rest of the requests would come back as "no responsive records", contributing to the increasing number of "no responsive records" responses.

Office of the Premier (OOP) - Chief of Staff resignation:

The Commissioner's investigation was unable to find any evidence of records at the time of these FOI requests. Interviews with the OOP revealed the general practice of staff in that office is to communicate verbally and in person. They were told staff members don't normally use email for substantive communication relating to business matters, and most emails are transitory in nature and are deleted once a permanent record, such as a calendar entry, is created. The Commissioner notes the disposal of transitory records is within the scope of the *Document Disposal Act* and not within her jurisdiction under the FOIPPA. Recommendation #5 addresses this point.   s 13

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Also worth noting is although the Commissioner noted a higher than average rate of "No Responsive Records" for requests submitted by Media, she says there doesn't appear to anything specific to media access requests that contribute to the overall increasing trend in no responsive records."

Further, she found there does not appear to be a significant increase in the number of "no records released" responses issued from any particular ministry (excluding the Office of the Premier) or in response to a particular applicant.

On June 5, 2013, the Commissioner issued a follow-up letter to Kim Henderson on her investigation into the "no records" responses on requests related to the resignation of the former Chief of Staff. Her investigation did not uncover any further concerns and she noted that she was "satisfied with government search efforts at this time."

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Estimates Note
Advice to the Minister

Government Communications and Public Engagement
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: OPEN GOVERNMENT OVERVIEW

Advice and Recommended Response:

- Government is committed to fostering ways that government can be open and accessible to citizens who wish to access more data and information about government decisions, and engage directly with government on important public policy decisions.

- The Open Government Agenda, launched on July 19, 2011, has <u>positioned British Columbia as a leader in Canada</u>, receiving a number of awards for these efforts, including:
    - A Silver Medal at the Institute for Public Administration for Canada (IPAC) Leadership Awards; and
    - First place ranking in Canada as a leader in egovernment by the Stratford Institute.

- The Open Government agenda is comprised of four key programs.

- **Open Data (DataBC):** B.C. is the first province in Canada to create a catalogue of licensed, machine-readable data for use by the public to drive innovation and inform decisions. The program hosts 3,000 datasets government-wide, downloaded 127,000 times since launch.

- **Citizen-centric web**: B.C. leads a new citizen-centred approach to government web design, beginning with a new www.gov.bc.ca that has resulted in a 34% increase in usability for direct services by citizens and the introduction of new tools like Google search to assist in searching government services.

- **Citizen engagement**: B.C. leads in supporting both traditional and digital forms of public engagement through the new GovTogetherBC program, which has aligned over 70 provincial engagements across government, and new approaches to tools like social media, resulting in over 90 channels created across government.

- **Open Information**: B.C. leads in the *proactive disclosure* of general requests provided through FOIPPA and the *routine release* of Ministers' and Deputy Ministers' monthly expenses; over 3,000 packages posted to date with over 50,000 downloads from citizens.

- As of June 2013, Government Communications and Public Engagement is now responsible for Open Data, Citizen-centred web, and Citizen Engagement programs. The Ministry of Technology, Innovation and Citizen's Services remains responsible for the Open Information proactive disclosure and routine release program.

Background/Status

- Open Government seeks to establish a new relationship with citizens and rebuild public trust through enhancing government's connection with citizens in areas of public policy, service provision and information sharing.

- The Open Government agenda was launched by Premier Clark on July 19, 2011. This was based upon the work of the Cabinet Committee on Open Government and Public Engagement, who sought to create programs based on four key pillars:
  1. *Transparency*
  2. *Collaboration*
  3. *Participation*
  4. *Citizen-Centric Services.*

- While ministries across government follow these principles in many of their activites, the Ministry of Technology, Innovation and Citizens' Service and Government Communications and Public Engagement have established core programs, services and technologies that directly support all ministries in meeting the four pillars:

  1. *Transparency*: The ministry launched an Open Information site and associated business processes to routinely release documents made publicly available through current FOI requests and proactively release expenses of Ministers and Deputy Ministers. Between July 19, 2011 and March 31, 2012, approximately 2,000 general information releases through FOIPPA and 1,000 expense summaries were posted for the first time, with over 50,000 public downloads.

  2. *Collaboration*:   The ministry has a dedicated team of citizen engagement experts who, supported by policy guidelines and ministerial directive, are available to design and implement citizen engagement initiatives utilising recognised best practise. This includes creation of GovTogetherBC to unite activity across all public engagements, creating and overseeing Canada's first public service Social Media Policy, and providing direct support on key government engagements including Skills For BC (through the BC Jobs Plan), the BC Education Plan and ThinkHealthBC.

3. *Participation*: The ministry has developed a world-class Open Data site designed to incorporate the successfull elements found in similar sites, and to build upon the success of B.C.'s nationally recognized spatial data infrastructure. The DataBC catalogue currently houses approximately 3,000 datasets, has served 127,000 data downloads as of March 31, and is supported by a made-in-B.C. "Open Government License" that has set the national standard in allowing for public use of the data without copyright or intellectual property concerns.

4. *Citizen-Centric Services*: The ministry launched a citizen-centric main government web presence (*www. gov.bc.ca*) based on user experience research, a review of leading jurisdications and incorporating the very best in web design. This new site has resulted in very positive user feedback and an 34% increase in usability. Today, 75 percent of government ministries have initiated work with the ministry to bring their web properties into alignment with this new approach and standard. Furthermore, new technologies such as the BC Services Card will soon pave the way for greater digital service delivery for citizens seeking public services online.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: OPEN INFORMATION – PROACTIVE DISCLOSURE AND ROUTINE RELEASE

Advice and Recommended Response:

- The Open Information program was launched on July 19, 2011 as part of the Open Government agenda. It focuses on two key areas:
    - *Proactive disclosure*, which refers to the publication of general information that has been requested and actively released through the Freedom of Information process, and
    - *Routine release,* which refers to the publication of information of specific categories about government on a regular basis without any formal requests through the FOI process. The first action under this program was the publication of Ministers' and Deputy Ministers' calendars.

- Since July 2011, over 3000 packages (including FOI responses and travel expense summaries) have been released; the Open Information site has had over 55,000 visitors and 51,000 downloads.
- The Ministry of Technology, Innovation and Citizen's Services remains responsible for the Open Information proactive disclosure and routine release program. Government Communications and Public Engagement is responsible for the remainder of the Open Government program (Open Data, Citizen-centred web, and Citizen Engagement).

Background/Status

- The Open Information program was launched on July 19, 2011, and includes a fully searchable website for all proactive disclosures and routine releases.

- Proactive Disclosure includes the following components:
    - All general FOI requests (including all documents released to the applicant as well as the cover letter received by the applicant) are posted publicly unless an exemption is approved.
    - General requests that contain information that is considered inappropriate to release to the broader public, and personal requests, are exempt and NOT posted on the Open Information website
    - General requests are (that are not exempt) are posted a minimum of 72 hours after the applicant receives the information digitally, or five days if the request is sent by mail.

- Routine release includes the following components:
    - Summaries of Ministers' and Deputy Ministers' travel expenses, released on a monthly basis with specific breakdowns for in-province travel, out-of-province travel, and out-of-country travel.
    - Information is provided on a one-month delay (e.g. the December travel summary is available at the beginning of February).
    - This information is reconciled at the end of the fiscal year for formal reporting in the Ministry of Finance Public Accounts.

- Since July 201,1 over 3000 packages (including FOI responses and travel expense summaries) have been released; the Open Information site has had over 55,000 visitors and 51,000 downloads.

- Many components of this program are based on advice provided by the Information and Privacy Commissioner through her Spring of 2011 investigation into the BC Ferries practice of simultaneously posting documents with the release to the applicant.
    - This includes a recommendation that 24-hour delay on posting general FOIs was appropriate to protect the interests of applicants. The Open Information program actually exceeds this target with a 72-hour delay.

- All general FOIs sent out by government are proactively disclosed on the Open Informaton website unless specifically exempt under the Open Information and Open Data Policy (released alongside the program launch on July 19). Appendix A of the Policy states that the head of a public body can request an exemption from posting a release on the Open Information website if it contains information that is:
    - Personally identifying to the applicant;
    - Harmful to First Nations relations;
    - Harmful to intergovernmental relations;
    - Harmful to third-party business interests; or
    - May threaten the safety or security of a person, property or system.

- The Information and Privacy Commissioner (OIPC) has lauded the Open Information program as a positive development and have stated their intention to release a report evaluating the success of the Open Data and Open Information programs in summer or fall 2013.

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- The ministry continues to assess options to proceed on these and other options for expanded routine release in a way that protects privacy, the security individuals, and makes sense for taxpayers. The ministry will continues to work with the OIPC through the process.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: PROVINCIAL CAPITAL COMMISSION

Advice and Recommended Response:

- Shared Services BC (SSBC) assumed property management and leasing responsibilities for the Provincial Capital Commission (PCC) in FY 2012/13, including the Visitor Information Centre, Crystal Gardens and several parks and green spaces.

- SSBC provides real estate services to broader public sector clients, including health authorities and the RCMP, on a fee for service basis, and have entered into a similar arrangement with the PCC.

- SSBC has successfully transitioned property management oversight from the PCC without impacting site operations.

- As laid out in their 2012/13 Service Plan, the PCC will work with Shared Services in the Ministry of Technology, Innovation and Citizens' Services dispose of their surplus properties.

- The proceeds from these sales will go towards funding the delivery of PCC programs and maintenance for their core properties.

Background/Status

- The PCC's mandate is "connecting and celebrating the Capital with all British Columbians." It aims to accomplish this through delivery of a wide range of outreach programs, events and province-wide initiatives.

- A Crown agency, the PCC reports to government through the Minister of Community, Sport and Cultural Development and derives its operating revenues through stewardship of numerous properties and important heritage buildings.

- In January, 2012, the Ministry of Community, Sport and Cultural Development (CSCD) made significant changes to the way the PCC is operated. Those changes included:

    - CSCD will utilize ministry staff to assume the financial functions.
    - SSBC will assume property management functions off PCC sites including the CPR Steamship Terminal building, St. Ann's Academy and Victoria's Inner Harbour.
    - The PCC will maintain its community outreach function and support to its board.
    - The CEO position was offered to and accepted by the current COO (Rick Crosby).
    - Going forward, the PCC will consult ministry executive on key decisions.
    - PCC will continue to hold title to the properties. However, this will be reviewed in the coming months.

- In April 2012, Property management services transitioned to SSBC in an orderly manner.

- In the fall of 2011, the Provincial Government embarked on an initiative to consolidate their surplus property inventory.The initiative included some entities in the broader public sector, including the PCC. The PCC surplus properties were added to this inventory.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: PRIVACY BREACHES

Advice and Recommended Response:

- As Minister responsible for the *Freedom of Information and Protection of Privacy Act*, I am deeply concerned about breaches of privacy.

- Government takes all reasonable steps to ensure that breaches of privacy do not occur, including implementing privacy controls and mandatory training. However, despite these best practices, privacy breaches do sometimes occur.

- For this reason, government has instituted a comprehensive centralized reporting and investigation process, led by the Chief Information Officer, to ensure that when a privacy breach happens, it is immediately reported, contained as soon as possible and investigated in a thorough and consistent manner.

- Since 2010, every government employee has been required to take mandatory privacy training which includes information on what to do when a privacy breach occurs. A similar course is currently being developed for contractors and service providers.

- For information about the Ministry of Health Privacy Breach, I refer you to my colleague the Honourable Terry Lake, Minister of Health.

Background/Status

- A privacy breach is the collection, use, disclosure, or access to personal information, whether accidental or deliberate, that is not authorized by the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

- In response to two high-profile privacy investigations in 2010, government implemented a series of recommendations and established a centralized reporting and Information Incident Management Process for government and service providers.

- The Office of the Chief Information Officer (OCIO) is responsible for the Information Incident Management Process which involves containment of each incident, a full investigation of the cause and impact, and the implementation of recommendations and measures to prevent similar incidents from occurring in the future.

- In more serious cases, where the breach cannot be fully contained or where the individual is thought to be at risk of harm as a result of the incident, notification of affected individuals may also be necessary.

- The Office of the Information and Privacy Commissioner is also notified of serious privacy breaches where a large number of individuals are affected, where individuals could face a significant risk of harm as a result of a breach, and/or where the breach occurs as a result of a systematic or cross-government issue.

- In 2012/13, the OCIO investigated 867 actual privacy breaches. Of these, 646 or 75% were administrative incidents (a minor, typically human, error such as a double-stuffed envelope, or misdirected mail, email or fax), and 221 or 25% were non-administrative incidents (inappropriate access to and/or disclosure of personal information, the loss or theft of records and/or devices, and system errors and cyber-attacks).

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- Mandatory training for all staff on Privacy and Information Sharing is in place. The training is led by the Public Service Agency and the OCIO. Eighty- three percent of Executives, 76 percent of Director/Managers and 60 percent of employees have completed this course.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 3, 2013

Issue: PROCUREMENT

Advice and Recommended Response:

- Over $6 billion is spent annually through procurement, directly impacting the health of small business and the B.C. economy.
- On average, the current RFP template is 18 pages long – we will reduce that number to two pages for opportunities under $250,000.
- A three-pronged approach will support B.C. small businesses through procurement over the next 18 months:
    1. First, an innovative two page RFP process will be introduced for contracts under $250,000 so that it is easier for small businesses to compete for these opportunities;
    2. Second, we will make it easier for small businesses to participate in RFP processes through dedicated streamlining activities, including regional seminars on how to access procurement opportunities in government;
    3. Third, a senior government official will be named to consult with small businesses and work to increase small business spending through procurement by 20 per cent.
- Additional streamlining activities may include the enhancement of tools, templates and policies within government.

Background/Status

- Timelines for implementation of the platform commitments are as follows:
  - A new two page RFP template and process will be introduced by December, 2013. Consultation with the small business community will occur prior to implementation through a senior official who will be appointed from within government.
  - Additional streamlining activities will be identified through a consultation process with the small business community and implemented in 2014.
  - Through the remainder of this year, government will baseline current spending with B.C. small businesses, and in   s 13

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- To implement the two page RFP process, BC Bid will be enhanced   s 12, s 13
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- BC Bid is used by ministries and over 600 BPS organizations to publish over $1.5 billion in procurement opportunities annually. Approximately 47,000 users access BC Bid each month to create, view or respond to opportunities.
- $6.6 billion is spent annually though procurement in government.
- Core principles require government to be fair, open and transparent in all its procurement activity.
- Opportunities to streamline procurement includ   s 13
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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: RIVERVIEW LANDS STATUS

Advice and Recommended Response:

- Riverview Hospital vacated in September 2012.
- 100 patients still reside on-site.
- 244 acre site with 75 buildings (mostly vacant).
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- $34 million annual economic benefit from filming on-site.
- The future of the Riverview Lands (the Lands) is the subject of ongoing discussions within government, with community stakeholders and First Nations. The Province of British Columbia is committed to conducting any land use planning initiatives via an open and transparent process to ensure those plans reflect community and stakeholders' goals, desires and values.
- Any future plans will recognize and respect the site's key features including the known heritage values, the extensive tree collection, and streams.
- Riverview Hospital, the primary tenant of the Lands, vacated the premises in September 2012. Approximately 100 patients still reside at the Lands in other programs. Government operations continue at the site, albeit at a much lower intensity level.
- The Province of British Columbia has prepared an interim strategy for the Lands that seeks to minimize holding costs, facilitate prudent investment, and optimize benefits associated with any future use of the Lands.
- Long-term site planning is the responsibility of the British Columbia Housing Management Commission (BC Housing). Accordingly, related questions should be directed to the Minister, Natural Gas Development (Ministry Responsible for Housing).

Background/Status

- On behalf of the Province, Shared Services BC (SSBC) manages the 244-acre Riverview Lands in southeast Coquitlam. The Lands are host to 75 buildings comprising 153,640 square metres (1,653,767 square feet) of space; one of the best tree collections in Canada; buildings of historical interest; seven streams; key ecological linkages; and a cemetery. The Lands are located within the claimed traditional territories of several First Nations.

- The Provincial Health Services Authority (PHSA) vacated the Riverview Hospital on September 1, 2012.

- In 2008 the British Columbia Housing Management Commission (BC Housing) was assigned the mandate to plan for the future use or redevelopment of the Riverview Lands through a Memorandum of Understanding between then Minister Responsible for Housing and the Ministry of Labour and Citizens' Services. The validity of the Memorandum of Understanding was reaffirmed in 2011.

- Remaining tenants on the Lands include the Fraser Health Authority, the British Columbia Emergency Health Services, the Ministry of Children and Family Development, Ministry of Justice and Forensic Psychiatric Services.

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- The Lands are licensed for filming activities, which generate annual revenue of $0.70M. The film revenue helps offset the operation and maintenance costs of buildings used for filming. According to the BC Film Commission, the Lands rank as one of the top 10 location sites in all of North America. Each shoot day at Riverview results in approximately $0.24M of additional expenditure in local community and surrounding municipalities. In FY 2012/13, a total of 142 shoot days at the Lands equated to approximately $34M pumped into the community's economy.

- In 2011, SSBC invested $1.68M to replace the roofs on the Crease Clinic and Crease Cafeteria buildings. This investment was made to protect the integrity of the two buildings as well as to support SSBC's ongoing filming activities on site. In 2009 the City of Coquitlam asked the provincial government to support

the City's application to designate the Lands a National Historic Site of Canada. At the time, the government did not support the application but did commit to undertaking a heritage conservation plan for the Riverview Lands.

- SSBC, with support from the Heritage Branch of the Ministry of Forests and Range, and with BC Housing's agreement and participation, completed a Heritage Conservation Plan (HCP) for the site in November 2012. This is a key guiding document for the future land use planning process.

- The HCP provides government with management practices to guide the retention and management of heritage values of the site through effective conservation of the Lands' character-defining elements. The plan is also intended to ensure that community heritage values remain intact as land use changes occur as a result of future land use planning. The HCP was developed after extensive stakeholder and public consultation in the spring and fall of 2012.

- SSBC's Interim Management Plan for the Lands seeks to minimize operating costs and limit degradation of buildings vacated by Riverview Hospital by maintaining safe, dry and warm conditions. Maintaining this minimal standard is prudent while awaiting the outcome of land use planning activities and direction from cabinet as to the future of the Land.

- BC Housing is leading the long run planning process for the Lands and is in the process of preparing preliminary work such as First Nation Consultation, Traditional Land Use Study and an Archaeological Overview Assessment.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: ROBSON SQUARE STATUS

Advice and Recommended Response:

- Largest provincial government building – 1.2 million square feet.
- 2007-2011 - $40.9 million spent on remediation.
- Vancouver's landmark building was designed by Arthur Erickson.
- $0.36 million annual cost to run the ice rink.
- Ice rink is a public success. Last year 82,000 people attended Plaza events with 56,500 skaters and 201 skating groups. The school skating program comprised 143 groups and 5,050 student skaters.
- 35 events were staged by for-profit and non-profit groups at the Plaza over the past year, including the only organized public activity in Vancouver on New Year's Eve 2012, with more than 3,100 people in attendance.
- Recurring events such as the Jazz Festival and ballroom dancing ensure Robson Square is a vibrant social meeting place.
- Remediation work completed in 2012 included remodelling and expansion of the ice rink, new glass domes, repairs to the courthouse and significant refurbishment, including the water feature.

Background/Status

- Robson Square is the province's flagship building in downtown Vancouver. The facility is an internationally recognized architectural landmark, designed by Arthur Erickson and built in 1980.

- Robson Square includes the Provincial Law Courts, UBC Robson Square, the Vancouver Art Gallery, the skating rink Plaza and two vacant areas on the Plaza-level known as the Showcase and Hosting space. The facility is the provincial government's largest building with 1.2 million square feet extending over three city blocks.

- Since 2004, the Province has been working to extend the life of the building. The complex is 30 years old and, despite regular maintenance, it had reached the point where major repairs were needed to the building envelope.

- The repair of the building envelope began in 2004 and involved the demolition and replacement of major building components throughout the facility. The remediation started in 2007 and was completed in 2011 and on budget of $40.9M.

- Completed work included remodelling of the ice rink on the Plaza, which includes two reconfigured overhead glass and steel domes; Courthouse building glazing, sealant and space frame repairs; and, refurbishment of the water feature.

- Completion of the work will significantly extend the life of the Robson Square complex.

- In 2009, the ice rink was completely remodelled and reopened. Sponsored by General Electric during the winter of 2009/10, more than 1.5M people visited Robson Square during the 2010 Olympics. There are no sponsors this year.

- The rink was free to the public and was open seven days a week, from December 1st to the end of February.

- The ice rink is a public success. Last year, 82,000 people visited Robson Square and 56,500 people skated.

- 143 school groups and 5,050 students participated in the school skate program, with free skates provided by the province.

- Robson Square was the only public activity in Vancouver on New Year's Eve 2012. More than 3,100 individuals and families attended the celebration.

- An event plan to identify activities to maintain the Plaza as a vibrant, public meeting space all year round is in place. Activities include concert series,

ballroom dancing, Jazz Festival and other special events. In addition, activities are planned around major holidays such as Canada Day and BC Day.

- The contract to run the ice rink and provide event management oversight of Robson Square was competed through RFP in the fall of 2010. The Pace Group was the successful proponent. The contract with Pace Group is in its third year and terms of service is established annually. At the sole discretion of the Province, the contract can be extended for up to two more years to the end of 2015.

- The cost to run the ice rink is $0.36M annually. On top of these costs, the Province is responsible for other costs such as the running of the ice plant and the provision of the ice resurfacing machines.

- At the Royal Architectural Institute of Canada's (RAIC) Festival in Vancouver, the Robson Square Complex was awarded the prestigious RAIC's Prix du XXe Siècle award. This is a national award that recognizes the enduring excellence of nationally significant architecture, such as landmark buildings in the historical context of Canadian architecture.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: SERVICE COUNTER PROJECT

Advice and Recommended Response:

- Service Counter Amalgamation projects integrate in-person service delivery counters in communities to achieve a "one government" approach to service delivery, resulting in service improvements for citizens and cost efficiencies for government.

- 11 amalgamation projects have been completed to date, mainly in the North and on Vancouver Island.

- Through this project, more than $875,000 in annual lease savings will be realized and almost 30,000 square feet of space released from the government inventory.

- Ministry Partners benefit from transformed service processes by eliminating the time that specialist staff spend providing general information and assisted, codified transactions to citizens, allowing them to focus on complex services such as case management and adjudication.

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Background/Status

- The service counter amalgamation project supports the Citizens @ the Centre: BC Government 2.0 Strategy by saving citizens time and providing greater access to services.
- This project engages two divisions in the ministry (Service BC and Integrated Workplace Solutions) with ministry partners at a community level.
- Project partners have included: Ministry of Justice and Attorney General (Court Services); Ministry of Forests, Lands and Natural Resource Operations (Front Counter BC); Ministry of Natural Gas Development (Residential Tenancy Branch), Ministry of Health (Vital Statistics Agency) and Ministry of Social Development and Social Innovation (Income Assistance).
- In FY 2011/12, nine projects were completed: Mackenzie, Valemount, Kitimat, Prince George, Golden, Sparwood, Fernie, Port Hardy and Vanderhoof.
- In FY 2012/13 the Kelowna Service BC Center was opened giving the citizens of Kelowna access to the full range of government programs offered by Service BC and integrating the in-person services previously offered by the Vital Statistics Agency and Residential Tenancy Branch all in one location.
- At the start of FY 2013/14, Service BC and the Ministry of Social Development co-located operations in Cranbrook. After a three-year project pay back period, annual lease savings of $115,000 per year will be achieved by giving up over 3700 square feet of leased space.
- More than $875,000 in annual lease savings will be realized and almost 30,000 square feet of space released from the government inventory.
- There are presently over 300 provincial government service counters around B.C. Most are stand-alone and not yet integrated in their service provision to citizens.
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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: **July 2, 2013**

Issue: STRATEGIC PARTNERSHIPS OFFICE (SPO)

Advice and Recommended Response:

- SPO was established in May 2012 at the direction of Treasury Board and holds the overall responsibility for policy and governance over strategic high-value contracts across all of the BC Government.
- SPO's portfolio of contracts exceeds $5.2 billion in value and includes multiple relationships with large global companies. The scope of these contracts extends beyond any individual ministry and beyond core government and includes a number of deals being accessed by broader public sector organizations across the Province.
- In just over a year, SPO has helped achieve $44-45 million in cost savings and $135-137 million in cost avoidance through the negotiation and re-alignment of strategic deals across the Government portfolio.
- SPO's funding model is premised on funding received from deal savings, generated through the negotiation of more effective and efficient deals.   s 13

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Background/Status

SPO's roles and responsbilities include:

- Oversight and support of strategic outsourcing contracts and other high-value deals throughout their contract lifecycle to ensure the Province's strategic interests are met;
- Establishing and overseeing policy and governance framework, including setting long-term strategic objectives, goals and desired outcomes at a provincial level;
- Developing deal knowledge and best practices across the government and managing a repository of this information;
- Defining a strategic deal performance management system, including key measures and targets, to evaluate strategic deal health and outcomes;
- Building and maintaining strategic deal knowledge and capacity through directly supporting contract management offices, providing access to industry expertise and tools and by facilitating targeted training (e.g. negotiations);
- Ensuring negotiated contracts meet provincial objectives of value for money and Treasury Board, Cabinet and Office of the Comptroller General (OCG) objectives and requirements.

Funding

- SPO is funded from contract savings based on a 25% recovery by SPO of savings achieved on a contract-by-contract basis. This percentage represents the mid-point of recovery practice in industries providing benefits-share regimes. SPO has defined deal savings as an actual reduction of expenditures below the current budgeted expenditure due to a reduction in contracted unit price or unit volume.

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annual budget of approximately $2 million.   s 13

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: STRATEGIC INVESTMENT FUND

Advice and Recommended Response:

- The Strategic Investment Fund (SIF) is intended for strategic, ambitious and transformative information technology projects with significant positive impacts for British Columbians.

- SIF will enable government and the broader public sector to achieve the Provinces 'e-government', vision, using technology to better serve citizens in a highly connected environment.

- The first project to be initiated under SIF is the   s 13, s 17

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- Work is underway to identify and develop additional strategic, ambitious and transformative information technology projects that support government's priorities and strategic needs.

- Personal privacy is paramount in the Province's vision for e-government; explicit contractual obligations ensure TELUS complies with all aspects of B.C.'s rigorous Freedom of Information and Protection of Privacy Act.

Background/Status:

- SIF is intended for strategic, ambitious and transformative information technology projects with significant positive impacts for British Columbians. The fund supports government's business transformation agenda.

- The purpose, governance mechanisms and management structures for SIF are defined in the Strategic Relationship Agreement signed on July 29, 2011. The Strategic Relationship Agreement is one of three agreements comprising the strategic telecommunications services deal between the Province and TELUS.

- The value of the SIF is based on a percentage of annual fees for services purchased from TELUS under the strategic telecommunications services agreement. The value of the fund is conservatively estimated at $80 million over the 10-year term of the agreement. The SIF is held by TELUS and must be spent with TELUS on new services.

- The SIF could be used for new services that extend beyond core government ministries such as health, education, public safety or natural resource sectors of B.C.

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- SIF is for development of the project and services;   s 13, s 17

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- Where the Province uses vendors to provide services to citizens, legally binding contracts protect the privacy and security of personal information. Contract language enables the Province to explicitly control collection, storage, use, disposal and security of personal and private information, as governed by the Freedom of Information and Protection of Privacy Act.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: STATUS OF THE Bᴄ KNOWLEDGE DEVELOPMENT FUND

Advice and Recommended Response:

- Since June 2001, a total of 843 projects worth over $436.5 million have been approved through the British Columbia Knowledge Development Fund (BCKDF), the provincial government's primary investment in support of research infrastructure (for public post-secondary institutions, teaching hospitals and affiliated non-profit agencies).
- This funding has leveraged over $471 million from the federal Canada Foundation for Innovation and an additional $335 million from other non-provincial government sources for a total investment of over $1.2 billion in research infrastructure.
- BCKDF has helped fund some of British Columbia's premier research facilities such as ICORD at the Blusson Spinal Cord Centre; the Centre for Research in Electronic Materials; and the NEPTUNE seafloor observatory.
- In 2012 British Columbia was awarded 22.3% of the total national budget in the Leading Endowment Fund/New Initiatives Fund competition from the federal government's Canada Foundation for Innovation. This success rate highlights British Columbia's strong research capacity and competitiveness at the national level.   s 13

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Background/Status

- BCKDF funds up to 40 percent of a project's total cost. BCKDF does not have its own budget. Funding for BCKDF projects is budgeted for by the Post Secondary Funding and Corporate Finance Branch – Capital, Ministry of Advanced Education (AVED). Funds are part of the overall AVED capital budget.

- The federal government, through the Canada Foundation for Innovation, also provides 40 percent, with other partners, such as business and industry providing the remaining 20 percent. (BCKDF – 40 percent, CFI – 40 percent, others – 20 percent).

- The objectives of BCKDF are:

  o to maximize the economic and social benefits of investing in research infrastructure within the province;

  o to promote excellence in research and the enhancement of research infrastructure within the province;

  o to encouraged increased collaboration among the province's post-secondary institutions, as well as between post-secondary institutions and industry;

  o to improve British Columbia's ability to attract and retain high quality researchers and skilled technicians; and,

  o to ensure British Columbia's post secondary public institutions and teaching hospitals are able to compete successfully for private sector and federal funding.

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Kevin Butterworth   Reviewed by KB
Executive Director
Technology and Innovation Branch   _____

John Jacobson
Deputy Minister
Ministry of Technology, Innovation and   _____
Citizens' Services

Ministry of Technology, Innovation and Citizen's Services

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INSTITUTION	PROJECT FUNDING					PROVINCIAL FUNDING			
	TOTAL PROJECT COST	PROVINCIAL FUNDING	FEDERAL FUNDING	OTHER FUNDING	DONATION-IN-KIND	2012/13	2013/14	2014/15	2015/16
BCIT	1,165,038	445,765	445,766	273,507		241,715			
Building Science Centre For Excellence: Whole Building Performance Research Lab	285,535	110,182	110,182	65,171		110,182			
Integrated Molecular Biology Laboratory (Imbl)	511,326	204,050	204,051	103,225		-			
Laboratory Infrastructure in Support of CRC in Accessible Technology	368,177	131,533	131,533	105,111		131,533			
RRU	439,209	166,746	166,746	105,717		16,646			
Paleoseismic History Of The Northern Pacific Coast Of British Columbia	439,209	166,746	166,746	105,717		16,646			
SFU	44,711,545	12,701,531	16,819,796	4,270,380	10,919,838	1,104,471	154,805		-
A Canadian Tier-1 Data Analysis Centre For The Atlas Experiment At Cern	20,526,962	4,060,379	8,178,644	-	8,287,939	-			
Antenna Radiation Pattern Measurement Facility	1,911,107	400,000	400,000	675,000	436,107	-			
Aquatic Conservation Research Laboratory	296,117	115,872	115,872	256	64,117	11,472			
Audio Video Imaging (Avi) Preschool Research Centre	1,070,490	80,000	80,000	910,490		8,000			
Behavioural And Cognitive Neuroscience Institute (Bcni)	471,685	188,674	188,674	94,337		90,000	54,619		
Canadian Writing Research Collaboratory (Cwrc)	249,000	99,600	99,600	49,800		9,640	-		
Cardiac Imaging Facility	377,397	140,000	140,000	23,672	73,725	14,000			
Centre For Global Health On Hiv And Sexual And Reproductive Health	100,000	40,000	40,000	20,000		30,000	10,000		
Coastal Science and Managemenr Research Program	251,846	75,000	75,000	101,846		67,500	7,500		
Communications and Data Mining in Social Media, Genomics and Personalized Medicine	225,000	90,000	90,000	45,000		-			
Environmental Fluid And Sediment Dynamics Laboratory	876,332	273,799	273,799	232,837	95,897	27,379			
Cardiac Ion Channel Function In Health And Cardiovascular Disease	373,622	147,309	147,309	31,606	47,398	-			
Engineered Surfaces in Printed Electronic Devices	324,106	120,000	120,000	5,955	78,151	108,000	12,000		
Studies Through Spontaneous And Neuron-Induced Fission	160,000	60,000	60,000	-	40,000	44,214	6,000		

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Infrastructure Of Molecular Studies Of Chronic Diseases	404,153	150,000	150,000	176	103,977	-			
Systems For Hybrid Electrical Vehicles (Automotive Partnerships Canada)	417,252	166,901	166,901	10,125	73,325	132,979	16,686		
Mobile Marine Research Laboratory	275,000	110,000	110,000	55,000		-			
Morphometrics And Phylogenetics Lab	342,805	136,746	136,746	-	69,313	-			
Multiscale Thermofluidic Lab For Sustainable Energy Research	453,716	180,000	180,000	1,442	92,274	18,000			
Muon Beam Life For Molecular And Materials Science At Triumf	6,026,283	2,405,525	2,405,525	1,215,233		-			
Neurospine Biomechanical Laboratory	306,941	120,000	120,000	5,843	61,098	108,000	12,000		
Pharmacogenomics And Drug Discovery Lab	828,185	276,000	276,000	85	276,100	-			
Based Tangible Mathematics Applications using a mobile iPad classroom	112,500	45,000	45,000	22,500		-			
Synergies	1,934,008	773,603	773,603	327,670	59,132	-			
Understanding The Complexity Of Aging Health Through Interdisciplinary Research	5,220,661	2,087,123	2,087,123	125,570	920,845	291,287		-	
And Characterization Of Complex Multilayer Magnetic Film Structures	740,695	200,000	200,000	200,255	140,440	-	20,000		
Viral Pathogenesis and Immunity Laboratory	435,682	160,000	160,000	115,682	102,331	144,000	16,000		
TRU	**1,452,094**	**580,837**	**580,837**	**188,089**	**102,331**	**21,333**		s 13	
Capillary Electrophoresis Of Lantibiotics	106,075	42,430	42,430	21,215		-			
Climate Change And Disasters	29,236	11,694	11,694	5,848		1,169			
Community And Ecosystem Ecology Centre Focusing And Chromatography Systems For	165,083	66,033	66,033	33,017		-			
Biocatalyst Development	584,435	233,774	233,774	14,556	102,331	20,164			
Suite For Electron Microscopy	567,265	226,906	226,906	113,453		-			
UBC-O	**3,114,819**	**1,210,658**	**1,210,658**	**211,978**	**481,525**	**563,592**	384,438		
Activity And Single Motor Units During Movement	378,525	151,401	151,401	20,031	55,692	9,376	15,140		

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Integrative Cerebovascular Research Laboratory	354,567	125,127	125,127	57,018	47,295	112,614	12,513		
in Language Learning in Child and Adult Language Barriers	143,738	57,495	57,495	25,064	3,684	51,746	5,749		
Plant Growth Chambers For Research Of Plant-Microbe Interactions, Ubc-O	163,955	62,120	62,120	39,715	15,884				
Signals Laboratory At UBC-O	145,848	56,196	56,196	23,293	10,163	5,621		-	
Smart Materials and Structures Laboratory (SMSL) for Innovation Civil Infrastructure	988,084	389,316	389,316	14,401	195,051	117,218	233,166		
SPS Research Laboratory for Advanced Materials	299,272	119,711	119,711	1,050	58,800	107,740	11,971		
The Centre for Culture and Technology	314,157	124,292	124,292	25,531	40,042	111,863	12,429		
The Power Electronics Laboratory for High Efficiency Electric Vehicle Battery Charging	326,673	125,000	125,000	5,875	70,798	31,530	93,470		
UBC-V	**445,810,902**	**148,318,603**	**167,186,952**	**65,652,451**	**64,650,586**	**22,491,915**	**8,224,242**		
Genes For Complex Genetic Disorders: Autism Spectrum Disorders And Beyond	1,026,321	410,529	472,005		143,787	94,478	153,087	s 13	s 13
Testing, Energy Efficiency and Security (WATERS)	350,904	130,591	130,591	10,209	79,513	117,532	13,059		
A Data Centre Course For The Canadian T2K Analysis Effort	97,763	39,105	39,105	19,553	3,910				
A Flip-Chip Bonder For Mems Microfluidic Research	65,982	26,312	26,312	3,749	9,609	2,632			
A 'Genes-to-Ecosystem' approach to Ecology	354,946	125,000	125,000	104,946		-			
Advanced Actuator Research Lab	316,552	126,634	126,634	17,551	45,733	3,802	12,663		
Advanced Imaging Microscope Suite (Aims)	390,290	125,000	125,000	21,018	119,272	-			
Advanced Laboratory For Image Guided Therapy And Diagnosis	312,500	125,000	125,000		62,500	-	82,958		
Advanced Laser Systemfor Ultra-Fast 3D imaging of Brain Plasticity	316,378	123,200	123,200	69,978					
Advanced Structural Biology For Re-Emerging Infectious Diseases (Astrid)	9,398,797	3,345,250	3,345,250	36,396	2,671,901	-			
Advanced Superconductivity Initiative	890,991	356,396	356,396	178,199	63,189				

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Air Pollution Exposure Laboratory	737,586	210,065	210,065	16,849	300,607	-			
Amino Acids and Protein Nutrition Research Laboratory	264,837	100,000	100,000	64,837		-			
Innovative Biowaste To Renewal Energy Technologies	328,459	124,593	124,593	6,142	73,131	-			
Analysis of Epigenetic Control of Gene Silencing	249,313	89,944	89,994	69,375		80,995	8,999		
Applying New Tools For The Study Of Past Human Diet And Nutrition	974,665	387,542	387,542		199,581	278,780	38,752		
Atomic Force Microscope For High Resolution Imaging Of Soft Biological Materials	313,148	92,000	92,000		129,148	9,200			
Balancing Immunity And Inflammation In The Intestine	387,252	119,425	119,424		148,403	20,125			
Beta Cell Genesis Research Facility	625,989	250,000	250,000	125,989		25,000			
Biodiversity And Landscape Ecology Research Facility	382,620	136,970	136,970	88,072	20,608	-	26,838	-	
Biogeomorpology Experimental Laboratory (BGMX)	995,444	392,000	392,000	211,444		-	352,800		
Biophotonics Lab For Developing Optical Imaging Systems For Biomedical Applications	312,500	125,000	125,000	62,500		-	62,580		
Brain Research Centre: A Platform For Basic And Translational Neuroscience (Brc)	20,005,445	6,812,615	6,812,615	5,225,797	1,154,418	4,058,528	1,411,495		
Bridging Life And Lab: Research On Embedded Attention Laboratory (Real)	742,478	296,991	296,991	68,512	79,984	92,410	29,691		
Canadian Cyber-Psychology And Anxiety (Cca) Virtual Lab	149,453	59,781	59,781	5,623	24,268	289			
Canadian Long Qt Syndrome And Sudden Arrhythmic Death Genetic Research Lab	261,203	104,481	104,481	8,791	43,450	9,821			
Canadian University Biodiversity Consortium (Cubc)	533,932	213,323	213,323	96,909	10,377	11,547			
Carbohydrate-active Enzyme Discovery for Engineering and Applications	638,170	250,000	250,000	138,170		-			
Centre For Applied Neurogenetics (Can)	2,746,704	800,000	800,000	203,764	942,940	344,550	80,000		
Centre From Molecular To Cellular And Macroscopic Properties	6,431,280	2,572,512	2,572,512	27,500	1,258,756	443,281			-
Centre for Catalyst Development	626,590	203,880	203,880	8,386	210,444	183,495	20,385		

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Centre For Disease Modeling - Rhf	19,984,019	2,751,370	9,538,082	2,243,421	5,451,146	23,381			
Centre For Drug Research And Development (Cdrd)	12,511,982	4,691,006	4,691,006	374,224	2,755,746	-	60,088		
Centre For High Through-Put Phenogenomics	11,291,701	3,770,352	3,770,352	765,771	2,985,226	1,364,965			
Centre For Hip Health: A Lifespan Approach - Innovation	13,903,937	5,516,618	5,516,618	2,449,464	421,237	584,488	275,828		
Centre For Hip Health: A Lifespan Approach - Rhf	13,539,829	1,970,447	6,830,880	2,364,535	2,373,967	58,425	98,522		
Centre For Interactive Research On Sustainability - Cirs	12,206,184	4,477,186	4,477,186	3,249,874	1,938	223,863	223,856		
Centre For Mechanistic Analysis Of Radical-Based Enzymes	341,351	131,377	131,377	7,027	71,570	13,137			
Centre For Research In Childhood Diabetes	12,863,978	3,546,435	3,546,435	5,771,108		-			
Centre For Research On Ultra-Cold Systems (Crucs)	6,487,400	2,594,960	2,594,960	45,799	1,251,681	565,864		s 13	
Centre For Seaweed Ecophysiology And Biomechanics	322,072	125,107	125,108	4,708	67,149	85,066	12,511		
Centre For The Study Of Psychology And Law	413,285	165,314	165,314	27,873	54,784	101,065	16,529		
Centre For The Study Of Services To Children And Families	234,216	89,218	93,533	47,385	4,080	3,752	44,666		
Centre For Understanding And Preventing Infection In Children (Cupic)	8,778,085	3,226,617	3,226,617		2,324,851	259,425	-		
Centre Forr Microbiome And Inflammatory Disease Research	374,072	149,635	149,635	691	74,111	14,960			
Characterization Of The Molecular Links Between Coagulation And Innate Immunity	345,100	125,000	125,000	5,233	89,867	4,229			
Child And Family Research Imaging Facility	12,310,384	4,848,759	4,848,759	1,436,722	1,176,144	2,818,003	484,876		-
Childhood Obesity Prevention Unit	204,706	80,000	80,000	29,559	15,147	1,201			
Climate And Coastal Ecocsystem Laboratory	277,744	102,195	102,195	904	72,450	2,183	10,220		
Communities To Express Their Knowledge Of Place	310,468	123,314	123,314	54,144	9,696	-	11,680		
Computational Laboratory For Algorithm Development And Visualization	203,768	79,894	79,894	3,992	39,988	6,170			

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Computer Aided Convex Analysis Laboratory	97,657	38,506	38,506	20,645		17,999			
Resource Management And Computer Architecture	312,458	84,066	84,066	144,326		-			
Computing Laboratory For High-Throughput Statistical Genomics	68,735	25,000	25,000	6,088	12,647	2,500			
Control System Of Digital Microfluidics Devices	323,721	124,692	124,692	60,610	13,727	27,014	12,467		
CRC for Fish Physiology, Culture and Conservation	325,068	129,954	129,954		65,160	116,959	12,995		
Crystallography of Biosynthetic Enzymes Lab	500,000	200,000	200,000	100,000		126,995	53,006		
Cultural Practice Of Literacy Study And Cpls Database	41,740	15,750	15,750	2,275	7,965	1,575			
Deployable Digital Correlator For Cosmology Analysis (FT-TRA) Approach for Paleo-Oceangraphic and Environmental Applications	462,709	150,000	150,000	161,567	1,142	-			
Development of Lipid Nanoparticle Systems for siRNA Delivery	102,038	39,090	39,090	8,525	15,333	35,181	3,909		
Telescopes to Advance Observational Cosmology	606,316	240,000	240,000	5,554	120,762	216,000	24,000		
Developmental Cognitive Neuroscience Laboratory	585,500	175,000	175,000	235,500		-			
Distributed Database Laboratory	483,176	166,261	166,261	140,014	8,330	2,851			
Technology Development Through Multiple-Technology Platform Infrastructure	247,500	99,000	99,000	47,000	2,500	5,000	36,400		
Enabling Advances In Healthcare And Biomedical Research	5,834,376	2,068,510	2,068,843		1,697,023	115,330	362,347	s 13	
Improved Endstations For The Sgm And Pgm At The Canadian Light Source	655,010	249,981	249,983	24,000	131,046	-			
Environmental Chlorine Assessment Lab (Ecalab)	202,362	80,945	80,945	40,472		-	80,945		
Environmetrics Research Laboratory	551,985	220,794	220,794	40,239	70,158	-			
Evolutionary Mechanisms and Dynamics of Proteins Using Experimental Evolution	322,223	112,138	112,138	37,003	60,944	-	39,946		
Technologies, Emergency Design-Support And Global Communications Systems	348,187	125,000	125,000	98,187		-			
	14,525,400	5,177,560	5,177,560	289,595	3,880,685	1,661,870	258,875		

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Facilities For Electrochemical Studies Related To Energy And Environmental Research	154,294	59,997	59,997	4,258	30,042	59,997			
Facility for Integrated Global Change Ecology	312,788	125,000	125,000	62,788		-			
Facility For Research On Disorders Of Appetitive Motivation	450,342	177,245	177,245	21,953	73,899	-			
Facility For Soil-Atmosphere Interactions	363,398	144,761	144,761	61,431	12,445	-			
Facility For The Molecular Biology & Physiology Of Insect Disease Vectors And Agricultural Pests	395,993	150,756	150,756	36,548	57,933	72,760			
Facility For The Study Of Eastern African Savannahs						-			
Facility For Translational Neuropharmacology	323,332	113,698	113,698	49,393	46,543	11,368			
Febi: Facility For Environmental And Biological Imaging	727,423	237,434	237,434	251,931	624	235,876			
Finding A Cure For Work-Related Repetitive Strain Injuries	356,117	123,579	123,579	17,415	91,544	12,359			
Flow Cytometry Platform For Analysis Of Rare Blood Cells In Models Of Human Disease	334,035	129,500	129,500	33,285	41,750	12,950			
Gas Sensor Characterization Systems	109,868	41,226	41,226		27,416	-	4,121		
Glacier Dynamics Field Laboratory	150,000	60,000	60,000	30,000		-			
Global Health And Capacity Building	268,608	105,115	105,115	58,378		7,875	10,515		
Green Energy And Environmentally Friendly Chemical Technologies	560,461	203,874	203,874	152,713		-			
Helium Liquifier System	398,171	158,924	158,924	12,625	67,698	15,894			
High Performance Machining Research Centre	1,070,579	326,856	326,855	3,826	413,042	32,686			
High Resolution Electron Microscope For Ultrastructural Analysis Of Biological Samples	1,043,074	400,509	400,510	242,055		-			
High-Performance Proteomic Analysis Of The Ubiquitin Proteasome System	476,584	175,000	175,000	4,494	122,090	-			
Nanoelectronic And Photonic Materials And Devices	360,415	135,083	135,083		90,249	-			
High-Speed 3D Laser Scanning Facility For Innovation In Product Design Technologies	263,467	102,705	102,705		58,057	10,778			

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High-Speed Electronics For Analysis Of Data From The Atlas Experiment	310,549	122,710	122,710	16,020	49,109	8,478	72,895		
High-Temperature And High-Pressure Autoclave For Electrochemical Process Characterization	164,470	65,780	65,780	23,460	9,450	-			
Hybrid microPET/SPECT and CT Preclinical Imaging	997,378	398,600	398,600	80,178	120,000	358,740	39,860		
Indigenous Well-Being: A Study Of Indigenous Hope, Meaning And Transformation		-	-	-		-			
Inflammation in Diabetes Research Facility	314,856	125,000	125,000	8,660	56,196	112,500	12,500		
Inflammatory Macrophages (Imacs) Research Laboratory	257,860	100,000	100,000	1,165	56,695	10,000			
Infrastructure for a Motion Analysis and Biofeedback Laboratory	317,540	126,551	126,551	3,188	61,250	126,551			
Infrastructure for Advanced Microscopy in Diabetes (IAMD)	763,118	250,000	250,000	263,118		-			
Sustainable Biological Systems To Treat Industrial And Emerging Contaminants In	323,549	127,700	127,700	65,113	3,036	12,770			
Electron Microscope (EM) Analysis of Marcomolecular Assemblies	338,890	126,301	126,300	86,289		54,800	71,501		
Electron Microscope (EM) analysis of macromolecular assemblies	330,116	126,301	126,300	77,515		-			
Infrastructure for Studing Plant Immune Signalling	346,394	124,935	124,935	96,524		112,442	12,493		
Research On The Social Impact Of Genetic Ancestry Testing	139,300	54,634	54,634	30,032		1,170			
Infrastructure To Support Crc In Health Ethics And Diversity	103,077	38,521	38,521	22,171	3,864	3,851			
Infrastructure To Sustain Leading Research On Bacterial Membrane Interactions	268,222	107,292	107,292	19,179	34,459	-	17,054		
Functional Outcomes And Quality Of Life After Spinal Cord Injury	1,068,378	357,246	357,246	353,886		107,212	95,618		
Innovative Water Mgmt Strategies To Advance Pem Fuel Cell Technology	325,107	127,744	127,744	4,593	65,026	8,174			
Instrumentation For Molecular Breeding For Specialty Oils	281,263	102,370	105,825		73,068	10,235			
Instrumentation For Vadose Zone Gas Analysis	88,578	31,068	31,068	10,679	15,763	-			
Integrated Surface Modifications/Treatment And Characterization Of Nanodevices	73,244	29,296	29,296	-	14,652	6,261	2,930		

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Deconvolution System And High Sensitivity Camera	254,338	99,986	99,986	9,992	44,374	-			
Molecular Interactions with Proteins Involved in Vascular Function, Hemostasis-Thrombosis,	510,360	200,000	200,000	10,360	100,000	180,000	20,000		
Investigating Impulsivity And Cognitive Function In Rats	330,448	125,000	125,000	31,706	48,742	-			
Isolation And Characterization Of Novel Viral Pathogens	117,736	37,000	37,000		43,736	-	3,700		
Istrumentation For Monitoring Low-Temperature And Ultrafine Aerosols	398,373	159,334	159,334		79,705	34,937			
Lab For Cellular & Molecular Pharmacology	368,553	136,842	136,842	31,922	62,947	13,682			
Lab For Innovative Research In Enology (Lire)	323,666	122,029	122,029	16,200	63,408	-			
Lab For Organometallic Chemistry Of First-Row Transition Metals	193,554	77,227	77,227	12,935	26,165	-	7,722		
Laboratory For Host-Pathogen Immunogenetics	325,837	125,000	125,000	10,996	64,841	-			
Laboratory For Photosensor Development And Applications For Particle Physics	322,320	126,574	126,574	48,088	21,084	12,659			
Laboratory For Sensori-Motor Computation	282,021	112,808	112,808	36,185	20,220	2,119			
Surface Scattering At Ultra-Low Temperatures With Ultra-Short Laser Pulses	327,536	125,000	125,000		77,536	30,476			
Laboratory For The Biomechanics And Neuromuscular Control Of Animal Flight	320,020	127,685	127,685	702	63,948	30,000	12,770		
Hydrometallurgical Process Reseach And Development	160,920	60,000	60,000	40,920		6,000			
Language in Context Laboratory	269,864	107,946	107,946	53,972		-			
and Field Tests of their Effects on Freshwater Systems	130,895	52,358	52,358	23,463	2,716	47,122	5,236		
Laser Vibrometry Applied To Dymanics Of Lattice Materials And Devices	357,749	141,594	141,594	1,024	73,537	14,159			
Laser-Ultrasonic System For Innovative Microstructure Design	1,142,223	436,911	436,911	20,001	248,400	-	43,691		-
Lipid Immunology Facility	252,943	99,983	99,983	34,701	18,276	10,183			
Living Laboratory for Research on Cognitive Development	69,261	27,704	27,704	13,853		-			

Ministry of Technology, Innovation and Citizen's Services

Existing Approved **BCKDF** Capital Projects - Detail

As at January 31, 2013

INSTITUTION	PROJECT FUNDING					PROVINCIAL FUNDING			
	TOTAL PROJECT COST	PROVINCIAL FUNDING	FEDERAL FUNDING	OTHER FUNDING	DONATION-IN-KIND	2012/13	2013/14	2014/15	2015/16
Low-Temperature Picometer Spatial Resolution Spectroscopic Scanning-Tunnel Micrscope	3,145,800	1,031,413	1,031,413	762,126	320,848	468,060	103,141		
Low-Temperature Scanning Probe Microscope For Atomic Scale Opto-Electronics	1,062,725	398,950	398,950	236,559	28,266	66,199			
Spatial Dynamics and Signalling of Membrane-Bound Proteins in Immune Cells	450,733	148,792	148,793		153,148	133,913	14,879		
Measurement Of Lab And Field Performance Of Innovative Repair And Retrofit Materials	310,454	121,752	121,752	60,393	6,557	-			
Mechanistic Understanding of Physical Activity in Cancer Rehabilitation and Survivorship	212,436	84,946	84,946	27,335	15,209	76,451	8,495		
Microfluidic Technologies for Studying Cell Biomechanics	311,041	123,790	123,790		63,461	111,411	12,379		
Model-Based Building And Infrastructure Engineering Test Bed	228,109	40,000	40,000	142,453	5,656	4,000			
Modelling And Curating Interactions Of Intrinsically Disordered Proteins	365,888	125,105	125,105	3,475	112,203	12,510			
Mountain Channel Hydraulic Experimental Lab	757,490	250,000	250,000	209,885	47,605	-			
Museum Of Anthropology	55,500,000	17,247,628	17,247,628	21,004,744		-			
Nanowire And Nanostructured Device Characterization Lab	302,363	120,790	120,790	12,855	47,928	-			
National Core For Integrated Neuroethics In Canada (Ncinc)	350,000	140,000	140,000	70,000		-			
Networked And Integrated Lab For Industrial Applications	345,903	121,413	121,413	54,704	48,373	22,271	12,141		
Next Generation Sequencing And Microbiology Workstations For Biodiversity Research	875,036	334,925	334,925	76,700	128,486	33,490			
Optical Switching Technologies For Photonic Processing And Communications	668,579	267,085	267,086	36,016	98,392	19,336			
Studying Selective Withdrawl Of Polymeric Liquids	40,000	16,000	16,000	1,900	6,100	1,633			
Optimization, Convex Analysis And Nonsmooth Analysis (Ocana) Colab	228,814	91,510	121,411	9,839	6,054	32,563			
Outcomes in Chronic Obstructive Pilmonary Disease.	347,033	125,000	125,000	97,033	-	-			s 13
Pacific Centre For Isotopic And Geochemical Research (Pcigr) - Lef	7,476,099	2,981,589	2,981,589		1,512,921	1,051,972	-		
Pc-Triadd - Rhf	19,535,612	2,885,983	10,004,775	6,049,085	595,769	-	256,883		

Ministry of Technology, Innovation and Citizen's Services

Existing Approved **BCKDF** Capital Projects - Detail

As at January 31, 2013

INSTITUTION	PROJECT FUNDING					PROVINCIAL FUNDING			
	TOTAL PROJECT COST	PROVINCIAL FUNDING	FEDERAL FUNDING	OTHER FUNDING	DONATION-IN-KIND	2012/13	2013/14	2014/15	2015/16
Initiative For Accelerated Discovery And Development - Innovation	19,255,535	7,695,980	7,695,980	170,141	3,693,434	-	136,221		
Plant Secondary Metabolism Analytical Research Team (PlantSMART)	773,593	309,437	309,437	3,890	150,829	278,493	30,944		
Plasma Membrance Assays And Imaging Processes	171,501	61,790	61,790		47,921	6,180			
Improve Health, Quality Of Life And Productivity For Canada	7,354,169	2,938,069	2,938,069	680,251	797,780	42,332			
Preclinical and Translational Research in Spinal Cord Injury	375,000	150,000	150,000	75,000		-			
Preterm Neonatal Immunological Research Laboratory	318,095	125,000	125,000	5,812	62,283	41,802	55,934		
Production And Study Of Ultra-Cold Polar Molecules From Laser-Cooled Atoms	179,097	70,361	70,361	38,375		-			
Promoting Neurocognitive Function through Exercise: Pioneering Precise Prescriptions	284,718	113,888	113,888	56,942		-			
Psychology Of Excercise, Health And Physical Activity Lab (Pehpa Lab)	172,272	59,536	59,536	45,733	7,467	5,956			
Qualitative Data Analysis Lab For Policy Research	160,524	64,210	64,210	32,104		-	6,420		
Rare Disease And Translation Units	296,017	111,379	114,193	6,577	63,868	111,379			
Remote Sensing Of Forest Functioning And Structure	173,946	59,250	59,250	23,108	32,338	-			
Research Lab For Informational Systems Analysis, Design And Use	83,052	33,223	33,223	16,606		3,323			
Research Lab For The Study Of Organizational Behaviour	78,743	31,488	31,488	15,767		3,148			
Research Lab In Experimental Number Theory And Arithmetic Geometry	201,404	79,997	79,997		41,410	36,525			
Research Laboratory for the Study of Climate and the Cryosphere	355,361	138,963	138,963	51,879	25,556	122,153	16,810		
Research Laboratory For The Study Of Consumer Behaviour	242,378	96,951	96,951	48,476	38,780		9,696		
Resonant Elastic And Inelastic Soft X-Ray Scattering	8,335,162	3,334,065	3,334,065	998,596	668,436	-			
Rheo-Structural Characterization System For Complex Fluids	344,660	124,424	124,424	95,812		-			
Rock Mechanics Of Volcanic Systems	77,400	30,270	30,270	16,860		3,025			

Ministry of Technology, Innovation and Citizen's Services

Existing Approved **BCKDF** Capital Projects - Detail

As at January 31, 2013

INSTITUTION	TOTAL PROJECT COST	PROJECT FUNDING				PROVINCIAL FUNDING			
		PROVINCIAL FUNDING	FEDERAL FUNDING	OTHER FUNDING	DONATION-IN-KIND	2012/13	2013/14	2014/15	2015/16
Sensori-Motor Control In Persons With Alzheimers Disease And Multiple Sclerosis	319,468	122,725	122,725	15,325	58,693	12,275			
Small Animal Imaging Platform In Urologic Cancers	333,925	125,000	125,000	17,974	65,951	12,500			
Smart Wheelchair Testbed For Provably Safe Human-Automation Interaction	245,790	95,627	95,627	54,536	-	-			
Social Communication Laboratory	203,598	80,975	80,975	26,703	14,945	11,628			
Soil Biodiversity Laboratory	384,116	153,650	153,650	44,759	32,057	22,215	15,365		
Soil Microbial Ecology Research Laboratory	305,419	122,167	122,167	61,085		-			
Carbon-Dioxide Fluxes In The Urban Atmoshpere	190,016	76,009	76,009	21,468	16,530	-	7,609		
Stable Isotope And Vitamin Research Unit (Sivru)	344,190	100,000	100,000	58,849	85,341	-	12,643		
Structure And Function Of Calcium Channels	331,681	126,375	126,375	993	77,938	-			
Subglacial Drainage Monitoring	205,530	82,212	82,212	41,106		-			
Submillimeter Instruments For Astronomy: Building On The Scuba-2 Experience	3,124,922	1,159,006	1,159,006	704,500	102,410	-			
Super-Resolution Microscopy: a Nikon STORM microscope	522,303	206,274	206,274	109,755		-			
Synapse Assembly And Plasticity	988,960	395,584	395,584	79,123	118,669	47,370			
Microscopy For Investigation And Engineering Of Molecular Nanosystems	666,427	246,000	246,000	174,427		-			
Test Equipment for Characterizing High Efficiency RF Switch-Mode Power Amplifiers	334,376	125,000	125,000	3,850	80,526	112,500	12,500		
The Canadian Aerosol Research Network	1,949,756	779,875	779,902	109,664	280,315	281,015	281,015		
The Facility For Neural Circuits And Behaviour	384,075	125,000	125,000	18,455	115,620	12,500			
The Integrated Watershed Analysis Laboratory (Iwal)	697,222	278,571	278,571	126,720	13,360	27,856			
The Laboratory for Pharmaceutical Outcome Research	333,745	123,614	123,650	14,969	71,512	102,261	21,353		
The Membrane Excitability Lab: Exploring Ion Channel Function In Human Health And Disease	363,219	145,288	145,288	3,430	69,213	14,528			

Ministry of Technology, Innovation and Citizen's Services
Existing Approved **BCKDF** Capital Projects - Detail
As at January 31, 2013

INSTITUTION	TOTAL PROJECT COST	PROJECT FUNDING — PROVINCIAL FUNDING	FEDERAL FUNDING	OTHER FUNDING	DONATION-IN-KIND	PROVINCIAL FUNDING — 2012/13	2013/14	2014/15	2015/16
The Quantum Materials Spectroscopy Centre At The Canadian Light Source	16,213,406	6,485,362	6,485,362	2,248,432	994,250	600,000	1,406,117	s 13	s 13
The Sustainable Road Safety Lab	239,070	92,122	92,123	36,449	18,376	7,587	39,818		
The Translational Research on Adolescent and Childhood Cancer (TRACC) Program	390,922	125,000	125,000	140,922		112,500	12,500		
Trade And Environmental Research Laboratory	77,825	31,050	31,050	15,725		2,291			
Transcriptional Regulatory Networks	362,650	115,000	115,000	51,213	81,437	11,500			
Translational Autonomic Research Laboratory	241,195	96,478	96,478	19,039	29,200	48,450	9,648		
Trigeminal Neuron Expression Of Function	323,781	100,000	100,001	123,780		1,223			
UBC Experimental Economics Laboratory	128,554	46,345	46,345	35,864		-			
Ultra-High-Throughput Dna Sequencing Platform For Large Scale Genome Analysis	25,810,879	10,065,939	10,065,940	75,000	5,604,000	503,300	503,294		
Viv Arc: Vancouver Immunity & Vaccine Analysis Research Centre	267,219	100,000	100,000	43,663	23,556	-			-
Westgrid: A Founding Partner In Compute Canada (Westgrid 2)	30,740,535	9,375,000	9,375,000	270,005	11,720,530	1,796,865	468,750		
Situ And 3D Characterization Of Advanced Materials	920,997	356,921	356,921	9,660	197,495	35,691			
UNBC	**782,698**	**304,437**	**304,438**	**173,823**		**75,756**	**8,416**		
Equipment and Infrastructure Support for CRC in Rural and Small Town Studies	96,063	38,425	38,425	19,213		-			
Infrastructure To Enhance Research In Forest Entomolgy And Chemical Ecology	67,118	23,008	23,008	21,102		-			
Infrastructure To Increase Capacity For Field Studies To Avian Ecology	71,949	26,448	26,448	19,053		-			
Landscape Ecology of large Watersheds	302,588	121,035	121,036	60,517		-			
On-the-Move: Employment Related Geographical Mobility	28,373	11,349	11,349	5,675		-			
as a Novel Approach for the Treatment of Cancer	216,607	84,172	84,172	48,263		75,756	8,416		
UVIC	**62,089,182**	**16,362,013**	**24,342,762**	**21,315,890**	**68,464**	**1,658,751**	**694,646**		
Multi-Disciplinary Ocean Research On Canada'S West Coast	14,367,593	947,037	8,947,037	4,473,519		947,037			

Ministry of Technology, Innovation and Citizen's Services

Existing Approved **BCKDF** Capital Projects - Detail

As at January 31, 2013

INSTITUTION	PROJECT FUNDING					PROVINCIAL FUNDING			
	TOTAL PROJECT COST	PROVINCIAL FUNDING	FEDERAL FUNDING	OTHER FUNDING	DONATION-IN-KIND	2012/13	2013/14	2014/15	2015/16
British Columbia Centre For Mountain Biodiversity	118,130	45,000	45,000	28,130		4,500			
Causes and Consequences of Artic Environ,emtal Change	173,679	69,472	69,472	34,735		-			
Coastal Erosion and Dune Dynamics (CEDD) Research Laboratory	454,720	160,000	160,000	134,720		-			
Collaborative Marine Visualization And Spatial Analysis Laboratory	388,407	149,159	149,159	90,089		-			
Colour Science For Computational Photography	264,923	82,437	82,437	100,049		32,991			
Computational Electromagnetics Research Lab	224,784	74,220	74,220	76,344		-			
Digital L2 Learning Laboratory	100,003	40,000	40,000	20,003		-			
Distributed Optimization And Control For Multi-Agent Systems (Doc-Mas) Laboratory	231,380	90,000	90,000	51,380		90,000			
Earth Systems Ecology Laboratory (Easel)	303,193	121,277	121,277	60,639		-			
Fisheries Ecology and Conservation Laboratory	1,226,320	399,998	400,000	426,322		-			
Functional Genomics Of Plant Natural Products Laboratory	375,692	150,000	150,000	75,692		-			
Fundamental Research Infrastructure For Observational Cosmology And Galaxy Evolution	94,965	30,263	30,263	34,439		-			
Global Financial Systems Database (Gfsd)	150,108	60,000	60,000	30,108		60,000			
Hi-Def Incubator Laboratory	353,955	139,621	139,621	74,713		-			
Infrastructure for Parallel and Automated Synthesis of Small Molecule Drugs and Peptids	93,403	37,190	37,190		18,970	33,471	3,719		
Infrastructure For Research On Ultra High Q Silica Toroid Optical Macrocavity	346,912	137,000	137,000	72,912		137,000			
Laboratory Equipment For Advanced Research In Networking (Ilearn)	451,997	174,993	174,993	102,011		-			
Laboratory For Integrated Microfluidics And Nanofluidics	187,539	75,000	75,000	37,539		-			
Laboratory For Integrative Lifespan Development Research	440,048	170,000	170,000	100,048		-			
Laboratory For Nanoscale Materials, Mechanics And Transport	275,611	110,000	110,000	55,611		-			

Ministry of Technology, Innovation and Citizen's Services
Existing Approved **BCKDF** Capital Projects - Detail
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INSTITUTION	TOTAL PROJECT COST	PROJECT FUNDING				PROVINCIAL FUNDING			
		PROVINCIAL FUNDING	FEDERAL FUNDING	OTHER FUNDING	DONATION-IN-KIND	2012/13	2013/14	2014/15	2015/16
Laboratory for Stem Cell Based Tissue Engineering	310,595	121,909	121,909	66,777		-			
Live and Fixed Cell Neuro-Imaging Facility	446,562	150,000	150,000	146,562		-			
Marine Ecology and Conservation Centre	550,950	144,000	144,000	262,950		-			
Microsystems And Sensors Laboratory	224,513	81,854	82,602	60,057	-	21,226			
Molecular Interactions and Protein Crystallization Facility	340,694	136,277	136,278	68,139		-			
Motion And Mobility Research Laboratory	312,694	125,000	125,000	62,694		59,707	12,500		
Ocean Technology Test Bed	2,564,243	992,684	992,684	578,875		-			
Scanning Transmission Electron Holography Microscope (Stehm)	17,966,530	3,996,618	3,996,618	9,973,294		-			
Starcal: Tunable Laser In Space For Precision Studies	199,997	80,000	79,997	40,000		-			
Subsea Laboratories On Venus: Enhancing The Capabilites Of Canada'S Cabled Ocean Networks	10,904,669	4,351,130	4,351,131	2,202,408		-	435,110		
Individual Metal Nanostructures For Plasmon-Enhanced Biosensors And Photovolatics	230,020	87,609	87,609	54,802		-			
Sustainable Systems Design Laboratory	354,018	105,000	105,000	144,018		-			
Synthetic Inorganic Chemistry Laboratory	373,888	124,000	124,000	125,888		-			
The Future Of Exercise	280,965	101,390	101,390	78,185		-			
The Multi-Adaptive Optics Test Bed	6,233,724	2,433,172	2,433,172	1,367,380		319,245	243,317		
Traffic Management Support For High-Speed Data Network Lab	171,758	68,703	48,703	4,858	49,494	3,974			
VIU	**5,523,003**	**1,951,609**	**1,951,610**	**1,576,608**	**43,176**	**15,526**	**124,633**		
Green Roofs And Caron Sequestration	137,977	46,450	46,451	1,900	43,176	-			
Integrating Human And Animal Health	333,047	125,000	125,000	83,047		-			
Integrated Approach For Conservation And Aquaculture	4,601,582	1,600,000	1,600,000	1,401,582		-			

Ministry of Technology, Innovation and Citizen's Services

Existing Approved **BCKDF** Capital Projects - Detail

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| INSTITUTION | TOTAL PROJECT COST | PROJECT FUNDING | | | | PROVINCIAL FUNDING | | | |
		PROVINCIAL FUNDING	FEDERAL FUNDING	OTHER FUNDING	DONATION-IN-KIND	2012/13	2013/14	2014/15	2015/16
Meta: Text Assemblage Application For Canadian Fiction	138,815	55,526	55,526	27,763		15,526			
Shellfish Aquaculture In An Ecosystem Context Bottom-Up And Top-Down Interactions	311,582	124,633	124,633	62,316		-	124,633		s 13
BCKDF Unallocated	**676,009,495**	**270,552,418**	**270,552,418**	**134,904,659**		**158,034**	**7,955,514**		s 13
Future Research Funding (Unallocated BCKDF)	676,009,495	270,552,418	270,552,418	134,904,659		158,034	7,955,514		
Grand Total	**1,241,097,985**	**452,594,617**	**483,561,983**	**228,673,102**	**76,265,920**	**26,347,739**	**17,546,694**		

Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: STATUS OF THE COMMERCIALIZATION VOUCHER PROGRAM

Advice and Recommended Response:

- The Commercialization Voucher Program, a key component of the B.C. Technology Strategy, was created to demonstrate the value of collaboration on the commercialization of technology and research between industry and post-secondary institutions, and to develop and retain talent in the Province.

- Under the program, graduate students can apply for a $15,000 commercialization voucher to undertake opportunity assessments of new products or services, or new market opportunities for existing products or services at established British Columbia companies.

- In December 2012, through a British Columbia Innovation Council (BCIC)-Mathematics in Technology and Complex Systems Inc. (Mitacs) partnership, a pilot launch of the Commercialization Voucher Program was made available to British Columbia's Post Secondary Research Institutions (PSIs) for participation.

- On March 15, 2013 application for the pilot program closed. A total of 56 applications received by Mitacs passed through their due diligence process.

- A total of 49 applications were matched with appropriate student candidates and presented to BCIC for review and 39 applications were approved.

Background/Status

- The Commercialization Voucher Program aims to:
    - build commercialization capacity at British Columbia's PSIs;
    - increase opportunities to build relationships between PSIs and the private sector;
    - showcase graduate student skills and talent to potential employers within the province;
    - assist graduate students in gaining industry and commercialization experience; and
    - assist graduate students in exploring career opportunities in British Columbia.
- Companies eligible for the voucher program will benefit from vital information about the commercialization potential of their technology or business concept, allowing them to make an informed decision whether or not to pursue the opportunity.
- The voucher program is funded by a re-allocation of $7 million of Leading Edge Endowment Fund (LEEF) residual funds.
- BCIC oversees administration of the program and entered into a contract with Mathematics in Technology and Complex Systems Inc. (Mitacs) to develop and deliver the pilot BCIC-Mitacs Commercialization Voucher Program.
- Mitacs is a national, non-profit research organization that supports national innovation by coordinating collaborative industry-university research projects with human capital development through research and training programs.
- The pilot iteration of the program is funded by $1 million in residual funds from the defunct Leading Edge Endowment Fund.
- Under the terms of the pilot program, the total funding commitment as of March 31, 2013 is $511,250, of which $171,500 has been disbursed. To date, thirty-nine applications have been approved.
- The remainder of the $1 million in residual funds is available to the pilot voucher program until October 31, 2013.
- BCIC is working with Mitacs to refine and re-launch the pilot program in June 2013 to utilize the remaining funds allocated to the pilot iteration.

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John Jacobson
Deputy Minister
Ministry of Technology, Innovation and
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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: RESEARCH INVESTMENTS
(EXCLUDING THE BC KNOWLEDGE DEVELOPMENT FUND)

Advice and Recommended Response:

- As the foundation of innovation, research advances new discoveries that affect our health, economy and environment.

- Our research investments range from cutting edge science we can all be proud of, like TRIUMF, one of the world's leading subatomic physics laboratories, to funding for cancer research that helps save lives.

- Since 2001 we have strategically invested $1.46 billion across government in a wide range of research and innovation activities, which has allowed us to achieve a number of important outcomes. These include attracting top researchers and students who have made important discoveries. And, accelerating emerging industries, through unique facilities like Wavefront and the Centre for Drug Research and Design.

Background/Status

- The Government of British Columbia has provided the Michael Smith Foundation for Health Research with $362 million, helping British Columbia researchers improve the health of people here and elsewhere, while benefiting the economy through spinoff companies offering new treatments and technology.

- Through the Leading Edge Endowment Fund (LEEF), the Province invested $56.25 million to endow 20 research leadership chairs and nine regional innovation chairs at British Columbia universities and colleges.

- LEEF has wrapped up and the unallocated funds have been allocated to a Tall Wood Construction Chair in conjunction with the Wood Innovation and Design Centre ($2.25 million), the Commercialization Voucher Program included in the Technology Strategy ($7 million), and the establishment of the Thompson Rivers University Research Chair ($1.25 million).

- The $187.5-million investment in Genome BC is supporting a wide variety of world-class DNA research projects essential to our agriculture, forestry, fishing, mining, bio-energy and other industries – as well as British Columbians' health, and environment.

- Government has also invested $94.5 million to create the Pacific Institute for Climate Solutions and the Pacific Climate Impacts Consortium, which are developing innovative climate change solutions, finding new ways to adapt, and leading the way to a vibrant low-carbon economy.

- Other major research and innovation investments since 2001 include:

  o $50 million – Natural Resources and Applied Sciences Endowment
  o $32 million – Brain Research Centre at the University of British Columbia Hospital
  o $30 million – Terry Fox Research Institute
  o $54 million – Centre for Drug Research and Development
  o $25 million – BioEnergy Network
  o $18 million – Mitacs internships, fellowships and Globalink program

Research & Innovation Investments committed in 2012/13:

Organization/Initiative	2012/13
British Columbia Knowledge Development Fund (AEIT)	$ 8.4M
Michael Smith Foundation for Health Research (MoH)	$ 48M
Genome BC (MoH)	$ 10M
Centre for Drug Research and Development (MoH)	$ 29M
Ocean Networks Canada - NEPTUNE (AEIT)	$ 8M
Michael Cuccione Foundation (AEIT)	$ 2M
TOTAL	**$ 105.4M**

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John Jacobson
Deputy Minister
Ministry of Technology, Innovation   _____
and Citizens' Services

Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

**Issue: LEADING EDGE ENDOWMENT FUND – PROGRAM WRAP UP AND
REALLOCATION OF REMAINING FUNDS**

Advice and Recommended Response:

- In 2002, Government invested $56.25 million in the Leading Edge Endowment Fund (LEEF) to create 29 permanently endowed research chairs.
- The aims of LEEF were to:
  - attract world-class researchers to British Columbia;
  - strengthen British Columbia's position as a centre of excellence in research; and
  - promote the unique role that universities and colleges play in innovation for British Columbia.
- LEEF wrapped up its operations in December 2012. For unallocated funds from unrestricted interest and investment earnings, Government identified the BC Innovation Council (BCIC) as LEEF's "designated successor".
- These funds have been directed to a Tall Wood Construction Research Chair ($2.25 million) and the new Commercialization Voucher Program ($7 million) that was announced in the British Columbia Technology Strategy.
- A further $1.25 million was transferred to BCIC to complete the establishment of the Thompson Rivers University Research Chair.

Background/Status

- In 2002, the Government of British Columbia invested $56.25 million in LEEF to create 29 permanently endowed research chairs. Included were funds for 20 British Columbia Leadership Chairs and nine Regional Innovation Chairs based on a 50/50 cost sharing partnership between the provincial government and private/non-provincial sectors.
- The Tall Wood Construction Research Chair, at the Wood Innovation and Design Centre, will foster research and innovation in new wood-based building construction systems and open new opportunities for environmental and technological research that may position British Columbia as a global leader in the field.
- In 2012, BCIC entered into a contract with Mitacs to develop and deliver the pilot for the BCIC-Mitacs Commercialization Voucher Program, and up to $1 million has been committed from the $7 million LEEF gift for this program in fiscal year 2012/13. The forecast in the subsequent three years assumes that BCIC will continue to disburse the $7 million LEEF gift until it is exhausted.
- A further $1.25 million was transferred to BCIC to complete the establishment of the Thompson Rivers University Research Chair.
- For a summary of the established research chairs – refer to Appendix 1.

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John Jacobson
Deputy Minister
Ministry of Technology, Innovation and
Citizens' Services

LEEF Research Chairs

Health	1. Genetic Medicine, UBC	Mathew Farrer
	2. Macular Research, UBC	Dr. Kevin Gregory-Evans
	3. Functional Cancer Imaging, UBC	Dr. Francois Bénard
	4. Sport Technology, Camosun College	Dr. Tim Walzak
	5. Pharmaceutical Genomics and Bioinformatics, Simon Fraser University	Dr. Robert Young
	6. Aboriginal Environmental Health, UNBC	Dr. Laurie Chan (completed his term as chairholder in 2011)
	7. Depression Research, UBC	Dr. Allan Young (completed his term as chairholder in 2011)
	8. Prostate Cancer Research, UBC	Dr Martin Gleave
	9. Spinal Cord Injury Research, UBC	Dr. John Steeves (appointed 2002, term completed in 2010)
	10. B.C. Leadership Chair in Multimodal Technology for Healthcare Innovation	Dr. Ryan D'Arcy
Technology	11. Hyperspectral Remote Sensing. UVIC	Dr. Benoit Rivard (completed his term as chairholder in 2009)
	12. Advanced Forest Products Manufacturing Technology, UBC	Dr. Philip Evans
Environment	13. Reservoir Ecology, UBC Okanagan	Prof. John Janmaat
	14. Sustainable Horticulture, Kwantlen University	Dr. Deborah Henderson
	15. Marine Ecosystems and Global Change, UVIC	Dr Kim Juniper
	16. Salmon Conservation and Management, SFU	Dr John Reynolds
	17. Biomedical and Environmental Proteomics, UVIC	Dr. Christoph Borchers

Social	**18.**	Proactive Approaches to Reducing Risk for Violence Among Children and Youth, SFU	Dr. Robert McMahon
	19.	Aboriginal Early Childhood Development, VIU	Linda McDonell
	20.	Addiction Research, UBC	Dr. Michael Krausz
	21.	Cognitive Neuroscience in Early Childhood Development, SFU	Dr. Urs Ribary
	22.	Early Childhood Development , UBC	Dr. Thomas Boyce
Economic Development	**23.**	Cattle Industry Sustainability - TRU -	John Church
	24.	Tourism & Sustainable Rural Development , VIU	Nicole Vaugeois
	25.	Canada-India Business and Economic Development , UFV	DJ Sandhu
	26.	Rural Economic Development , Selkirk College -	George Penfold (appointed in 2006, term completed in June 2011)

Notes:

(1) Five of the 26 research chairs appointed under the Leading Edge Endowment Fund have resigned, either to take new positions or to retire. One of the research chairs was withdrawn.

(2) Funds have been transferred from LEEF to BCIC to complete the establishment of the Tall Wood Construction Research Chair and the Thompson Rivers University Research Chair.

Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: LEADING THE COORDINATION AND IMPLEMENTATION OF THE GOVERNMENT'S B.C. TECHNOLOGY STRATEGY

Advice and Recommended Response:

- Accounting for almost six percent of provincial GDP and growing faster than any other sector, technology is one of the eight key sectors identified in the B.C. Jobs Plan.
- Jobs in the technology sector are well distributed across the province, with average wages more than 1.5 times the provincial average. Through product and service innovations, technology also enables economic growth and job creation in the other key sectors.
- Released in July 2012, the B.C. Technology Strategy identifies 23 commitments across seven ministries focused on four key actions of:
  - accelerating technology commercialization and adoption;
  - building on regional strengths to create new opportunities;
  - developing talent for a knowledge-based economy; and
  - expanding markets for British Columbia technology.
- The strategy builds on the competitive advantages and investments in British Columbia's main technology subsectors, which include: clean technology; information and communication technologies; wireless, digital and screen based media; and health and life sciences.

Background/Status

- Ministry specific highlights of actions to date related to the B.C. Technology Strategy are:
    - o Provided commercialization and entrepreneurship support through the B.C. Innovation Council's (BCIC) entrepreneurship and mentorship programs. For example, the winners of the 12th annual BCIC-New Ventures Competition were announced in September and a total of $235,000 was awarded in prizes. In addition, 61 mentors and 54 early-stage technology CEOs and founders actively participated in the BCIC Mentor Program in 2012/13.
    - o Facilitated the expansion and ongoing development of regional innovation networks. In 2012, the BCIC Acceleration Network (BCAN) was launched. The BCAN is BCIC's largest commercialization initiative and its objective is to support early-stage entrepreneurs in launching their businesses.
    - o Since its inception, the BCIC Acceleration Network has engaged 102 companies through five partners in the Lower Mainland, Fraser Valley, Okanagan, Victoria, Vancouver Island, Sunshine Coast and Central Interior regions. Collectively, since engagement, these companies have added 273 full-time jobs and attracted over $12 million in investment. Recently BCIC has expanded the program to 10 partner operated centres across the province.
    - o In December 2012, BCIC partnered with Mitacs to initiate the pilot phase of the commercialization voucher program. Under the program, graduate students can apply for a $15,000 commercialization voucher to undertake opportunity assessments of new products or services or new market opportunities for existing products or services at established
    - o Applications for the pilot BCIC-Mitacs Commercialization Voucher program closed in March 2013. A total of 56 applications received by Mitacs passed through their due diligence process. A total of 49 applications were matched with appropriate student candidates and presented to BCIC for review and 39 applications were approved.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: BRITISH COLUMBIA INNOVATION COUNCIL

Advice and Recommended Response:

- Government is committed to supporting our province's technology sector and technology is one of the eight key sectors identified in the British Columbia Jobs Plan.
- The British Columbia Innovation Council (BCIC) is Government's lead agency for promoting the commercialization of technology across all of the Jobs Plan Sectors.
- The focus of the BCIC is to competitively position the Province in today's global knowledge economy in order to provide significant employment opportunities and a high standard of living for British Columbians.
- In 2012, BCIC launched the British Columbia Acceleration Network to provide province-wide delivery of its Venture Acceleration and Mentor Programs.
- Since inception, the BCIC Acceleration Network has engaged 102 companies through five partners in the Lower Mainland, Fraser Valley, Okanagan, Victoria, Vancouver Island, Sunshine Coast and Central Interior regions. Collectively since engagement, these companies have added 273 full-time jobs and attracted over $12 million in investment.
- Recently BCIC has expanded the program to 10 partner operated centres across the province.

Background/Status

- BCIC, a Crown Agency of the Government of British Columbia, was formed in 2004 to centralize government's technology development and commercialization programs.
- BCIC underwent a mandate review in fall 2011 and its role was refined to focus on promoting the commercialization of research and technology, and delivering entrepreneurial development programs and initiatives for the provincial technology industry.
- In 2012/13, BCIC's budget was $6.15 million, a reduction of $2.35 million from the $8.5 million it received in 2011/12. Specific cuts were at the discretion of the BCIC board. The 28 per cent budget reduction affected staffing levels and administrative costs, programs and funding.
- Government worked with BCIC to implement operational changes, where appropriate, to ensure the integrity of programming was maintained in providing valuable support to the province's technology companies and entrepreneurs.
- BCIC will receive a budget of $6.09 million in 2013/14, a slight decrease from $6.15 million in 2012/13. The reduction aligns to savings targets set across Government to meet the commitment to balance the budget by 2013/14.
- The ministry is confident that BCIC has the creativity to take a targeted approach and work effectively within its fiscal framework.
- To improve transparency and accountability, BCIC is implementing a new funding model with its regional partners that requires funding requests to align with BCIC's accountabilities and identify program metrics and outcomes to be tracked and reported.
- With the wrap up of the Leading Edge Endowment Fund (LEEF) in December 2012, BCIC received two gifts, one of $7 million for the British Columbia Commercialization Program and one of $2.25 million to establish a Tall Wood Construction Research Chair. There was also a further asset transfer of $1.25 million to complete the establishment of the Thompson Rivers University Research Chair. The funds transferred from LEEF to BCIC are recorded as deferred program revenue under the Public Sector Accounting Standard.
- For 2013/14, this deferred program revenue is allocated as: $2 million to continue to develop and deliver the Commercialization Voucher Program, and $3.5 million for research chairs at British Columbia research universities.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: THE PREMIER'S TECHNOLOGY COUNCIL

Advice and Recommended Response:

- The Premier's Technology Council is an external advisory body that makes recommendations to the Premier on all technology related issues facing British Columbians.

- There are two staff working for the Premier's Technology Council (the contract for the last President expired June 9, 2013).

- To date, the PTC has published 13 reports with a total of 205 recommendations to government.

Background/Status

- The Premier's Technology Council (PTC) President's contract ($198,000) is administered by the Technology and Innovation Branch.

- The British Columbia Innovation Council is responsible for a $425,000 budget allocated for the PTC. This covers office expenses, research capability and secretariat.

- The PTC did not produce a report in 2011, 2012 or 2013.

- An organizational review of the PTC was undertaken in summer 2011, with recommendations communicated to the PTC in February 2012.

- Direction to the PTC, as a result of the review, was approved by Cabinet as part of the Innovation Action Plan submission on December 14, 2011.

- The review recommended that the PTC continue to operate in 2012 largely as is, with some improvements to governance and operations.

- **Current Members of the Premier's Technology Council**
  - Honourable Christy Clark, Premier of British Columbia, *Chair*
  - Greg Peet, Former President and CEO, ALI / MIG, *Co-Chair*
  - Eric Jordan, Founder and former CEO, Pure Edge
  - Brad Bennett,President, McIntosh Properties Ltd.
  - Reg Bird, Director, Vecima Networks
  - Judi Hess, CEO, CopperLeaf
  - Greg Kerfoot, Owner/President, Whitecaps F.C.
  - Paul Lee, General Partner, VanEdge Capital
  - Gerry Martin, Co-Owner, Kra-Mar Investments
  - Dr. Dan Muzyka, President, CEO, Conference Board of Canada
  - Jonathan Rhone, President and CEO, AxineWater Technologies
  - Don Safnuk, Founder, President, and CEO - Corporate Recruiters Ltd.
  - Cheryl Slusarchuk, Partner, Blake, Cassels & Graydon LLP
  - Morgan Sturdy, Director, Discovery Parks Inc.
  - Ralph Turfus, CEO, Arbutus Place Investments
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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: Telepresence Services

Advice and Recommended Response:

- The BC Government has implemented a Telepresence Service consisting of 7 rooms in total, located in Vancouver (2 sites), Victoria (2 sites), Prince George, Kamloops and Kelowna. This service provides a virtual meeting experience that creates the illusion that people in different locations are meeting face to face; a modern and innovative way to reduce travel and collaborate with people.
- Given that approximately one-third of government's travel spending supports travel between Victoria and Vancouver, the initial focus was to encourage virtual meetings between these two cities to reduce travel costs and our carbon footprint.
- In 12/13 the BC Government reduced their carbon footprint by approximately 5222 kg of carbon dioxide (kgCO2e) by not travelling for meetings.
- The focus now is on travel in the regional areas. This not only saves on travel costs and improves productivity, it also reduces health and safety concerns, as travelling in the regional areas can be dangerous during the winter months.
- British Columbia is leading the way among Canadian provinces in facilitating innovations like the use of Telepresence.
- Telepresence offers great potential for increasing productivity within the BC Public Service.

Background/Status

- Government's strategy to achieve a 22% cut in travel budgets was announced in the 2009/10 provincial budget speech. Ministry travel budgets were subsequently reduced by 25%. Reports from the Office of the Comptroller General show that careful management of travel budgets in FY09/10 reduced government travel expenditures by approximately 50% compared to FY08/09.

- This restricted travel environment has led government to explore technology alternatives. While Shared Services BC offered a range of conferencing services (such as audio conferencing, LiveMeeting, and video conferencing), Telepresence services have proven to be a far superior experience. Telepresence creates the illusion that people in different locations are meeting face to face.

- The BC Government's Telepresence Service was initially launched in November 2010, connecting Victoria and Vancouver, and regional locations were added during fiscal year 2012/2013, delivering on a key commitment in our Citizens at the Centre: BC Government 2.0 strategy.

- In fiscal year 2012/13 room utilization was approximately 17%. Research indicates that a 62% utilization rate is typical for a Telepresence room. Our objective is to increase usage to this industry standard rate by raising the level of service availability awareness, widening accessibility and enabling access to the national and world-wide Intercompany sectors (e.g.: colleges, universities, private sector) to other Telepresence rooms. Pilot Intercompany access was made available beginning in May 2013.

- Based on survey responses from users of the service, Government has saved approximately 5222 kg of carbon dioxide (kgCO2e) by not travelling between sites for meetings. This savings is expected to rise now that additional rooms are in the regions, thus reducing travel between those sites.

- Project costs for Telepresence are:
    - $4M in capital costs (less $328K from our TELUS Technology Fund) – including room renovations and equipment.
    - $3.2M in yearly ongoing costs for Telepresence service support, amortization and maintenance.

- Several Health Authorities have expressed interest in the regional telepresence services and have begun testing the use of the service.

- The operating costs for this service are being recovered through travel budget transfers from the ministries and this approach will be reviewed should non-ministry entities become significant users of the service.

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Estimates Note
Advice to the Minister

Ministry of Technology, Innovation and Citizens' Services
Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: WORKSTATIONS - IBM/LENOVO WORKSTATION SERVICES

Advice and Recommended Response:

- In December 2004, the Province entered into the Master Services Agreement with IBM for Workplace Support Services. On signing the original term ended March 31, 2015.
- On December 31, 2010 the province exercised its two-year early renewal option as a result of vendor performance and to add additional value to the Province and Health Shared Services BC. The current end date of the contract is March 31, 2017.
- Current total Estimated Value for the term of the agreement is: $360M over 12 years.
- On December 31, 2010, Health Shared Services BC, Shared Services BC and IBM signed a Tri-partite agreement to provide Workplace Support Services to the Health Authorities.
- As a result of the early renewal, the Province realized the following benefits:
    - A 15% reduction in our base seat costs – valued at $9M;
    - Early renewal of our two-year option – valued at $4.8M to the province; and,
    - Confirmed the establishment of an Innovation Fund to ensure the services provided by the vendor remain current – valued at $1.4M.
- This positions the Province and Health Shared Services BC well to deliver further financial benefit in the future, as we will reprocure these services together.

Background/Status

- On December 12, 2003, the Province issued a Joint Solution Request for Proposal (JSRFP# SATP-042) to select a long-term business partner to work with the ministry to operate, maintain and enhance government's Workplace Support Services, while reducing the overall cost to government.

- On March 26, 2010, the Health Shared Services BC Organization, Shared Services BC, Ministry of Health Services and IBM signed a Letter of Expectation, pursuant to which the parties agreed to collaborate to develop a Workplace Support Services solution for the Health Authorities.

- On December 31, 2010, Health Shared Services BC, Shared Services BC and IBM signed a Tri-partite agreement to provide Workplace Support Services to the Health Authorities.

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Estimates Note
Advice to the Minister

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Minister Responsible: Hon. Andrew Wilkinson

Date: July 2, 2013

Issue: WORKSTATIONS - IBM/LENOVO WORKSTATION REFRESH INITIATIVE

Advice and Recommended Response:

- Treasury Board recently approved a 'Workstation Refresh' to replace the approximately 32,000 government workstations. These aging devices were acquired in 2007/08 and are overdue for replacement.
- The first phase of the refresh project is a reactive replacement of devices, as they fail, from April to September 2013.
- Phase two will commence in September 2013, ending March 2015, and will be a fully managed refresh of the remaining devices.
- The refresh project has a capital cost of approximately $42 million.
- It is recognized that we are operating in an environment of fiscal restraint, however, it is more efficient and cost-effective to proactively replace the workstations through a planned and coordinated approach, minimizing service disruption to our employees and the public, and maximizing cost savings under our outsourcing agreement.
- The newer more mobile equipment provides additional flexibility in implementing Leading Workplace Strategies, ultimately saving government money on real estate costs and offering productivity gains for employees.

Background/Status

- Government workstations that were acquired in 2007/08 during the last refresh project are aging, becoming more prone to failure and are functionally obsolete.
- In 2012, the ministry purchased an extended warranty on these workstations, however, they could not be warrantied beyond March 2013 as the manufacturer has stopped producing replacement parts.
- To ensure government is able to provide seamless uninterrupted services, effectively manage the replacement and upgrade of workstations and prevent critical failures, an investment in new workstations must be made.
- Although it is recognized that we are operating in an environment of fiscal restraint, government has decided to proceed with the Refresh for the following reasons:
  - Due to the age of the devices and resulting lack of availability of replacement parts, workstations must be replaced. If government were to take a reactive approach to replacing failed workstations, this would be a much more expensive and less efficient option than a planned and coordinated Refresh. In addition, there would be significant impacts to services to the public and to employee productivity with continually failing workstations across government;
  - The new, more mobile equipment provides additional flexibility in implementing Leading Workplace Strategies, ultimately saving government money on real estate costs and offering productivity gains for employees;
  - Government is contractually commited to replacing all workstations on a three-year cycle, and has already delayed this, resulting in higher per seat costs for workstation support. Once refreshed, the Province will enjoy decreased monthly seat costs (approx $2M in yearly savings to government).
- Treasury Board   s.12

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- The reactive replacement of any failed workstations, as well as full planning and preparations for the September 2013-March 2015 workstation refresh, are currently underway.

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