

Elbahir, Cindy SSBC:EX

From: Bjelica, Alex SSBC:EX
Sent: Tuesday, July 5, 2011 8:44 AM
To: Fuller, Russ D SSBC:EX; Hoskins, Chad CITZ:EX; Vanzetta, Maxine SSBC:EX; Hudson, Vicki SSBC:EX; McCartney, Angela SSBC:EX; Foster, Anita SSBC:EX; Elbahir, Cindy SSBC:EX
Subject: FW: Adobe Redax Standards
Attachments: IAO Adobe Redax Guidelines.docx

Please distribute to your staff.

Earlier this year, analysts from each of the PODs came together to discuss and reach agreement on Adobe Redax standards for IAO. Recently the Open Information team has been further working on these guidelines and the list of Adobe Redax Guidelines has expanded to include pagination of released records. Thanks to John Wilson for his work on these guidelines.

The purpose of the Adobe Redax Guidelines is to improve IAO's consistency in the presentation of its released records. The guidelines cover: 1) how to redacted information so that it appears "blacked out" on the severed page, 2) applying exception stamps, 3) severing multiple pages in Adobe Redax, and 4) applying pagination to records to indicate page number and FOI request file number.

Please find attached, IAO's Adobe Redax Guidelines. On pages 1-2, you will find the actual guidelines. Pages 3-10 include step-by-step instructions for the corresponding guidelines.

The Adobe Redax Guidelines are stored on our IAO Sharepoint site at:
<https://sharedservices.gov.bc.ca/IAO/Operations%20%20FOI/Forms/AllItems.aspx>

Remember that these are guidelines and should be used whenever possible. Please become familiar with these guidelines and start using them as of today.

Any feedback, questions, or concerns about the IAO Adobe Redax Guidelines should be directed to John Wilson.

IAO Adobe Redax Guidelines

FOR ALL GENERAL FOI REQUESTS - these severing guidelines should be used wherever possible.

WHAT YOU DO IN ADOBE REDAX	
SEVER INFORMATION (REDLINING THE DOCUMENT)	<p>Sever information by electronically “red lining” then redacting that information from the document(s).</p> <p>Redacted information must appear as “blanked out” space on the applicants final release package.</p> <p>Ensure that your exemption stamps (e.g. s.15) appear in the centre of the “blanked out” spaces.</p> <p>See: <u>Setting Redax Preferences</u> for information.</p>
APPLY EXCEPTION STAMP	<p>When red lining information in a document, apply only the relevant section of the Act (e.g. s.15) rather than identifying the subsections that were used (e.g. s.15 (1) (l)). Further explanation of the relevant subsection(s) may be detailed in the applicant release letter. See <u>Applying Exception Stamps</u> for more information.</p>
SEVERING MULTIPLE CONSECUTIVE PAGES	<p>If you sever multiple consecutive pages, do not release a series of blank pages. Withhold or remove multiple consecutive pages using the “Full Page Range” feature in Redax. See: <u>Redacting whole pages and ranges of pages</u> for more information.</p>
PAGINATE RELEASE PACKAGE (Add a Footer to the sign-off package)	<p>When preparing your <i>sign-off</i> package, prepare a paginated version of the package by adding a document footer that will print the FOI request number and number the pages in your release package.</p> <p>IAO standards recommend that the pagination should appear at the bottom right hand corner of the each page and underneath the word “Page”, insert the FOI request number. For example:</p> <p style="text-align: right;">Page 527 TRA-2011-00524</p> <p>To paginate a release package that consists of more than one pdf file, you can do one of the following:</p> <ol style="list-style-type: none">1. Paginate the entire release package so that the page numbers are continuous and then split the pdf into two or more documents as

needed.

2. Paginate each pdf file separately and add an additional identifier (e.g. "Release Package 1") to the footer of each pdf file to distinguish one pdf from the other. For example:

Release Package 1 Page 527
TRA-2011-00524

Release Package 2 Page 527
TRA-2011-00524

3. Paginate phased release packages using the following format:

Phase 1 Release Package
Page 1
TRA-2011-00524

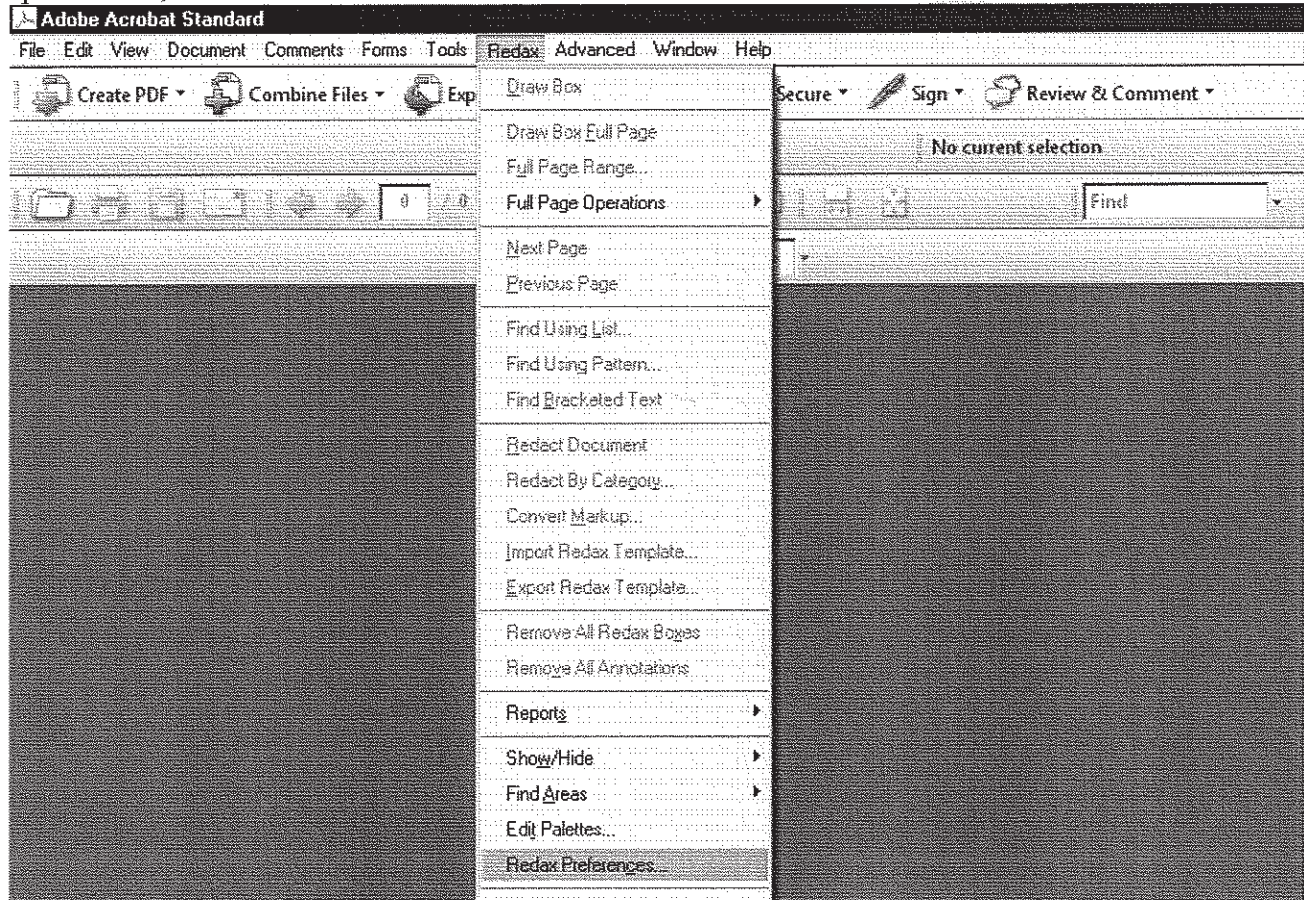
Phase 2 Release Package
Page 1
TRA-2011-00524

See: [Pagination](#) for more information.

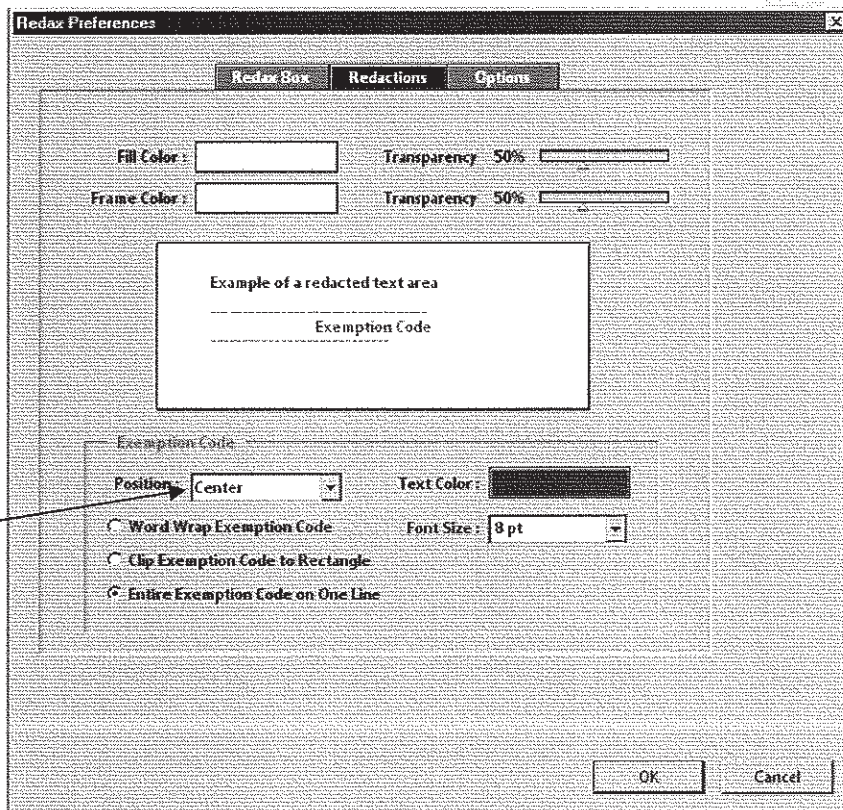
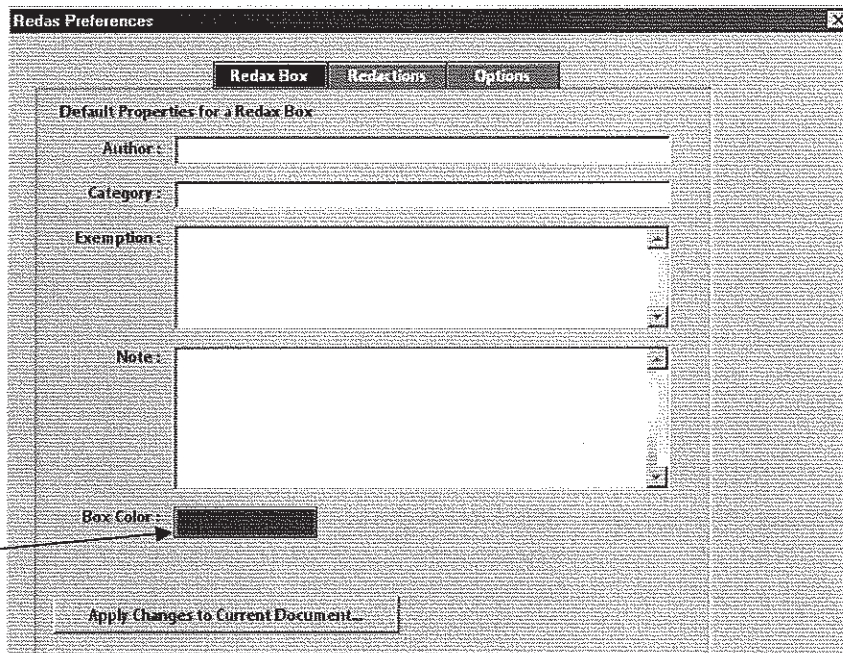
Procedures for Adobe Redax Standards

Setting Redax Preferences

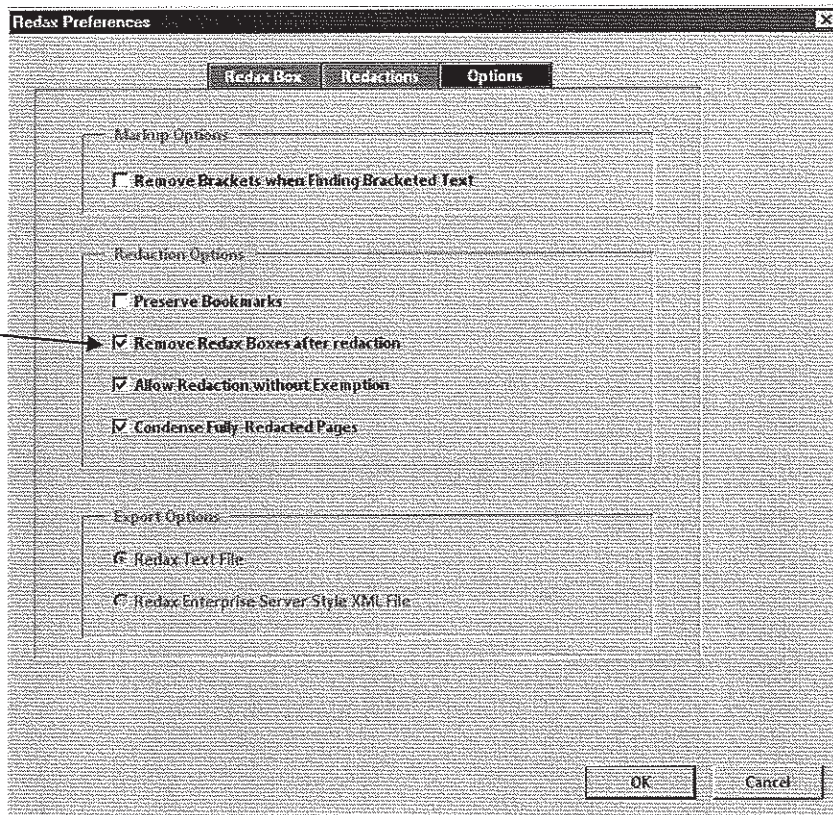
Information Access Operations has determined that there are standard settings in Redax which should be applied throughout our organization. The standard appearance of redacted records should carry the section number in red print located in the middle of the redaction box. The red frame of the box should be removed in the redaction process. To apply these settings to your Redax program, open Adobe, choose Redax + Redax Preferences from the Menu Bar:



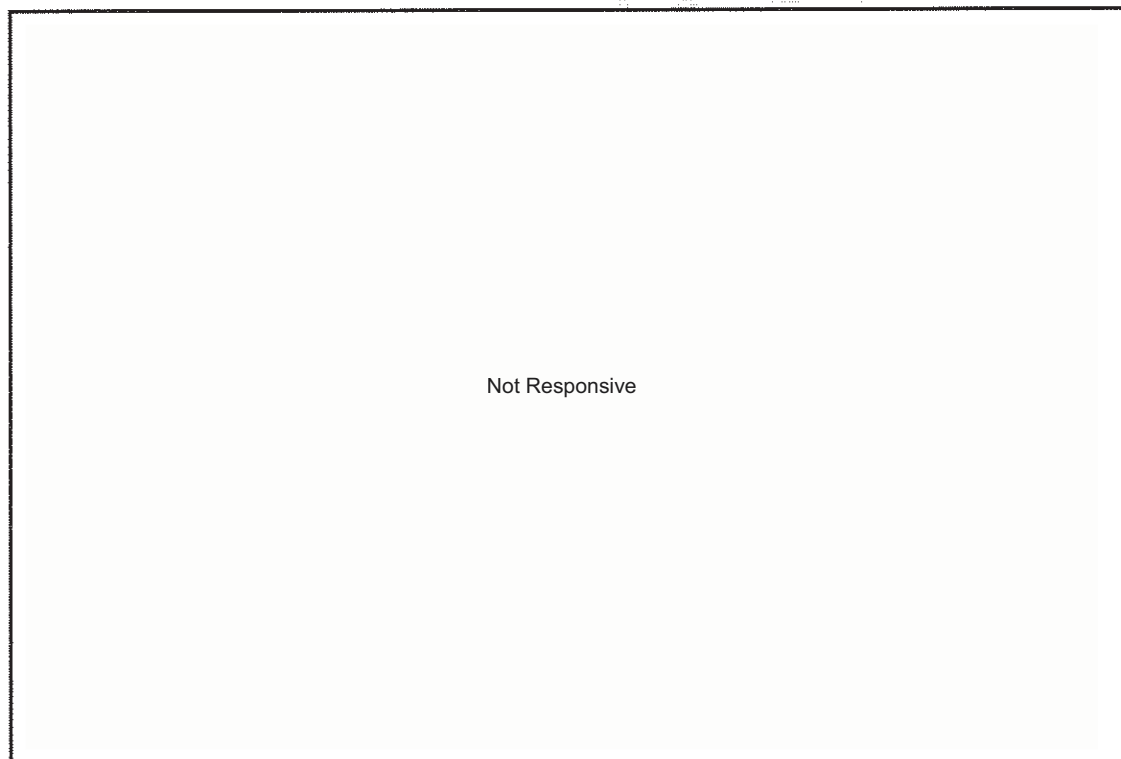
The Redax Preferences dialogue box has 3 tabs to work with. Copy the settings from each of the examples below to apply the standard settings:



Once you have made your preference updates, remember to shut down Adobe and restart your computer to apply the settings.



When you red line a document, this is how the box settings will appear:



When redacted, this is how the standard settings will appear:

Not Responsive

Applying Exception Stamps

When red lining information in a document, apply only the relevant section of the Act (e.g. s.15)

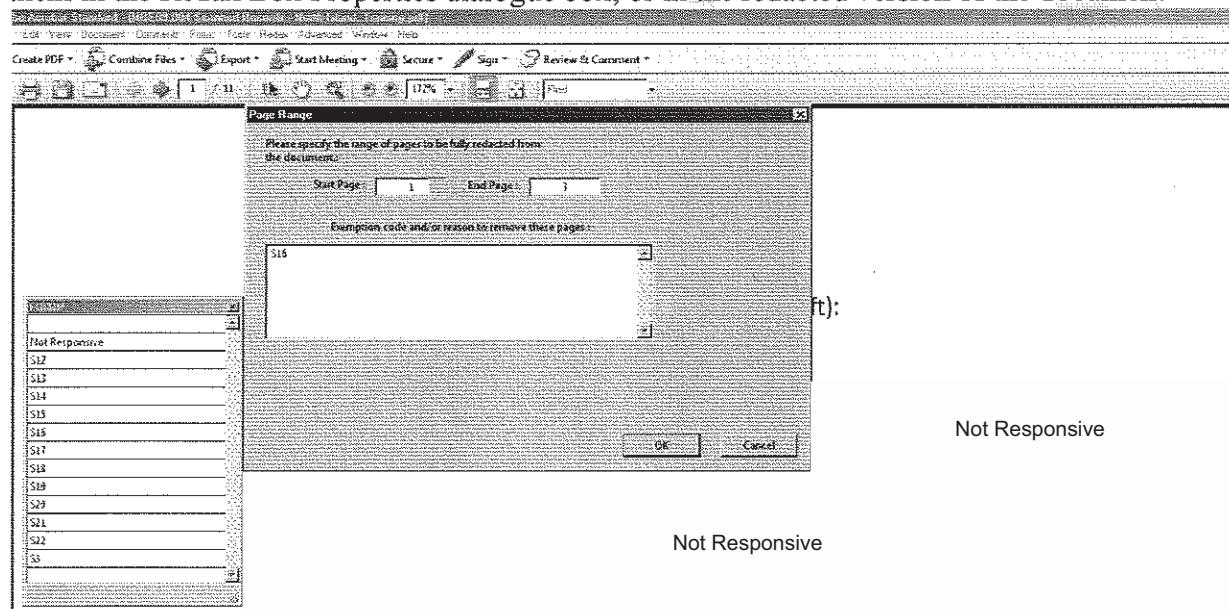
FOIPPA	
Not Responsive	<input type="checkbox"/>
s.12	<input type="checkbox"/>
s.13	<input type="checkbox"/>
s.14	<input type="checkbox"/>
s.15	<input type="checkbox"/>
s.16	<input type="checkbox"/>
s.17	<input type="checkbox"/>
s.18	<input type="checkbox"/>
s.19	<input type="checkbox"/>
s.20	<input type="checkbox"/>

Redacting Whole Pages and Ranges of Pages

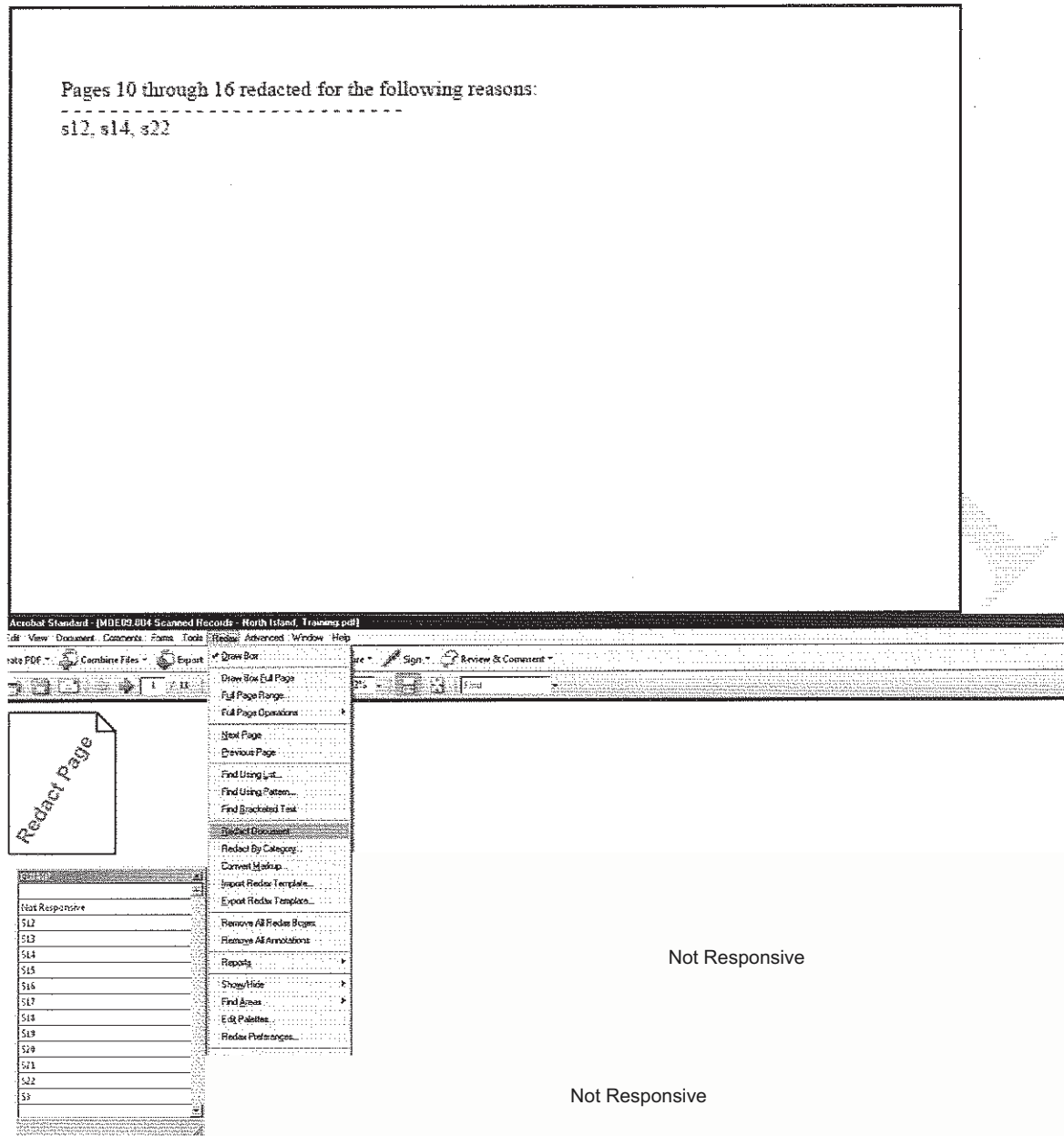
To Sever/Remove Several Pages, Select the Following:

Redax + Full Page Range

You will now see the Page Range dialogue box pictured below. As in our previous example, the palette is disabled when your dialogue box is open. Key in your section number in the Exemption Code area and select the page range in the areas given. If you need several sections, separate them with a comma and one space. The Redact Page icon will appear in the upper left hand corner of the pages selected without any visible references to the sections used. The program will only display them in the Redax Box Properties dialogue box, or in the redacted version of the document

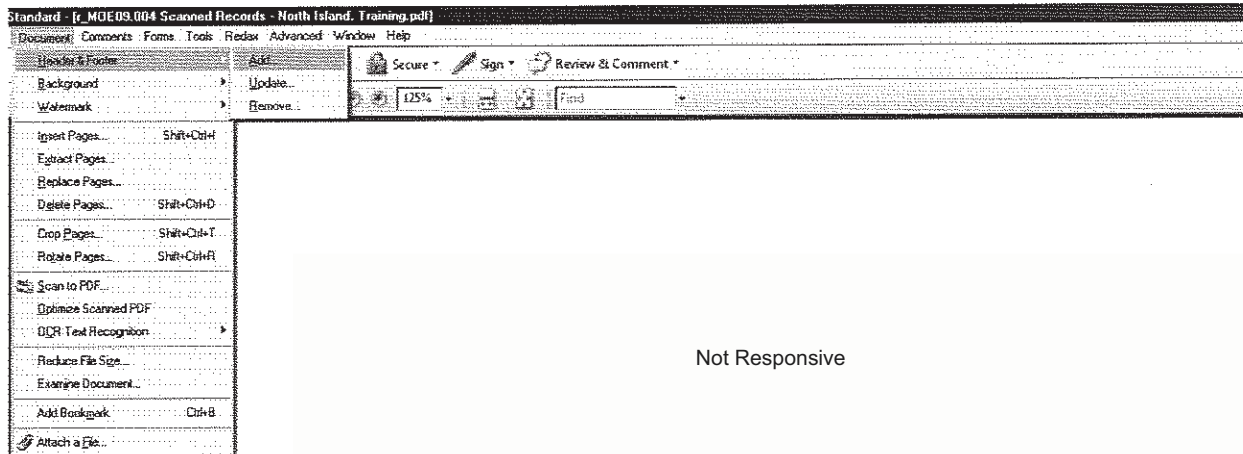


The redacted version of the document will resemble the following, and in this case pages 10 to 16 will not be included in the release package.



Pagination:

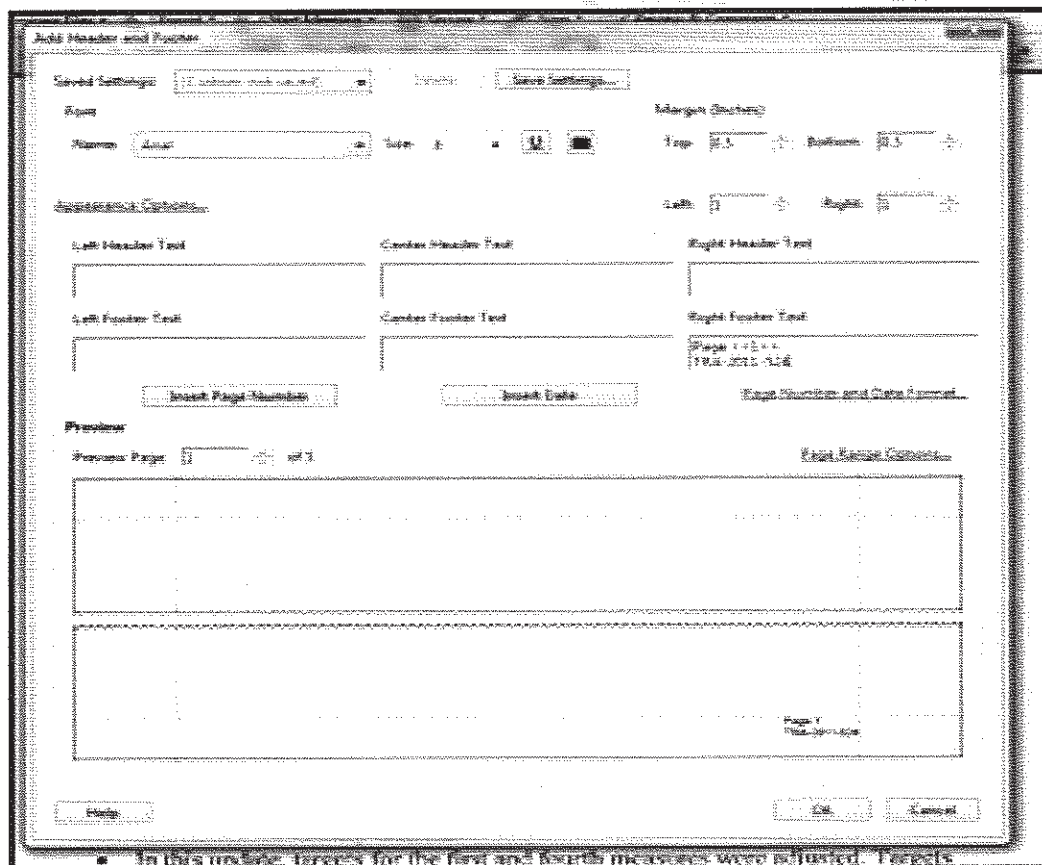
At the menu bar, choose **Document + Header & Footer + Add**



In the Add Header and Footer dialogue box, select the Right Footer Text option. Type in the footer information as you would like it to appear. To insert the page number, type "Page" followed by a space, then click Insert Page Number. Adobe will now automatically paginate your document.

Underneath the word "Page", insert the FOI request number and select Ok. The pagination with the FOI request number will appear at the **bottom right hand corner of the each page**. For example:

Page 1
TRA-2011-00524



See enlarged example, below:

The image shows a dialog box for configuring document layout. It has two main sections: 'Right Header Text' and 'Right Footer Text'. The 'Right Footer Text' section contains a preview of the footer: 'Page <<1>>' and 'TRA-2011-00524'. Below this is a link 'Page Number and Date Format...'. The bottom section is 'Page Range Options...', which contains a preview of a page with a wavy redaction line and the footer text 'Page 1' and 'TRA-2011-00524'.

Remember:

- To update your pagination whenever you create a Red Lined or Redacted copy of your records.
- If you need to rotate a page within your document, the pagination will appear where the original scanned document would have been. The pagination feature will not adjust the position of the footer to reflect the new orientation of your page. This makes it essential that you review your records before sending them to scanning and placing them exactly as you would like them to appear in the finished scanned version.
- If you see the footer information wrapping on to a second line in the dialogue box, do not worry. The version that appears at the bottom of your page should be on one line only.

Sime, Mark SSBC:EX

From: Ghag, Kris SSBC:EX
Sent: Tuesday, July 5, 2011 4:38 PM
To: Elliot, Nathan SSBC:EX; Bejcek, Ken SSBC:EX; McCartney, Angela SSBC:EX; Love, Sylvia SSBC:EX; Horn, Elizabeth M SSBC:EX; Foster, Anita SSBC:EX; Plater, Carmelina SSBC:EX
Cc: Vanzetta, Maxine SSBC:EX; Kukucska, Cindy L SSBC:EX
Subject: FW: Calendar Entries Severing Guidelines
Attachments: DRAFT Calendar Entries Severing Guidelines v5.docx

As promised at our meeting earlier this afternoon, here is the latest version of the calendar entries severing guidelines.

For clarity around the MLA specific entries, you will note that the table indicates that they should be removed under **section 3** and the request dependent section indicates that they should be removed as **not responsive**.

Kris

From: Ghag, Kris SSBC:EX
Sent: Monday, April 11, 2011 11:26 AM
To: Vanzetta, Maxine SSBC:EX; Kukucska, Cindy L SSBC:EX; Elbahir, Cindy SSBC:EX; Plater, Carmelina SSBC:EX; Foster, Anita SSBC:EX; McCartney, Angela SSBC:EX; Horn, Elizabeth M SSBC:EX; Love, Sylvia SSBC:EX; Sime, Mark SSBC:EX
Subject: Calendar Entries Severing Guidelines

Further to our discussion at the cross-government coordination meeting this morning, I've amended and attached the calendar entries severing guidelines.

Please distribute within your teams, use for this round of calendar request processing, and provide any feedback to me.

Many thanks,

Kris Ghag

Team Lead - Business and Infrastructure Team

Information Access Operations

Logistics and Business Services

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

☎(250) 387-7362

✉ Kris.Ghag@gov.bc.ca

Severing Guidelines - Calendar Entries

ENTRY OR DESCRIPTION OF ENTRY	SEVERED OR NOT SEVERED
Blackberry/cellphone numbers for government employees	Severed under section 17 – Blackberry/cellphone numbers that constitute “business contact numbers” (i.e. they are part of a signature block) will be disclosed but “confidential, unlisted” Blackberry/cellphone numbers will be withheld under section 17. The financial harm to the public body is the high cost of constantly changing these phone numbers after every FOI request.
“Cabinet” or “Cabinet Retreat”	Not Severed – there is not enough information in this entry to reveal the substance of deliberations of the Executive Council or its committees.
“Chambers”	Not Severed
Constituency related – any entries in the Minister’s calendar that relate to his/her duties as a Member of the Legislative Assembly	Severed under section 3- As the office of a Member of the Legislative Assembly is not a public body, any entries in a Minister’s calendar that relate to his/her duties as an MLA will be severed as outside the scope of FOIPA.
Confirmation numbers, Reservation numbers, frequent flyer numbers, etc	Severed under sections 17, 22– Most external to government organizations will readily provide additional information regarding a reservation/booking/account provided that you are able to provide these numbers. There is a financial harm to the public body if its credit information is divulged and there is an unreasonable invasion of privacy given that there is a personal credit verification required in order to obtain a corporate travel card.
“Caucus”	Severed under section 3
“Duty House Leader” / “House Duty”	Severed under section 3
“House”	Severed under section 3
Meetings with Officers of the Legislature (see schedule 1 definition), that relate to their duties/functions under an Act	Severed under section 3
Unpublished direct telephone numbers for Minister, DM, ADM, etc.	Severed under section 17 - see comments for severing Blackberry/cellphone numbers
“Issue Prep with Staff”	Not Severed
“QP, “QP Prep”, “QP Briefing”	Not Severed
Teleconference information: <ul style="list-style-type: none"> - Dial- in Number - Conference Reference - Participant Conference Access Code - PIN or moderator’s code 	Severed under sections 15, 17 Severed under sections 15, 17 Severed under sections 15, 17 Severed under sections 15, 17
Telephone numbers (including cell	Not Severed –business contact information is not

ENTRY OR DESCRIPTION OF ENTRY	SEVERED OR NOT SEVERED
numbers)/ email addresses for people representing an organization (union, association, etc)	personal information.
* Personal cell numbers for people representing an organization, where they are clearly identified as such	Severed under section 22.
"Throne Speech"	Not Severed –the Throne Speech is considered an event that a Minister attends in both capacities (MLA and Minister).
"Treasury Board"	Not Severed – there is not enough information in this entry to reveal the substance of deliberations of the Executive Council or its committees.
"John Smith – vacation, Jane Doe Acting"	Severed under section 22 - "vacation" Not Severed - "Jane Doe Acting."
File paths printed on bottom of attachments	Not Severed - If a harms assessment determines that the security of a system would be harmed by releasing information included in a file path, the information will be withheld under section 15. This would not generally be the case, as a file path alone doesn't reveal certain specifics that would be required to identify the server which a mapped drive resides on.
360's (executive performance review), mentoring, EPDP	Severed under section 22
Staff/Christmas parties during business hours	Not Severed – the assumption here is that these parties are paid for using public funds and attended by staff within their paid hours of work.
Staff/Christmas parties outside of business hours	Severed under section 22 – the assumption here is that these parties are paid for using personal funds and attended by staff outside of their paid hours of work.

Request Dependent Section

In some circumstances, the approach for severing calendar entries will be dependent on the wording of the applicant's request. If a Minister's calendar is requested and there are entries that relate to that individual's duties/functions as a Member of the Legislative Assembly, they would not be responsive to the request. If an applicant agrees to exclude phone numbers and email addresses from their request for a calendar, they would not be responsive to the request. The above are only intended to be examples of circumstances where it would be appropriate to use "not responsive" to remove information in response to an FOI request for calendars (i.e. they do not constitute an exhaustive list).

Elbahir, Cindy SSBC:EX

From: Bejcek, Ken SSBC:EX
Sent: Wednesday, July 6, 2011 9:28 AM
To: Elliot, Nathan SSBC:EX; Alexander, Janice E SSBC:EX; Sime, Mark SSBC:EX; Feraru, Loredana SSBC:EX; Kindylides, Thespina CITZ:EX; Rochon, Brenda R SSBC:EX
Cc: Elbahir, Cindy SSBC:EX
Subject: calender entries severing guidelines

Hi all,

Attached is the latest calendar entries severing guidelines- helpful for the new round of calendar requests we will soon receive.



DRAFT Calendar
Entries Severin...

Ken

Severing Guidelines - Calendar Entries

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“Cabinet” or “Cabinet Retreat”	Not Severed – there is not enough information in this entry to reveal the substance of deliberations of the Executive Council or its committees.
“Chambers”	Not Severed
Constituency related – any entries in the Minister’s calendar that relate to his/her duties as a Member of the Legislative Assembly	Severed under section 3- As the office of a Member of the Legislative Assembly is not a public body, any entries in a Minister’s calendar that relate to his/her duties as an MLA will be severed as outside the scope of FOIPPA.
Confirmation numbers, Reservation numbers, frequent flyer numbers, etc	Severed under sections 17, 22– Most external to government organizations will readily provide additional information regarding a reservation/booking/account provided that you are able to provide these numbers. There is a financial harm to the public body if its credit information is divulged and there is an unreasonable invasion of privacy given that there is a personal credit verification required in order to obtain a corporate travel card.
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“QP, “QP Prep”, “QP Briefing”	Not Severed
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File paths printed on bottom of attachments	Not Severed - If a harms assessment determines that the security of a system would be harmed by releasing information included in a file path, the information will be withheld under section 15. This would not generally be the case, as a file path alone doesn't reveal certain specifics that would be required to identify the server which a mapped drive resides on.
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Sime, Mark SSBC:EX

From: Ward, Kathleen SSBC:EX
Sent: Tuesday, July 19, 2011 8:41 AM
To: CITZ SSBC Information Access Operations; Phipps, Bert SSBC:EX; Tatchell, Mark LCTZ:EX; Ginger, Vanessa R CITZ:EX; Jonas, Denise SSBC:EX
Subject: Open Information Launch
Attachments: IAO Analyst 1pg handout Successful Publication of General FOI Requests version 5.docx; Script for Open Information Telephone Calls to Applicants.docx

Importance: High

Greetings IAO:

Well.... the big day is here... the Open Information project has launched!

The Premier announced this and a number of other exciting issues in her [video chat](#) on @Work this morning. The new [Open Information website](#) is now live and looks great! Check it out when you have a moment. The first General FOI Requests will appear on the site in a few days. Government has also launched a new [government website](#) today and [DataBC](#).

I am very proud of the work IAO has put into this precedent setting initiative. This is such an exciting time to be working in the BC Public Service and especially IAO!

IAO has an important role to play in supporting BC's Open Government program and meeting the goals outlined in [Citizens @ the Centre: BC Government 2.0](#). Providing citizens with greater access to government data and information is an important step towards effective and informed citizen engagement – your work will directly impact this new initiative.

As we venture together into the exciting world of Open Information, I want to assure you that IAO's current process for managing general FOI requests remains the same. The FOIPPA Act still applies and you are experts in what you do! Many of you have contributed to this initiative by providing valuable feedback that has helped shape and improve IAO's Open Information policy & procedures. Thank-you to all!

Launch Party

An IAO Open Information launch party is being planned –there will be demonstrations of the Open Information and DataBC websites, additional information about 'Open Information' and a big cake 😊 Stay tuned!

Training:

The first round of training for FOI staff has been completed. Information sessions for IAO staff that did not attend the initial sessions are set and will be rolling out shortly. There will also be Open Information sessions held for all of IAO's clients. These sessions will be posted on the BCPSA's Learning Centre's website shortly.

Processes and Guidelines:

The Open Information Team has created a 'Corkboard' where guidelines, best practices and resources for staff can be accessed in one location. Check it out [\\shifter\S7765\General\Open Information Team documents\FOI Analyst Cork Board\POD FOI Cork Board.htm](#)

Although the FOI process has not changed substantially, there are a few new processes that need to be followed to support the Open Information initiative. The most important steps to follow are highlighted in the attached one-page quick reference guide. **Starting today, FOI staff need to be aware that all General FOI requests MUST to be sent to the Open Information Quality Assurance Team before they are 1) sent for sign-off, and 2) released to the applicant.** The Quality Assurance Team will be assisting the Client Ministry Teams with publication exemption decisions, as well as the steps that need to be completed for successful publication to the Open Information website.

Until applicants have been notified of this new process in writing, IAO analysts will need to call applicants to let them know that the responses to their general FOI requests will now be published on the Open Information website – some messaging is attached to assist with these calls.

If you have any questions about the Open Information initiative, please contact **Chad Hoskins or Andrea Bingham.**

Transformation and Technology Planning:

As you may have noticed in Bert Phipps July 13th email, the Transformation and Technology Planning Process is underway. Sector Transformation and Technology planning is taking place and Ministries are now being asked to proactively publish information on their branch websites. This is good news for Records and FOI – our client-facing staff are meeting with their ministry contacts now and this is a good opportunity to link the importance of records management and the opportunities we have to use best practices in records management to help!

Regards,

Kathleen Ward, BID, MA, LEED® AP

Executive Director,

Information Access Operations

Shared Services BC

2nd Floor - 548 Michigan Street

Phone: 250.387-9807

Email: kathleen.ward@gov.bc.ca

Please consider the environment before printing this email

Elbahir, Cindy SSBC:EX

From: Elbahir, Cindy SSBC:EX
Sent: Tuesday, July 19, 2011 1:59 PM
To: Bejcek, Ken SSBC:EX
Subject: FW: For Deployment: New Fee Escalation Form - Final Version

Importance: High

From: Elbahir, Cindy SSBC:EX
Sent: Wednesday, April 27, 2011 9:31 AM
To: Alexander, Janice E SSBC:EX; Beauchamp, Laura SSBC:EX; Bejcek, Ken SSBC:EX; Elliot, Nathan SSBC:EX; Feraru, Loredana SSBC:EX; Gilbert, Cheryl SSBC:EX; Husu, Teresa L SSBC:EX; Nacey, Bea SSBC:EX; Olander, Nina SSBC:EX
Subject: FW: For Deployment: New Fee Escalation Form - Final Version
Importance: High

FOI CREW: see instructions below and the associated form. Please let me know if you have any questions. Thanks :0)

CE

From: Fisher, Samara SSBC:EX
Sent: Tuesday, April 19, 2011 2:25 PM
To: Hudson, Vicki SSBC:EX; Vander Beesen, Elizabeth H SSBC:EX; Bjelica, Alex SSBC:EX; Fuller, Russ D SSBC:EX; Elbahir, Cindy SSBC:EX
Cc: Vanzetta, Maxine SSBC:EX; Foran, Grace E SSBC:EX; Williams, Brad M SSBC:EX; Ward, Kathleen SSBC:EX; Smith, Peter J SSBC:EX
Subject: For Deployment: New Fee Escalation Form - Final Version
Importance: High

Good afternoon everyone☺

As you are aware, IAO has implemented a fee escalation process for fee estimates that are \$5,000.00 or greater. Attached is a new form, entitled "Fee Estimate Escalation Form" for this process. We ask that you forward this new form to your staff for their immediate use for any fee estimates that are \$5,000.00 or over. There may be instances when analysts or managers wish to provide a "head's up" to the executive members for fees where the estimate is between \$1,000 and \$5,000. This form should be used in those instances as well.

The form can be found in the new 2011 Templates folder that the template team has created, in the "Fees" folder. Here is the path on the LAN: K:\General\Templates 2011\Generals\Fees

Instructions for use:

General information:

The form contains form fields, so users only need to tab from one field to the next.

The spell checker will not work in the form fields, so users should review the form for accuracy before sending on.

If you require any assistance or would like more information on how to use the form, please contact Samara Fisher, Justice/Social Team, at 356-5285

Step 1: Analysts to complete Section 1, supplying all of the necessary information. This is a template, so users will have to save the form in the same manner as all of the other templates recently introduced by the Templates Team. Once completed (and saved), analysts should send the form via email to their manager, with a cc to their team lead.

Step 2: Managers to open the email and the attachment. Review Section 1, and then click in the appropriate box in Section 2 for their recommendation (Yes, proceed or No, do not proceed). Once a selection is made they should save the word document and close it (this will save the changes to the form within the email). The manager will then **forward** the email to Kathleen Ward, with a cc to Brad Williams.

Step 3: IAO executive will respond to the manager, team lead or analyst.



Fee Estimate
Escalation Form.d..

Fee Estimate Escalation Form

Analyst Assigned: Add analysts name

Section 1

File Number	MIN-YEAR-#####
Applicant Type	Enter type here

Fee Estimate Amount	\$ Enter dollar amount
Decision Due Date	Enter day decision is required

Request Wording	Enter complete wording here. Only provide a summary if wording is lengthy
Clarified or Narrowed	Summarize work completed to clarify or narrow request
Request Start Date	DD-MMM-YYYY
Records Call Date	DD-MMM-YYYY
Current Due Date	DD-MMM-YYYY
Comments	Provide additional comments here

Section 2 Manager Recommendation

☐ Yes, proceed ☐ No, do not proceed

Section 3 Executive Comments (if required)

Provide comments here

GENERAL FOI REQUESTS TO BE PUBLISHED ON THE OPEN INFORMATION WEBSITE

All General FOI Requests, where responsive records exist, will be published on the Open Information website unless the request meets the publication exemption criteria.

Publication of General FOI Requests does not change the Formal General FOI access request requirements as specified by the FOIPP Act. Legislated exceptions and timelines, and processes prescribed prior to the establishment of Open Information are maintained with a few additional steps to facilitate successful publication.

Successful Publication of General FOI Requests

1. Complete the **FOI Analyst Publication Checklist**. It has been created to assist FOI Analysts in the successful publication of General FOI Requests to the Open Information website. The Checklist must be completed for all General FOI Requests on the Analyst's caseload as of **today, July 19, 2011**.

Section 1 - Part A of the Checklist is to be completed and emailed to the Open Information Team LCTZ OPEN INFOGROUP LCTZ: EX prior to Ministry sign-off.

Section 1 - Part B of the Checklist must be completed after Ministry sign-off and prior to the Release Package being sent to the applicant. **Part B** is emailed to the Open Information Team LCTZ OPEN INFOGROUP LCTZ: EX after the Release Package has been sent to applicant to enable publishing onto the Open Information website.

Section 2 (requests exempt from publication) must be completed and sent to the Open Information Team prior to Ministry sign-off. The FOI Analyst Publication Checklist can be found on the FOI Analyst Cork Board for Open Information.

2. Utilize the **FOI Analyst Cork Board for Open Information**. It provides Helpful Links and Resources to assist you with publication.
3. Before sending out your release package, **contact your applicant** to advise them that their response package will be published on the Open Information website. This is only necessary for General FOI requests that will be published on the Open Information website where the applicant has not yet been notified in writing of potential publication. Wording has been drafted to assist you with these phone calls. The wording can be found on the FOI Analyst Cork Board.
4. Ensure that your **CRTS 'Description'** field accurately reflects the final request wording. The 'Description' field is entered when a General FOI Request is opened by IAO Intake. All subsequent changes to that field should be entered by the FOI Analyst assigned to the file so that the 'Description' reflects the final request wording (after any narrowing/clarification, or partial transfers). If any portion of the request is transferred, the transferred portion should be removed from the CRTS description field. This is important as the CRTS 'Description' will be published on the Open Information website. It should be the same description wording of the Release letter which is also published on the website.
5. Use **TRIM** to store and for sharing all documentation at each stage of the processing of General FOI Requests. Ensure that you use the correct naming conventions. **TRIM** replaced the use of the LAN. IAO TRIM resources can be found at: http://www.gov.bc.ca/citz/iao/records_mgmt/edrms_trim/resource.html
6. Use the IAO Adobe REDAX Guidelines when reviewing and severing records in Adobe Redax. All records released for General FOI Requests should meet the IAO Adobe REDAX Guidelines to ensure consistent presentation on the Open Information website.
7. Use the updated **Approval/Sign-off Form** and the updated **Call for Records Form** located on the LAN, in the Letter Template folder. These documents can also be access on the FOI Analyst Cork Board.

Script for Open Information Telephone Calls to Applicants

Background

Government has announced the launch of its Open Information initiative. As of today (July 19th) all responses to General FOI requests will be considered for publication on the Open Information website. Starting today, all release letters to applicants will inform the applicant whether the response to their FOI request will be published on the site.

However, for a temporary period, IAO has committed to following up with applicants by telephone to notify them of this change in practice. Calls must be made where no written communication regarding publication has been included in the acknowledgement letter or other written communication.

A telephone call to the applicant is only necessary for requests that will be published on the Open Information website. Requests that are exempt from publication do not require a phone call to the applicant. The following messaging may assist with these calls. Please contact applicants before the response is released to the applicant.

Key Messages

- As you may have heard, the BC Government recently announced a new initiative to support Open Government, Open Data and Open Information.
- As part of the Open Information initiative, government has made a commitment to publish responses to non-personal FOI requests on a new Open Information website.
- Responses to General FOI requests are being made publicly available to support citizen engagement and transparency.
- The response to your FOI request is being sent to you shortly. I wanted to personally call you to inform you of this change in government strategy, as the response to your FOI request will be published on the Open Information website in the next [3 days if response sent electronically or 5 business days if mailed out in hard-copy].
- The response letter, that accompanies the records that are being sent to you, will also be published on the Open Information website. Any information that identifies you in the response letter will be removed prior to publication.

Potential Questions

1. *Why has government decided to publish responses to FOI requests?*

In March 2011, government reaffirmed its commitment to Open Government and the goals of greater transparency and accountability, building public trust, and connecting people with government. Publishing responses to FOI requests is one method for delivering information that may be of interest or is helpful to citizens.

2. *Can I request that the response to my FOI request not be published?*

Subject to certain limited circumstances, it is now a requirement that government Ministries and agencies publish responses to non-personal FOI requests. Personal information has been removed from your response letter and the responsive records.

3. *I paid a fee for these records. Why does everyone else get access to the records?*

We have delayed the publication of your response for [3 days if electronic, 5 business days if hard copy] to provide you with time to assess your response prior to the response being made available to the public.

From: Onciul-Omelus, Jamie SSBC:EX
To: Onciul-Omelus, Jamie SSBC:EX;
Subject: FW: Transfer Requests to Intake
Date: Wednesday, September 7, 2011 11:02:14 AM

CTZ request.

Jamie Onciul-Omelus, Team Lead
Resource Team, Information Access Operations
jamie.onciul-omelus@gov.bc.ca
250-356-2228

From: Onciul-Omelus, Jamie SSBC:EX
Sent: Monday, July 25, 2011 9:50 AM
To: Phosy, Krisna SSBC:EX; O'Connor, Tim SSBC:EX; Hamdi, Rhiannon SSBC:EX; Horn, Elizabeth M SSBC:EX; Shott, Liane F CITZ:EX
Cc: Graves, Debra LCTZ:EX; Bjelica, Alex SSBC:EX; Edwards, Gerry A SSBC:EX
Subject: FW: Transfer Requests to Intake

Please see below. Thanks!

Jamie Onciul-Omelus, Team Lead
Resource Team, Information Access Operations
jamie.onciul-omelus@gov.bc.ca
250-356-2228

From: Kukucska, Cindy L SSBC:EX
Sent: Friday, July 22, 2011 9:26 AM
To: Ghag, Kris SSBC:EX; Plater, Carmelina SSBC:EX; Bejcek, Ken SSBC:EX; Borg, Neva SSBC:EX; McCartney, Angela SSBC:EX; Foster, Anita SSBC:EX; Onciul-Omelus, Jamie SSBC:EX; Edwards, Gerry A SSBC:EX
Subject: Transfer Requests to Intake

Hi there. Would you mind sharing with your teams, as appropriate.

We are often receiving requests for full and/or partial transfers where the receiving ministry is not aware of, and may not have accepted, the request.

When sending transfer requests (to a processing org outside of your own team), would you please have your analysts include a notation in their request to us that confirms the receiving ministry is aware of the request and has accepted the transfer.

If you think this needs further discussion, just let me know!

Thanks.

.Cindy Kukucska

Cindy Kukucska
Team Lead, Consolidated Intake (Generals)

Information Access Operations
Logistics and Business Services | Shared Services BC
Ministry of Labour, Citizens' Services and Open Government
Phone: 250-952-7969 ~ Fax: 250-387-9843

<http://www.gov.bc.ca/citz/lao/foi/index.html>

From: Onciul-Omelus, Jamie SSBC:EX
To: Onciul-Omelus, Jamie SSBC:EX;
Subject: FW: New Letter Template - 3rd party notice (s21/23)
Date: Wednesday, September 7, 2011 11:02:47 AM

CTZ request.

Jamie Onciul-Omelus, Team Lead

Resource Team, Information Access Operations

jamie.onciul-omelus@gov.bc.ca

250-356-2228

From: Onciul-Omelus, Jamie SSBC:EX
Sent: Monday, July 25, 2011 12:48 PM
To: Phosy, Krisna SSBC:EX; O'Connor, Tim SSBC:EX; Hamdi, Rhiannon SSBC:EX; Horn, Elizabeth M SSBC:EX; Edwards, Gerry A SSBC:EX; Shott, Liane F CITZ:EX; Graves, Debra LCTZ:EX
Subject: FW: New Letter Template - 3rd party notice (s21/23)

The new letter can be accessed through the analyst cork board, click on templates.

Jamie Onciul-Omelus, Team Lead

Resource Team, Information Access Operations

jamie.onciul-omelus@gov.bc.ca

250-356-2228

From: McCartney, Angela SSBC:EX
Sent: Monday, July 25, 2011 12:44 PM
To: Williams, Brad M SSBC:EX; Hudson, Vicki SSBC:EX; Elbahir, Cindy SSBC:EX; Bjelica, Alex SSBC:EX; Fuller, Russ D SSBC:EX; Vanzetta, Maxine SSBC:EX; Ghag, Kris SSBC:EX; Klassen, Vivian D SSBC:EX; Hoskins, Chad CITZ:EX;

Fielding, Dorothy SSBC:EX; Cobby, Sandra J SSBC:EX; Foster, Anita SSBC:EX; Bejcek, Ken SSBC:EX; Borg, Neva SSBC:EX; Plater, Carmelina SSBC:EX; Edwards, Gerry A SSBC:EX; Bingham, Andrea SSBC:EX; Onciul-Omelus, Jamie SSBC:EX; Kennedy, Janice E SSBC:EX; Keepence, Kim SSBC:EX; LeBlanc, Monique SSBC:EX

Subject: New Letter Template - 3rd party notice (s21/23)

Hello ...

Please find attached a new letter template for notifications to third parties requesting their views on disclosure of business information.

We would like to try this out for a few months and gather any feedback you or your teams may have for improvement. The letter will be available in the Templates 2011 folder later today. We look forward to hearing back from the teams on this one!

Thank-you,

Angela

Angela McCartney

Team Lead, Justice-Social Team

Information Access Operations - Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

Tel: 250-356-0788 Fax: 250-387-9843

E-mail: angela.mccartney@gov.bc.ca

Providing Services to:

Ministry of Attorney General

Ministry of Children and Family Development

Ministry of Public Safety and Solicitor General

Ministry of Social Development

Hudson, Vicki SSBC:EX

From: Hudson, Vicki SSBC:EX
Sent: Thursday, August 4, 2011 12:19 PM
To: Bordua, Karine SSBC:EX; Davies, Penelope LCTZ:EX; Fisher, Samara SSBC:EX; Fisher, Sandra L SSBC:EX; Gordon, Robert A SSBC:EX; Haussmann, April SSBC:EX; McCartney, Angela SSBC:EX; Minkley, Melinda SSBC:EX; Wilkinson, Donna SSBC:EX
Subject: Open Information

Hello All:

On the FOI and Ministry Approval Slip please highlight the Open Information recommendation in a vibrant colour – perhaps dark purple – it needs to stand out for our clients. Many thanks.

Vicki Hudson
Manager, Justice/Social Team
Information Access Operations,
Logistics and Business Services, Shared Services BC
Ministry of Labour, Citizens' Services and Open Government

250-356-0845

Providing Services to:
Ministry of Attorney General
Ministry of Public Safety and Solicitor General
Ministry of Social Development
Ministry of Children & Family Development

Hoskins, Chad CITZ:EX

From: Hoskins, Chad CITZ:EX
Sent: Tuesday, August 9, 2011 3:55 PM
To: Hudson, Vicki SSBC:EX; Elbahir, Cindy SSBC:EX; Bejcek, Ken SSBC:EX; Fuller, Russ D SSBC:EX; Vanzetta, Maxine SSBC:EX; Bjelica, Alex SSBC:EX; Ghag, Kris SSBC:EX
Cc: Williams, Brad M SSBC:EX; Bingham, Andrea SSBC:EX
Subject: RE: Risk Assessment for government employee calendars

Please note that based on a further risk assessment, requests for calendars for any government employee or official will be considered exempt from publication on the Open Information website. The publication checklist has been updated to reflect this decision.

Thanks, Chad

Chad Hoskins
Manager, Open Information Planning
Information Access Operations

Shared Services BC
Ministry of Labour, Citizens' Services and Open Government
1st Floor - 548 Michigan Street
Phone: 250-387-1432
Cell: 250.516.9361 Email: chad.hoskins@gov.bc.ca

From: Hoskins, Chad CITZ:EX
Sent: Friday, July 29, 2011 9:03 AM
To: Hudson, Vicki SSBC:EX; Elbahir, Cindy SSBC:EX; Bejcek, Ken SSBC:EX; Fuller, Russ D SSBC:EX; Vanzetta, Maxine SSBC:EX; Foster, Anita SSBC:EX; Bjelica, Alex SSBC:EX; Ghag, Kris SSBC:EX
Cc: Williams, Brad M SSBC:EX; Bingham, Andrea SSBC:EX
Subject: Risk Assessment for MA Calendars

Hi there,

Please note that for publication purposes on the Open Information website, MA calendars will be considered exempt from publication due to personal safety concerns. The publication checklist will be updated to include MA calendars along with DM and Minister calendars in the exemption criteria.

Please also note that all general requests, including categories that are exempt, should come through the Open Info team for verification and tracking purposes.

Thanks, Chad

Chad Hoskins
Manager, Open Information Planning
Information Access Operations

Shared Services BC
Ministry of Labour, Citizens' Services and Open Government
1st Floor - 548 Michigan Street
Phone: 250-387-1432
Cell: 250.516.9361 Email: chad.hoskins@gov.bc.ca

Hudson, Vicki SSBC:EX

From: Hudson, Vicki SSBC:EX
Sent: Wednesday, August 10, 2011 12:57 PM
To: Bordua, Karine SSBC:EX; Davies, Penelope LCTZ:EX; Fisher, Samara SSBC:EX; Fisher, Sandra L SSBC:EX; Gordon, Robert A SSBC:EX; Haussmann, April SSBC:EX; McCartney, Angela SSBC:EX; Minkley, Melinda SSBC:EX; Wilkinson, Donna SSBC:EX
Subject: Call for Records

Hello Everyone:

I forgot to mention this morning that when we are doing the call for records please ask the program areas to send them in PDF format. Many thanks.

Vicki Hudson
Manager, Justice/ Social Team
Information Access Operations,
Logistics and Business Services, Shared Services BC
Ministry of Labour, Citizens' Services and Open Government

250-356-0845

Providing Services to:
Ministry of Attorney General
Ministry of Public Safety and Solicitor General
Ministry of Social Development
Ministry of Children & Family Development

Hudson, Vicki SSBC:EX

From: Hudson, Vicki SSBC:EX
Sent: Monday, August 22, 2011 9:56 AM
To: Bordua, Karine SSBC:EX; Davies, Penelope LCTZ:EX; Fisher, Samara SSBC:EX; Fisher, Sandra L SSBC:EX; Gordon, Robert A SSBC:EX; Haussmann, April SSBC:EX; McCartney, Angela SSBC:EX; Minkley, Melinda SSBC:EX; Wilkinson, Donna SSBC:EX
Subject: FW: Reminder - CLBC files do not need to come through Open Info for QA reviews

Hello Everyone:

Please do not forward Community Living BC files to the Open Information Team. They are not being posted. Thanks.

*Vicki Hudson
Manager, Justice/Social Team
Information Access Operations,
Logistics and Business Services, Shared Services BC
Ministry of Labour, Citizens' Services and Open Government*

250-356-0845

Providing Services to:
*Ministry of Attorney General
Ministry of Public Safety and Solicitor General
Ministry of Social Development
Ministry of Children & Family Development*

From: Bingham, Andrea SSBC:EX
Sent: Monday, August 22, 2011 9:54 AM
To: Hudson, Vicki SSBC:EX
Subject: Reminder - CLBC files do not need to come through Open Info for QA reviews

Hi Vicki,

At present, CLBC General FOI requests are not being considered for publication on the Open Information website. Analysts do not need to complete the publication checklist for CLBC General FOI requests. Also, the approval slip should not include any publication recommendations.

Could you please pass this information on to your team?

Many thanks,

*Andrea Bingham, MPA
Team Lead, Open Information Team
Information Access Operations
Shared Services BC
Ministry of Labour, Citizens' Services and Open Government
Tel: (250) 387-1469 Fax: (250) 387-0817
Email: andrea.bingham@gov.bc.ca*

Hudson, Vicki SSBC:EX

From: Sidhu, Tej SG:EX
Sent: Monday, August 22, 2011 10:12 AM
To: Hudson, Vicki SSBC:EX
Subject: RE: OCC Requests

Thanks Vicki.

Ms. Tej Sidhu
Manager, Policy/Research & Systems
Office of the Chief Coroner
Suite 800 - 4720 Kingsway
Burnaby, BC V5H 4N2
Tel: (604) 660-7745
Fax: (604) 660-7766

<http://www.pssg.gov.bc.ca/coroners/index.htm>

From: Hudson, Vicki SSBC:EX
Sent: Monday, August 22, 2011 10:11 AM
To: Bordua, Karine SSBC:EX; Davies, Penelope LCTZ:EX; Fisher, Samara SSBC:EX; Fisher, Sandra L SSBC:EX; Gordon, Robert A SSBC:EX; Haussmann, April SSBC:EX; McCartney, Angela SSBC:EX; Minkley, Melinda SSBC:EX; Wilkinson, Donna SSBC:EX
Cc: Sidhu, Tej SG:EX
Subject: OCC Requests

Hi Everyone:

Until processes are worked out with the Office of the Chief Coroner – requests that are of a personal nature will not be posted to Open Information.

Vicki Hudson
Manager, Justice/ Social Team
Information Access Operations,
Logistics and Business Services, Shared Services BC
Ministry of Labour, Citizens' Services and Open Government

250-356-0845

Providing Services to:
Ministry of Attorney General
Ministry of Public Safety and Solicitor General
Ministry of Social Development
Ministry of Children & Family Development

Hudson, Vicki SSBC:EX

From: Hudson, Vicki SSBC:EX
Sent: Monday, August 22, 2011 12:04 PM
To: Bordua, Karine SSBC:EX; Davies, Penelope LCTZ:EX; Fisher, Samara SSBC:EX; Fisher, Sandra L SSBC:EX; Gordon, Robert A SSBC:EX; Haussmann, April SSBC:EX; McCartney, Angela SSBC:EX; Minkley, Melinda SSBC:EX; Wilkinson, Donna SSBC:EX
Subject: FW: Open Information Updates

Please see the note below from Andrea re Open Information. Please ensure that you follow the directions. Thanks very much.

*Vicki Hudson
Manager, Justice/Social Team
Information Access Operations,
Logistics and Business Services, Shared Services BC
Ministry of Labour, Citizens' Services and Open Government*

250-356-0845

Providing Services to:
*Ministry of Attorney General
Ministry of Public Safety and Solicitor General
Ministry of Social Development
Ministry of Children & Family Development*

From: Bingham, Andrea SSBC:EX
Sent: Monday, August 22, 2011 10:37 AM
To: Bjelica, Alex SSBC:EX; Elbahir, Cindy SSBC:EX; Fuller, Russ D SSBC:EX; Ghag, Kris SSBC:EX; Hudson, Vicki SSBC:EX; Klassen, Vivian D SSBC:EX; Vanzetta, Maxine SSBC:EX
Cc: Hoskins, Chad CITZ:EX; Williams, Brad M SSBC:EX
Subject: Open Information Updates

Managers – could you kindly forward this email on to the members of your team who work on General FOI Requests?

Open Information has been live for a month now. In that time, the Open Information Team has received a lot of really valuable feedback from the teams, through the training sessions that have been held and directly from analysts who are working on their requests. Thank you to everyone for your feedback!

As a result of the feedback, the Open Information Team has been tweaking their documents, processes, and the Cork Board as things develop.

New Procedure

As you probably know, all Outlook calendar requests are exempted from publication on the Open Information website. As a result, we have developed a **new process** (with the Intake team) to expedite the quality assurance exemption process. For any new X-Gov't Outlook calendar requests that are received, the Intake team will notify the Open Information Team of the X-Gov't request numbers so that the Open Information Team can update the CRTS publication fields. By the time these X-Gov't calendars reach analyst's caseload, they will have the CRTS "Publication" set to 'Do Not Publish' and "Reasons" fields already completed. If these fields have been entered, a Publication Checklist (exemption form – Section 2) does not need to be completed for that FOI calendar request. This should help reduce the administration involved in processing X-Gov't calendar requests.

****Note that this new process only applies to the regularly received X-Gov't calendar requests. Any calendar requests received outside of this will require the completion of the Publication Checklist (exemption form – Section 2) so that the Open Information team can be sure to update CRTS accordingly.**

This new procedure is effective immediately for all new X-Gov't Calendar requests received as of today. Any requests that were received before today will need to go through the previous process so that CRTS can be updated.

Page 1 of the Publication Checklist has also been updated to remind you that you don't need to fill out the checklist for X-Gov't Calendar requests. You can find the updates highlighted in yellow on the Publication Checklist.

Friendly Reminders

We are now receiving a large volume of emails in the Open Information email account. To help ensure that your email is processed as quickly as possible, please include in your email subject line, the FOI request number and the action that is being requested (e.g. Part A has been completed, Part B has been completed, or exemption review is needed).

Please also include the requested TRIM references, as indicated in the Publication Checklist. To assist you in sending TRIM references via email, Caroline Barron has put together a how-to document that walks you through the steps. This document is called "Creating a Reference/Link" and is on the Cork Board.

Also, it's very important that everyone send in their Part A reviews prior to sending your package into sign-off. This is the only opportunity that the Open Information Quality Assurance team has to review the file for publication before it is released to the applicant.

The Part B reviews happen after your package has been released to the applicant.

Please feel free to give myself, or a member of the Quality Assurance Team, a call if you have any questions.

Many thanks,

Andrea Bingham, MPA

Team Lead, Open Information Team

Information Access Operations

Shared Services BC

Ministry of Labour, Citizens' Services and Open Government

Tel: (250) 387-1469 Fax: (250) 387-0817

Email: andrea.bingham@gov.bc.ca

From: Edwards, Gerry A SSBC:EX
To: Onciul-Omelus, Jamie SSBC:EX;
Subject: New FOI request - FOI processing
Date: Thursday, September 1, 2011 2:07:10 PM Follow up to discussion about records calls for FLNRO

Gerry Edwards | Team Lead, Resources Ministry Team

Information Access Operations | Logistics and Business Services

Shared Services B.C. | Ministry of Labour, Citizens' Services and Open Government
Tel: 250.387.7917 | Fax: 250.387.9843 | E-mail: Gerry.Edwards@gov.bc.ca

Providing Services to:

Ministry of Aboriginal Relations & Reconciliation

Ministry of Agriculture

Ministry of Energy

Ministry of Environment

Ministry of Forests, Mines and Lands
Ministry of Natural Resource Operations

Environmental Assessment Office

From: Edwards, Gerry A SSBC:EX
Sent: Monday, August 22, 2011 3:05 PM
To: Onciul-Omelus, Jamie SSBC:EX; Love, Sylvia SSBC:EX; Horn, Elizabeth M SSBC:EX; Hamdi, Rhiannon SSBC:EX; O'Connor, Tim SSBC:EX; Phosy, Krisna SSBC:EX; Shott, Liane F CITZ:EX; Graves, Debra LCTZ:EX; Bjelica, Alex SSBC:EX
Subject: Follow up to discussion about records calls for FLNRO

To recap our quick meeting earlier today – effective immediately all analysts will use the Client Services Branch FOIIP Contact lists for Coast Area, North Area and Southern Interior and Headquarters contacts for Glenda Wheeler and Nelly Palma. We have existing contacts for Wildfires and BC Timber Sales.

Gerry will follow up and update the contacts for BC Timber Sales and Jamie will work on updating the tracking sheet for the contacts.

Please use only these contact lists as our goal is to work toward reducing the contacts and developing a less time consuming and more efficient records call process.

We will continue to work on improving the process and Trevor Morrison is doing a complete

overhaul of the Forests contacts and business units which will be provided to our contacts identified on the Contact list. Debra will maintain these once they are updated and accurate.

http://gwww.nro.gov.bc.ca/home/org_charts/index.html

Gerry Edwards | Team Lead, Resources Ministry Team

Information Access Operations | Logistics and Business Services

Shared Services B.C. | Ministry of Labour, Citizens' Services and Open Government
Tel: 250.387.7917 | Fax: 250.387.9843 | E-mail: Gerry.Edwards@gov.bc.ca

Providing Services to:

Ministry of Aboriginal Relations & Reconciliation

Ministry of Agriculture

Ministry of Energy

Ministry of Environment

Ministry of Forests, Mines and Lands

Ministry of Natural Resource Operations

Environmental Assessment Office

From: Edwards, Gerry A SSBC:EX
To: Onciul-Omelus, Jamie SSBC:EX;
Subject: Email #2 : Summary of discussion on records call/contacts for FLNRO
Date: Thursday, September 1, 2011 2:10:33 PM

Gerry Edwards | Team Lead, Resources Ministry Team

Information Access Operations | Logistics and Business Services

Shared Services B.C. | Ministry of Labour, Citizens' Services and Open Government

Tel: 250.387.7917 | Fax: 250.387.9843 | E-mail: Gerry.Edwards@gov.bc.ca

Providing Services to:

Ministry of Aboriginal Relations & Reconciliation

Ministry of Agriculture

Ministry of Energy

Ministry of Environment

Ministry of Forests, Mines and Lands

Ministry of Natural Resource Operations

Environmental Assessment Office

From: Edwards, Gerry A SSBC:EX
Sent: Tuesday, August 23, 2011 7:52 AM
To: Bell, Russell CSNR:EX; Onciul-Omelus, Jamie SSBC:EX
Subject: RE: Summary of discussion on records call/contacts for FLNRO

Hi, Russell

This is part of the process that was not consistently followed in IAO due to confusion over the contact lists. We have addressed this and all analysts were advised to use only the one contact list so this should look after that.

I agree with you on the step by step process and a conference call may be an option once we have the updated contact list from Trevor. We will need to ensure that the points of contacts manage all aspects of the process (sending out the call, receiving the responses and forwarding either the fee estimate form or the records to the analyst. Our analysts find it difficult to manage when they receive direct responses and there is also involvement from the point of contact as the coordination is not there

I will call Claire and confirm that we will be following this process.

Thanks you for assisting and I feel that we are heading in the right direction.

Gerry Edwards | Team Lead, Resources Ministry Team

Information Access Operations | Logistics and Business Services

Shared Services B.C. | Ministry of Labour, Citizens' Services and Open Government

Tel: 250.387.7917 | Fax: 250.387.9843 | E-mail: Gerry.Edwards@gov.bc.ca

Providing Services to:

Ministry of Aboriginal Relations & Reconciliation

Ministry of Agriculture

Ministry of Energy

Ministry of Environment

Ministry of Forests, Mines and Lands
Ministry of Natural Resource Operations

Environmental Assessment Office

From: Bell, Russell CSNR:EX

Sent: Monday, August 22, 2011 9:26 PM

To: Edwards, Gerry A SSBC:EX; Onciul-Omelus, Jamie SSBC:EX

Subject: RE: Summary of discussion on records call/contacts for FLNRO

Gerry and Jamie,

Thanks for the note. On the call I also hear that we need to reminded the steps that they need to take. I think that once the list is completed that we look at providing the group with a step by step what they need to do when they receive an FOI.

In another note I was talking to CSB and I heard an issue that Requests for the South Area are still not being processed through the appropriate contact person. I was told that the identified contact(s) (Claire Vick and Sue Gilowski) have not been CC on a number of requests. Can you provide me any additional information? Have you heard about this and is it already addressed?

Cheers

RB

From: Edwards, Gerry A SSBC:EX

Sent: Monday, August 22, 2011 1:54 PM

To: Morrison, Trevor FLNR:EX; Bell, Russell CSNR:EX; Onciul-Omelus, Jamie SSBC:EX; Barber, Jeff T SSBC:EX; Bjelica, Alex SSBC:EX

Subject: Summary of discussion on records call/contacts for FLNRO

Good afternoon

Thank you all for attending and trying to find a workable solution to the records call process for FLNRO. A recap of the discussion is:

The contacts list which was developed by IAO needs a complete overhaul and Trevor identified that the business units have changed and the office identifiers previously used by the Ministry of Forests are obsolete. Trevor agreed to take on the task of creating a new list and update the contacts on the list. He will send out a communication to all ADM's, Executive Directors and RED's requesting that they identify one contact and a backup for each business unit. This should result in an up to date contact list which will be used by the Client Services Branch FOIP contacts when distributing calls for records to the right business unit. IAO will maintain and update this list and it is essential that this is current information for

each business unit. This is anticipated to happen by mid September.

The Resource Team will use only the Client Services Branch FOIIP contact lists for the Coast Area, Northern Area and Southern Interior Area. BC Timber Sales, Executive Offices and Wildfires will also have contacts which are identified and in place. All analysts have been advised to shift to this practice effective immediately.

Jamie will consolidate all the information into the one contact list for the analysts and Gerry will confirm all contacts for BC Timber Sales.

Headquarters contacts will continue to be a work in process and Trevor does have a possibility as there is now an Inquiries clerk who could be a one point of contact.

There is still some confusion around ministry programs and I will distribute the ORG chart to the analysts. It has been a challenge particularly with Water Management and Water Stewardship.

These steps should start to consolidate a streamlined call for records with less frustration for IAO and the ministry and result in more confidence that we have identified the right business unit and have the right records.

This is my best recollection of the discussion and if I have missed anything or if it is not correct please advise me.

Gerry Edwards | Team Lead, Resources Ministry Team

Information Access Operations | Logistics and Business Services

Shared Services B.C. | Ministry of Labour, Citizens' Services and Open Government

Tel: 250.387.7917 | Fax: 250.387.9843 | E-mail: Gerry.Edwards@gov.bc.ca

Providing Services to:

Ministry of Aboriginal Relations & Reconciliation

Ministry of Agriculture

Ministry of Energy

Ministry of Environment

Ministry of Forests, Mines and Lands

Ministry of Natural Resource Operations

Environmental Assessment Office