

## **Hughes, Bette-Jo MTIC:EX**

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**From:** Hughes, Bette-Jo MTIC:EX  
**Sent:** May 5, 2014 11:55 AM  
**To:** Sedmak, Niki M MTIC:EX  
**Subject:** Re: Infrastructure/ICM Performance Issues

Thx

On May 5, 2014, at 10:04 AM, "Sedmak, Niki M MTIC:EX" <[Niki.Sedmak@gov.bc.ca](mailto:Niki.Sedmak@gov.bc.ca)> wrote:

Hi Bette-Jo

Just letting you know that issues with ICM are still occurring and we have a SWAT team in place working this through.

I will advise as we make our way through the mitigation strategies.

Thanks  
Niki

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**From:** Barker, Laurie SDSI:EX  
**Sent:** Monday, May 5, 2014 10:00 AM  
**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX; Dawes, Len SDSI:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX  
**Cc:** Taylor, Sheila A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX  
**Subject:** FW: Infrastructure/ICM Performance Issues

Colleagues,

Further to my note on Friday, we replaced servers over the weekend, and users are still reporting log on and serious performance issues this morning. We are developing a plan for next steps as well as a roll back for the changes made this weekend as it has not resolved the issue. Our SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS are actively working on the issue. I have escalated the issue within SSBC and Deloitte.

This continues to be our highest priority and I will continue to provide you with updates as new information is available.

Laurie Barker

Assistant Deputy Minister

Social Sector Information Services Branch

## **Hughes, Bette-Jo MTIC:EX**

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**From:** Barker, Laurie SDSI:EX  
**Sent:** May 6, 2014 11:37 AM  
**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX; Dawes, Len SDSI:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX  
**Cc:** Taylor, Sheila A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX; Zaranski, Marcin SDSI:EX; Hughes, Bette-Jo MTIC:EX; Goldsmith, Sue MTIC:EX  
**Subject:** RE: Infrastructure/ICM Performance Issues

Good morning,

Please note we continue to work with Shared Service BC on the performance issues experienced to date and are working on a **key message** communiqué for both Ministries. As well, we are configuring the Disaster Recovery infrastructure to provide a read only environment for the field.

Kathleen will work with Bev and David to get a communiqué out shortly.

## **Hughes, Bette-Jo MTIC:EX**

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**From:** Goldsmith, Sue MTIC:EX  
**Sent:** May 6, 2014 2:48 PM  
**To:** Hughes, Bette-Jo MTIC:EX  
**Cc:** Sedmak, Niki M MTIC:EX  
**Subject:** ICM status

Hi Bette-Jo, the ICM problems are continuing, however, we have an expert swat team who continues to treat this as their highest priority. We have also implemented Executive-level check-ins multiple times a day (1 pm and 4 pm today), for all involved ADM's, Exec Leads and Executive Directors from both ICM and our organization.

SDSI and MCFD have decided to invoke their BCP/DRP. They are moving to their DRP system which will present a read-only copy of information. They are also standing up their Ministry Operations Centres (both SDSI and MCFD). This is moving to a very formal communication process and may be subject to formal investigations for any child / citizens at risk.

Please let me know if you need any further details. Trying to keep this short since you're in Estimates.

Thanks, Sue

## **Hughes, Bette-Jo MTIC:EX**

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**From:** Asher, Kathleen SDSI:EX  
**Sent:** May 7, 2014 6:32 PM  
**To:** Galbraith, David J SDSI:EX; Dicks, Beverly J MCF:EX; Leslie, Lisa GCPE:EX; Johnston, Karen GCPE:EX; Hughes, Bette-Jo MTIC:EX; Macnaughton, Jason GCPE:EX  
**Cc:** Barker, Laurie SDSI:EX  
**Subject:** For Approval: Proposed Key Messages to share with OIPC staff, and OAG staff on ICM issues

**Hi everyone, we are getting requests from OIPC staff, and from OAG staff about our current situation.**

**Proposing to share the following key messages with them for now. Please let me know if you have any concerns with this approach or would like any changes.**

- ICM began having intermittent performance issues last week; as it progressed, a dedicated team made up of resources from SSISD, Deloitte, SSBC, HPAS and other vendors was established to troubleshoot these issues.
- The team has been working round the clock and everyone is focused on finding a solution.
- We believe we have narrowed this down to a government system interconnectivity issue that is impacting ICM
- Getting this resolved is our highest priority – progress is being made on fixing the problem; a number of changes have been made in an effort to restore ICM back to normal operations.
- In the interim, the team has established a read only environment so critical information can be accessed. Designated staff will be able to look up critical information on clients and cases, including historical information.
- These are highly complex systems and the team is working full out to identify and resolve issues.
- The ministries' regional offices have activated business continuity plans to ensure that people who are seeking services from the ministry will have minimal disruptions to service. The ministries are also working with key stakeholders and advocacy groups to

ensure they have the latest information on any service delivery impacts being experienced.

*Kathleen Asher*

**Executive Director, Integrated Case Management | Certified Executive Coach  
Social Sector Information Services Division (SSISD)**

*'serving the Ministries of Children & Family Development and Social Development and Social Innovation'*

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## **Hughes, Bette-Jo MTIC:EX**

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**From:** Hughes, Bette-Jo MTIC:EX  
**Sent:** May 8, 2014 11:29 AM  
**To:** Wilkinson, Andrew MTIC:EX; Parhar, TJ S MTIC:EX; Macnaughton, Jason GCPE:EX  
**Subject:** FW: 11:15 am ICM Update for MO

Please advise if you need anything further

11:15 am update:

- The system is currently up and is stable at this time
- We've implemented a strategy to limit the number of users
- We've taken this step in order to stabilize the system while we continue to troubleshoot
- As of 10:15 this morning we have ~1500 users on the system
- We are managing access to ICM for designated staff in an organized fashion to ensure we are focused on critical needs and that we have geographic coverage in both SDSI and MCFD
- In addition there is a read-only environment which is stable and available for designated staff to access critical information on clients and cases, including historical information
- We continue to investigate and are monitoring systems performance