



ARCS: 292-30

File: SSB-2009-00017

December 20, 2011

Sent via email:

Dear :

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

I am writing further to your request received by the Shared Services BC. Following mediation with the Office of the Information and Privacy Commissioner, you narrowed your request on July 18, 2011. Your request is for:

Records related to the centralization of FOI operations in the ministry of Citizens' Services, specifically:

- 1) Analysis of costs involved***
- 2) Analysis of how the new process will affect response times***
- 3) Analysis of effectiveness of records retrieval under the new system.***

The timeframe of this request is June 19, 2009 to present (December 8, 2009) (date request was received)

Please find enclosed a copy of the records located in response to your request. Some information has been withheld pursuant to sections 13 (Policy advice or recommendations) and 22 (Disclosure harmful to personal privacy) of FOIPPA. Copies of these sections of FOIPPA are provided for your reference. A complete copy of FOIPPA is available online at:

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

Your file is now closed.

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Ministry of Labour, Citizens' Services and Open Government

Shared Services BC
Information Access Operations

Mailing Address:
PO Box 9569
Stn Prov Govt
Victoria BC V8W 9K1

Website:
<http://www.gov.bc.ca/citz/fao/>
Telephone: 250-387-1321
Fax: 250-387-9843

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

If you have any questions regarding your request, please contact Kristin Hodgins, the analyst assigned to your request, at 250-952-7944. This number can be reached toll-free by calling from Vancouver, 604-660-7867, or from elsewhere in BC, 1-800-663-7867 and asking to be transferred to 250-952-7944.

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

Sincerely,




Cindy Elbahir, Manager
Central Agency Team
Information Access Operations

Enclosures

How to Request a Review with the
Office of the Information and Privacy Commissioner

If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

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

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

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

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

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