

Transition Project Streams	Number	Date	Amended	Title
Contracts	1	2006/2007		Service Request Process Improvements
	2	2006	2007	Baseline Business Volumes
	3	2006		Milestone Monitoring and Reporting Process
Finance	4	2007		Cash Reconciliation
	5	2006/2007		Postal Fee Management
	6	2006/2007		Benefits Reporting
Governance	7	2006/2007		New Governance Framework
	8	2006/2007		Annual Customer Survey
IM/IT	9	2006/2007		Maintenance Models and Enhancement Thresholds
	11	2006/2007		Assessment of Projects Benefits for Transformational Technology Only
	12	2006		SOW 3 Implementation
	13	2006/2007		Help Desk
Onboarding	15	2006/2007		Onboarding Framework and Methodology
	16	2006/2007		Onboarding Plan
	17	2006/2007		Service Offering
Privacy	18	2006		Compliance Plan for Transferred Systems
	19	2006/2007		Emailing and Faxing Personal Information
	20	2006		PIA TRA Process Improvements
	21	2006		Incident Management Plan
	22	2006/2007		Review and Recommendations Schedule 25 and 27
	24	2006/2007		Remote Support Access
Revenue	25	2007		Balanced Collection Process
	27	2006		Revenue Services Compliance
	28	2006/2007		Legal Action Process
	29	2006/2007		Account Write-Off Process
Annual Resource Planning	30	2006/2007		SBREDS Annual Planning Framework
Revenue Management Services	31	2006/2007		Large Initiatives Project Management Process
	32	2006/2007		RMS Release 1.0 Milestones and Final Acceptance
	33	2006/2007		RMS Release1.1
Service Levels	34	2006/2007		Reporting Framework
	35	2006/2007		Service level Agreements and Framework

Article Number	Title
1	Privacy, Interpretation and Schedules
2	Effect of Term Sheet
3	Financial
4	Rates
5	Two Year Extension
6	Revenue Services
7	IM/IT Services
8	Onboarding
9	Service Levels (SLAS) and Reporting
10	Disaster Recovery
11	Governance
12	Revenue Management System (RMS)
13	RMS Release 1.H
14	Transition Projects
15	Representations and Warranties
16	Concurrent Agreements
17	Miscellaneous
Schedule	Title
A	Definitions
B	Adjusted Invoices
C	MVF Payment Milestones
D	MSP Pay Direct Cancellation/Validation Criteria
E	MSP Group Reconciliation (January to June 2006)
F	Pay Direct Reconciliation
G	Agreed Service Requests
H	Revised Termination Fees
I	Extended Initial Term Compensation
J	Revised Province Service Levels
K	Revised EAS Service Levels
L	Benefits Programs (Cost to Collect)
M	Interim Governance
N	2006 Expedited Arbitrators List
O	Imaging Services
P	RMS Release 1.0 Completion
Q	RMS Release 1.1 Assumptions and Functionality
R	RMS Release 1.H Assumptions and Functionality
S	Transition Project Charters
T	Performance Guarantee Acknowledgement
U	Corporate Guarantee Acknowledgement
V	Non-Cash Federal Adjustments
W	Revised MSP Pay Direct Baseline Calculations
X	Revised Reconciliation Process
Y	Arbitration Notice
Z	Release and Settlement
AA	Updated Service Catalogue
BB	Second Refresh Process
CC	Existing Programs
DD	Special CBARS
EE	RMS Incremental Price Calculations
FF	RMS Progress Payments

Article Number	Title
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1	Interpretation
2	Amendments to Term Sheet
3	Representations and Warranties
4	Miscellaneous

Schedule	Title
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1	Definitions
2	Program Reconciliations
3	Article 4 Rates
4	SOW 3 Service Requests

Appendix	Title
1	Resource Mix Report
2	Quarterly Resource Mix Report
3	Financial Report

Amending Agreement No.	Title	Date
1	MSA Amendment - Name Change - Schedule 16 (Outcomes) - Schedule 19 (RMOP) - Article 2 - Miscellaneous	June 20, 2005
2	MSA Amendment - Article 1 - Amendment to Article 4 (Benefits) of Schedule 23 (Base Fees and Benefits) - Article 2 - Amendment to Section 35 (US Personnel) of Schedule 25 (Privacy Obligations) - Article 3 - Miscellaneous	September 30, 2005
3	MSA Amendment - Article 1 - Schedules - Article 2 - Amendment to Schedule 23 - Article 3 - Miscellaneous	September 20, 2006
4	MSA Amendment - Article 1 - Interpretation - Article 2 - Amendment to Schedule 23 - MSP Pay Direct Reconciliation. - Article 3 - Miscellaneous	September 27, 2007

Amending Agreement No.	Title	Date
1	MSA Amendment - Name Change - Schedule 16 (Outcomes) - Schedule 19 (RMOP) - Article 2 - Miscellaneous	June 20, 2005
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3	MSA Amendment - Article 1 - Schedules - Article 2 - Amendment to Schedule 23 - Article 3 - Miscellaneous	September 20, 2006
4	MSA Amendment - Article 1 - Interpretation - Article 2 - Amendment to Schedule 23 - MSP Pay Direct Reconciliation. - Article 3 - Miscellaneous	September 27, 2007



Number	Date	Title
DR0001	2005	CLAS Documentation Exclusion
DR0002	2005	Remote Support for Applications
DR0003	2005	Predictive Dialer Security/Privacy
DR0004	2005	Access to Ministry Confidential Information
DR0006	2005	Waiver of CRA Enhanced Reliability Status
DR0007	2005	Brand Usage
DR0008	2005	EDS Staff Celebration
DR0009	2005	One week payroll transfer
DR0010	2005	Security Administrator Waiver
DR0011	2005	Access to Personal Information - U.S. Citizens
DR0012	2005	VPN Connectivity from MPR to EDS
DR0014	2005	FTP from Health
DR0015	2005	Close-out of commencement
DR0016	2005	Assigned Contracts Short Term Renewal Period
DR0016.1	2005	Amended Assigned Contracts Short Term Renewal Period
DR0016.2	2005	Amended Assigned Contracts Short Term Renewal Period - 2
DR0017	2005	Adjustment to MPR Staff Transfer
DR0019	2005	PCA Contracts Short Term Renewal Period
DR0020	2005	EDS Laptops VPN Solution - A&E Team
DR0022	2005	MPR Logo Usage on WIP
DR0023	2005	Extension of Swing Space
DR0024	2005	Line of Business Equipment
DR0025	2005	Office Supplies
DR0027	2005	EAS and IDIR "One-way trust"
DR0028	2005	Call Centre Closures
DR0030	2005	USB Usage for Non-Storage Devices
DR0031	2005	Remote Access Support
DR0032	2005	Data Migration and Segregation Approach
DR0033	2005	Hoteling Requirements
DR0034	2005	Hoteling Requirements - Property Tax
DR0035	2005	TACS - Nil Image Fax Machines
DR0036	2005	MPR Voice mailbox Extensions
DR0037	2005	Access to Personal Information - U.S. Personnel
DR0037.1	2005	Amendment to DR37- additional access for user
DR0038	2005	Remittance Move Schedule Revision
DR0039	2005	Retained PCs for Support
DR0040	2005	Intria Related SLA's
DR0042	2005	RMOP Deliverable Delay
DR0043	2005	"First Call Resolution" SLA
DR0044	2005	Retained Email IDs for Support
DR0045	2005	Access to Personal Info - Tracie Atkinson
DR0048	2005	BC Second Mortgage Program Transfer
DR0050	2005	NILS Fax Machine Loaner - extension
DR0051	2005	Help Desk Metrics
DR0052	2005	New RMOP Dates
DR0054	2005	PI Access - Falko Rueemmler
DR0055	2005	PI Access - Larry Compagna
DR0057	2005	Business Partner Consolidation
DR0058	2005	Outcomes verification 2005
DR0059	2005	CD Burner Exemption

Number	Date	Title
DR0060	2005	IMIT Client Survey (SLA 3.1.1)
DR0061	2005	Access to Personal Information – U.S. Personnel –
DR0063	2005	Extension of RMOP Delivery Date
DR0065	2005	Help Desk SLA's Amendments
DR0066	2005	Amended Privacy Appendix for Privacy Report Agencies
DR0067	2005	PI Access for MOG Conversion (RMS Project Build)
DR0068	2005	Microsoft Outsourcing Licensing Agreement
DR0069	2005	RTO Extension
DR0069.1	2006	RTO Extension - Amendment
DR0070	2006	PI Access for RMS Interface Team
DR0071	2005	R&PB Access for the joint development team
DR0071.1	2005	R&PB Access for the EAS Development Team - Amendment
DR0072	2005	Remote Access for Going Live Check
DR0075	2006	Access to Personal Information – U.S. Personnel – RMS Testing Team
DR0076	2006	Cognos Licensing Migration
DR0077	2006	Content Manager Upgrade 8.3
DR0078	2006	Remittance SLA Extension
DR0079	2006	Access to Personal Information – U.S. Personnel – Additional RMS Team Members
DR0081	2006	PI for Load Testing
DR0082	2006	Access to Personal Information – U.S. Personnel – Additional RMS Testing Team Members
DR0084	2006	R&PB Access for the EAS Development Team (reprise)
DR0088	2006	Province Service Level Agreements 1.2.4 Timeliness of Government Collections Activity - Amendment
DR0090	2006	US Personnel - Tanya, Jaco, Mark
DR0091	2006	Avaya PDS installation – US Personnel – Scott Escott
DR0092	2006	Schedule 11 (Service Locations) Changes
DR0095	2006	Transfer of Risk Management Accounts
DR0097	2006	Fair Pharmacare Refund Process - Personal Information (PI) Transfer
DR0099	2006	Temporary Cessation of SLA 1.2.4
DR0105	2006	Help Desk Responsiveness - Reporting Clarification
DR0107	2006	PI Access - Kya Anderson- Titan
DR0109	2006	Extension - Temporary Cessation of SLA 1.2.4
DR0112	2006	Access to Personal Info - US Personnel - PI Access for Satya Darla
DR0115	2006	SLA Postponement - Contract Refresh
DR0116	2006	US Personnel ABAP Programmer
DR0117	2006	US Personnel ABAP Programmer
DR0118	2006	Posting turnaround and Deposit Cycle Time SLA Extension
DR0119	2006	Confidentiality Covenants for Iron Mountain
DR0120	2006	Access to Personal Invo - US Personnel - ABAP Programmers
DR0121	2006	Extension of SLA 2.2.4 - Balanced Collection of In-Scope Portfolios V1.0
DR0122	2006	Access to Personal Info - US Personnel
DR0123	2006	Emailing PI from EAS to Ministries
DR0124	2006	Privacy Group Change for Leasehold Programs 71 and 74
DR0125	2006	Site Tour Policy and Visitor's Agreement
DR0126	2007	Remittance SLA Clarification
DR0128	2007	Site Tour Policy & Visitors Agreement - Amendment
DR0129	2007	Agreed SR Amendment to SR0028 S5B
DR0131	2007	EDS Advanced solutions Use of Equifax
DR0132	2007	MS Licensing for CaseWise Server SR09
DR0133	2007	Amendment to Remove CMF Before \$4M Threshold Exceeded



Number	Date	Title
DR0134	2007	Amendment to Term Sheet Schedule G - SR0003 - Procurement HW_S
DR0135	2007	Transferred Employee Working in CMO
DR0136	2007	Transfer EAS MLA Houtline to SBR's New Customer Care Centre
DR0137	2007	Interim Agreement - Inflation for SRs as Per Term Sheet Article 4.7
DR0141	2007	Annual Inflation Calculation
DR0142	2007	Amendment to Base Fees in Stub Year
DR0143	2007	Property Taxation - - Business Transformation & Systems Replacement Project
DR0146	2007	US Personnel - Verint Systems Inc.
DR0147	2007	Schedule 23 - Example Correction
DR0150	2007	Access to Personal Information - US Personnel - BP
DR0151	2007	Access to PI - US Personnel
DR0155	2007	Access to PI - US Personnel
DR0158	2007	DRP Testing 2007
DR0159	2008	Confidentiality Undertaking for Budget Information
DR0160	2008	Rounding of Confirmed Inflation Percentage
DR0162	2008	RMS 1.H Cost
DR0163	2008	US Personnel RMS Team
DR0164	2008	PI Access for Data Conversion
DR0165	2009	2009 Schedule 11 (Service Locations) Changes
DR0166	2008	Amendment to EAS SLA 2.4.4.2. Deposit Cycle Time-cheques Only & Appendix A
DR0167	2008	Access to PI - US Personnel RMS Team
DR0168	2008	June 30, 2008 Benefits Reconciliation
DR0169	2008	Accelerated Write Off
DR0170	2009	Compliance Certificates Rectification and Clarification
DR0171	2010	Adjustments to Economic Model, Base Fees, and Services resulting from FTE Transfer Back to SBR
DR0172	2008	RMS Dummy Account for 1.1 Testing
DR0174	2008	Amend Title of JMC to JGC
DR0175	2008	Revision of RMS 1.1 Go Live Date
DR0176	2008	Contract Management Fee - SR0123 Infrastructure Enhancements
DR0177	2008	Access to FAB to Rate Documents
DR0178	2008	Discontinue of Quarterly Postal Management Fee Report
DR0179	2008	Extension of Submission Date for Compliance Certificates 08-09
DR0180	2008	Access to PI - US Personnel RMS Team
DR0181	2008	EAS SBR October31 Benefits Reconciliation
DR0182	2009	FSR Changes
DR0183	2009	Combined BCP & DRP Test & 08 Completion Extension
DR0184	2008	Compliance Certificates to be Signed at JGC
DR0186	2009	Extend Date for SR0117 - Temp HelpDesk Resource
DR0188	2009	Extension to SR0143 (Re MSP Call Volumes)
DR0189	2009	Amend the Joint Governance Framework
DR0190	2009	Replace Posting Turnaround Times
DR0191	2009	Provision of Annual Commitment
DR0192	2009	Apr 09 Benefits Reconciliation_EA Onboarding Credit
DR0193	2009	Extension to SR0060 (Re Immigrant Sponsorship)
DR0194	2011	Service Level and Performance Measure Adjustments 08-09
DR0196	2010	PI Access for Testing - Property Tax Deferment Financial Hardship Project
DR0200	2009	Extension to SR143 and DR188 (Re MSP Call Volumes)
DR0201	2009	Interim Benefits Sharing Percentage



Number	Date	Title
DR0202	2009	Customer Satisfaction Survey
DR0203	2009	Microsoft Software Licensing for PTB
DR0204	2009	Postponement of RMS 1.H Go-Live Date
DR0205	2009	Ongoing Windows Server & SQL License Maintenance
DR0207	2009	Access to PI - US Personnel Avaya Inc
DR0208	2010	Employment Assistance Credit
DR0209	2009	Home Owner Grant Repatriation
DR0211	2010	Decommissioning of Phone # 250-356-7395
DR0212	2010	Amendments to SR0151 - PTD Financial Hardship Phase 1
DR0213	2011	October 2010 Reconciliation - MSP Group
DR0214	2011	October 2010 Reconciliation of the Collections Only Program
DR0215	2010	December 2009 Reconciliation MSP Group
DR0216	2010	Change to Funding of Microsoft Licensing for PTB (relates to DR203 and SR151)
DR0218	2010	Revenue Services of BC Website
DR0219	2010	Property Tax Deferment Financial Hardship Project - Using PI in PTA Test Environment
DR0220	2010	Annual Customer Survey 2010
DR0222	2010	PTD FWC Using PI in Test Environment
DR0225	2011	Schedule 11 Service Location Changes
DR0226	2011	Fast Maintenance Repatriation
DR0230	2011	Access to PI for US Personnel
DR0231	2011	*2011 – Schedule 11 (Service Locations) Changes
DR0233	2011	Access to PI - US Personnel RMS Team
DR236	2011	Access to Audit Information
DR0239	2011	PST Remittance Service Adjustments Due to HST
DR0240	2011	*2011 Schedule 11 ( Service Locations) Changes
DR0244	2011	Service Request Template
DR0245	2011	*Schedule 11 (Service Locations) Changes
DR0254	2011	Amendment to Appendix I of Schedule 23
DR0255	2011	Annual Customer Survey

\* Note there are three distinct Schedule 11 service locations DRs; 231, 240 and 245.

Service Request	Title	Date
0001	Fair Pharmacare Program	2006/2007
0001-A	Fair Pharmacare Variable Pricing	2006/2008
0002iae	E-Filing SST and Hotel Tax Return	2006 Approved then Cancelled
0003	Software Procurement	2005 Approved then Cancelled
0004	Collection Letters	2006/2011
0005	Docucom Scanner Maintenance	2006/2012
0006	Work in Progress (WIP)	2005/2006
0006-2	Fiscal Year 2004 & 05 Ongoing Operations under Article 13.2 Adjustment under MSA	2006/2014
0007	IMB Resource	2007 Approved then Cancelled
0008-01	TACS Release 8	2007
0008-03	TACS Refund Manager Upgrade	2007
0008-04	Insight Decision Support System Phase 3	2007
0008-05	Content Manager Upgrade	2007
0008-06	Internet Design 2	2007
0009AB	Casewise Corporate Modeller for Enterprise Architecture Implementation	2006 Approved then Cancelled
0012	Nominal \$ Value Non-assigned software - EDS Proprietary	2007/2008
0012 - 0012-02 & 0012-03	Software purchases - Nominal Value - Non-Assigned SW Vendor	2007/2008
0012-02	Nominal \$ Value Non-assigned Software	2007/2008
0012-03	Nominal SW - Non-Assigned	2007/2008
0013	Prevention of unauthorized users (EDS) accessing Immigrant Sponsorship Info	2007/2008
0015	Workload Development Data Mining Project (WLD)	2005
0016	Collection Risk Scoring Project	2005/2006
0017	Consumable Ops	2005
0018	Completing the required change to Ministry name within system-generated correspondence & reports.	2005
0020	IDIR Authentication	2005
0021	Adjustment under Article 13.2 for the FAST Contract	2005
0022	Enhanced PRMS necessary to implement MEMPR's new Ultra-Marginal Incentive Program	2005
0024	Change to the support model for Accounting Receivable Management system.	2005
0025	Small Application Rationalization project	2005
0026	EAS Analysis to change service provider of Electronic Data Interchange (EDI) from CITS to AES	2005 Approved then Cancelled
0028 (3) + (4)	Impact Analysis of SBRR division software.	2005 Approved then Cancelled
0029	Toll-free numbers, change of owner-ship	2005

Service Request	Title	Date
0030	Implementation of Strategic Project Management Web Site	2005 Approved then Cancelled
0031	CRA813	2005/2006
0034	Accepting New ICBC Payments - ICBC Casual Vehicle Payments	2005
0036	Pharmare Print & Issue Income Tax Receipts 2007	2006
0039	BC Securities Commission Collection	2006
0040	SBR Workstation Refresh	2006
0041	Help Desk Customer Service Supplementary Staffing	2006
0042	Small Application Rationalization (CTS/ONICS) Project #2005-07	2006
0044	Enhanced DRP Impact Assessment Estimate	2006
0045	TACS Release 9; IFA Intellectual Property; IFA Specialist Return & Refund	2006
0046	Insight 2006 DSS Enhancements	2006
0048	Insight 2005 Spill Over	2006
0049	SBR Workstation Refresh	2006
0050	Small Business Roundtable	2006
0051	BC Online	2006 Approved then Cancelled
0052	Baseline Business Volumes	2006
0053	Firewall Administration and Security Architecture Review	2006
0054	Workstation Refresh - Amendment #1	2006
0055	Small Business Roundtable - Phase II	2006
0056	Help Desk Customer Service Supplementary Staffing	2006
0057	Internet Re-design Project (Phase III)	2006
0058	Small Application Rationalization project	2006
0059	OCG Levy (Phase 2)	2006
0060	Resumption of active collection of Sponsorship Default Debt	2006
0061	Sponsorship Light Technical Implementation	2006
0062	Workstation Refresh - Amendment #2	2006
0063	TACS VB6 Retirement Project Support	2006
0064	Property Tax Branch Assessment - Phase I	2006
0065	Ultra marginal Royalty Reduction Phase 2	2006
0066	Content Manager 8.3 Upgrade	2006
0067	Ministry LOGO Change	2006
0068	Privacy and Security - Compliance Plan - Phase I	2007 Approved then Cancelled
0069	Real Property Police Tax	2006
0070	Property Tax Phase 2	2006
0072	DRP Enhancements - Network Redundancy	2006
0073	ReportNet Impact Assessment	2006
0074	CRA 813 Assessment File Project Phase II	2006
0075	Ministry Perimeter Security Upgrade Impact Assessment	2006
0077	Police Tax Ph 2	2007
0080	SOW 3 DPR Enhancement	2007



Service Request	Title	Date
0081	TACS Release 10	2007
0082	Insight Enhancements	2007
0083	HOG Leg. Change Impact Assessment	2007
0087	Post-Refresh Complex Systems - IAR	2008
0088	Risk Scoring - Impact Analysis	2008
0090	Bad Debt Subledger - CBAR	2007
0091	Debt Segmentation and Risk Scoring - CBAR	2007
0093	Skip Trace - CBAR	2007
0095	CTAB Secure FTP Site Business Requirements and Impact Assessment	2008
0097	Balance Collections - CBAR	2007
0098	HOG LEG Change Phase 2	2007
0099	Extension of Firewall Administration	2007
0100	HOG Legislative Change Ph 2 - Scope Increase as per Change Request CR-01	2007
0101	Social Service/Hotel Tax - TACS Grace Day Special Handling	2007
0102	Balance Collection - Operation - CBAR	2007
0104	ImagePlus Optical Drive Replacement - Ops	2008
0105	Content Manager 8.3 Upgrade GAP	2008
0106	MEIA Duplicate Debt Investigation2007	2008
0107	Upgrade ASF Letter System	2008
0108	PTB Business & Systems Modernization Project - Phase 2b	2008
0109	Police Tax Enhancements	2008
0110	RMS 1.H - Biller Direct - Contact Centre Mode	2008
0111	RMS 1.H Biller Direct Contact Centre Mode	2008
0112	RMS 1.H Data Conversion Scope Change	2008
0113	RMS1.1 6017 Address Update	2008
0114	RMS1.1 BC Express Pay (BCEP) Integration	2008
0115	TACS Enhancements for Release 10.3	2007 Approved then Cancelled
0116	Carbon Tax Implementation	2008
0117	Temporary Help Desk Resource	2008
0118	Electronic Group Billing	2008
0119	Extension of Firewall Administration - II	2008
0120	TACS Release 11	2008
0122	ITB Web Calculator	2008
0123	Infrastructure Enhancements	2008
0124	Corporation Capital Tax (CCT) Phase Out	2008
0125	Climate Action Dividend Work	2008
0126	Insight Decision Support System Expansion	2008
0127	Onboarding BC Ambulance Services - Phase 1	2008
0128	Onboarding BC Ambulance Services - Phase 2	2008
0129	MEIA Prg 24-25 (Data Rejected) Balance Updates	2008
0130	RMS 1.1 Biller Direct Messaging	2008
0131	Carbon Tax Remittance - Enhancements	2008
0132	Privacy and Security for Transferred Systems	2008



Service Request	Title	Date
0133	Carbon Tax Implementation - Additional Scope	2008
0134	Carbon Tax – First Nations Fuel and International Fuel Tax	2008
0135	Natural Resources E-Licensing - Phase 1	2008
0136	Upgrade of Web Server to Version IIS6	2008
0137	Extension of Firewall Admin III	2008
0139	Climate Action Dividend – Additional Scope	2008
0141	Coal Bed Methane Gas Implementation	2008
0142	PTB Information Sharing	2009
0143	MSP Customer Service Volume Increase	2008
0144	Workstation Refresh Upgrade 2.0	2008
0145	Ministry Intranet Data Accessible	2008
0147	Ambulance Onboarding - Blueprint Phase	2010
0148	Audit Control Language Server Business Process Documentation	2008
0149	Cognos 8BI Upgrade Phase 1	2009 Approved then Cancelled
0150	RMS 1.1 BCeID Security Changes	2009
0151	Property Tax Deferment - New Legislation	2009
0152	MSP Customer Service Volume Increase Extension	2008
0153	Insight DSS Scope Increase	2009
0154	Coal Bed Methane Scope/Budget Increase	2009
0154	Coal Bed Methane Scope/Budget Increase	2008
0155	School Tax Rebate	2009
0156	Carbon Tax Implementation - Remittance Extension	2009
0157	Network Redundancy Project - Scope & Budget Increase	2009
0159	Carbon Tax - First Nations Retailers and International Fuel Tax - CR09	2009
0160	MSBR Workstation Refresh - Phase 1 Completion	2009
0163	FAST - Gentax Maintenance Extension	2009
0164	Insight DSS - Additional Development Scope	2009
0165	Baseline Business Volumes FY 06/07-08/09	2009
0166	Workstation Refresh - Phase 1 Completion	2009
0168	Oil and Gas Net Profit Royalty Program	2009
0169	Carbon Tax Rate Change	2009
0170	FIN (former MSBR) Workstation Upgrade 2.0 - Phase II	2009
0172	Harmonized Sales Tax - Impact Assessment	2009
0174	New Legislative Property Tax Deferment Phase II	2009
0175	Renewable Fuels	2009
0176	Accepting Credit Card Payments on MSP Accounts Online	2010
0178	Oil and Gas Stimulus Impact Assessment	2009
0181	Workstation Refresh - Program Manager Extension	2009
0182	PST Initial Wind Down Activity Project	2010
0183	PTD Digital Mailroom	2011
0184	Renewable Fuels - Translink Rate change	2010
0185	Credit Card Refund Process Redesign	2011
0186	FAST - Gentax Maintenance Extension III	2010

Service Request	Title	Date
0187	Carbon Tax Remittance Operational support - Extension II for 2010/11	2011
0190	New Energy Credit and Private Sales Tax Programs	2010
0191	Natural Gas and Propane Project	2010
0192	PTD for Families with Children - Impact Assessment	2011
0193	Program Manager, Extension of services	2010
0194	PTD Ops Support FY 10/11	2011
0195	PTD Families with Children - Ph 3	2011
0196	RMO Small Scale Business Solutions	2011
0197	IMIT Baseline Business Volumes FY 2009/10	2010
0198	HST Governance Project	2010
0199	International Business Activity (IBA) Small Scale Business Solution	2011
0200	HST Transition CR01, CR02, CR03	2010
0201	PTB Legislated Changes	2010
0202	FoxPro Projects Upgrade IA	2011
0203	Ad Valorem Tax Requisition (AVATAR) Upload Initiative	2011
0205	First Nations Fuel and Tobacco Tax Exemption - IA	2011
0206	PTB Online Adjustments	2011
0207	HST Transition CR04	2011
0208	Film Tax Credits Project	2011
0209	IM/IT Operate Support FY 2011/12	2011/2012
0213	Rural Property Tax - Legislative Change	2011
214	Logging Tax Change	2011
215	Remittance Services for CTB, RMO and PTB	2011
216	TACS - Translink Rate Increase	2011



**Acronym**

AMO	Alliance Management Office
CBAR	Cost Based Adjustment Request
CIO	Chief Information Officer
CLAS	Collection Loan Administration System
CTB	Consumer Taxation Branch
CTS	Consumer Taxation System
DR	Decision Request
DRP	Disaster Recovery Plan
HOG	Home Owner Grant
HW	Hard Ware
IDIR	Intelligent Data Information Retrieval
IMB	Information Management Branch
LEG	Legislative
MEIA	Ministry of Employment and Income Assistance
MPR	Ministry of Provincial Revenue
MSA	Master Service Agreement
PI	Privacy Information
PM	Performance Measurement
PTB	Provincial Tax Branch
PTD	Provincial Tax Department
RMO	Receivables Management Branch
RMOP	Revenue Management Operational Plan
RMP	Revenue Management Project
RMS	Revenue Management System
RMS 1.H	Revenue Management System 1. <u>H</u> Health
SAP	System Analysis Program
SBR	Ministry of Small Business and Revenue
SLA	Service Level Agreement
SOW	Standard of Work
SR	Service Request
SW	Soft Ware
TACS	Tax System
WIP	Work in Progress