Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Friday, May 2, 2014 1:15 PM
To: Turner, Linda MCF:EX
Cc: Huff, Gerard MCF:EX
Subject: RE: New Issue Raised #58 IPAT

Thank you Linda. You did mention this one in our last update but it's good to get this additional detail.

Thank you
Marcin

From: Turner, Linda MCF:EX
Sent: May-02-14 12:53 PM
To: Zaranski, Marcin SDSI:EX
Cc: Huff, Gerard MCF:EX
Subject: New Issue Raised #58 IPAT

Marcin, I raised an issue today for IPAT, you are the owner. The IPAT interface has two components, the ICM to the secure folder transaction is functioning but the folder to the IPAT application interface is not. The problem is an issue with the s.15 test server and is happening with all interfaces to IPAT not just the ICM version and fis preventing s.15 testing for a CD2 item as we can't complete smoke testing. We are doing a manual check of the files from ICM to find obvious issues but s.15 can't start testing until this is fixed. There is concern for this particular design and interface because it is complex and it was a difficult design to nail down.

TP is working with SSBC and HPAS to resolve the issue. Gerard feels he is getting the support he needs from HPAS and will send a status at the end of day but I will escalate to Cindy and Susanna Francis if necessary.

Let me know if you have any questions.

Linda Turner

Stream Lead, Legacy and Integrated Systems,
Integrated Case Management,
s.17
Linda.Turner@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Thursday, May 8, 2014 11:41 AM
To: Taillefer, Troy OIPC:EX
Subject: RE: ICM update

Hi Troy,

The key messages from our communications lead that I've been cleared to share are:

- 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.
- SDSI - 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.

Will phone you in the next few minutes to cover any gap areas or specific questions you may have.

Marcin

From: Troy Taillefer [mailto:TTaillefer@oipc.bc.ca]
Sent: May-08-14 11:27 AM
To: Zaranski, Marcin SDSI:EX
Subject: RE: ICM update

Hi Marcin,

We have some media questions today. Hoping I can bounce a couple things off of you (right away, if possible ... although I can bet you are busy!).

Cheers,

Troy Taillefer, LL.B CIPP/C *Senior Policy Analyst*
Office of the Information and Privacy Commissioner for B.C.
4th Floor, 947 Fort Street, Victoria BC V8V 3K3
tel. s.17) | fax 250-387-1696
Follow us on Twitter | ttaillefer@oipc.bc.ca

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From: Zaranski, Marcin SDSI:EX [mailto:Marcin.Zaranski@gov.bc.ca]
Sent: May-07-14 11:04 AM
To: Troy Taillefer
Subject: RE: ICM update

Hi Troy,

Definitely – I'm just checking with my ADM as to what we can share. I can definitely say that the issues are not creating security/privacy problems for us (or increasing our ICM risks in that area). The ministries are invoking their business continuity plans. We have a dedicated team working on this 24/7. I'll provide the 'official word' shortly.

Marcin

From: Troy Taillefer [mailto:TTaillefer@oipc.bc.ca]
Sent: May-07-14 9:44 AM
To: Zaranski, Marcin SDSI:EX
Subject: ICM update

Hi Marcin,

Can you send me a paragraph or two about the current problems with the ICM system and whether you believe there to be any privacy/security issues? What is the current state with the system being down (i.e. how is anything being done? Is another system in use?).

Hope all is well.

Regards,

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Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Friday, May 9, 2014 9:32 AM
To: Van Den Bulk, Jeannette MTIC:EX; Gillespie, Christopher MTIC:EX; Plater, Sharon MTIC:EX
Subject: FW: ICM update

Further to what I outlined on our call, here are the bullets that I'd shared with Troy yesterday.

I'll make sure that Sharon is CCed on further communications.

Marcin

From: Zaranski, Marcin SDSI:EX
Sent: May-08-14 11:41 AM
To: Taillefer, Troy OIPC:EX
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Sent: May-08-14 11:27 AM

To: Zaranski, Marcin SDSI:EX
Subject: RE: ICM update

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Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Friday, May 9, 2014 9:40 AM
To: Taillefer, Troy OIPC:EX
Cc: Plater, Sharon MTIC:EX
Subject: ICM - update

Hi Troy,

I wanted to follow up with some additional information about the 'off-line' copy of ICM. As I mentioned yesterday this refers to our read-only, disaster recovery site. Here are some bullets that our communications group prepared on this that may be useful if you're briefing the Commissioner. Please let me know if any other urgent questions arise.

- ICM 'read only' environment is a copy of ICM – in this environment staff can look up historical information on clients and case-files but they cannot enter any data
- The 'read only' environment has the same access controls as the full ICM system
- Users have the same role based access, with the same privacy protections as the full ICM system
- Any subsequent disclosure of information is subject to the same need-to-know, or ensuring the safety of children, as with information shared in any other process.

Thank you,
Marcin

Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Friday, May 9, 2014 9:59 AM
To: Plater, Sharon MTIC:EX
Subject: RE: ICM update

Sorry I didn't think to include someone in your office on my original note.

From: Plater, Sharon MTIC:EX
Sent: May-09-14 9:38 AM
To: Zaranski, Marcin SDSI:EX
Subject: Re: ICM update

Thanks Marcin

Sent from my iPhone

On May 9, 2014, at 9:32 AM, "Zaranski, Marcin SDSI:EX" <Marcin.Zaranski@gov.bc.ca> wrote:

> Further to what I outlined on our call, here are the bullets that I'd shared with Troy yesterday.
>
> I'll make sure that Sharon is CCed on further communications.
>
> Marcin
>
> ---
>
> **From:** Zaranski, Marcin SDSI:EX
> **Sent:** May-08-14 11:41 AM
> **To:** Taillefer, Troy OIPC:EX
> **Subject:** RE: ICM update
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Sent: May-07-14 9:44 AM
To: Zaranski, Marcin SDSI:EX
Subject: ICM update

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Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Thursday, May 1, 2014 11:09 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE: ICM Performance Issues

Hi,

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. We will work with Kathleen and Nancy for any external messaging required.

What's Happened?
As you are aware, we have had intermittent ICM Performance issues this week. These have been difficult to isolate as initially it did not seem that some incidents were related. We can see that a pattern began on Monday and continued throughout the week. The situation recently has caused some areas such as MCFD (Provincial Services – Arif Llalani's area), SSISD data stewards, to escalate performance issues with ICM. Some areas report that users are unable to work. There appears to be greater impact during peak performance times, such as from 8:30-9:30 and after lunch from 1:30-2:30.

What's Being Done, By Whom?
Deloitte team is actively working on the technical troubleshooting, with the Province led by Cindy Beaton as Incident Manager and Deloitte team led by Bill Lutnyec. A SWAT process has been convened with SSBC. In the meantime, Bill believes they have isolated the issue to our web servers, s.15 but a definitive root cause has not been identified as there is also involvement of the application servers. Some infrastructure components and causes that have currently been looked at and ruled out are: s.15 Load Balancer, CPU utilization, disk space, memory utilization. (This isn't a complete list).

I have spoken to Shirley Mitrou and Cheryl Strzlecki regarding the SWAT and have asked for the right cross-SSBC focus. The nature of the SWAT process engages all service towers (hosting, network, security, etc). SSBC reports that they have had no other network/performance issues reported other than from ICM users.

Monitoring will occur by Deloitte and HPAS overnight. A Technical SWAT will convene tomorrow morning at 8:45 to review and analyze the logs, etc. and a Full SWAT will convene at 10:30. Therefore, given the timing, I think it is safe to assume that performance issues will continue tomorrow. I am anticipating we will have further next steps AFTER the conclusion of the 10:30 Full SWAT process.

What Are the Priorities?
The approach will be to focus on the web servers and network connections between the servers in the HPAS data centre. Monitoring tools have been installed to provide a better view in what is happening. Deloitte has also logged a SEV1 SR with Oracle. Bill is working to ensure that there will be no impact to critical off-hours jobs needed for ministry business cycles.

What are the Key Things You Need to Know?

1. We are working on identifying a root cause and have ruled out several potential root causes.
2. A SWAT process with SSBC, Deloitte and Province SSISD is continuing tomorrow.
3. Performance issues will continue on Friday and until we are able to fix/address the root cause.
4. Please contact Nancy Allen if there are business impacts that must be escalated, so we can collect the information and determine if there are workarounds, risk mitigation measures, etc.

Your next status update from me will be at approximately 12 pm Friday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: van der Lee, Tina MTIC:EX
Sent: Tuesday, May 6, 2014 4:39 PM
To: Mitrou, Grayg HPAS:EX; Button, David MTIC:EX; Murch, Dennis MCF:EX; 'Wilson Lopes (wilson.lopes@maximuscanada.ca)'; 'joel.levinson@maximuscanada.ca'; 'bill.jubran@maximusbc.ca'; Schmuland, Brenda D MTIC:EX; Donaldson, Ian R MTIC:EX; Cookson, Guy HLTH:EX; Turner, Linda MCF:EX; 'Kent Berger-North'; Zaranski, Marcin SDSI:EX; McKenzie, Rob SDSI:EX; 'bill.jubran@maximusbc.ca'
Cc: Lum, Wency SDSI:EX; Francis, Susanna MTIC:EX; Mitrou, Shirley MTIC:EX; Restall, Stuart B HPAS:EX; Armstrong, Ian MTIC:EX; Donaldson, Ian R MTIC:EX; Murch, Dennis MCF:EX
Subject: ICM_Medigent Meeting Summary and Actions

Thanks everyone for your time today. Please find a brief summary and action items below – let me know of any edits.

- SDSI official communications regarding phase 4 of ICM originated in October 2013 – have an SSBC assigned Project Manager to co-ordinate all necessary Shared Services resources
- Maximus communications regarding s.13 discussed at Windows Working Group and Mainframe meetings – unable to share a go-live date until February 2014 – no SSBC resources have been identified to date as being required
- Go live date for both projects is November 21-25th timeframe
- Both groups are concerned about deploying two major projects concurrently and having go live dates at the same time for the following reasons:
    1. The technical capacity on the mainframe (this does not appear to be a major concern but will be confirmed by HPAS)
    2. Human resources (HPAS) to assist with go live and beyond (this also did not appear to be a major concern but will be confirmed by HPAS)
    3. Citizen impacts – both are extremely high profile projects
        - ICM phase 4 will also impact MCFD
        - s.15
- ***Action item Linda, Marcin, Bill by Monday May 12:*** Submit project plans, detailed project schedules, forecast/best guess estimate for mainframe requirements and human support including detailed go-live activities and requirements to HPAS in order to assess impact (Grayg Mitrou and Stuart Restall, copied to Tina van der Lee, Brenda Schmuland, Susanna Francis, and David Button). Plans should include but not be limited to:
    1. Times/dates freezes are required
    2. Times/dates HPAS resources are required
    3. Times/dates SSBC resources are required
- Maximus has begun to initiate stakeholder engagement with s.13 - ***Action item Bill by May 12:*** Provide stakeholder engagement plan to Rob McKenzie
- ***Action item Grayg/Stuart by May 31:*** Assess risk and provide recommendations to SSBC for the management of the release of the two major projects
- ***Action item Tina:*** Schedule meeting for first week in June

Tina van der Lee | Director Client Relations | Health, Education, Business and Economy | Shared Services
Ph: 250-514-0075 | ***e:*** tina.vanderlee@gov.bc.ca | ***m:*** W400 – 4000 Seymour Place, Victoria BC V8W 9V1
BRITISH COLUMBIA | CLIENT SERVICES
A BRANCH of SHARED SERVICES BC

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Thursday, May 1, 2014 9:37 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update

Description
Network issues continue to impact ICM response time throughout the province. The problem has been escalated and a team of technical analysts are working to resolve the issue.

Impact to users
The Ministry application ICM is impacted and users continue to experience significant delays.

Instructions to users
Further updates will be sent as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Thursday, May 1, 2014 10:34 PM
To: Lutynec, Bill SDSI:EX; Beaton, Cindy M SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Blake, Prarie SDSI:EX; Mohabir, Ravi SDSI:EX; Rose, Dave SDSI:EX
Subject: RE: ICM Performance issues - Cindy is Incident Manager

Follow Up Flag: Follow up
Flag Status: Flagged

No questions for now. I am writing an update to Laurie and the ED's so was getting some background info.

Thanks.

From: Lutynec, Bill SDSI:EX
Sent: Thursday, May 1, 2014 10:33 PM
To: Lum, Wency SDSI:EX; Beaton, Cindy M SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Blake, Prarie SDSI:EX; Mohabir, Ravi SDSI:EX; Rose, Dave SDSI:EX
Subject: RE: ICM Performance issues - Cindy is Incident Manager

Thank you Wency. That is correct, we have no solution in place yet, but hopefully the one web server may work better now that it has been rebooted, but that is a long shot. It will be very helpful in narrowing this down.

A couple of answers to your questions:

- I assume you have looked at the s.15 output for your other servers as well – the usual suspects like WebMethods, Siebel file system servers, etc. – and the only anomalies are ONLY with s.15 ?
  - Yes. We have been checking all the servers, and all the issues are currently between s.15 s.15 and the app servers.
- s.15 are physical servers, right?
  - Yes. They are very large physical servers (24 CPU, 4U,)
- Have we ruled out the changes implemented last weekend for MCP 1.1?
  - We haven't ruled it out, but we have put a lot of thought into it and can't see any relation to it at this time. It is still very much on our minds none-the-less.
- For our internal planning, do we have an idea of how long this performance issue could continue? Right now it seems like it could extend over the weekend, possibly into next week. Will any production jobs tied to critical business cycles be impacted?
  - At this time we don't know when it will be fixed. We are making good progress now, so it is possible it could be fixed tomorrow, but at the same time this could also go well into next week. We are only seeing the severe issues during normal peak network times, such as 08:30 to 09:30 or 13:30 to 14:30. I will confer with my team to make sure we have some contingency plans for running all the off-hours jobs as well.

Please let me know if you have any other questions. Thanks.

Best regards,

Bill Lutynec
Bill.lutynec@gov.bc.ca
Mobile s.17

From: Lum, Wency SDSI:EX
Sent: Thursday, May 01, 2014 7:57 PM
To: Lutynec, Bill SDSI:EX; Beaton, Cindy M SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Blake, Prarie SDSI:EX; Mohabir, Ravi SDSI:EX; Rose, Dave SDSI:EX
Subject: RE: ICM Performance issues - Cindy is Incident Manager

Thank you Bill. This is a comprehensive note. Basically what I can gather from your note is that we can expect the issues to continue well into tomorrow as we'll be monitoring in the morning and have left things running as-is. As you know that has both pros and cons...but I get that it helps us arrive at a better outcome overall rather than alleviate a symptom.

A couple of questions:

- I assume you have looked at the s.15 output for your other servers as well – the usual suspects like WebMethods, Siebel file system servers, etc. – and the only anomalies are ONLY with s.15 ?
- s.15 are physical servers, right?
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Regards,
Wency

From: Lutynec, Bill SDSI:EX
Sent: Thursday, May 1, 2014 5:54 PM
To: Beaton, Cindy M SDSI:EX; Lum, Wency SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Blake, Prarie SDSI:EX; Mohabir, Ravi SDSI:EX
Subject: RE: ICM Performance issues - Cindy is Incident Manager

Afternoon update:

After speaking with Ravi we thought we should send out a group update so everyone is apprised of our progress.

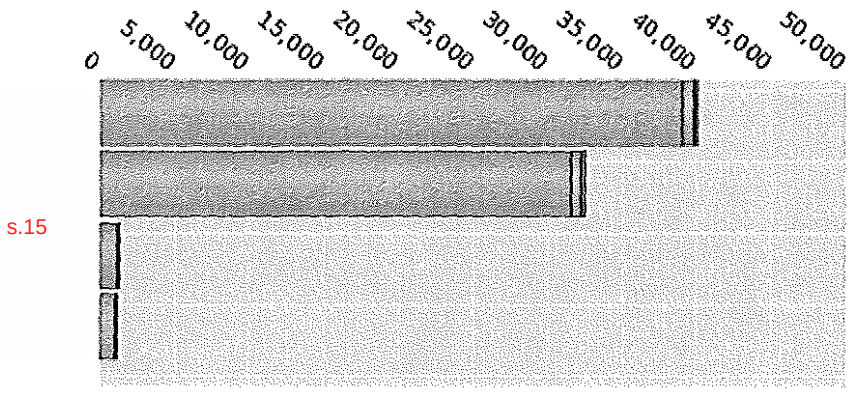
We have been working hand-in-hand with Cindy and HPAS to provide them with as much valuable information as possible to help them narrow down this issue, while at the same time looking at the issue from different angles to see if we can't figure it out ourselves as well.

I have updated Nancy at every step and decision point, asking for her input as well.

The data stewards whom we moved to the external web servers are seeing no issues with performance since they moved to the external web servers.

At each step it is clear that the issue is not internal to the Siebel application, but instead points to the servers in the data center and how they communicate with each other over the network.

The following graphic is from s.15 . The blue part shows the response time inside the datacenter, whereas the yellow part is the network from the datacenter to the user's pc. As you can see, the External web server response times (in milliseconds) are excellent, whereas the internal response times are not.



Tasks completed:

- Checked with multiple users to verify if the issue exists for external/Internal or both. Found to be only internal.
- Verified that performance issue was not specific to region/office
- Checked all server logs and found no errors
- Continuously monitored the servers and provided all the s.15 and OEM stats to the HPAS team to identify the root cause of the issue
- We have raised P2 ticket with s.15 team to confirm if there are any performance issue on the policy servers. They reported no issues
- We have also raised an Sev1 SR with Oracle to help us on resolving the issue
- Submitted the request to Dirk and Chris to install Network monitoring tool on the servers s.15 servers
- Have checked if the performance issue exists within load balancer (icm.gov.bc.ca) by logging to the individual ICM Server based URLs. We found no issues with load balancer
- We have raised a P2 ticket #329526 for HPAS to investigate the issue for Hosting/LB Team
- HPAS identified what looked to be memory leaks on s.15 and asked us to reboot s.15 at 3:00 PDT so we can compare with s.15 without being rebooted
- We have provided them with IP addresses and log files to help them narrow down their search areas
- CPU utilization, System Memory, Disk space percentages are at expected levels on all the Prod servers
- We have installed Netmon tool on the DB machine to capture the packets from the DB machine to the ICM servers
- We had a 4 PM call to go over issues with HPAS/SSBC SWAT team.

Upcoming Steps:

- We will keep s.15 running to give us a point of comparison. We will not have the data we need until the next issue occurs
- HPAS will capture the network traffic packets and analyze the logs from Microsoft Netmon tool to monitor the network load on SPAN BC network
- HPAS has asked that we install Wire Shark and work with them to help collect more data to analyses as soon as we see an issue tomorrow
- Technical sub group SWAT team meeting at 08:45 Friday to analyze overnight findings
- Full SWAT team meeting at 10:30 to go over the morning's analysis

Best regards,

Bill Lutynec
Bill.lutynec@gov.bc.ca
Mobile s.17

From: Beaton, Cindy M SDSI:EX
Sent: Thursday, May 01, 2014 2:39 PM
To: Lum, Wency SDSI:EX

Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Huang, Charles SDSI:EX; Blake, Prarie SDSI:EX; Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; ICM Secadmin SDSI:EX; ICM TI Support SDSI:EX; ICM Business Support SDSI:EX; ICM Application Support SDSI:EX
Subject: Re: ICM Performance issues - Cindy is Incident Manager

FYI - we moved some of the Data Stewards to use the External URL and they are functioning well and resumed doing data merges as of 20 minutes ago.

Cindy

From: Beaton, Cindy M SDSI:EX
Sent: Thursday, May 01, 2014 02:15 PM
To: Lum, Wency SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Huang, Charles SDSI:EX; Blake, Prarie SDSI:EX; Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; ICM Secadmin SDSI:EX; ICM TI Support SDSI:EX; ICM Business Support SDSI:EX; ICM Application Support SDSI:EX
Subject: RE: ICM Performance issues - Cindy is Incident Manager

We've created an official SWAT team request from SSBC. We had a meeting a 1 pm today and will have a follow-up meeting at 4 pm today.

s.15 is showing a possible memory leak and therefore we are rebooting it at 3 pm, Nancy is arranging communication for this. We'll keep s.15 'as is' for a comparison and reboot it after hours (at 5:30 I believe, time to be confirmed).

We've learned that there is Province wide e-learning that began yesterday, this wouldn't be the root cause by may be impacting the situation. Nancy is investigating this.

Regards,
Cindy

From: Beaton, Cindy M SDSI:EX
Sent: Thursday, May 1, 2014 12:05 PM
To: Lum, Wency SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Huang, Charles SDSI:EX; Blake, Prarie SDSI:EX; Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; ICM Secadmin SDSI:EX; ICM TI Support SDSI:EX; ICM Business Support SDSI:EX; ICM Application Support SDSI:EX
Subject: RE: ICM Performance issues - Cindy is Incident Manager

Sorry, my mistake in the previous email, it is Service Provider Portal that is experiencing issues.

> From Wendy Cox:
> Just wanted to give you a heads up that Child Care Subsidy have been barely able to work in ICM again today due to ICM slowness. They vary between the blue circle for a very long period of time to actually getting kicked out of ICM all-together. This also seems to be affecting the Service Provider Portal with external users trying to submit their invoices. Due to the slowness they cannot see when they submit and invoice that it has actually gone so they try again and get a message "the invoice is in use by another user" which confuses them and causes more calls to the Child Care Subsidy office. The invoice submission doesn't seem to be impacted on our side receiving them.
>
> I understand from CCS that they are escalating this issue with their executive

Regards,
Cindy

From: Beaton, Cindy M SDSI:EX
Sent: Thursday, May 1, 2014 12:03 PM
To: Lum, Wency SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Huang, Charles SDSI:EX; Blake, Prarie SDSI:EX; Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; ICM Secadmin SDSI:EX; ICM TI Support SDSI:EX; ICM Business Support SDSI:EX; ICM Application Support SDSI:EX
Subject: RE: ICM Performance issues - Cindy is Incident Manager

We are still experiencing issues. HPAS has monitoring turned on, we are sending them specific time of issues as they occur this morning. We have a SWAT team meeting at 1 pm and it includes folks from SSBC.

Child Care Subsidy is being impacted especially severely. They have regular slowness issues and with the situation today they are considering taking the phones off line and are escalating to their executive. Self Serve Applications (SSA) is also being impacted as clients aren't receiving a timely response during the submit process which is causing them to try to re-submit.

Regards,
Cindy

From: Beaton, Cindy M SDSI:EX
Sent: Thursday, May 1, 2014 8:57 AM
To: Lum, Wency SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Huang, Charles SDSI:EX; Blake, Prarie SDSI:EX; Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; ICM Secadmin SDSI:EX; ICM TI Support SDSI:EX; ICM Business Support SDSI:EX; ICM Application Support SDSI:EX
Subject: RE: ICM Performance issues - Cindy is Incident Manager

Hi

We are still experiencing issues this morning, in particular there was an issue around 6 am. Monitoring was turned on late in the work day yesterday for s.15 so we will now analyse the logs (in particular around 6 am) for root cause analysis.

Regards,
Cindy

From: Beaton, Cindy M SDSI:EX
Sent: Wednesday, April 30, 2014 3:02 PM
To: Lum, Wency SDSI:EX
Cc: Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Huang, Charles SDSI:EX; Blake, Prarie SDSI:EX; Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX
Subject: ICM Performance issues - Cindy is Incident Manager

We are having ICM performance issues. They have been occurring throughout the day. We're clarifying the situation and have met with HPAS to determine next steps. We applied network monitoring tools on s.15 for yesterday's issues but today the issue appear to be on s.15 so we are installing the tools on these servers. This tool uses a lot of space so we've come up with a plan where we can gather the information daily and then record over the logs.

I'll provide an update when I have more information.

Cindy Beaton
ICM Project, Provincial Infrastructure Stream Lead
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Social Innovation, and Children and Family Development

Phone: s.17
Address: 333 Quebec St, Victoria, BC, V8V 1W4
Note: This message is confidential and may not be disclosed to anyone without the express written consent of the sender.

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Thursday, May 1, 2014 11:09 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

Hi,

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. We will work with Kathleen and Nancy for any external messaging required.

What's Happened?
As you are aware, we have had intermittent ICM Performance issues this week. These have been difficult to isolate as initially it did not seem that some incidents were related. We can see that a pattern began on Monday and continued throughout the week. The situation recently has caused some areas such as MCFD (Provincial Services – Arif Llalani's area), SSISD data stewards, to escalate performance issues with ICM. Some areas report that users are unable to work. There appears to be greater impact during peak performance times, such as from 8:30-9:30 and after lunch from 1:30-2:30.

What's Being Done, By Whom?
Deloitte team is actively working on the technical troubleshooting, with the Province led by Cindy Beaton as Incident Manager and Deloitte team led by Bill Lutnyec. A SWAT process has been convened with SSBC. In the meantime, Bill believes they have isolated the issue to our web servers, s.15 but a definitive root cause has not been identified as there is also involvement of the application servers. Some infrastructure components and causes that have currently been looked at and ruled out are: s.15 , Load Balancer, CPU utilization, disk space, memory utilization. (This isn't a complete list).

I have spoken to Shirley Mitrou and Cheryl Strzlecki regarding the SWAT and have asked for the right cross-SSBC focus. The nature of the SWAT process engages all service towers (hosting, network, security, etc). SSBC reports that they have had no other network/performance issues reported other than from ICM users.

Monitoring will occur by Deloitte and HPAS overnight. A Technical SWAT will convene tomorrow morning at 8:45 to review and analyze the logs, etc. and a Full SWAT will convene at 10:30. Therefore, given the timing, I think it is safe to assume that performance issues will continue tomorrow. I am anticipating we will have further next steps AFTER the conclusion of the 10:30 Full SWAT process.

What Are the Priorities?
The approach will be to focus on the web servers and network connections between the servers in the HPAS data centre. Monitoring tools have been installed to provide a better view in what is happening. Deloitte has also logged a SEV1 SR with Oracle. Bill is working to ensure that there will be no impact to critical off-hours jobs needed for ministry business cycles.

What are the Key Things You Need to Know?

1. We are working on identifying a root cause and have ruled out several potential root causes.
2. A SWAT process with SSBC, Deloitte and Province SSISD is continuing tomorrow.
3. Performance issues will continue on Friday and until we are able to fix/address the root cause.
4. Please contact Nancy Allen if there are business impacts that must be escalated, so we can collect the information and determine if there are workarounds, risk mitigation measures, etc.

Your next status update from me will be at approximately 12 pm Friday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Friday, May 2, 2014 8:00 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update Friday May 2nd

Description – Ticket 396587 May 2nd 8:00 am update
This morning we continue to experience intermittent network/ICM performance issues. The dedicated technical team have ruled out several potential root causes and further analysis is underway on our application and web servers. This issue continues to be our highest priority.

Impact to users
Users will continue to experience significant delays accessing and working in ICM.

Instructions to users
Another update will be provided before 1:00 pm today. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 2, 2014 11:56 AM
To: Lum, Wency SDSI:EX
Subject: Friday May 2nd 12:00 noon UPDATE: ICM Performance Issues

12:00 Noon update

What has been done this morning

The SWAT team comprised of Deloitte, SSISD, SSBC and HPAS continued to work monitor and track root causes, the team reconvened this morning and confirmed the actual web servers are fine – utilization is low. The team has not diagnosed the root cause however they are making progress. The team will work through today and the weekend to resolve and working on contingency plan for Monday morning.

Below are details from meetings this morning:

- Further analysis has found that the issue is in fact within the s.15 datacenter
- New problem with s.15 policy server – users unable to log on – opened sev 2 ticket with SSBC – SSBC confirms they have the ticket and are assigning resources to join the SWAT team
- Issue is related to the communication between:
  - the internal ICM Siebel web server and the app servers
  - or between the internal ICM web servers and s.15
  - or both instances
- We will continue to analyse and monitor these areas with HPAS and s.15 teams to help them narrow down the issue for resolution.
- If we are able to resolve by Monday, we are looking at contingency options

What are the Key Next Steps

1. We are continuing to work on identifying a root cause
2. A SWAT process with SSBC, Deloitte and Province SSISD is continuing, bringing in additional resources
3. Performance issues will continue until we are able to fix/address the root cause.
4. Please contact Nancy Allen if there are business impacts that must be escalated, so we can collect the information and determine if there are workarounds, risk mitigation measures, etc.

Your next status update from me will be at approximately 3:00 pm today.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 12:09 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #2: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This update has been provided from Bill Lutynec, Nancy Allen, and Dave Rose. We will work with Kathleen Asher for any external messaging required.

What's Happened Since the Last Update?

- SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS meetings occurred this morning. They have confirmed the actual web servers are fine – utilization is low. The team has not diagnosed the root cause. The team will work through today and the weekend to resolve.
- There is a new problem with s.15 policy server and users are unable to log on. We have opened a Sev 2 ticket with SSBC. SSBC confirms they have the ticket and are assigning s.15 resources to join the SWAT team.

Do We Have Any New Information?

- Further analysis has found that the issue is within the s.15 datacenter
- We think the issue is related to the network communication between:
  - the internal ICM Siebel web server and the app servers
  - or between the internal ICM web servers and s.15
  - or both instances
- We will continue to analyse and monitor these areas with HPAS and s.15 teams to help them narrow down the issue for resolution.
- If we are unable to resolve the issues by Monday, we are looking at contingency options

Your next status update from me will be at approximately 3:00 pm Friday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 4:29 PM
To: Armstrong, Ian MTIC:EX; Mitrou, Shirley MTIC:EX
Subject: RE: Update on ICM SWAT

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you – I am assuming if we have to switch over from s.15 then we can do this before start of business on Monday?

From: Armstrong, Ian MTIC:EX
Sent: Friday, May 2, 2014 4:27 PM
To: Lum, Wency SDSI:EX; Mitrou, Shirley MTIC:EX
Subject: Update on ICM SWAT

Wency/Shirley, here's where we stand on the ICM SWAT and the plan for the weekend.

- There were 2 meetings today, both very technical. There was a server reboot late yesterday on s.15 , but this was determined to be ineffective. The analysis of the logs did not uncover anything.
- There potentially is a s.15 impact, so Paul Servant was included in the SWAT
- In order to perform better assessment and analysis, more logging and tracing of events is needed. Logs are needed to rule out s.15 as a cause.
- This weekend 2 smaller servers are being set up. These won't have all the logging capabilities of the larger servers, but will allow us to switch over when a performance event occurs, and see if this continues on the smaller servers.
- Folks from ICM, HPAS and s.15 are standing by this weekend and waiting for an event to arise so they can react and get some definitive logs
- A status call is scheduled for Sunday morning with the tech group (Dave Rose, Edmund Chow(sp?), HPAS situation mgmt, Paul Servant)
- We'll use existing 77000/CSC incident management procedures over the weekend to ensure incidents are tracked. The SWAT team is ready to react to any call, and will make a determination to switch over to the backup servers.
- The SWAT will reconvene Monday morning to assess where we are at.

Wency, I hope that plan is satisfactory. Unfortunately without more logging and trace events, its very hard to determine the root cause as the performance problems are intermittent.

I'll stay plugged in over the weekend and provide any updates as I hear about them.

Ian

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 4:50 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #3: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

Hi,

I apologize that this note is being sent after my promised timeframe. I am assembling information from multiple sources, including SSBC.

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, Dave Rose, and Ian Armstrong (SSBC). If Prarie or Bill have any information to correct or add, please do so on this chain...thanks.

What's Happened Since the Last Update?

- Root cause has not yet been determined.
- Currently users are logged into ICM and we are not experiencing performance issue at this point in time. However, there were many reports across the province earlier today that performance was impacting service delivery.
- Currently s.15 reports that everything looks OK.
- Focus is on obtaining information and events from logs to determine root cause and trace possible s.15 involvement.
- The SWAT Team comprised of Deloitte, SSISD, SSBC, s.15 and HPAS continued to meet this afternoon.
- Wency contacted Ian Donaldson, Shirley Mitrou, and Ian Armstrong at SSBC to get visibility and momentum on the issue resolution.

Do We Have Any New Information?

- HPAS (Stuart Common) is setting up smaller servers s.15 are being prepared in case we decide to roll them in to replace s.15 .
- These won't have all the logging capabilities of the larger servers, but will allow us to switch over when a performance event occurs, and see if this continues on the smaller servers.
- After Hours will continue to use internal URL but if an event occurs, we will switch them to the external URL.

What Are Next Steps Over the Weekend?

- In order to perform better assessment and analysis, more logging and tracing of events is needed. Logs are needed to rule out s.15 as a cause.
- Folks from SSISD, Deloitte, HPAS and s.15 are standing by this weekend and waiting for an event (ie. Performance issue) to arise so they can react and get some definitive logs.
- We'll use existing 77000/CSC incident management procedures over the weekend to ensure incidents are tracked.

- The SWAT team is ready to react to any call, and will make a determination to switch over to the backup servers.
- A touch base call has been booked for Sunday morning at 9:00AM to determine status for Monday morning.
- Next SWAT meeting will take place Monday morning at 9:30AM.

We owe many thanks to many people for their continued work on troubleshooting this issue, and to the ministry staff who have been patient while we work through these issues.

Your next status update from me will be at approximately 5 PM Sunday. You will also receive an update at the start of the work day on Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Ehle, Dan MTIC:EX
Sent: Sunday, May 4, 2014 12:57 PM
To: SSBC WTS SC PROB LIST
Subject: Problems accessing SPAN/BC connected applications

Follow Up Flag: Follow up
Flag Status: Flagged

Type: Incident
Status: OPEN
Impact: Multiple server-based applications unavailable

Date: Sunday May 4, 2014
Time: 12:30

Subject: Problems accessing Span/BC and some server-based applications

Description: IM329763

What's Happening?

Please be advised that Shared Services BC staff are investigating issues with access to the government's network (SPAN/BC) and server resources including some applications resident on SPAN/BC.

Estimated time for recovery is currently 14:00 today.

Users experiencing access problems are encouraged to report these issues to the SSBC Service Desk at 250-387-7000

Questions/Issues
Please contact the Shared Services BC Service Desk online, by e-mail at CSCHELP@gov.bc.ca or call 7-7000 (toll-free 1 866 660-0811), option 3.

SSBC will provide an update to clients by 16:00 today, unless a more timely communication is required.

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service ! Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-8 66-660-0811.

Moccia, Margaret SDSI:EX

From:	Ehle, Dan MTIC:EX
Sent:	Sunday, May 4, 2014 1:19 PM
To:	Lum, Wency SDSI:EX
Subject:	RE: Problems accessing SPAN/BC connected applications
Follow Up Flag:	Follow up
Flag Status:	Flagged

You're welcome! No one else on the weekends to do it ☺

It doesn't look like it affects apps in the new datacentres, but I'm not 100% sure of that.

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 1:11 PM
To: Ehle, Dan MTIC:EX
Subject: Re: Problems accessing SPAN/BC connected applications

Hi there, I am following closely because we have an ICM implementation going in this weekend and we are also trying to fix major performance problems on production over the weekend with HPAS. Thanks for sending this out personally...

W

From: Ehle, Dan MTIC:EX
Sent: Sunday, May 04, 2014 12:56 PM Pacific Standard Time
To: SSBC WTS SC PROB LIST
Subject: Problems accessing SPAN/BC connected applications

Type: Incident
Status: OPEN
Impact: Multiple server-based applications unavailable

Date: Sunday May 4, 2014
Time: 12:30

Subject: Problems accessing Span/BC and some server-based applications

Description: IM329763

What's Happening?

Please be advised that Shared Services BC staff are investigating issues with access to the government's network (SPAN/BC) and server resources including some applications resident on SPAN/BC.

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Questions/Issues
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For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service ! Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-8 66-660-0811.

Moccia, Margaret SDSI:EX

From:	Ehle, Dan MTIC:EX
Sent:	Sunday, May 4, 2014 2:06 PM
To:	SSBC WTS SC PROB LIST
Subject:	Problems accessing SPAN/BC connected applications - Resolved
Follow Up Flag:	Follow up
Flag Status:	Flagged

Type: Incident
Status: Resolved
Impact: Multiple server-based applications unavailable

Date: Sunday May 4, 2014
Time: 14:00

Subject: Problems accessing Span/BC and some server-based applications

Description: IM329763

What's Happening?

Technical support have corrected the problem impacting SPAN/BC network and application access.

Should further issues be experienced with network or application access, please report these to the SSBC Service Desk at 250-387-7000

Questions/Issues
Please contact the Shared Services BC Service Desk online, by e-mail at CSCHELP@gov.bc.ca or call 7-7000 (toll-free 1 866 660-0811), option 3.

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-866-660-0811.

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 4:30 PM
To: Barker, Laurie SDSI:EX; Kukatla, Sucha SDSI:EX
Cc: Blake, Prarie SDSI:EX
Subject: Fw: ICM SR escalated

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Fyi

From: Beaton, Cindy M SDSI:EX
Sent: Sunday, May 04, 2014 04:28 PM Pacific Standard Time
To: 'grant.martus@oracle.com' <grant.martus@oracle.com>; 'julie.sanbeg@oracle.com' <julie.sanbeg@oracle.com>
Cc: Lum, Wency SDSI:EX
Subject: ICM SR escalated

Hi Grant and Julie

I wanted to let you know that we've escalated an SR for Production.

We can't get s.15 fully working on 2 servers. We've had to swap out 2 severs s.15 as we are currently having severe performance issues (all of last week) and these servers are linked to the problem. The new issue is without s.15 we can't work on problem solving if the issue continues to occur or exists in a less severe state.

Please provide assistance if you can.

Thanks
Cindy

From: Chao, Edmund SDSI:EX
Sent: Sunday, May 04, 2014 04:13 PM
To: Beaton, Cindy M SDSI:EX
Cc: Lutynec, Bill SDSI:EX
Subject: MOS s.15 SR

Hi Cindy,

As you requested, the s.15 SR is:

SR 3-8835480501 : s.15 Unable to see HTTPS traffic when we can see HTTPS traffic is being received by NIC

Currently the "Severity" is 1-Critical and the "Escalation Status" is Escalated.

Cheers,

Edmund Chao

ICM Maintenance and Support Team

Mobile: s.17

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 5:52 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #4: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, with input from Dave Rose.

What's Happened Since the Last Update?

- Web servers s.15 have been swapped out for s.15 . They are expected to be stable and <u>services are expected to run normally tomorrow morning</u>.
  - Root cause has still not been determined.
  - The team was not able to set up monitoring using s.15 on s.15 A Sev 1 Service Request has been logged and escalated with Oracle on this.
  - There have been no additional performance spikes recorded in the monitoring tools since Friday 11 AM; however there were some users reporting performance issues after Friday 11 AM.
- SWAT Team met this morning at 9:00 am and again at 4:00 pm. This status is current up to the 4:00 pm meeting.
- SPAN/BC network issues were reported Sunday morning and resolved by Sunday afternoon. Wency made Dan Ehle aware of our performance remediation work.

Do We Have Any New Information?

- The team has found that Load Balancing cannot work with all four servers s.15 s.15 . They will work tonight to test combinations of what will work as it will limit our remediation and monitoring options.
- There has been a ticket logged by SSBC (Paul Servant) with CA for another incident involving s.15 . The relationship with our situation has not been proven but it has also not been ruled out.

What are the Key Things You Need to Know?

- We expect that things should look normal to users on Monday morning.
  - Nancy Allen will send a user communication on Monday morning informing them of the status.
  - Users should call in any performance issues through the ministry help desks. This is key because we think things should be working and if not, we need to know ASAP.

<u>Your next status update from me will be at approximately 9 AM Monday.</u> It will likely be a short message!

Regards,

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 6:14 PM
To: Donaldson, Ian R MTIC:EX; Barker, Laurie SDSI:EX
Cc: Bourdage, Serge EDSA:EX; Sedmak, Niki M MTIC:EX
Subject: RE: ICM SR escalated

Follow Up Flag: Follow up
Flag Status: Flagged

Agree, Ian. We have the Oracle SR being managed here. We just need your help getting s.15 services resumed once we figure out the Oracle piece....thanks!

From: Donaldson, Ian R MTIC:EX
Sent: Sunday, May 4, 2014 6:08 PM
To: Barker, Laurie SDSI:EX
Cc: Bourdage, Serge EDSA:EX; Sedmak, Niki M MTIC:EX; Lum, Wency SDSI:EX
Subject: Re: ICM SR escalated

Hi

This is an Oracle SR - ICM has escalated within Oracle and this is a Sev 1. Additionally they have included Grant Martis the local rep from Oracle.

Ian

On May 4, 2014, at 5:39 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Please escalate. We have citizens being turned away for assistance due to performance issues and are having challenged with the tools to diagnose. I know you guys are working on this and need to keep the profile high.
>
> We need to escalate Monday if we continue to experience issues.
>
> Thanks in advance.
>
> Laurie
>
> Sent from my iPhone
>
> Begin forwarded message:
>
> > **From:** "Lum, Wency SDSI:EX" <Wency.Lum@gov.bc.ca>
> > **Date:** May 4, 2014 at 4:30:28 PM PDT
> > **To:** "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca>, "Kukatla, Sucha SDSI:EX" <Sucha.Kukatla@gov.bc.ca>

Cc: "Blake, Prarie SDSI:EX" <Prarie.Blake@gov.bc.ca>
Subject: Fw: ICM SR escalated

Fyi

From: Beaton, Cindy M SDSI:EX
Sent: Sunday, May 04, 2014 04:28 PM Pacific Standard Time
To: 'grant.martus@oracle.com' <grant.martus@oracle.com>; 'julie.sanbeg@oracle.com' <julie.sanbeg@oracle.com>
Cc: Lum, Wency SDSI:EX
Subject: ICM SR escalated

Hi Grant and Julie

I wanted to let you know that we've escalated an SR for Production.

We can't get s.15 fully working on 2 servers. We've had to swap out 2 severs s.15 as we are currently having severe performance issues (all of last week) and these servers are linked to the problem. The new issue is without s.15 we can't work on problem solving if the issue continues to occur or exists in a less severe state.

Please provide assistance if you can.

Thanks
Cindy

From: Chao, Edmund SDSI:EX
Sent: Sunday, May 04, 2014 04:13 PM
To: Beaton, Cindy M SDSI:EX
Cc: Lutynec, Bill SDSI:EX
Subject: MOS s.15 SR

Hi Cindy,

As you requested, the s.15 SR is:

SR 3-8835480501 : s.15 Unable to see HTTPS traffic when we can see HTTPS traffic is being received by NIC

Currently the "Severity" is 1-Critical and the "Escalation Status" is Escalated.

Cheers,

Edmund Chao

ICM Maintenance and Support Team

Mobile: s.17

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 6:23 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX
Subject: RE: UPDATE #4: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

Hi. I thought I should clarify this update as I was not explicit about something important!

We have swapped out servers in order to resume normal service levels. The root cause has not been isolated and we continue to work on that while monitoring whether the (temporary) remediation was successful. Just wanted to be clear we aren't thinking we are done ☺

Also – used an unexplained acronym. CA = Computer Associates –the s.15 vendor.

Regards,
Wency

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 5:52 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #4: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, with input from Dave Rose.

What's Happened Since the Last Update?

- Web servers s.15 have been swapped out for s.15 . They are expected to be stable and **services are expected to run normally tomorrow morning**.
  - Root cause has still not been determined.
  - The team was not able to set up monitoring using s.15 on s.15 . A Sev 1 Service Request has been logged and escalated with Oracle on this.
  - There have been no additional performance spikes recorded in the monitoring tools since Friday 11 AM; however there were some users reporting performance issues after Friday 11 AM.
- SWAT Team met this morning at 9:00 am and again at 4:00 pm. This status is current up to the 4:00 pm meeting.
- SPAN/BC network issues were reported Sunday morning and resolved by Sunday afternoon. Wency made Dan Ehle aware of our performance remediation work.

Do We Have Any New Information?

- The team has found that Load Balancing cannot work with all four servers s.15 s.15 . They will work tonight to test combinations of what will work as it will limit our remediation and monitoring options.

- There has been a ticket logged by SSBC (Paul Servant) with CA for another incident involving s.15 . The relationship with our situation has not been proven but it has also not been ruled out.

What are the Key Things You Need to Know?

- We expect that things should look normal to users on Monday morning.
  - Nancy Allen will send a user communication on Monday morning informing them of the status.
  - Users should call in any performance issues through the ministry help desks. This is key because we think things should be working and if not, we need to know ASAP.

Your next status update from me will be at approximately 9 AM Monday. It will likely be a short message!

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 9:12 PM
To: 'grant.martus@oracle.com'; Beaton, Cindy M SDSI:EX; 'julie.sanbeg@oracle.com'
Subject: Re: ICM SR escalated - SR 3-8835480501

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you for intervening Grant -and we will need more! This ticket is on the critical path to getting our performance issues resolved. We are trying to get to resumption of normal services.

Regards,
Wency

From: Grant Martus [mailto:grant.martus@oracle.com]
Sent: Sunday, May 04, 2014 08:52 PM Pacific Standard Time
To: Beaton, Cindy M SDSI:EX; Julie Sanbeg <julie.sanbeg@oracle.com>
Cc: Lum, Wency SDSI:EX
Subject: RE: ICM SR escalated - SR 3-8835480501

Hi Cindy

Only just seen this. Checked the SR and I see Support are engaged, the SR is properly escalated, and that Support have made a suggestion to check if the required SSL keys have been imported into s.15 properly, and how to extract additional info for Support to analyse. I have nevertheless sent an email to the current engineer, and his Director, with some background info and the following business impact statement.

"Please note this issue is impacting the production servers of the ICM system at the provincial government of British Columbia, one of the largest Oracle customers in Canada, and an Enterprise Support account. The ICM project is a multi-million dollar project spanning 5 years and 5 phases. ICM is critical to the health and safety of 200,000 'at risk' British Columbians such as child welfare, child care, services for children with special needs, income assistance and employment programs. Phase 4 being implemented at the moment is receiving a lot of attention at an executive level within Oracle and the customer because of the large number of critical issues. Oracle executives and Development are holding weekly calls with the customer to discuss the status of their most critical issues and there is a good chance this will be added to the list if not resolved soon".

Please remind the team to provide full business impacted statements like the one above, it really helps gets issues on everyone's radar, and to not hesitate to call in and ask to speak to a Support Manager if they are concerned about anything, the Support Manager is their key contacts in cases like this.

Also, a few weeks back I was involved in this issue but was told from an SR point of view that a workaround was in place, so the SR went 'cool', but Edmund said they were investigating perhaps getting some high level architectural expertise from ACS (Gerard was engaged because of the contract). In my email this evening to the engineer now working this issue I asked if this was a continuation of the same problem where the workaround is no longer working, or if this is a new problem that might be best worked in a new SR. I asked him to discuss this with Edmund and team.

Regards
Grant

From: Beaton, Cindy M SDSI:EX [mailto:Cindy.Beaton@gov.bc.ca]
Sent: May-04-14 4:29 PM
To: Grant Martus; Julie Sanbeg
Cc: Lum, Wency SDSI:EX
Subject: ICM SR escalated
Importance: High

Hi Grant and Julie

I wanted to let you know that we've escalated an SR for Production.

We can't get s.15 fully working on 2 servers. We've had to swap out 2 severs s.15 as we are currently having severe performance issues (all of last week) and these servers are linked to the problem. The new issue is without s.15 we can't work on problem solving if the issue continues to occur or exists in a less severe state.

Please provide assistance if you can.

Thanks
Cindy

From: Chao, Edmund SDSI:EX
Sent: Sunday, May 04, 2014 04:13 PM
To: Beaton, Cindy M SDSI:EX
Cc: Lutynec, Bill SDSI:EX
Subject: MOS s.15 SR

Hi Cindy,

As you requested, the s.15 SR is:

SR 3-8835480501 : s.15 Unable to see HTTPS traffic when we can see HTTPS traffic is being received by NIC

Currently the "Severity" is 1-Critical and the "Escalation Status" is Escalated.

Cheers,

Edmund Chao

ICM Maintenance and Support Team

Mobile: s.17

Moccia, Margaret SDSI:EX

From:	SDSI Support SDSI:EX
Sent:	Monday, May 5, 2014 8:25 AM
To:	SDSI All Exchange Mailboxes
Subject:	Government System Notification - Network/ICM response time - Update Monday May 5th 8:30 AM
Importance:	High
Follow Up Flag:	Follow up
Flag Status:	Flagged

Description – Ticket 396587 May 5th 8:00 am update
The technical team worked over the weekend and replaced two web servers. The team is continuing to work towards implementing a permanent solution as the the problem is not resolved.

Impact to users
The problem is intermittent and some users are able to log in. Users may continue to experience delays working in the application.

Instructions to users
Users who experience any problems logging into ICM, lose their connection or experience slow performance are asked to contact the Ministry Service Desk listed below. We will send an update before 12:00 noon today.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 9:13 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #5: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

We are seeing the same continuation of performance related issues this morning. I will provide more information when available but it looks like today will continue as Friday did.

Next update will be at 12:30.

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 5:52 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #4: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, with input from Dave Rose.

What's Happened Since the Last Update?

- Web servers s.15 have been swapped out for s.15 . They are expected to be stable and **services are expected to run normally tomorrow morning**.
    - Root cause has still not been determined.
    - The team was not able to set up monitoring using s.15 on s.15 . A Sev 1 Service Request has been logged and escalated with Oracle on this.
    - There have been no additional performance spikes recorded in the monitoring tools since Friday 11 AM; however there were some users reporting performance issues after Friday 11 AM.
- SWAT Team met this morning at 9:00 am and again at 4:00 pm. This status is current up to the 4:00 pm meeting.
- SPAN/BC network issues were reported Sunday morning and resolved by Sunday afternoon. Wency made Dan Ehle aware of our performance remediation work.

Do We Have Any New Information?

- The team has found that Load Balancing cannot work with all four servers s.15 s.15 . They will work tonight to test combinations of what will work as it will limit our remediation and monitoring options.
- There has been a ticket logged by SSBC (Paul Servant) with CA for another incident involving s.15 . The relationship with our situation has not been proven but it has also not been ruled out.

What are the Key Things You Need to Know?

- We expect that things should look normal to users on Monday morning.
  - Nancy Allen will send a user communication on Monday morning informing them of the status.
  - Users should call in any performance issues through the ministry help desks. This is key because we think things should be working and if not, we need to know ASAP.

Your next status update from me will be at approximately 9 AM Monday. It will likely be a short message!

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

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
Follow Up Flag:	Follow up
Flag Status:	Flagged

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

Moccia, Margaret SDSI:EX

From:	SDSI Support SDSI:EX
Sent:	Monday, May 5, 2014 10:36 AM
To:	SDSI All Exchange Mailboxes
Subject:	Government System Notification - Network/ICM response time - Update Monday May 5th 10:30 AM
Importance:	High
Follow Up Flag:	Follow up
Flag Status:	Flagged

Description – Ticket 396587 May 5th 10:30 am update
The intermittent network/ICM access and performance issues continue. The dedicated technical team is continuing to work on the problem. We recognize the business impact and this issue continues to be our highest priority.

Impact to users
The problem is intermittent and some users are able to log in. Users will continue to experience delays working in the application.

Instructions to users
At this time additional tickets are not necessary. Further updates will be provided today as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 10:41 AM
To: Allen, Nancy G MCF:EX
Cc: Beaton, Cindy M SDSI:EX
Subject: FW: ICM Performance Update

Follow Up Flag: Follow up
Flag Status: Flagged

Please add this to the list of impacts. Thanks.

From: Byers, Rob A SDSI:EX
Sent: Monday, May 5, 2014 10:35 AM
To: Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX
Subject: FW: ICM Performance Update

Additional comment below around other applications being a challenge.

Rob

From: Smith, Bruce SDSI:EX
Sent: May-05-14 10:26 AM
To: SDSI RSD Executive Directors
Subject: FW: ICM Performance Update

An update from Susan, similar issues everywhere it seems.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Harrison, Susan M SDSI:EX
Sent: Monday, May 5, 2014 10:18 AM
To: Smith, Bruce SDSI:EX; Gray, Allen G SDSI:EX
Cc: Treger, Matthew T SDSI:EX
Subject: RE: ICM Performance Update

ICM is very slow to not working at all as unable to sign on and we are lined up at 10th as clients were told to come back this week as unable to help them last week. We heard of a staff member who was able to access ICM this morning, taking 35 minutes to do an 81, that required no changes and would normally take about 2 minutes. It's not just ICM either, TOL is really slow or inaccessible and other applications seem really sluggish. Very tough out there right now...

Susan Harrison
Director, Service Delivery
Ministry of Social Development and Social Innovation
Region 5, North – Prince George

From: Smith, Bruce SDSI:EX
Sent: May-05-14 10:12 AM
To: Gray, Allen G SDSI:EX; Harrison, Susan M SDSI:EX
Cc: Treger, Matthew T SDSI:EX
Subject: FW: ICM Performance Update

Is the same thing happening in the Interior/North as in Vancouver today?

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Shewchuk, Nancy D SDSI:EX
Sent: Monday, May 5, 2014 10:08 AM
To: Byers, Rob A SDSI:EX; Woodcock, Mike S SDSI:EX; Smith, Bruce SDSI:EX; Boyle, Patricia J SDSI:EX; Bouslov, Sergei SDSI:EX; Saastad, Kim M SDSI:EX; Nakamura, Janice N. SDSI:EX
Cc: Manning, Nichola SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX
Subject: RE: ICM Performance Update

Hi Rob. None of our offices have been able to access ICM so no cheques are being printed and clients are getting very irate. Obviously we are unable to do any applications for assistance which is problematic because today is the day landlords are able to give tenants notice to vacate because of non-payment of rent. My recollection is that the Residential Tenancy Act does not allow for an appeal of eviction if this is the second time someone has been late in paying their rent but would have to verify that. Hopefully landlords will be reasonable but you never know. At regional office we are beginning to get clients phoning to complain. The Contact Center staff have been doing their best to try and handle the calls and clients as best they can.

From: Byers, Rob A SDSI:EX
Sent: May-05-14 9:38 AM
To: Woodcock, Mike S SDSI:EX; Shewchuk, Nancy D SDSI:EX; Smith, Bruce SDSI:EX; Boyle, Patricia J SDSI:EX; Bouslov, Sergei SDSI:EX; Saastad, Kim M SDSI:EX; Nakamura, Janice N. SDSI:EX
Cc: Manning, Nichola SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX
Subject: RE: ICM Performance Update

Good morning again,

The information below was based on a status from last night, as of this morning the technical team is seeing similar challenges to those experienced last week. They are planning an update on status at 12:30 today.

Could you please send let me know if there are any additional impacts this morning, we are trying to pull together information for Laurie to cover estimates this afternoon.

Rob

From: Byers, Rob A SDSI:EX
Sent: Monday, May 5, 2014 8:18 AM
To: Woodcock, Mike S SDSI:EX; Shewchuk, Nancy D SDSI:EX; Smith, Bruce SDSI:EX; Boyle, Patricia J SDSI:EX; Bouslov,

Sergei SDSI:EX; Saastad, Kim M SDSI:EX; Nakamura, Janice N. SDSI:EX
Cc: Manning, Nichola SDSI:EX; Galbraith, David J SDSI:EX
Subject: ICM Performance Update

Good Morning,

A quick update for Monday morning:

- Over the weekend two servers were swapped out and services are expected to run normally this morning.
- The root cause on the other servers has not been determined and is still be investigated.
- There will be a communication to the overall user community this morning.
- If users experience any additional challenges they should call the help desk and log a ticket as things should be running as expected.

Any questions or concerns please let me know,

Rob

Moccia, Margaret SDSI:EX

From: Servant, Paul MTIC:EX
Sent: Monday, May 5, 2014 11:47 AM
To: Schaefer, Jocelyn M MTIC:EX; Lawrie, Dan MTIC:EX; Irwin, Jeff MTIC:EX; SSBC WTS CSC Incident Management; Ni, Chao MTIC:EX; Blankenborg, Vince F MTIC:EX; Beaton, Cindy M SDSI:EX; Rose, Dave SDSI:EX; Tse, Steven SDSI:EX; Chao, Edmund SDSI:EX; Mitchell, Steve EDSA:EX; Common, Stuart EDSA:EX; Evernden, Wes EDSA:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Inkster, Cam C MTIC:EX; Daly, Quinn MTIC:EX; Mitrou, Shirley MTIC:EX; Donaldson, Ian R MTIC:EX; Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Blake, Prarie SDSI:EX; Martin, Alexandra MTIC:EX; Kopp, Colin MTIC:EX; Craig, Keith MTIC:EX; Ralph, Chris MTIC:EX
Cc: Murch, Dennis MTIC:EX; Watt, Sean M MTIC:EX; 'julie.sanbeg@oracle.com'
Subject: RE: FW: RMG / SWAT 2014 005 ICM Slow response to servers s.15 Meeting #6

Follow Up Flag: Follow up
Flag Status: Flagged

The CA P1 ticket has been opened and I'll be uploading all my relevant logs.

-----Original Appointment-----
From: Schaefer, Jocelyn M MTIC:EX
Sent: Monday, May 5, 2014 11:10 AM
To: Lawrie, Dan MTIC:EX; Irwin, Jeff MTIC:EX; SSBC WTS CSC Incident Management; Servant, Paul MTIC:EX; Ni, Chao MTIC:EX; Blankenborg, Vince F MTIC:EX; Beaton, Cindy M SDSI:EX; Rose, Dave SDSI:EX; Tse, Steven SDSI:EX; Chao, Edmund SDSI:EX; Mitchell, Steve EDSA:EX; Common, Stuart EDSA:EX; Evernden, Wes EDSA:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Inkster, Cam C MTIC:EX; Daly, Quinn MTIC:EX; Mitrou, Shirley MTIC:EX; Donaldson, Ian R MTIC:EX; Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Blake, Prarie SDSI:EX; Martin, Alexandra MTIC:EX; Kopp, Colin MTIC:EX; Craig, Keith MTIC:EX; Ralph, Chris MTIC:EX
Cc: Murch, Dennis MTIC:EX; Watt, Sean M MTIC:EX; 'julie.sanbeg@oracle.com'
Subject: FW: RMG / SWAT 2014 005 ICM Slow response to servers s.15 Meeting #6
When: Monday, May 5, 2014 11:00 AM-12:00 PM (UTC-08:00) Pacific Time (US & Canada).
Where: SSBC NCCS R E155A MTIC:EX

Call s.15, s.17

Conference s.15, s.17

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 12:57 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: RE: UPDATE #6: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton.

What's Happened Since the Last Update?

- s.15 did not resolve our performance issues, and in fact, the performance issues expanded to our external site (which is on different web servers).
- s.15 were swapped back out for s.15
- We have determined that there is an issue between s.15 (authentication) and ICM. Paul Servant has engaged Computer Associates with a P1 ticket and is working on it as I write this.
- A service called Port Mirroring (which is required for s.15) is in the process of being turned off as Port Mirroring increases network volume and may be impacting us.
- For the last 20 minutes, we have been losing connections to ICM and we are investigating.
- SWAT has been upgraded in SSBC to Recovery Management Group which is the most escalated process. Some of my ED level colleagues have joined or are following the RMG.
- Response times for PRACTICE and Disaster Recovery environments appear to be within normal.

Next Steps

- Paul Servant will continue to work with Computer Associates on s.15 issues.
- Port Mirroring will be turned off and we will review situation after lunch when users are logged back on.
- The SWAT will resume at 1 pm.
- If root cause has not been determined by end of day, we will switch over to s.15 Disaster Recovery environment. This will take 2-4 hours of an outage to make the switch.

Your next status update from me will be at approximately 3 PM Monday.

I am very sorry about the time it has taken thus far to get to a solution. I want to assure you that the team is doing everything they can.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

Follow Up Flag: Follow up
Flag Status: Flagged

ICM is currently down, and has been since some critical network switches "froze" in the data centre. This occurred when port mirroring was turned off at 12:18. We have set up a war room in s.15 . We have an open conference bridge with SSBC and HPAS. Please send hope and food...

Your next status update from me will be at approximately 3 PM Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Donaldson, Ian R MTIC:EX
Sent: Monday, May 5, 2014 2:32 PM
To: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Sedmak, Niki M MTIC:EX
Subject: RE: In estimates

Follow Up Flag: Follow up
Flag Status: Flagged

Still not up.

There are 2 issues that are thought to be possibly related.

- There are spanning tree issues (network switches not properly setup) identified in the HPAS infrastructure - they are cleaning up and should have that addressed in another 20 min.
- There is a switch also being prepared for replacement if this is a hardware issue (or they may just run cables). This is a backup activity.
- Paul continues to work on the s.15 issue with CA. The s.15 issue may be caused by the network issue or may be a separate unrelated issue or the issues may be independent and overlapping.
- Steve Shulhan is also here from the s.15 support team.

- We expect that in about 30 minutes we may have some news (item #1) - not likely before that time.

-----Original Message-----
From: Barker, Laurie SDSI:EX
Sent: Monday, May 5, 2014 1:59 PM
To: Lum, Wency SDSI:EX; Donaldson, Ian R MTIC:EX; Sedmak, Niki M MTIC:EX
Subject: In estimates

Pls send any updates in real time to me. Is ICM back up?

Sent from my iPhone

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Monday, May 5, 2014 3:02 PM
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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

Follow Up Flag: Follow up
Flag Status: Flagged

Good afternoon,
We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.

As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.

We will continue to provide updates.

Sent from my iPhone

On May 5, 2014, at 11:46 AM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good morning,
> We have approximately 30 staff/contractors working on the performance issue which continues to be intermittent. We have a team monitoring network traffic and we have a team analyzing the logs created by ICM's infrastructure devices. It is a top priority and we have access to experts in each of the teams.
>
> I'll continue to provide updates as we work through the problem.
>
> Laurie

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

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 3:43 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #8: INTERIM UPDATE ICM Performance Issues - ICM is down

Follow Up Flag: Follow up
Flag Status: Flagged

HPAS has recabled priority servers to another network switch. This approach means there will be limited redundancy. We are still attempting to get the application back up again before offices close for the day.

We are about to start our internal smoke testing to make sure that things are working.

Your next status update from me will be at approximately 6 PM Monday.

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

ICM is currently down, and has been since some critical network switches "froze" in the data centre. This occurred when port mirroring was turned off at 12:18. We have set up a war room in s.15 . We have an open conference bridge with SSBC and HPAS. Please send hope and food...

Your next status update from me will be at approximately 3 PM Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Monday, May 5, 2014 4:01 PM
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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

Follow Up Flag: Follow up
Flag Status: Flagged

Good afternoon,
The network issue has had a work around implemented and we have 200 users accessing the system.

We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.

Laurie

Sent from my iPhone

On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good afternoon,
> We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.
>
> As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.
>
> We will continue to provide updates.
>
> Sent from my iPhone
>
> On May 5, 2014, at 11:46 AM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
> > Good morning,
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> >
> > I'll continue to provide updates as we work through the problem.
> >
> > Laurie

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

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Monday, May 5, 2014 4:07 PM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM Response Time - Update Monday May 5th 4:00 PM

Follow Up Flag: Follow up
Flag Status: Flagged

Description – Ticket 396587 May 5th 4:00 PM update
The intermittent network/ICM access and performance issues continue; one cause has been traced to an infrastructure hardware problem. The team is working to replace components and have re cabled priority servers to another network switch. We apologize for the time it is taking to implement a solution. The team is doing everything they can to resolve this problem and will continue to work through the evening to implement a permanent solution.

Impact to users
Users may be unable to log into ICM and if so will experience slow response times while in the application.

Instructions to users
At this time please access ICM only if is critical. A further update will be provided before 8 am tomorrow morning.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Monday, May 5, 2014 6:12 PM
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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

Follow Up Flag: Follow up
Flag Status: Flagged

Good evening,
We had over 600 users signed on this afternoon with reports of improved performance. We have not had the usual workloads most likely due to communications and issue experienced since last week. The team continues to work on the problem this evening and we have two checkpoints planned tonight (8:30 pm and 10:30 pm) with a full team meeting tomorrow at 8:00 am. We are confirming with MCFD tomorrow if Provincial Services has access to the system.

I'll report out again at 10 am or earlier if we have a confirmed resolution.

Laurie

Sent from my iPad

On May 5, 2014, at 4:00 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good afternoon,
> The network issue has had a work around implemented and we have 200 users accessing the system.
>
> We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.
>
> Laurie
>
> Sent from my iPhone
>
> On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
> > Good afternoon,
> > We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.
> >
> > As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.
> >
> > We will continue to provide updates.

Sent from my iPhone

On May 5, 2014, at 11:46 AM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good morning,
> We have approximately 30 staff/contractors working on the performance issue which continues to be intermittent. We have a team monitoring network traffic and we have a team analyzing the logs created by ICM's infrastructure devices. It is a top priority and we have access to experts in each of the teams.
>
> I'll continue to provide updates as we work through the problem.
>
> Laurie

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

Moccia, Margaret SDSI:EX

From: Beaton, Cindy M SDSI:EX
Sent: Monday, May 5, 2014 8:50 PM
To: Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: RE: UPDATE #8: INTERIM UPDATE ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

ICM was brought back up at 4:30 this afternoon and it remains up. This was accomplished by moving 8 priority servers to different network switches and resolving 2 issues on our previous switches. We are going to test with volume, if the results are positive, we move back to our original switches and test again. The reason to consider moving back to the original switches as it enables us to have more servers back into Production. If testing is good, we'll stay on the original switches for Production in the morning.

We've created a test script to simulate volume and we initiated the scripts. The scripts ran successfully but the ramp up speed was too rapid for s.15 . We have modified the speed and are about to run the test again.

While this is occurring, HPAS is preparing the switches for the move.

Due to the delay in testing, we are postponing our 8 pm meeting to 9:30.

Your next status update from me will be at approximately 10 PM Monday.

Regards,
Cindy

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

ICM is currently down, and has been since some critical network switches "froze" in the data centre. This occurred when port mirroring was turned off at 12:18. We have set up a war room in s.15 We have an open conference bridge with SSBC and HPAS. Please send hope and food...

Your next status update from me will be at approximately 3 PM Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Tuesday, May 6, 2014 1:44 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Beaton, Cindy M SDSI:EX
Subject: UPDATE #9: Status of ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

Nancy will be developing the external messaging with Kathleen after our 8:00 am check in and early diagnostics tomorrow morning.

We have just concluded our last RMG process for the evening and will reconvene at 8 am. This message is brief out of necessity and more details will be shared in the morning.

ICM was brought back up at 4:30 this afternoon and it remains up. Some changes were made to move servers to different network switches in the data centre and these changes tested this evening but the testing was inconclusive. Prarie and team created a test script to simulate production volume and when these ran the s.15 results were unexpected (was initiating 4x the number of login attempts than scripted for).

At this point, even without the conclusive test results, we are cautiously optimistic that the changes made will improve performance but we cannot confirm that is the case until users login tomorrow morning and we will start to see peak loads. We are also cognisant that the root cause still has not been identified.

Depending on whether we see a return of performance issues tomorrow morning, we have some other options we can pursue and some can be actioned immediately. But in this case we have to proceed with addressing one variable at a time.

The key message for tonight/this morning is:

- The team has made several infrastructure changes to address the performance issues and will monitor the result in production tomorrow morning.

Your next status update from me will be at approximately 9 AM TUESDAY.

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Tuesday, May 6, 2014 7:26 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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

Follow Up Flag: Follow up
Flag Status: Flagged

Good morning,
The team worked late last night and made several infrastructure changes and scripted a large volume of users to test results.

Testing appeared favourable, however, real volumes today will determine our success.

I'll send out a note when the metrics give us a better indicator of success.

Laurie

Sent from my iPhone

On May 5, 2014, at 4:00 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good afternoon,
> The network issue has had a work around implemented and we have 200 users accessing the system.
>
> We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.
>
> Laurie
>
> Sent from my iPhone
>
> On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
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> > As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.
> >
> > We will continue to provide updates.

Sent from my iPhone

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>
> I'll continue to provide updates as we work through the problem.
>
> Laurie

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

Moccia, Margaret SDSI:EX

From:	SDSI Support SDSI:EX
Sent:	Tuesday, May 6, 2014 9:39 AM
To:	SDSI All Exchange Mailboxes
Subject:	UPDATE, ICM Notification May 6th 9:30 AM
Follow Up Flag:	Follow up
Flag Status:	Flagged

Description – Ticket 396587 May 6th 9:30 AM update
The technical team has completed reconfiguring the ICM WEB servers.

Impact to users
Users can log into ICM now.

Instructions to users
At this time additional tickets are not necessary, further updates on ICM performance will be sent as they become available. Thank you for your continued patience.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Tuesday, May 6, 2014 4:03 PM
To: Barker, Laurie SDSI:EX
Cc: Lum, Wency SDSI:EX
Subject: FW: PLEASE READ: activation of BCP and what this means

Follow Up Flag: Follow up
Flag Status: Flagged

Was just on call with MOC for SDSI, they are ok with us sending out emails to users as long as I run by them in case they have to adjust their messaging.

So I will review and send notes to MOC as needed.

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'

Office: 250-356-2688 | Cell: s.17

From: Lum, Wency SDSI:EX
Sent: May-06-14 3:36 PM
To: McKenzie, Rob SDSI:EX; Allen, Nancy G MCF:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Burnham, Shelley J SDSI:EX
Cc: Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; Asher, Kathleen SDSI:EX
Subject: RE: PLEASE READ: activation of BCP and what this means

Laurie specifically asked that we follow the BCP comms to the letter and ensure we route from Kathleen to our MOC leads (Bev Dicks and David Galbraith)

From: McKenzie, Rob SDSI:EX
Sent: Tuesday, May 6, 2014 3:19 PM
To: Lum, Wency SDSI:EX; Allen, Nancy G MCF:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Burnham, Shelley J SDSI:EX
Cc: Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; Asher, Kathleen SDSI:EX
Subject: RE: PLEASE READ: activation of BCP and what this means

Hi Wency, I was at the MOC meeting today and they did confirm that SSISD can continue sending msgs to ministry users about system availability. I don't have official minutes to confirm but that's what I heard.

Robert McKenzie
Manager of Operations,
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation, and Children and Family Development'
Suite 1900 - 1050 West Pender St, Van, BC, V6E 3S7 MAP
s.17 Cell s.17

From: Lum, Wency SDSI:EX
Sent: May-06-14 3:10 PM
To: Allen, Nancy G MCF:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; McKenzie, Rob SDSI:EX; Burnham, Shelley J SDSI:EX
Cc: Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; Asher, Kathleen SDSI:EX
Subject: PLEASE READ: activation of BCP and what this means

Hi folks,

Laurie has asked me to confirm you all are aware that both MCFD and MSDSI have invoked BCP (SDSI calls it Ministry Operations Centre).

This changes our communication protocol. Communications outside of our division must be approved by the ADM's responsible for BCP.

For SSISD, this means we need to **route all of our communications through Kathleen**. For our branch it means it goes through Nancy Allen first as Kathleen's direct contact point.

Thanks.

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: van der Lee, Tina MTIC:EX
Sent: Tuesday, May 6, 2014 4:39 PM
To: Mitrou, Grayg EDSA:EX; Button, David MTIC:EX; Murch, Dennis MTIC:EX; 'Wilson Lopes (wilson.lopes@maximuscanada.ca)'; 'joel.levinson@maximuscanada.ca'; 'bill.jubran@maximusbc.ca'; Schmuland, Brenda D MTIC:EX; Donaldson, Ian R MTIC:EX; Cookson, Guy HLTH:EX; Turner, Linda MCF:EX; 'Kent Berger-North'; Zaranski, Marcin SDSI:EX; McKenzie, Rob SDSI:EX; 'bill.jubran@maximusbc.ca'
Cc: Lum, Wency SDSI:EX; Francis, Susanna MTIC:EX; Mitrou, Shirley MTIC:EX; Restall, Stuart B EDSA:EX; Armstrong, Ian MTIC:EX; Donaldson, Ian R MTIC:EX; Murch, Dennis MTIC:EX
Subject: ICM_ s.13 Meeting Summary and Actions

Thanks everyone for your time today. Please find a brief summary and action items below – let me know of any edits.

- SDSI official communications regarding phase 4 of ICM originated in October 2013 – have an SSBC assigned Project Manager to co-ordinate all necessary Shared Services resources
- Maximus communications regarding s.13 discussed at Windows Working Group and Mainframe meetings – unable to share a go-live date until February 2014 – no SSBC resources have been identified to date as being required
- Go live date for both projects is November 21-25th timeframe
- Both groups are concerned about deploying two major projects concurrently and having go live dates at the same time for the following reasons:
    1. The technical capacity on the mainframe (this does not appear to be a major concern but will be confirmed by HPAS)
    2. Human resources (HPAS) to assist with go live and beyond (this also did not appear to be a major concern but will be confirmed by HPAS)
    3. Citizen impacts – both are extremely high profile projects
        - ICM phase 4 will also impact MCFD
        - s.13
- ***Action item Linda, Marcin, Bill by Monday May 12:*** Submit project plans, detailed project schedules, forecast/best guess estimate for mainframe requirements and human support including detailed go-live activities and requirements to HPAS in order to assess impact (Grayg Mitrou and Stuart Restall, copied to Tina van der Lee, Brenda Schmuland, Susanna Francis, and David Button). Plans should include but not be limited to:
    1. Times/dates freezes are required
    2. Times/dates HPAS resources are required
    3. Times/dates SSBC resources are required
- Maximus has begun to initiate stakeholder engagement with s.13 - ***Action item Bill by May 12:*** Provide stakeholder engagement plan to Rob McKenzie
- ***Action item Grayg/Stuart by May 31:*** Assess risk and provide recommendations to SSBC for the management of the release of the two major projects
- ***Action item Tina:*** Schedule meeting for first week in June

Tina van der Lee | Director Client Relations | Health, Education, Business and Economy | Shared Services
Ph: 250-514-0075 | ***e:*** tina.vanderlee@gov.bc.ca | ***m:*** W400 – 4000 Seymour Place, Victoria BC V8W 9V1
BRITISH COLUMBIA | CLIENT SERVICES
A BRANCH of SHARED SERVICES BC

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Wednesday, May 7, 2014 12:05 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Armstrong, Kevin SDSI:EX
Subject: UPDATE #10: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

I apologize for the lack of coordinated updates from me today. I will refocus on this tomorrow. A lot happened today.

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This update focuses on the technical remediation only (not BCP or communications).

What's Happened the Last Update (#9)?

- Performance issues continued today and as a result, both MCFD and MSDSI invoked their Business Continuity Plans.
- The ICM performance issue was reported in the media.
- We have made a series of changes to the infrastructure in order to rule out root causes and to remediate issues resulting from the failed switch(es) from yesterday. We are operating on different network switches in the data centre.
- We have examined and ruled out the following (these won't make sense to everyone):
  - s.15 Agent version 6 issues
  - Spanning Tree (protocol)
  - Port Mirroring
  - Land Title and Survey Authority application change impacts
  - Common Logon Page
  - Security changes (FW, IPS)
  - s.15 version
  - Network connectivity
- The most likely root cause is: s.15 Policy Server, specifically its interaction with s.15 agent. Lynda Hoel has escalated our issue with CA and our logs will be reviewed overnight and I have requested a checkpoint from CA by 6 am to inform our decisions for the morning.
- The Disaster Recovery environment was brought back up. Laurie has discussed with Marcin and Rob re: how to bring users into the system in a controlled manner.
- We worked with SSBC to spread the load of users across two different s.15 Policy Servers in both s.15 and s.15 instead of just using services in s.15
- SSBC Executive have engaged with regular check points, resource commitments, and escalations with vendors

What is Our Current Situation?

- We expect the performance situation tomorrow to be <u>somewhat improved but we will not be at normal service in terms of response times and # of users.</u>
  - A limited number of users will have access to ICM Production via the External URL (which uses different web servers).
  - A limited number of users will have access to a read only version of Disaster Recovery instance of ICM. There may be issues with performance/response times of DR.

- We want people to use Production so we can determine whether our remediation is working.
- s.15 monitoring is not enabled because port mirroring has been turned off (as part of troubleshooting).

What's Being Done, By Whom?

- Prarie and team are working on setting up the right security to allow access to users to DR and external URL. This is being done overnight.
- Nancy and Cindy suggested a colour change to DR so users can more easily navigate – this is also being done overnight.
- Paul Servant monitoring response from CA re: log analysis.
- Lynda Hoel is arranging for an on site CA consultant asap.

What Are the Priorities?

The priority for technical recovery tomorrow is narrowing down specific issues in s.15 agent/Policy Server interaction through results of log analysis by CA in order to inform next steps.
The other priority is to support business resumption and the MOC/BCP activities.

What are the Key Things You Need to Know?

- Please note we have three modes of user access – and Kathleen/Nancy/Marcin/Rob, we need to clearly communicate who has access to what and WHY as I think this will become important
  - Regular production (slow)
  - Disaster Recovery (read only)
  - External URL access to production (mixed reports of performance due to load issues, limited to specific users)

Your next status update from me will be at approximately 12 pm Wednesday. Nancy Allen will work with Kathleen to determine what kind of user communication will be appropriate in the morning.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Blake, Prarie SDSI:EX
Sent: Wednesday, May 7, 2014 7:06 AM
To: Lum, Wency SDSI:EX
Subject: RE: UPDATE #10: ICM Performance Issues

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Wency,

I don't believe we've ruled out network connectivity – the switch was not an issue but there could be specific network issues causing delays with the agent to policy server communication that we cannot isolate. It was not crossed off my list.

Prarie Blake
Integrated Case Management
Phone 250.978.4437

From: Lum, Wency SDSI:EX
Sent: 7 May 2014 00:05
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Armstrong, Kevin SDSI:EX
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Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Wednesday, May 7, 2014 7:36 AM
To: Servant, Paul MTIC:EX; Donaldson, Ian R MTIC:EX; Shulhan, Steve MTIC:EX; Hoel, Lynda M MTIC:EX
Subject: Re: touch base after 8 pm changes tonight

Follow Up Flag: Follow up
Flag Status: Flagged

Question: can we give microsoft a proactive heads up so they are ready? Don't want to lose time if it can be avoided.

From: Servant, Paul MTIC:EX
Sent: Wednesday, May 07, 2014 06:47 AM Pacific Standard Time
To: Beaton, Cindy M SDSI:EX; Blake, Prarie SDSI:EX; Lutynec, Bill SDSI:EX; Rose, Dave SDSI:EX; Donaldson, Ian R MTIC:EX; Lum, Wency SDSI:EX; Wilson, Steve R MCF:EX; Parkin, Keith MCF:EX; Allen, Nancy G MCF:EX; Shulhan, Steve MTIC:EX; Hoel, Lynda M MTIC:EX
Subject: RE: touch base after 8 pm changes tonight

CA Update

I worked with CA until about 12:30AM this morning.

CA has made new developments in the case. Their investigation has shown:

- Problem is located on the web agent but current traces provide no reason why agent is receiving a delayed request.
- CA confirmed the s.15 is processing traffic without delay with the longest transaction taking only 1 second to complete.
- CA believes there is a blocking condition on that is causing delay.
- CA requires more information to proceed.
  - IIS debug dump
  - Web Agent debug logs
- CA has suggested we collect the IIS debug dump first and based on that information they will know how to proceed.
  - If the problem is being caused by IIS, Microsoft will be engaged to and CA will work towards a resolution with them.

- If the problem is being caused by the Web Agent, CA will provide debug DLL files that need to be installed by ICM on the impacted servers to pull off important agent debug logs.

- CA has provided the IIS debug dump instructions.

- Those instructions have been provided to ICM as of 12:47am this morning.

- I have requested ICM to run through those instructions and provide a sample dump that CA can verify to be correct for debugging purposes.

I'm heading into the office shortly so I can be available if ICM staff have any questions regarding the instructions and to upload a sample output to CA Support.

I have requested another status update form CA by 7:45am.

Paul

-----Original Appointment-----
From: Beaton, Cindy M SDSI:EX
Sent: Tuesday, May 6, 2014 5:25 PM
To: Beaton, Cindy M SDSI:EX; Blake, Prarie SDSI:EX; Lutynec, Bill SDSI:EX; Rose, Dave SDSI:EX; Donaldson, Ian R MTIC:EX; Lum, Wency SDSI:EX; Wilson, Steve R MCF:EX; Parkin, Keith MCF:EX; Servant, Paul MTIC:EX; Allen, Nancy G MCF:EX; Shulhan, Steve SSBC:EX (Steve.Shulhan@gov.bc.ca)
Subject: touch base after 8 pm changes tonight
When: Tuesday, May 6, 2014 8:30 PM-9:00 PM (UTC-08:00) Pacific Time (US & Canada).
Where: s.15, s.17 , participant id s.15, s.17 #

Quick touch base after the s.15 table changes and group additions.

Cindy

Moccia, Margaret SDSI:EX

From:	SDSI Support SDSI:EX
Sent:	Wednesday, May 7, 2014 11:15 AM
To:	SDSI All Exchange Mailboxes
Subject:	PRIORITY ICM System notification 11:15 AM
Importance:	High
Follow Up Flag:	Follow up
Flag Status:	Flagged

Description – Ticket 396587 May 7th 11:15 AM Update
We have made changes to our servers and infrastructure to continue to improve performance and stability. This work will require us to restart our servers, which will take approximately an hour.

Instructions to users
Please save your work and log out of ICM. We will notify you when ICM is available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Donaldson, Ian R MTIC:EX.
Sent: Wednesday, May 7, 2014 12:20 PM
To: Goldsmith, Sue MTIC:EX; Ehle, Dan MTIC:EX; Hoel, Lynda M MTIC:EX; Lum, Wency SDSI:EX
Subject: FW: RMG 2014 - 001 ICM performance issues update 12:15 May 7, 2014

From: Schaefer, Jocelyn M MTIC:EX
Sent: Wednesday, May 7, 2014 12:18 PM
To: Donaldson, Ian R MTIC:EX; Witzer, David MTIC:EX
Subject: RMG 2014 - 001 ICM performance issues update 12:15 May 7, 2014

12:15 ICM reported servers now up sending communications to clients to start up.

If you have further questions or concerns please let me know.

Thank-you for supporting the quality of our organization

Jocelyn Schaefer
Senior Technical Change Manager
OCIO TSD Shared Services BC
250-387-8058 cell s.17
Jocelyn.Schaefer@gov.bc.ca
PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1

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A BRANCH OF SHARED SERVICES BC

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 12:34 PM
To: SDSI All Exchange Mailboxes
Subject: UPDATE: ICM System Tuesday May 7th 12:35 PM

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

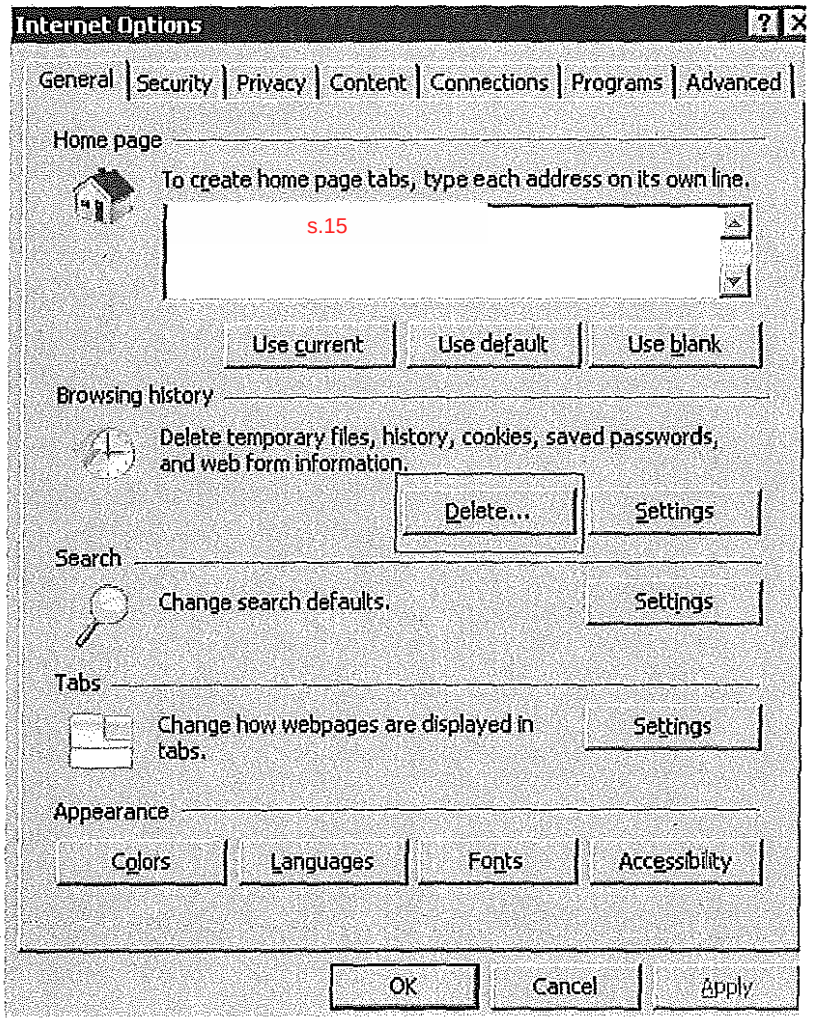
Description – Ticket 396587 May 7th 12:35 pm Update
We have completed the restart of our servers, we appreciate your continued patience as we work towards resolving the current situation.

Instructions to users
Users can now log into ICM.

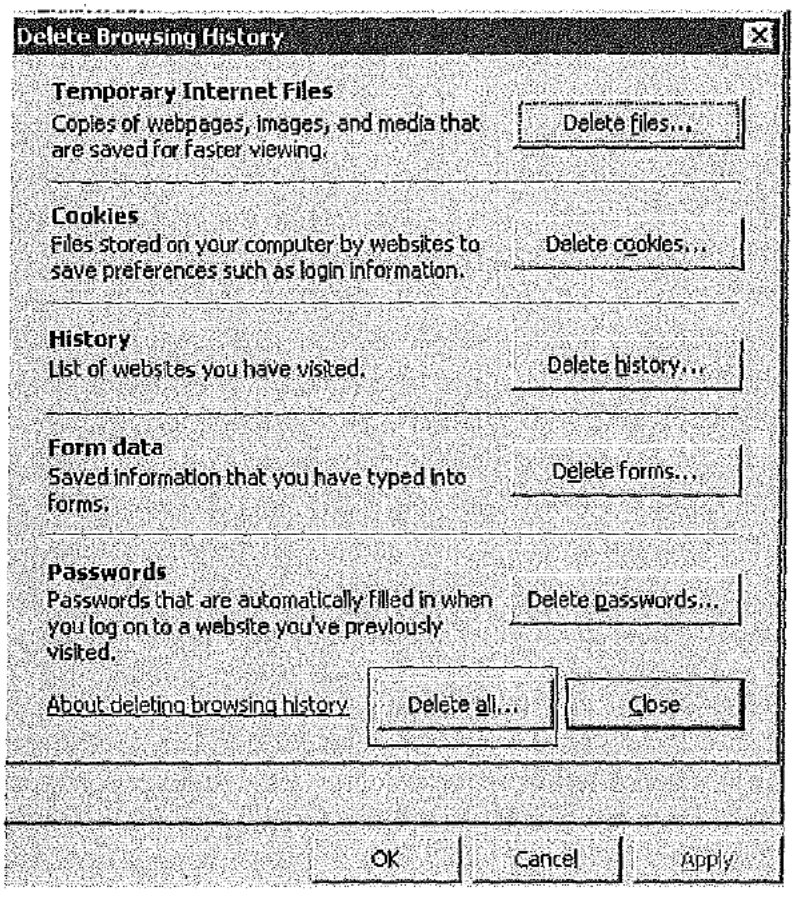
Instructions to users
If users are experiencing problems viewing the home screen, please follow the instructions below:

Step 1:

1.Close all Internet Explorer sessions (IE)
2.Open IE
3.Click on Tools/Internet Options
4.Click on 'Delete' as shown below:



2.Click on Delete all Which clear's all cookies and temporary internet files:



3. Select OK

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Wednesday, May 7, 2014 12:43 PM
To: Servant, Paul MTIC:EX
Cc: Lutynec, Bill SDSI:EX; 'julie.sanbeg@oracle.com'; Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX
Subject: Contact info for Deloitte and Oracle

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Paul,

Here are the names of folks you can use for contacts with CA on the ICM issue.

Deloitte: Bill Lutynec (email as above) cell: s.17

Oracle: Julie Sanbeg (email as above) cell:

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 3:55 PM
To: SDSI All Exchange Mailboxes
Subject: PRIORITY ICM System notification 3:55

Importance: High

Description – Ticket 396587 May 7th 3:55 PM Update
In order to continue our restoration of normal services to ICM, we need to make some system changes and the system will be unavailable for thirty minutes.

Instructions to users
Please save your work and log out of ICM for 30 minutes, **please log back into ICM after this time.**

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Goldsmith, Sue MTIC:EX
Sent: Wednesday, May 7, 2014 5:03 PM
To: Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: FW: Change Freeze

Follow Up Flag: Follow up
Flag Status: Flagged

Fyi as discussed.

From: Goldsmith, Sue MTIC:EX
Sent: May-07-14 5:02 PM
To: Rutherford, Derek MTIC:EX; Ehle, Dan MTIC:EX; Hoel, Lynda M MTIC:EX; Perkins, Gary MTIC:EX; Donaldson, Ian R MTIC:EX; Sedmak, Niki M MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Schaefer, Jocelyn M MTIC:EX; Armstrong, Ian MTIC:EX; Witzer, David MTIC:EX
Subject: RE: Change Freeze

Please be advised that we have placed a change freeze on until further notice. All changes must be reviewed at an Executive level and we will only entertain critical changes at this time.

This includes ICM changes as well.

We need to stabilize the systems as much as possible in order to get ICM stable and functioning.

Please let me know if there are any questions.

Thanks Sue

From: Goldsmith, Sue MTIC:EX
Sent: May-07-14 4:54 PM
To: Schaefer, Jocelyn M MTIC:EX; Witzer, David MTIC:EX
Subject: Change Freeze
Importance: High

Jocelyn we would like a change freeze implemented immediately. All changes must go through Executive approval until further notice.

Thanks Sue

Moccia, Margaret SDSI:EX

From:	cschelp@gov.bc.ca
Sent:	Wednesday, May 7, 2014 5:40 PM
To:	SSBC WTS SC PROB LIST
Subject:	RSP 112852 change restriction in effect all changes must be approved by executive
Follow Up Flag:	Follow up
Flag Status:	Flagged

Type: Change
Impact: Change Restriction to all MTIC infrastructure

Date: 5/7/2014
Time: 17:38

Subject: RSP 112852 change restriction in effect all changes must be approved by executive

Description: Please be advised effectively immediately, until further notice, all changes to MTIC services or infrastructure are frozen.
All changes must go through Executive approval until further notice.

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-866-660-0811.

Moccia, Margaret SDSI:EX

From: Goldsmith, Sue MTIC:EX
Sent: Wednesday, May 7, 2014 6:12 PM
To: Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: FW: RSP 112852 change restriction in effect all changes must be approved by executive

Follow Up Flag: Follow up
Flag Status: Flagged

Here's the official notification that went out (across govt). ☺

From: cschelp@gov.bc.ca [mailto:cschelp@gov.bc.ca]
Sent: May-07-14 5:40 PM
To: SSBC WTS SC PROB LIST
Subject: RSP 112852 change restriction in effect all changes must be approved by executive

Type: Change
Impact: Change Restriction to all MTIC infrastructure

Date: 5/7/2014
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Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Wednesday, May 7, 2014 8:48 PM
To: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX
Subject: After hours

Follow Up Flag: Follow up
Flag Status: Flagged

FYI- after hours are functioning on the system without issue. At 1 am they will hand over to MCFD who have read only access in the system so things look ok for this group for tonight.

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Wednesday, May 7, 2014 10:46 PM
To: Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Cc: Beaton, Cindy M SDSI:EX
Subject: FW: New Update from CA
Attachments: RE: CA email

Follow Up Flag: Follow up
Flag Status: Flagged

Hi, Can you please ensure that the agent logging is addressed ASAP and confirm when it's done.

Thanks.

From: Servant, Paul MTIC:EX
Sent: Wednesday, May 7, 2014 10:40 PM
To: Beaton, Cindy M SDSI:EX; Shulhan, Steve MTIC:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Hoel, Lynda M MTIC:EX; Lum, Wency SDSI:EX
Cc: Uppala, Rakesh SDSI:EX; Palaniappan, Sivakumar SDSI:EX
Subject: RE: New Update from CA

Hi Cindy,

I have received new information from CA this parameter is dynamic and will not require a restart. This can be enabled at any time.

I believe there is always value in having parameter enabled before problems occur to log traffic prior to and during an incident; however, I do understand your hesitation and have the fullest respect for incremental changes. We can wait until tomorrow to apply this change.

I reiterate this parameter only enables the web agent to notify the policy server each time users are authorized from cache. This is beneficial for CA to perform their analysis of the problem.

On another note I had sent an email earlier (attached) inquiring into the status of the agent logging. We had issues on both s.15 as the logs were not being generated. When sharing Siva's screen I could see issues opening the log files due to either disk space, permissions, or configurations. s.15 was logging this morning and s.15 last logged yesterday morning. This needs to be fixed ASAP if it's not.

CA requires the s.15 agent logs (s.15). This will help CA to crosscheck the problematic issue. CA continues to review all the logs I have sent them tonight as well.

I'll be heading to bed shortly. If you are having issues with your logging still please call me and I'll help out (250) 507-6785.

Paul

From: Beaton, Cindy M SDSI:EX
Sent: Wednesday, May 7, 2014 10:21 PM
To: Shulhan, Steve MTIC:EX; Servant, Paul MTIC:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Hoel, Lynda M

MTIC:EX; Lum, Wency SDSI:EX
Cc: Uppala, Rakesh SDSI:EX; Palaniappan, Sivakumar SDSI:EX
Subject: Re: New Update from CA

Hi

I've spoken with Wency and Prarie.

For a variety of reasons, we don't want to implement the change tonight regardless of whether it requires a restart or not.

We made a change late in the day today and we haven't seen the impact of that yet due to a lack of load (users). We want one change at a time.

if we have issues or really need to change it for CA and it requires an outage, we'll deal with that tomorrow. This also gives time for Executive approval.

Paul, do need to discuss this with us more or are you in agreement with our decision?

Regards,
Cindy

From: Shulhan, Steve MTIC:EX
Sent: Wednesday, May 07, 2014 09:25 PM
To: Beaton, Cindy M SDSI:EX; Servant, Paul MTIC:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Hoel, Lynda M MTIC:EX
Cc: Uppala, Rakesh SDSI:EX; Palaniappan, Sivakumar SDSI:EX
Subject: Re: New Update from CA

Wouldn't hurt

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Beaton, Cindy M SDSI:EX
Sent: Wednesday, May 7, 2014 9:24 PM
To: Servant, Paul MTIC:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Cc: Uppala, Rakesh SDSI:EX; Palaniappan, Sivakumar SDSI:EX; Shulhan, Steve MTIC:EX
Subject: Re: New Update from CA

Prarie - if the changed is being considered, do you want a call with the Province tonight to assist with the decision?

Cindy

From: Servant, Paul MTIC:EX
Sent: Wednesday, May 07, 2014 08:57 PM
To: Beaton, Cindy M SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Cc: Uppala, Rakesh SDSI:EX; Palaniappan, Sivakumar SDSI:EX; Shulhan, Steve MTIC:EX
Subject: New Update from CA

CA has come back with a request to enable a parameter on the web agent. This parameter forces the agent to report all authorizations to the policy server. Normally if authorizations are from cache the policy server will not record the information. The parameter is:

s.15

I have asked CA if this parameter is dynamic (ie. can we load it in real time or do we need an IIS stop/start cycle). If it requires a restart of the agent I would like to have it enabled sometime before tomorrow.

Please don't enable this parameter until I hear back from CA Support. I should know in a shortly. If no one responds to this email I'll call Prarie.

Paul

Moccia, Margaret SDSI:EX

From: Servant, Paul MTIC:EX
Sent: Wednesday, May 7, 2014 8:48 PM
To: Lutynec, Bill SDSI:EX; Beaton, Cindy M SDSI:EX
Cc: Blake, Prarie SDSI:EX
Subject: RE: CA email

Where are we at with s.15 logs? Are they generating now?

Paul

From: Lutynec, Bill SDSI:EX
Sent: Wednesday, May 7, 2014 8:20 PM
To: Servant, Paul MTIC:EX; Beaton, Cindy M SDSI:EX
Cc: Blake, Prarie SDSI:EX
Subject: RE: CA email

Hmm. OK. Please forward if they do. Thanks

Best regards,

Bill Lutynec
Bill.lutynec@gov.bc.ca
Mobile s.17

From: Servant, Paul MTIC:EX
Sent: Wednesday, May 07, 2014 8:20 PM
To: Lutynec, Bill SDSI:EX; Beaton, Cindy M SDSI:EX
Cc: Blake, Prarie SDSI:EX
Subject: RE: CA email

CA never sent us a post meeting email.

Paul

From: Lutynec, Bill SDSI:EX
Sent: Wednesday, May 7, 2014 8:19 PM
To: Servant, Paul MTIC:EX; Beaton, Cindy M SDSI:EX
Cc: Blake, Prarie SDSI:EX
Subject: RE: CA email

The post meeting recap from your 16:30 session with CA.

Best regards,

Bill Lutynec
Bill.lutynec@gov.bc.ca
Mobile s.15

From: Servant, Paul MTIC:EX
Sent: Wednesday, May 07, 2014 8:16 PM
To: Lutynec, Bill SDSI:EX; Beaton, Cindy M SDSI:EX

Cc: Blake, Prarie SDSI:EX
Subject: RE: CA email

Which email are you talking about?

From: Lutynec, Bill SDSI:EX
Sent: Wednesday, May 7, 2014 8:16 PM
To: Beaton, Cindy M SDSI:EX; Servant, Paul MTIC:EX
Cc: Blake, Prarie SDSI:EX
Subject: RE: CA email

Hi Paul,

Please forward the email from CA. I have an action item to be up-to-date on it. Thanks

Best regards,

Bill Lutynec
Bill.lutynec@gov.bc.ca
Mobile s.17

From: Beaton, Cindy M SDSI:EX
Sent: Wednesday, May 07, 2014 7:49 PM
To: Lutynec, Bill SDSI:EX
Cc: 'prblake@deloitte.ca'
Subject: Re: CA email

I didn't please email Paul and if no response call Ian

From: Lutynec, Bill SDSI:EX
Sent: Wednesday, May 07, 2014 06:32 PM
To: Beaton, Cindy M SDSI:EX
Cc: Blake, Prarie (CA - British Columbia) <prblake@deloitte.ca>
Subject: CA email

Please forward the email from CA if you got it. Thanks

Best regards,

Bill Lutynec

Bill.lutynec@gov.bc.ca
Mobile s.17

Moccia, Margaret SDSI:EX

From: Kukatla, Sucha (US - Chicago) <skukatla@deloitte.com>
Sent: Wednesday, May 7, 2014 11:22 PM
To: Barker, Laurie SDSI:EX
Cc: Lum, Wency SDSI:EX; Blake, Prarie (CA - British Columbia)
Subject: Next Steps

Follow Up Flag: Follow up
Flag Status: Completed

If the current Production set up yields stable results tomorrow meaning the ~3700 users can do their work, here are the steps we need to follow: (Success option)

1. Change Network Switches back to original configuration (A27/28)
2. Enable Port Mirroring
3. Get s.15 working on s.15
4. Change s.15 back to last week's state (R6)
5. Fix issue with ATS that floods s.15
6. Reproduce the performance issue in DR
7. Work with CA to test and fix s.15 in DR
8. Install fix for s.15 or upgrade s.15 to fix issues in production
9. Put the servers back to the normal configuration (test with ATS to confirm fix in prod)
10. Turn replication back on and make DR current

If we encounter problems tomorrow, here is plan B in the following order depending on severity: (Failure option)

1. Move to Active directory (LDAP) instead of s.15 – Kevin is working with our offshore team to get this in place tonight for tomorrow.
2. Move to BCP and read only ICM – if exception approval is not in place or (1) is not ready.
3. Move to DB authentication for essential services followed by all users
4. Change s.15 back to last week's state (R6)
5. Fix issue with ATS that floods s.15
6. Reproduce the performance issue in DR
7. Troubleshoot to isolate problem to s.15 or Load Balancer
8. Work with CA to test and fix s.15 in DR
9. Install fix for s.15 or upgrade s.15 to fix issues in production
10. Fix load balancer issue
11. Put the servers back to the normal configuration (test with ATS to confirm fix in prod)
12. Turn replication back on and make DR current

Both the options are tactical to address the immediate/intermediate issue/needs and they will be followed by the activities to achieve steady state in production that is sustainable which will include redundancy and failover.

I have spoken with Prarie on the action plan tomorrow. Prarie and team will be there at 8 am. s.22 s.22 and will be at s.15 by 9:30 am or earlier if there is an emergency.

Thank you, Sucha

Sucha Kukatla
Principal
Deloitte Consulting LLP
Tel/Direct: +1 312 486 2001 | Fax: +1 312 247 2001 | Mobile: s.22
www.deloitte.com

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v.E.1

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Wednesday, May 7, 2014 11:22 PM
To: Lum, Wency SDSI:EX
Subject: Re: s.15 and Network Bursts

Follow Up Flag: Follow up
Flag Status: Flagged

Agreed

Sent from my iPhone

On May 7, 2014, at 11:07 PM, "Lum, Wency SDSI:EX" <Wency.Lum@gov.bc.ca> wrote:

> We'll have to look there as a thread (add it to the list) yet we have to determine the relative value of doing this vs. s.15 and in what order.
>
> ---
>
> **From:** Barker, Laurie SDSI:EX
> **Sent:** Wednesday, May 7, 2014 10:45 PM
> **To:** Kukatla, Sucha (US - Chicago)
> **Cc:** Lum, Wency SDSI:EX
> **Subject:** Re: s.15 and Network Bursts
>
> Got it. Wency and I will push on the network trace information tomorrow.
>
> As well, I will try to land analysis of the logs.
>
> I will be in at s.15 at 8 am. See you and Kevin there the.
>
> Lb
>
> Sent from my iPhone
>
> On May 7, 2014, at 10:36 PM, "Kukatla, Sucha (US - Chicago)" <skukatla@deloitte.com> wrote:
>
> > ---
> >
> > **From:** Blake, Prarie (CA - British Columbia)
> > **Sent:** Wednesday, May 7, 2014 10:09 PM
> > **To:** Kukatla, Sucha (US - Chicago)
> > **Cc:** Lutynec, Bill (CA - British Columbia)
> > **Subject:** s.15 and Network Bursts
> >
> > Hi Sucha,
> >
> > Today on the call with CA Kahlil and I heard an HPAS resource (I didn't catch who it was and didn't want to ask) recount that there was a statement made that network bursts between the Load Balancer and ICM were being seen, but he didn't remember the details. Apparently it was Colin who said it. If it was

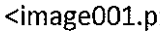
ever said to the group on the call it was not said while Bill or I were in the room and we tried hard to make sure one of us was always there.

As discussed, if this is true it might be a significant contributing factor. Bill has been asking for network monitoring from the very beginning when this issue started as we suspected the network was doing something weird.

Thanks,

Prarie Blake
Senior Manager | Consulting
Deloitte
300-737 Yates Street, Victoria, BC,
Phone 250-978-4437
prblake@deloitte.ca | www.deloitte.ca
Twitter | Facebook | LinkedIn | YouTube

Please consider the environment before printing.



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v.E.1

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Thursday, May 8, 2014 11:52 AM
To: Byers, Rob A SDSI:EX
Cc: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX
Subject: RE: FOR APPROVAL: DRAFT POVNET UPDATE (#2) and Regional Stakeholder Message

- The system is currently up and is stable at this time
- We've implemented a strategy to limit the number of users at this time
- We've taken this step in order to stabilize the system while we continue to troubleshoot
- 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 ministries

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'

Office: 250-356-2688 | Cell: s.17

From: Byers, Rob A SDSI:EX
Sent: May-08-14 11:48 AM
To: Asher, Kathleen SDSI:EX
Cc: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX
Subject: FW: FOR APPROVAL: DRAFT POVNET UPDATE (#2) and Regional Stakeholder Message

Kathleen,

Need a bullet for system stability on this one.

Rob

From: Galbraith, David J SDSI:EX
Sent: May-08-14 11:45 AM
To: Nakamura, Janice N. SDSI:EX
Cc: D'Gal, Judy SDSI:EX; Truswell, Brad SDSI:EX; Byers, Rob A SDSI:EX
Subject: RE: FOR APPROVAL: DRAFT POVNET UPDATE (#2) and Regional Stakeholder Message

Need to update with stability of system messaging

From: Nakamura, Janice N. SDSI:EX
Sent: May-08-14 10:43 AM
To: Galbraith, David J SDSI:EX
Cc: D'Gal, Judy SDSI:EX; Truswell, Brad SDSI:EX
Subject: FW: FOR APPROVAL: DRAFT POVNET UPDATE (#2) and Regional Stakeholder Message

Approved by section leads – needs ADM approval.

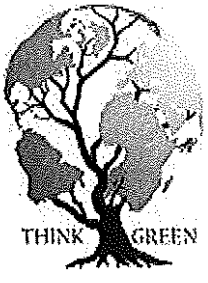
Thx

From: Thomas, Martha O SDSI:EX
Sent: May-08-14 10:38 AM
To: D'Gal, Judy SDSI:EX; Nakamura, Janice N. SDSI:EX; Tanaka, Kashi SDSI:EX; Byers, Rob A SDSI:EX
Cc: Truswell, Brad SDSI:EX
Subject: RE: FOR APPROVAL: DRAFT POVNET UPDATE (#2) and Regional Stakeholder Message

approved

Martha Okot Thomas, CPA, CA
Executive Director and Chief Financial Officer
Ministry of Social Development and Social Innovation
778-676-3739

Rethink Reduce Reuse Repair Recycle



From: D'Gal, Judy SDSI:EX
Sent: May-08-14 10:31 AM
To: Nakamura, Janice N. SDSI:EX; Tanaka, Kashi SDSI:EX; Byers, Rob A SDSI:EX; Thomas, Martha O SDSI:EX
Cc: Truswell, Brad SDSI:EX
Subject: FOR APPROVAL: DRAFT POVNET UPDATE (#2) and Regional Stakeholder Message
Importance: High

Refreshed message for POVNET – main change is to add reference to the manual payment process

DRAFT Updated POVNET Message and Regional Stakeholders (CRSQs to distribute to their external stakeholder lists)

We are currently experiencing technical issues with all service delivery channels. We apologize for the delay and inconvenience this may cause.
Due to this service disruption, all requests will be prioritized based on need. If you do not have a critical need for services please access services at a later date.

If you have a critical need for services and supports, please call 1 866 866-0800 as you may be eligible to receive the following:

- Meal tickets and grocery cards
- Arrangements for taxi or overnight shelter
- Referrals to other community agencies and resources
- Contacting landlords if you have an urgent need to secure accommodation.

A manual payment process has been developed for cheque production, when the system is unavailable.

All intake applications are to be triaged and critical applications completed first.

We continue on working on a solution and hope to have all service delivery channels back to normal as soon as possible.

Thank you for your patience.

From: D'Gal, Judy SDSI:EX
Sent: Wednesday, May 7, 2014 4:35 PM
To: Bandechha, Pardip SDSI:EX
Subject: RE: anything yet?

I just talked to Tish by phone. Can we begin to 'refresh' the POVNET messaging for her?

From: Tish Lakes [mailto:oars@telus.net]
Sent: May-07-14 4:22 PM
To: D'Gal, Judy SDSI:EX; Bandechha, Pardip SDSI:EX
Subject: anything yet?

Or.....?

Tish

OKANAGAN ADVOCACY & Resource Society (OARS)

104 - 1455 Ellis Street
Kelowna BC V1Y 2A3
Phone (250)979-0201
Fax (250)979-0275

Moccia, Margaret SDSI:EX

From: Beaton, Cindy M SDSI:EX
Sent: Thursday, May 8, 2014 12:29 PM
To: Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Parkin, Keith MCF:EX; Perkins, Gary MTIC:EX
Subject: FW: HPAS RFCs and Incidents since April 27
Attachments: Incidents from April 27.docx; HPAS RFCs April 27.xlsx

Regards,
Cindy

From: Schaefer, Jocelyn M MTIC:EX
Sent: Thursday, May 8, 2014 11:23 AM
To: Beaton, Cindy M SDSI:EX
Subject: FW: HPAS RFCs and Incidents since April 27

Please distribute to team as appropriate

From: Advanced Solutions Situation Management [mailto:AdvancedSolutionsSituationManagement@hpadvancedsolutions.com]
Sent: Thursday, May 8, 2014 11:13 AM
To: Patterson, David EDSA:EX; Donaldson, Ian R MTIC:EX; Schaefer, Jocelyn M MTIC:EX
Cc: XT:Situation Management, Advanced Solutions FIN:IN
Subject: HPAS RFCs and Incidents since April 27

Attached are two documents containing the RFCs and Incidents for HPAS since April 27. The RFCs have been filtered for ICM and network.

Steve Mitchell
Team Lead
Service Management

HP Advanced Solutions Inc.

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Phone: s.22 | Fax: s.22
Steve.Mitchell@hpadvancedsolutions.com
www.hpadvancedsolutions.com

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HP Advanced Solutions participates in the Wireless AMBER Alerts program in BC. Visit www.WirelessAmber.ca to sign up to receive free Wireless AMBER Alerts on your cell phone.

Please consider the environment before printing this email.

Moccia, Margaret SDSI:EX

From: cschelp@gov.bc.ca
Sent: Thursday, May 8, 2014 3:17 PM
To: SSBC WTS SC PROB LIST
Subject: Change Freeze Implementation

Type: Change
Impact: Change Freeze

Date: 5/8/2014
Time: 15:16

Subject: Change Freeze Implementation

Description: What's Happening? Change Freeze Implementation

Please be advised, Shared Services BC (SSBC) has recently implemented a change freeze for all infrastructure services, which also includes services delivered by all vendor partners, including HP Advanced Solutions, IBM, and TELUS. In the meantime, all change requests are being reviewed by Office of the Chief Information Officer (OCIO) executive to determine if there are any significant risks.
For clients who have pending iStore orders or Requests for Change (RFC) scheduled, please be advised that these requests will be reviewed and assessed as per the process outlined above and may be rescheduled.
Should clients require an emergency change during the freeze, they are reminded of the Request for Special Processing procedure.
SSBC is committed to providing clients with additional details as they become available.
Questions? For more information or questions, please contact your SSBC Director of Client Relations.

Thank you,
Shared Services BC

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

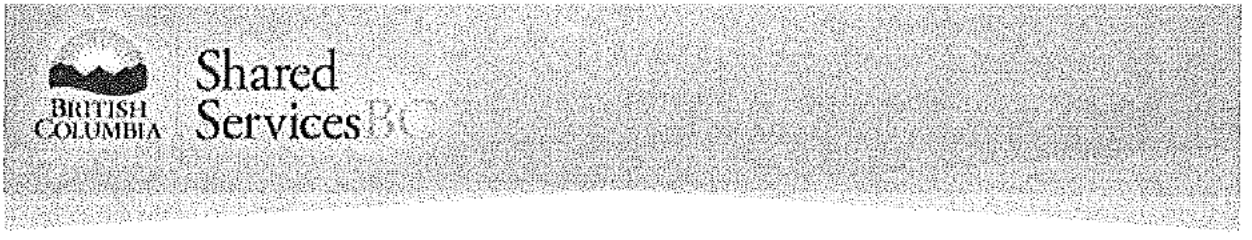
If you require further information, please contact the Service Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-866-660-0811.

Moccia, Margaret SDSI:EX

From: Goldsmith, Sue MTIC:EX
Sent: Thursday, May 8, 2014 4:11 PM
To: Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX; Perkins, Gary MTIC:EX
Cc: Bailey, Ian D MTIC:EX
Subject: FW: FOR INFORMATION - Service Bulletin: Change Freeze Implementation

Fyi.

From: SSBC Client Services MTIC:EX
Sent: May-08-14 3:14 PM
Subject: FOR INFORMATION - Service Bulletin: Change Freeze Implementation



To: Ministry Service Managers, BPS Service Managers, Ministry Chief Information Officers, and Ministry Information Security Officers

What's Happening? Change Freeze Implementation

Please be advised, Shared Services BC (SSBC) has recently implemented a change freeze for all infrastructure services, which also includes services delivered by all vendor partners, including HP Advanced Solutions, IBM, and TELUS. In the meantime, all change requests are being reviewed by Office of the Chief Information Officer (OCIO) executive to determine if there are any significant risks.

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Should clients require an emergency change during the freeze, they are reminded of the Request for Special Processing procedure.

SSBC is committed to providing clients with additional details as they become available.

Questions? For more information or questions, please contact your SSBC Director of Client Relations.

Thank you,

Shared Services BC

Moccia, Margaret SDSI:EX

From: Goldsmith, Sue MTIC:EX
Sent: Thursday, May 8, 2014 6:28 PM
To: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX; Bailey, Ian D MTIC:EX; Perkins, Gary MTIC:EX; Donaldson, Ian R MTIC:EX; Hoel, Lynda M MTIC:EX; Severinsen, Brian A MTIC:EX
Cc: Watkins, Michael G MTIC:EX; Schaefer, Jocelyn M MTIC:EX; Witzer, David MTIC:EX; Ehle, Dan MTIC:EX
Subject: Executive Change Review

Not Approved:

s.13, s.15

Approved:

- IPS fix – Sunday 6-7 am
- (Regular bi-weekly) Exchange Server Restarts – Sunday 6-9 am
- New logon service on repurposed server in prod environment, dns entry, generating & installing cert, (policy server already there). ICM will be using this to run against DR environment on Friday, and prod on Saturday. Considered to be low risk. Tonight: Setup, test, and stopping service. Gary Perkins has authority to approve the services to be restarted.
- SFP changes from s.15 except for ones affecting SDSI (MCFD is not involved in this change)
- SDSI corporate web services install certs on two web sites
- Infrastructure change – HPAS BC Pensions routing for IPSEC tunnel from s.15
- IDIM for s.15 – QA and preprod server for BC Services Card – patch

Thanks Sue

Moccia, Margaret SDSI:EX

From: Perkins, Gary MTIC:EX
Sent: Thursday, May 8, 2014 6:58 PM
To: Lum, Wency SDSI:EX
Subject: Changes

	Thursday	
Focus	Maintain stability	Maintain stability
	Information gathering and troubleshooting, planning/contingencies	Ramp up users
PR users supported	1500	
DR users supported	200	
Changes in PR (bus. hours)	None	None
Changes in PR (after business hours)	None	None
Changes in DR (business hours)	None	Run OATS test (inc Victoria)
Changes in DR (after business hours)	Manual sync data **Turn up web server**	Enable automated
Notes	DR offline 7:30-12:30 am (confirm with Bev)	DR offline 7:30-12

Regards,

Gary Perkins, MBA, CISSP
Executive Director, Chief Information Security Officer (CISO)
Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Email: Gary.Perkins@gov.bc.ca
Phone: (250) 387-7590

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Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Thursday, May 8, 2014 9:52 PM
To: Asher, Kathleen SDSI:EX; Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX; Lum, Wency SDSI:EX
Subject: Fwd: Plan for next 5 days

For discussion at noon tomorrow. As well,
Phase 4

Sent from my iPhone

Begin forwarded message:

From: "Perkins, Gary MTIC:EX" <Gary.Perkins@gov.bc.ca>
Date: May 8, 2014 at 4:37:26 PM PDT
To: "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca>
Cc: "Lum, Wency SDSI:EX" <Wency.Lum@gov.bc.ca>
Subject: Plan for next 5 days

Hi Laurie,

In case it helps, here's what I have so far:

	Thursday	Friday	
Focus	Maintain stability	Maintain stability	
	Information gathering and troubleshooting, planning/contingencies	Ramp up users	
PR users supported	1500	1800	
DR users supported	200	500	
Activity in PR (business hours)	None	None	Ru
Activity in PR (after business hours)	None	None	
Activity in DR (business hours)	None	Run OATS test	
Activity in DR (after business hours)	Manual sync data	Enable automated sync	
	DR offline 1-6 am	DR offline 1-6 am	

Regards,

Gary Perkins, MBA, CISSP
Executive Director, Chief Information Security Officer (CISO)
Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Email: Gary.Perkins@gov.bc.ca
Phone: (250) 387-7590

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Moccia, Margaret SDSI:EX

From: Servant, Paul MTIC:EX
Sent: Friday, May 9, 2014 8:21 AM
To: Schaefer, Jocelyn M MTIC:EX; SSBC WTS CSC Incident Management; Beaton, Cindy M SDSI:EX; Rose, Dave SDSI:EX; Tse, Steven SDSI:EX; Chao, Edmund SDSI:EX; Mitchell, Steve EDSA:EX; Common, Stuart EDSA:EX; Evernden, Wes EDSA:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Inkster, Cam C MTIC:EX; Daly, Quinn MTIC:EX; Mitrou, Shirley MTIC:EX; Donaldson, Ian R MTIC:EX; Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Blake, Prarie SDSI:EX; Murch, Dennis MTIC:EX; 'julie.sanbeg@oracle.com'; Kopp, Colin MTIC:EX; Severinsen, Brian A MTIC:EX; Ehle, Dan MTIC:EX; Goldsmith, Sue MTIC:EX; Shulhan, Steve MTIC:EX; Witzer, David MTIC:EX; Perkins, Gary MTIC:EX; 'denny.prvu@ca.com'; 'Stevens, Andrew B'; 'Logan, Mark'; 'Moody, John'; 'Sampson, Bob'; 'Micsoniu, Narcis'; Sedmak, Niki M MTIC:EX; Deane, Dan EDSA:EX; Capko, Ed MTIC:IN
Subject: RE: RMG 2014 - 001 ICM performance issue

Questions from CA

Paul to answer this question (standard ports s.15
1. What are the Authentication, Authorization port being used?

ICM questions
2. What is the application using this port?
The call to WinSock originated from and is destined for port s.15 at IP address s.15

3. Are you using any custom services in the deployment? Do you know about sslcnapi module?
4. Brief us on the deployment.
5. Share us the Web.conf file used

Please provide the answers right away so I can update the CA case.

Thanks,
Paul

Here is the full case notes for further reading.

We could see most of the threads are waiting on port s.15 Below is the call stack from Thread 49.

Attached Diag tool report:

s.15

Please let know the following information for further analysis:

1. What are the Authentication, Authorization port being used?
2. What is the application using this port?
3. Are you using any custom services in the deployment? Do you know about sslcnapi module?
4. Brief us on the deployment.

5. Share us the Web.conf file used

Thread 49 :

This thread is waiting on data to be returned from another server via WinSock.

The call to WinSock originated from s.15 and is destined for port s.15 at IP address s.15

s.15

-----Original Appointment-----
From: Schaefer, Jocelyn M MTIC:EX
Sent: Thursday, May 8, 2014 5:42 PM
To: Schaefer, Jocelyn M MTIC:EX; SSBC WTS CSC Incident Management; Servant, Paul MTIC:EX; Beaton, Cindy M SDSI:EX; Rose, Dave SDSI:EX; Tse, Steven SDSI:EX; Chao, Edmund SDSI:EX; Mitchell, Steve EDSA:EX; Common, Stuart EDSA:EX; Evernden, Wes EDSA:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Inkster, Cam C MTIC:EX; Daly, Quinn MTIC:EX; Mitrou, Shirley MTIC:EX; Donaldson, Ian R MTIC:EX; Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Blake, Prarie SDSI:EX; Murch, Dennis MTIC:EX; 'julie.sanbeg@oracle.com'; Kopp, Colin MTIC:EX; Severinsen, Brian A MTIC:EX; Ehle, Dan MTIC:EX; Goldsmith, Sue MTIC:EX; Shulhan, Steve MTIC:EX; Witzer, David MTIC:EX; Perkins, Gary MTIC:EX; 'denny.prvu@ca.com'; 'Stevens, Andrew B'; 'Logan, Mark'; 'Moody, John'; 'Sampson, Bob'; 'Micsoniu, Narcis'; Sedmak, Niki M MTIC:EX; Deane, Dan EDSA:EX; Capko, Ed MTIC:IN
Subject: RMG 2014 - 001 ICM performance issue
When: Friday, May 9, 2014 8:00 AM-4:00 PM (UTC-08:00) Pacific Time (US & Canada).
Where: SSBC NCCS R E155A MTIC:EX

Call s.15, s.17 conference s.15, s.17

We need to discuss focus on weekend coverage and expectaitons.

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Friday, May 9, 2014 8:34 AM
To: Sieben, Mark MCF:EX; Taylor, Sheila A SDSI:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Galbraith, David J SDSI:EX; Zaranski, Marcin SDSI:EX; Dicks, Beverly J MCF:EX; Asher, Kathleen SDSI:EX
Subject: Status

DR replicated as expected

At 8:30 we have 750 users on the internal web server and 102 users through the external web user in production ICM with no performance issues identified

Team is working through status

Will touch base if any new issues surface

Sent from my iPhone

Moccia, Margaret SDSI:EX

From: cschelp@gov.bc.ca
Sent: Friday, May 9, 2014 10:03 AM
To: SSBC WTS SC PROB LIST
Subject: SLOW Internet response

Type: Incident
Status: OPEN
Impact: SLOW Internet response

Date: 5/9/2014
Time: 09:59

Subject: SLOW Internet response

Description: IM329845

Be advised that we are experiencing slow response times while using the Internet. This is affecting Ministries and BPS clients who use web based applications. Technical support are working to improve response with no ETR at this time.

Updates will be provided as they are made available

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-866-660-0811.

Moccia, Margaret SDSI:EX

From: cschelp@gov.bc.ca
Sent: Friday, May 9, 2014 10:44 AM
To: SSBC WTS SC PROB LIST
Subject: UPDATE: Internet response RESTORED

Type: Incident
Status: OPEN
Impact: SLOW Internet response

Date: Friday, May 09, 2014
Time: 09:59

Subject: Internet response RESTORED

Description: IM330357

Be advised technical support have restored response performance and are monitoring the situation.

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-866-660-0811.

Moccia, Margaret SDSI:EX

From: Quesnel, Dwayne H MCF:EX
Sent: Friday, May 9, 2014 11:32 AM
To: Lum, Wency SDSI:EX; Wright, Martin P MCF:EX
Cc: Wilson, Steve R MCF:EX
Subject: RE: FOR INFORMATION - Service Bulletin: Change Freeze Implementation

Notables from the call:

- Call hosted by Ian Bailey / Shirley Mitrou / Sue Goldsmith to field questions about freeze
- The freeze is ICM driven and will not be lifted until ICM is fully stabilized
- Any changes to core infrastructure are on hold. This includes network, firewalls, s.15 , anything to do with s.15 datacentres, anything that presents risk
- Resources will be extremely limited to provide client with assistance as most technical staff and vendors are focused on ICM
- Requests will be evaluated by ED assigned to client/sector
- Some activities can continue, e.g. low risk patch to client LoB application, site network changes, other low risk activities that do not require technical resources to implement
- All clients should continue to raise incidents if they encounter problems, particularly involving core infrastructure and/or s.15
- Network issues have been going on this week, which is complicating troubleshooting. A fix is being deployed for network issue during Sunday change window
- istore orders are frozen with same criteria above, esp. firewall and s.15 changes
- Not expected to go on long-term, an update will be provided Monday

---

From: Quesnel, Dwayne H MCF:EX
Sent: May-09-14 9:25 AM
To: Lum, Wency SDSI:EX
Cc: Wilson, Steve R MCF:EX; Wright, Martin P MCF:EX
Subject: FW: FOR INFORMATION - Service Bulletin: Change Freeze Implementation
Importance: High

Hi Wency/Steve,

Re below, can you please advise if you have any immediate concerns or questions prior to 11:00am? There's an urgent meeting called for 11:00am this morning to discuss and I will cover for Martin.

Thanks.

From: Inkster, Cam C MTIC:EX
Sent: May-09-14 8:38 AM
To: Clarkson, Carly MCF:EX
Cc: Quesnel, Dwayne H MCF:EX
Subject: RE: FOR INFORMATION - Service Bulletin: Change Freeze Implementation

Hi Carly,

The freeze is in place until further notice (until the ICM problem is resolved). OCIO will be reviewing only emergency requests, or those escalated via the CIA/DCR. Please continue to place orders as many standard changes are not impacted by the freeze (adding workstations to the domain, IDIR ID updates, etc.). If your order will be impacted by the freeze, you'll be notified. Once the freeze is lifted, we'll work to provide a new date to implement the change. My take is it's best to get your change put in so it's in the queue when the freeze is lifted.

I know this is a frustrating situation, I appreciate your patience during this freeze.

Cam

From: Clarkson, Carly MCF:EX
Sent: May-09-14 8:33 AM
To: Inkster, Cam C MTIC:EX
Cc: Quesnel, Dwayne H MCF:EX
Subject: FW: FOR INFORMATION - Service Bulletin: Change Freeze Implementation

Hi there,

In regard to this, should we be placing orders or holding off? We have already received notification that some of our orders placed yesterday have been effected by the freeze. Is there an end date for the freeze? Is the CIO going to review all requests or only those critical in nature?

Regards,

Carly

From: SSBC Client Services MTIC:EX
Sent: Thursday, May 8, 2014 3:14 PM
Subject: FOR INFORMATION - Service Bulletin: Change Freeze Implementation

BRITISH COLUMBIA Shared Services BC

To: Ministry Service Managers, BPS Service Managers, Ministry Chief Information Officers, and Ministry Information Security Officers

What's Happening? Change Freeze Implementation

Please be advised, Shared Services BC (SSBC) has recently implemented a change freeze for all infrastructure services, which also includes services delivered by all vendor partners, including HP Advanced Solutions, IBM, and TELUS. In the meantime, all change requests are being reviewed by Office of the Chief Information Officer (OCIO) executive to determine if there are any significant risks.

For clients who have pending iStore orders or Requests for Change (RFC) scheduled, please be advised that these requests will be reviewed and assessed as per the process outlined above and may be rescheduled.

Should clients require an emergency change during the freeze, they are reminded of the Request for Special Processing procedure.

SSBC is committed to providing clients with additional details as they become available.

Questions? For more information or questions, please contact your SSBC Director of Client Relations.

Thank you,

Shared Services BC

Moccia, Margaret SDSI:EX

From: Ramsay, Launa P SDSI:EX on behalf of Taylor, Sheila A SDSI:EX
Sent: Friday, May 9, 2014 4:19 PM
To: SDSI All Exchange Mailboxes
Subject: Message from the Deputy Minister

I would like to thank all staff for their continued commitment and dedication as we work province-wide to get our system running at full capacity, while at the same time ensuring that we are caring for the people we serve.

As the Minister stated in the Legislature, all offices and telephone lines are open to the public during regular hours, and applications will continue to be processed. All offices can be reached via phone by calling 1-866-866-0800. Our frontline staff produced over 1300 cheques yesterday and that is something to be proud of.

The priority now is to maintain system stability while continuing to investigate the root cause of recent issues. We will know more by the end of the weekend as a remarkable team of staff from the SDSI/MCFD systems organization, Shared Services BC, and staff from a number of IM/IT companies continue to work on enhancing system stability to support more users while continuing to troubleshoot.

Thank you again for your dedication and hard work to serve our clients and the people of British Columbia. I am proud of the work being done and am certain this situation will quickly be resolved because of your commitment and perseverance.

Sheila Taylor
Deputy Minister

Moccia, Margaret SDSI:EX

From: Perkins, Gary MTIC:EX
Sent: Friday, May 9, 2014 4:39 PM
To: Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Armstrong, Ian MTIC:EX; Hoel, Lynda M MTIC:EX; Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX
Subject: Plan

	Thursday	Friday	Saturday
Focus	Maintain stability Information gathering and troubleshooting, planning/contingencies	Maintain stability Ramp up users	Maintain st Testing
PR users supported	1500	1800	1800 (add'l
DR users supported	200	500*	500*
Changes in PR (bus. hours)	Monitor	Monitor	1) Firewall allow inter DR (mornin changes inc 2) Run OAT threaded)
Changes in PR (after business hours)	None	None	1) FREB tra 2) CA Loggi **3) External permission**
Changes in PR (non-production elements)	None	None	LDAP testir 1) Introduc door on Ka 2) Configur s.15
Changes in DR (business hours)	None	1) Run OATS test (incl. prod. policy server - against Victoria) 2) Allow all users to DR*	None
Changes in DR (after business hours)	1) Manual sync data 2) Turn up web server	1) Manual sync data 2) enable FREB Tracing (MS) - 15 mins 3) CA Logging	Manual syr

Regards,

Gary Perkins, MBA, CISSP
Executive Director, Chief Information Security Officer (CISO)
Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Email: Gary.Perkins@gov.bc.ca

Phone: (250) 387-7590

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Moccia, Margaret SDSI:EX

From: Donaldson, Ian R MTIC:EX
Sent: Friday, May 9, 2014 5:23 PM
To: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Sedmak, Niki M MTIC:EX; Hoel, Lynda M MTIC:EX
Subject: FW: Resources available for the weekend

Fyi

From: Schaefer, Jocelyn M MTIC:EX
Sent: Friday, May 9, 2014 2:57 PM
To: Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Rutherford, Derek MTIC:EX; Hoel, Lynda M MTIC:EX; Sedmak, Niki M MTIC:EX; Barker, Laurie SDSI:EX; Mitrou, Shirley MTIC:EX; Severinsen, Brian A MTIC:EX; Foltinek, Michael MTIC:EX; Bailey, Ian D MTIC:EX; Lum, Wency SDSI:EX; Armstrong, Ian MTIC:EX; Schaefer, Jocelyn M MTIC:EX; Donaldson, Ian R MTIC:EX; Servant, Paul MTIC:EX; Shulhan, Steve MTIC:EX; Koot, Sharon MTIC:EX; Watkins, Michael G MTIC:EX; Murch, Dennis MTIC:EX; CENTRE, IT OPERATION MTIC:EX; Witzer, David MTIC:EX
Subject: FW: Resources available for the weekend

NOTICE: **PROTECTED PERSONAL** - The information contained and documented in this email was collected pursuant to the *Emergency Program Act (1994)*, and is subject to all provisions of confidentiality and privacy pursuant to *The Freedom of Information & Protection of Privacy Act.*

From: Mitchell, Steve [mailto:Steve.Mitchell@hpadvancedsolutions.com]
Sent: Friday, May 9, 2014 2:43 PM
To: Schaefer, Jocelyn M MTIC:EX
Subject: Resources available for the weekend

Jocelyn, here are the HP contacts for the weekend. As normal the Situation Management SPOC line is monitored 24X7 is the quickest response from HP.

HPAS Situation Management SPOC 24X7 – 250-405-5999

Ed Sills 250-361-5827 – HPAS Windows SA
David Blizard 250 216-4360 – HPAS Storage Admin
Stuart Common 250-704-9020 – HPAS Network
Narcis Micsoniu 604-367-8288 – HPES Network
Prathab Kanagasingham 416 579 2718 – HPES Load balancer - Saturday
John Moody 306-961-6253 – HPES Load Balancers - Sunday
Hassan Lotfi-Pour 604-376-3046 – HPES Firewall
Samuel Binette 250-686-7764 - s.15

Steve Mitchell
Team Lead
Service Management
HP Advanced Solutions Inc.

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8

Phone: s.22 | Fax: s.22
Steve.Mitchell@hpadvancedsolutions.com
www.hpadvancedsolutions.com

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HP Advanced Solutions participates in the Wireless AMBER Alerts program in BC. Visit www.WirelessAmber.ca to sign up to receive free Wireless AMBER Alerts on your cell phone.

Please consider the environment before printing this email.

Moccia, Margaret SDSI:EX

From: Goldsmith, Sue MTIC:EX
Sent: Friday, May 9, 2014 6:02 PM
To: Perkins, Gary MTIC:EX; Hoel, Lynda M MTIC:EX; Donaldson, Ian R MTIC:EX; Sedmak, Niki M MTIC:EX; Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX; Bailey, Ian D MTIC:EX; Severinsen, Brian A MTIC:EX; Watkins, Michael G MTIC:EX
Subject: Executive Change Review - May 9/14

Approved:

- Firewall change to SSBC infrastructure in Victoria – access s.15 site for ICM
- HPAS firewall change to allow all users into DR site. There may be impacts with firewall rules already in the queue that will also be released. Felt that this is a manageable risk. Ian will have a follow-up discussion with HPAS on this. Implement by 9 am.
- Please reference change plan:
    - A38 switch change.
    - s.15 in/out etc
    - Tracing / logging etc.
- HPAS issue with s.15 – risk of outage if not addressed – patch one side at a time

Not approved:

- Internet Gateway Firewalls – blocking ICMP traffic currently – want to push a firewall change to allow it

Moccia, Margaret SDSI:EX

From: Macleod, Heather SDSI:EX
Sent: Friday, May 9, 2014 6:37 PM
To: SSBC WTS CSC Incident Management; Servant, Paul MTIC:EX; Beaton, Cindy M SDSI:EX; Rose, Dave SDSI:EX; Tse, Steven SDSI:EX; Chao, Edmund SDSI:EX; Mitchell, Steve EDSA:EX; Common, Stuart EDSA:EX; Evernden, Wes EDSA:EX; Allen, Nancy G MCF:EX; Lutynec, Bill SDSI:EX; Inkster, Cam C MTIC:EX; Daly, Quinn MTIC:EX; Mitrou, Shirley MTIC:EX; Donaldson, Ian R MTIC:EX; Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Blake, Prarie SDSI:EX; Murch, Dennis MTIC:EX; 'julie.sanbeg@oracle.com'; Kopp, Colin MTIC:EX; Severinsen, Brian A MTIC:EX; Ehle, Dan MTIC:EX; Goldsmith, Sue MTIC:EX; Shulhan, Steve MTIC:EX; Witzer, David MTIC:EX; SSBC NCCS R E155A MTIC:EX; Perkins, Gary MTIC:EX; 'denny.prvu@ca.com'; Sedmak, Niki M MTIC:EX; Deane, Dan EDSA:EX; Deane, Dan EDSA:EX; Capko, Ed MTIC:IN; Beaton, Cindy M SDSI:EX; Koviloor, Srivatsan SDSI:EX
Subject: Weekend Plan
Attachments: WEEKEND PLAN.docx

Hello,

Please find attached the plan for the weekend. Item in red needs to be confirmed on the Saturday morning call (Cindy Heads up since you are on deck Saturday).

Note: Even though nothing is actively going on Sunday Morning, there will be some prep for the noon – 2pm OATS testing which we can chat about.

Thanks everyone. Have a great evening.

Heather

Heather MacLeod
Senior Business Analyst, Systems Operations
Client and Business Support, Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Social Innovation
and Children and Family Development'
333 Quebec, Victoria BC
Ph: s.17

WEEKEND PLAN

Friday

Start Time	Description	Resource	CR?	Completed
16:30 PM	Firewall Change for s.15	SSBC	APPROVED	COMPLETED
Evening	CA Logging	ICM	APPROVED	
Evening	Test OATS on s.15	ICM – Team B		
Evening	Enable FREB Tracing	ICM		
19:30	Manual Sync of DR	ICM - Charles	N/A	

Saturday

Start Time	Description	Resource	CR?	Completed
By 9AM	Firewall Rule for MCFD DR Access	HPAS - Hassan		
	Roll back s.15 to R6	ICM - Team A		
	LDAP on s.15	ICM - Team A		
	LDAP s.15	ICM - Team A		
10:00	**Start Full Conference Bridge**	**David Witzer/ALL**		
12:00	Test OATS on Production			
14:00	End Test OATS on Production			
14:00	**Resume Full Conference Bridge**	**David Witzer/ALL**		
Evening	Turn on Logging (CA & MS)	ICM		
19:30	Start Manual Sync of DR	Charles Huang		
21:30	End Manual Sync of DR	Charles Huang		

Sunday

Start Time	Description	Resource	CR?	Completed
10:00	**Start Full Conference Bridge**	**David Witzer/ALL**		
	Add s.15 Load Balance	ICM		
	Turn on s.15	HPAS		
12:00	Run OATS tests	ICM - Team A Win server - on call SSBC Net - on call Paul S – on site Keith P – on call Microsoft – on call		
14:00	Complete OATS Tests			
After 14:00	Remove s.15 (will drop users)			
TBD – AM change Window?	PROD: Revert to A38 Switch	HPAS		
14:00	**Resume Full Conference Bridge**	**David Witzer/ALL**		
16:00	Laurie B Call	Laurie B and Exec		
	Bring s.15 Online/Test Offline	ICM	DOWNTIME	
	Reboot all App Servers	ICM		
19:30	Start Manual Sync of DR	Charles Huang		
21:30	End Manual Sync of DR	Charles Huang		

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Friday, May 9, 2014 7:29 PM
To: Armstrong, Kevin SDSI:EX; Blake, Prarie SDSI:EX; Lum, Wency SDSI:EX; Perkins, Gary MTIC:EX
Cc: Kukatla, Sucha SDSI:EX
Subject: Roles

Just wanted to clarify tomorrow:

- Wency will take over my role for
Business decisions and coordination of Social sector accountabilities for Saturday. I'm back on Sunday.
- Gary has continues in his role for business decisions and coordination of SSBC accountabilities
- Deloitte continues in their role as the SI. Prairie is lead for Deloitte this weekend.

Thanks.

Sent from my iPhone

Moccia, Margaret SDSI:EX

From: Lutynec, Bill SDSI:EX
Sent: Saturday, May 10, 2014 10:02 AM
To: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Allen, Nancy G MCF:EX; Beaton, Cindy M SDSI:EX
Cc: Blake, Prarie SDSI:EX; Armstrong, Kevin (CA - British Columbia) (karmstrong@deloitte.ca)
Subject: RE: Status this morning?

Hi Laurie,

Everything is working well. We now have 20 users in the internal Production URL.
OATS testing went well last night. They got up to 5000 users, but could not recreate the (s.15 /network) issue seen in Production.
Both CA and FREB logging were working and recording logs in Vic DR last night.
Manual Synch to Read-Only DR in s.15 was also successful.
LDAP setup was completed in Vic DR last night, some testing remains for this morning.

Today:
Roll back s.15 to R6 has been completed CA logging is already setup and FREB is currently being setup in Production on s.15 At 10:30 AM, we will start to configure LDAP in Production

Best regards,

Bill Lutynec
Bill.lutynec@gov.bc.ca
Mobile s.17

-----Original Message-----
From: Barker, Laurie SDSI:EX
Sent: Saturday, May 10, 2014 8:33 AM
To: Lutynec, Bill SDSI:EX
Subject: Status this morning?

Sent from my iPhone

Moccia, Margaret SDSI:EX

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 11:12 AM
To: Lum, Wency SDSI:EX
Subject: FW: ICM Update from 10 am conf call

Fyi my little rolled up report. ☺

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:53 AM
To: Bailey, Ian D MTIC:EX
Subject: ICM Update from 10 am conf call

ACTIVITIES COMPLETED LAST NIGHT/EARLY THIS MORNING:

- Manual synch of data to read-only site successfully completed last night.
- Turned up additional logging/tracing in infrastructure.
- Firewall rule pushed out successfully.
- DR system – simulated user load testing for up to 5000 users but problem didn't appear.

CURRENT STATUS:

- Production system online and stable. Very small number of users on currently.

SCHEDULED FOR TODAY:

- Noon-2 pm (approved change window) activity to simulate user load testing against Production system.
- Reconvene swat team call at 2 pm to review results.
- LDAP testing (alternative to s.15).
- Re-synch read-only system data 730 pm.

SUNDAY:

- Add s.15 back in (web server in
- Do simulated load testing in Production.
- Remove s.15
- Add A38 network switch back in.

Added: Have extended team methodically revisit all previous changes.

Moccia, Margaret SDSI:EX

From: Perkins, Gary MTIC:EX
Sent: Saturday, May 10, 2014 12:22 PM
To: Goldsmith, Sue MTIC:EX; Hoel, Lynda M MTIC:EX; Donaldson, Ian R MTIC:EX; Sedmak, Niki M MTIC:EX; Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX; Bailey, Ian D MTIC:EX; Severinsen, Brian A MTIC:EX
Subject: RE: ICM Executive check-in and review RFC requests

Hi folks,

At yesterday's change call we discussed reverting to the original switch configuration Sunday evening. Since then several parties have identified that during regular Sunday morning change window would be better. There is no downtime expected for the change.

Normally the risk would be conflicting with other changes during that time but we have a good handle on those. Original reason for doing at night was we wouldn't see impact until following morning. However now that we have more aggressive testing scheduled for 12-2 idea is to revert switch config before new testing.

My recommendation is to move switch change to Sunday morning change window and looking for agreement from the team.

Regards, Gary

-----Original Appointment-----
From: Goldsmith, Sue MTIC:EX
Sent: May-09-14 12:15 PM
To: Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Hoel, Lynda M MTIC:EX; Donaldson, Ian R MTIC:EX; Sedmak, Niki M MTIC:EX; Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX; Bailey, Ian D MTIC:EX; Severinsen, Brian A MTIC:EX
Subject: ICM Executive check-in and review RFC requests
When: May-09-14 4:30 PM-5:00 PM (UTC-08:00) Pacific Time (US & Canada).
Where: s.15, s.17 # (or s.15, s.17)

Moccia, Margaret SDSI:EX

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 4:18 PM
To: Perkins, Gary MTIC:EX; Hoel, Lynda M MTIC:EX; Donaldson, Ian R MTIC:EX; Sedmak, Niki M MTIC:EX; Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX; Bailey, Ian D MTIC:EX; Severinsen, Brian A MTIC:EX; Witzer, David MTIC:EX; Schaefer, Jocelyn M MTIC:EX; Watkins, Michael G MTIC:EX
Subject: 4 pm Executive Review - ICM

Attended:
Perkins, Gary
Lum, Wency
Hoel, Lynda
Sedmak, Niki
Asher, Kathleen
Severinsen, Brian
Goldsmith, Sue

Quick meeting, highlights:

- Revised plan discussed and agreed to at swat team meeting.
- IPS/network – troubleshooting scheduled for 6-7 am tomorrow. No changes will be made. Remediation plan to developed next week. Installing s.15 on a switch on s.15 for Pharmanet.
- Next swat team meeting at 11 am tomorrow.

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Saturday, May 10, 2014 4:37 PM
To: Capko, Ed MTIC:IN
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: URGENT: Microsoft Resource Request

Importance: High

Hi Ed,

This email is to confirm that the Province requests the Microsoft resource needed for tomorrow's meeting to **Analysis of Packet Captures and Logs**. Bill and/or Gary Perkins will be in touch regarding specifics of what is needed.

To summarize, two key activities are requested OVERNIGHT

- Analysis of Packet Captures/Logs provided on the Sharepoint Site
- Compare Production and DR web servers (explain why Prod had symptoms and not DR).

For any more info, please contact Bill or Gary.

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Ed Capko <ecapko@microsoft.com>
Sent: Saturday, May 10, 2014 4:43 PM
To: Lum, Wency SDSI:EX
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: RE: URGENT: Microsoft Resource Request

Thank you for the written clarification Wency - This is very helpful to ensure we are all on the same page for expectations.

This is confirmation that we are working right now on the below, and provided we have resources on both sides (BC Gob and Microsoft) actively on the phone, with action plans, will continue until complete.

1. Analysis of Packet Captures/Logs provided on the Sharepoint Site
2. Compare Production and DR web servers (explain why Prod had symptoms and not DR).

FYI: The data dumps we have received are very large so will take some time to analyze (hours...). We are working directly with Ankit on the phone, but heads up, he or someone else will need to be working for a few more hours at this point.

Ed

Microsoft

Ed Capko

Senior Technical Account Manager
Microsoft Services Canada

Office: 604.247.6175
Mobile: s.22
ecapko@microsoft.com

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From: Lum, Wency SDSI:EX [mailto:Wency.Lum@gov.bc.ca]
Sent: May 10, 2014 4:37 PM
To: Ed Capko
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: URGENT: Microsoft Resource Request
Importance: High

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To summarize, two key activities are requested OVERNIGHT

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4. Compare Production and DR web servers (explain why Prod had symptoms and not DR).

For any more info, please contact Bill or Gary.

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Saturday, May 10, 2014 4:44 PM
To: Capko, Ed MTIC:IN
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; 'Scott Anderson (CANADA)'
Subject: RE: URGENT: Microsoft Resource Request

Ed, to clarify we need the log analysis to occur overnight, and we need the engineer on site for 10 am tomorrow at s.15 s.15

From: Lum, Wency SDSI:EX
Sent: Saturday, May 10, 2014 4:37 PM
To: Capko, Ed MTIC:IN
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: URGENT: Microsoft Resource Request
Importance: High

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For any more info, please contact Bill or Gary.

Wency Lum
Executive Director, Systems Operations

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Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Saturday, May 10, 2014 4:55 PM
To: 'Grant Martus'; 'Julie Sanbeg'
Cc: Lutynec, Bill SDSI:EX; Perkins, Gary MTIC:EX; Blake, Prarie SDSI:EX; Beaton, Cindy M SDSI:EX; Barker, Laurie SDSI:EX
Subject: RE: Oracle Support over the weekend

Hi Grant/Julie,

This email is to confirm that we need Julie on call this weekend and to flag that there is a critical window for Julie's availability tomorrow between 10 and 2 in case we have questions.

We also want to confirm that there is a team behind Julie in case we need engineering support, etc. s.22 s.22 and Laurie Barker at s.17 can be a point of contact for tomorrow.

Thanks.

From: Grant Martus [mailto:grant.martus@oracle.com]
Sent: Friday, May 9, 2014 4:41 PM
To: Lum, Wency SDSI:EX; Beaton, Cindy M SDSI:EX
Cc: Julie Sanbeg
Subject: Oracle Support over the weekend

Wency, thought I would quickly confirm our conversation earlier today regarding Oracle Support in place over the weekend. Please share this with your team.

Key people in Premier Support, Development and Critical Accounts are very aware of the overall situation and are ready to help 24*7 if needed.

- Have your team either update existing highly escalated s.15
- Or if needed have them log a new SR
- If Support do not respond appropriately, your team should call in on 1 800 223 1711 asap.
- Support will escalate to Development and Critical Accounts if needed, they are aware of the situation and that they may be called upon over the weekend to help.
- Call me on 1 604 788 3691 if you need my help

In addition Julie Sanbeg from ACS is available over the weekend should her advice or help be needed. Julie will chat to Cindy to determine the best way for her to be contacted and by who etc

Regards
Grant

Moccia, Margaret SDSI:EX

From: Ed Capko <ecapko@microsoft.com>
Sent: Saturday, May 10, 2014 6:40 PM
To: Lum, Wency SDSI:EX
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Scott Anderson (CANADA); Murch, Dennis MTIC:EX; Kim Fleming; Beaton, Cindy M SDSI:EX
Subject: RE: URGENT: Microsoft Resource Request
Attachments: RE: URGENT: Microsoft Resource Request

(Looping in Dennis as 1 of the 3 decision makers for Microsoft Premier activity here I am working with – Gary, Cindy, Dennis, plus Scott (your Account Manager) and Kim (My Manager)

Hi Wency,

Just to respond to the complete thread:

- Log analysis – is occurring now (details in attachment)
- Request for an on-site engineer tomorrow. As discussed on the phone, Microsoft has a full team working this critical business impact case via:
    - Premier Support case – Senior Escalation Engineers – Tier 3 owning the troubleshooting including analysis on this case 7 X 24 which are based across the globe. When Severity A we have multiple eyes on the case reviewing.
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    - To facilitate all Premier support work, I will be onsite tomorrow at s.15 by 9:00AM. Clint will be on the 9AM call as well as have tentatively arranged the Senior Escalation Engineer to call in – depending on what is covered off tonight.

Please phone me if you have any questions / concerns on the above. We are 110% committed to supporting you in the most effective way here.

Ed

Microsoft

Ed Capko

Senior Technical Account Manager
Microsoft Services Canada

Office: 604.247.6175
Mobile: s.22
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To: Ed Capko
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Scott Anderson (CANADA)
Subject: RE: URGENT: Microsoft Resource Request

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Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
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Importance: High

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To summarize, two key activities are requested OVERNIGHT

- Analysis of Packet Captures/Logs provided on the Sharepoint Site
- Compare Production and DR web servers (explain why Prod had symptoms and not DR).

For any more info, please contact Bill or Gary.

Wency Lum
Executive Director, Systems Operations

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Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Scott Anderson (CANADA) <scanders@microsoft.com>
Sent: Saturday, May 10, 2014 7:08 PM
To: Lum, Wency SDSI:EX; Capko, Ed MTIC:IN; Barker, Laurie SDSI:EX
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Murch, Dennis MTIC:EX; Kim Fleming; Beaton, Cindy M SDSI:EX
Subject: RE: URGENT: Microsoft Resource Request

Wency and Laurie,

Just to elaborate further on Ed's email, this critical escalation has broad visibility and engagement within Microsoft. With Ed being on site tomorrow morning and Clint Huffman (Senior IIS PFE) designated for long term continuity – we believe this is the most effective means to continue to resource this escalation. Premier Support escalation engineers – Tier 3 continuing to support the case, and backstop Ed and team as well,

The Microsoft team is committed to resourcing this at the highest priority. Ed is on point, but please reach out if you would like to speak with me directly.
Thanks,
Scott
s.22

From: Lum, Wency SDSI:EX [mailto:Wency.Lum@gov.bc.ca]
Sent: Saturday, May 10, 2014 6:53 PM
To: Ed Capko
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Scott Anderson (CANADA); Murch, Dennis MTIC:EX; Kim Fleming; Beaton, Cindy M SDSI:EX; Barker, Laurie SDSI:EX
Subject: RE: URGENT: Microsoft Resource Request

Thank you Ed. FYI, Laurie Barker will be covering off for me tomorrow.

Regards,
Wency

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Ed

Microsoft

Ed Capko

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Microsoft Services Canada

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Importance: High

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To summarize, two key activities are requested OVERNIGHT

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For any more info, please contact Bill or Gary.

Wency Lum
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Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Saturday, May 10, 2014 7:13 PM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX
Subject: Re: Status

We were not able to produce the unstable behaviour on DR. We were able to produce the unstable behaviour while running the load testing scripts on production during the change window and get the logs for the team to analyze tonight.

Production was stabilized again.

Rob reached out to staff to ensure they were experiencing satisfactory performance post testing. Wency also called after hours and confirmed access and performance was ok.

Read only will synchronize again tonight.

We will reconvene tomorrow and proceed with new analysis and testing in the window.

I will be on site tomorrow 9:30 and will send an update around that time.

Lb

Sent from my iPhone

> On May 10, 2014, at 10:59 AM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
> Last night and to date reports stabilization continues.
>
> Everything appears successful to date. On track with the approved plan. Will send out another update this evening.
>
> Thanks.
>
> Sent from my iPhone

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Saturday, May 10, 2014 7:21 PM
To: Lutynec, Bill SDSI:EX
Cc: Beaton, Cindy M SDSI:EX; 'Grant Martus'
Subject: Oracle SR Update

Hi Bill

As discussed, Grant Martus, our Oracle Support manager, was asking about the status of the SR update so that he could get his team to review the logs.

grant.martus@oracle.com

Please confirm that the requested log info, etc. has been sent. Very sorry to bother you at this hour when you've worked all weekend so far...

Many thanks,

Wency Lum
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Moccia, Margaret SDSI:EX

From: Ed Capko <ecapko@microsoft.com>
Sent: Saturday, May 10, 2014 8:43 PM
To: Lum, Wency SDSI:EX; Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Murch, Dennis MTIC:EX; Beaton, Cindy M SDSI:EX
Cc: Kim Fleming; Scott Anderson (CANADA)
Subject: MS Status update: ICM Performance Issue
Attachments: RE: [REG:114050711422886] Update on Analysis

Sharing Management Update:

The Microsoft assessment is complete.

Summary:
This case seems to have TWO issues:

s.15

Recommended Action Plan:
At this time, this issue is going to need you to engage Oracle and s.15 both.

(TAM note: We do not own those products so do not have the symbol libraries to dig in deeper.)

We will look for a response from Ankit as case owner on your side on proceeding tonight with our Escalation Engineers.

Ed

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Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Scott Anderson (CANADA); Dennis.Murch@gov.bc.ca; Kim Fleming; Cindy Beaton
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Hi Wency,

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(CANADA)
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Cc: 'kfleming@microsoft.com'; 'scanders@microsoft.com'
Subject: Re: MS Status update: ICM Performance Issue

Hi. I have communicated the latest update to Julie Sanbeg of Oracle and Grant Martus, who is on point for escalations inside Oracle Support.

I will confirm their recommended next action if new information is available from them before tomorrow's log analysis team convenes.

From: Ed Capko [mailto:ecapko@microsoft.com]
Sent: Saturday, May 10, 2014 08:43 PM Pacific Standard Time
To: Lum, Wency SDSI:EX; Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Murch, Dennis MTIC:EX; Beaton, Cindy M SDSI:EX
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To: Armstrong, Kevin SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Cc: Kukatla, Sucha SDSI:EX; Barker, Laurie SDSI:EX
Subject: Fw: MS Status update: ICM Performance Issue
Attachments: RE: [REG:114050711422886] Update on Analysis

Hi.

This is the latest. I have just confirmed Oracle is onsite tomorrow. The trail with MS mentions Ankit to work with MS engineers, so please ensure this gets actioned asap.

Laurie is covering off for me tomorrow and is cc'ed on this string.

Thank you.

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To summarize, two key activities are requested OVERNIGHT

- Analysis of Packet Captures/Logs provided on the Sharepoint Site
- Compare Production and DR web servers (explain why Prod had symptoms and not DR).

For any more info, please contact Bill or Gary.

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Saturday, May 10, 2014 9:49 PM
To: Goldsmith, Sue MTIC:EX; Hoel, Lynda M MTIC:EX
Cc: Barker, Laurie SDSI:EX; Perkins, Gary MTIC:EX
Subject: Re: MS Status update: ICM Performance Issue

Hi, can you confirm what will be the CA coverage for tomorrow.

There is a key 10 am activity for reviewing logs, and then 12-2 for the change window activities.

s.22 Laurie is covering for me.

Thanks

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Sent: Saturday, May 10, 2014 09:16 PM Pacific Standard Time
To: Goldsmith, Sue MTIC:EX; Hoel, Lynda M MTIC:EX
Subject: Fw: MS Status update: ICM Performance Issue

I'm confirming that Oracle will be on site tomorrow, with other resources available remotely.

I do agree we need CA given what we are doing.

From: Grant Martus [mailto:grant.martus@oracle.com]
Sent: Saturday, May 10, 2014 09:06 PM Pacific Standard Time
To: Lum, Wency SDSI:EX; Julie Sanbeg <julie.sanbeg@oracle.com>
Cc: Beaton, Cindy M SDSI:EX; Perkins, Gary MTIC:EX; Barker, Laurie SDSI:EX; Julie Sanbeg <julie.sanbeg@oracle.com>; Gerard Van Antwerpen <gerard.van.antwerpen@oracle.com>
Subject: RE: MS Status update: ICM Performance Issue

Wency

Julie Sanbeg from Oracle Support ACS will be onsite at 10:00 am Sunday (the float plane lands at 9:45 am).

In addition, various technical experts in Oracle Premier Support and Development/Engineering have been alerted to the situation and are ready to assist via Service Requests and/or joining the bridge if needed.

Support also currently continue to analyse the files and information uploaded to s.15

Regards
Grant

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To: Grant Martus; Julie Sanbeg
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To: Lum, Wency SDSI:EX; Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Murch, Dennis MTIC:EX; Beaton, Cindy M SDSI:EX
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We will look for a response from Ankit as case owner on your side on proceeding tonight with our Escalation Engineers.

Ed

Microsoft

Ed Capko

Senior Technical Account Manager
Microsoft Services Canada

Office: 604.247.6175
Mobile: s.22
ecapko@microsoft.com

PREMIER SUPPORT: 1-800-936-7358
PREMIER SUPPORT WEBSITE: https://premier.microsoft.com

My goal is that you're very satisfied with every aspect of Premier Support. If you are not completely satisfied with your case or any other aspect of Premier Support, please contact me immediately!

From: Ed Capko
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To: 'Lum, Wency SDSI:EX'
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Scott Anderson (CANADA); Dennis.Murch@gov.bc.ca; Kim Fleming; Cindy Beaton
Subject: RE: URGENT: Microsoft Resource Request

(Looping in Dennis as 1 of the 3 decision makers for Microsoft Premier activity here I am working with – Gary, Cindy, Dennis, plus Scott (your Account Manager) and Kim (My Manager)

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Just to respond to the complete thread:

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Sent: May 10, 2014 4:44 PM
To: Ed Capko
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Scott Anderson

(CANADA)
Subject: RE: URGENT: Microsoft Resource Request

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Moccia, Margaret SDSI:EX

From: Ed Capko <ecapko@microsoft.com>
Sent: Saturday, May 10, 2014 10:05 PM
To: Lum, Wency SDSI:EX; Perkins, Gary MTIC:EX
Subject: RE: MS Status update: ICM Performance Issue

Excellent – I've had the pleasure of working with Sue and Lynda for a few years so definitely in good hands there.

p.s. Grant from Oracle and I connected to further collaborate and be ready in the morning.

From: Lum, Wency SDSI:EX [mailto:Wency.Lum@gov.bc.ca]
Sent: May 10, 2014 9:51 PM
To: Ed Capko; Perkins, Gary MTIC:EX
Subject: RE: MS Status update: ICM Performance Issue

Ed, thanks for checking. Sue Goldsmith is aware and trying to get ahold of Lynda Hoel regarding next steps with CA. Leave that with Sue/Lynda and I will ensure it gets followed up.

From: Ed Capko [mailto:ecapko@microsoft.com]
Sent: Saturday, May 10, 2014 9:43 PM
To: Perkins, Gary MTIC:EX
Cc: Lum, Wency SDSI:EX
Subject: RE: MS Status update: ICM Performance Issue

Thanks Wency,

We've got Oracle notified and I've emailed Julie / Grant to get our back channels open for any engineer discussion going when they are ready.

Not sure how s.15 is being informed and next steps so sharing with Gary who will be onsite tomorrow.

Ed

From: Lum, Wency SDSI:EX [mailto:Wency.Lum@gov.bc.ca]
Sent: May 10, 2014 8:58 PM
To: Ed Capko; Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Murch, Dennis MTIC:EX; Beaton, Cindy M SDSI:EX
Cc: Kim Fleming; Scott Anderson (CANADA)
Subject: Re: MS Status update: ICM Performance Issue

Hi. I have communicated the latest update to Julie Sanbeg of Oracle and Grant Martus, who is on point for escalations inside Oracle Support.

I will confirm their recommended next action if new information is available from them before tomorrow's log analysis team convenes.

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Sent: Saturday, May 10, 2014 08:43 PM Pacific Standard Time
To: Lum, Wency SDSI:EX; Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Murch, Dennis MTIC:EX; Beaton, Cindy M SDSI:EX
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From: Barker, Laurie SDSI:EX
Sent: Saturday, May 10, 2014 10:27 PM
To: Hoel, Lynda M MTIC:EX
Cc: Lum, Wency SDSI:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: Re: MS Status update: ICM Performance Issue

You can let them know to call s.17 . We r hoping people will be on site by 930

Sent from my iPhone

On May 10, 2014, at 10:25 PM, "Hoel, Lynda M MTIC:EX" <Lynda.Hoel@gov.bc.ca> wrote:

> Sorry hit send by mistake,
>
> Yes we have requested a CA resource
> be on the 10:00am call tomorrow & CA has
> acknowledged this request. I am also
> working to have a CA resource back
> onsite for Monday.
>
> Lynda
>
> Sent from my iPhone
>
> On 2014-05-10, at 10:21 PM, "Hoel, Lynda M MTIC:EX" <Lynda.Hoel@gov.bc.ca> wrote:
>
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> > be o
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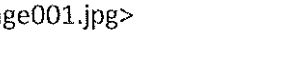

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Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Thursday, May 1, 2014 9:37 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update

Description
Network issues continue to impact ICM response time throughout the province. The problem has been escalated and a team of technical analysts are working to resolve the issue.

Impact to users
The Ministry application ICM is impacted and users continue to experience significant delays.

Instructions to users
Further updates will be sent as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Thursday, May 1, 2014 2:18 PM
To: Byers, Rob A SDSI:EX; Muraro, Yvonne T SDSI:EX; Smith, Sarah G SDSI:EX
Subject: Performance Issue Update - Streaming video for training?

Hi Rob, Yvonne, Sarah, we have just learned there is some training taking place and I am wondering if they are using streaming video it could impact network performance in a region. Do you know about this or who I could contact?

Thank you,

Nancy

From: Thomas, Ryan SDSI:EX
Sent: Thursday, May 1, 2014 1:34 PM
To: Heslop, Sandra D SDSI:EX
Subject: FW: For your info and action: Intake Training for Point of Contact (POC)

This is the email I got in regards to the training.

Ryan Thomas
Region 1 Core Super User
Ministry of Social Development and Social Innovation
Virtual admin sitting in office 129 – Duncan
ryan.thomas@gov.bc.ca
Ph: 250-746-2832

From: Bird, Susan M SDSI:EX
Sent: Tuesday, April 29, 2014 10:27 AM
To: Thomas, Ryan SDSI:EX
Subject: FW: For your info and action: Intake Training for Point of Contact (POC)

Please see link below for 3:30 training.

Thank you.

Susan

From: Hill, Scott SDSI:EX
Sent: Tuesday, April 22, 2014 4:33 PM
To: SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI PLMS Supervisors; SDSI DS - REGION 2; SDSI DS - REGION 3; Agius-Aasen, Maria SDSI:EX; Aldridge, Michael N SDSI:EX; Armstrong, Tracy SDSI:EX; Arndt, Tammy G SDSI:EX; Bird, Susan M SDSI:EX; Douglas, Nikki SDSI:EX; Elsom, Val SDSI:EX; French, Bill R SDSI:EX; Gault, Jeanette C SDSI:EX; Goodless-Mason, Tara SDSI:EX; Gordon, Linda C SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; King, Chris SDSI:EX; Lawrence, Samantha SDSI:EX; Logan, Paddy SDSI:EX; Macdonald, Julie E SDSI:EX; Marsh, Cheryl SDSI:EX; McDonald, Jean SDSI:EX; McKay, Christina SDSI:EX; Morgan, Michael D SDSI:EX; Murray, Ernest P SDSI:EX; Peterson, David SDSI:EX; Poulton, Peta SDSI:EX; Sharkey, Ryan SDSI:EX; Sim, Nancy V SDSI:EX; Slogar, Lisa M SDSI:EX; Smith, Bobbie SDSI:EX; SDSI DS - REGION 5; SDSI DS - REGION 4
Subject: For your info and action: Intake Training for Point of Contact (POC)

This is being sent on behalf of Indy Randhawa, Director of Virtual Services

Hello Supervisors, As you know, the provincial intake queue was implemented on March 31st, 2014.

Training is being provided to all Point of Contact (POC) staff so they can learn their responsibilities according to the Intake POC Job Aid and Provincial Intake Accommodation Protocols. After this training, POC staff will be able to provide applicants with correct, consistent, and current information. This will improve service and save staff time by reducing the number of repeat contacts with applicants.

This training is mandatory of for all POC staff. POC = any staff person (EAW, CSW, Supervisor) who interact with applicants for income assistance; this includes Intake EAWs.
There are 6 training times available:

- Apr 30, 8:30-9:30
- Apr 30, 3:30-4:30
- May 1, 8:30-9:30
- May 1, 3:30-4:30
- May 6, 3:30-4:30
- May 7, 3:30-4:30

Action for supervisors:

- Please distribute your staff among the 6 sessions and direct them to what date/time they should attend. No registration/sign up is needed, however please ensure that your staff do attend their designated session
- Due to the availability of conference call lines, staff should attend the sessions in groups, where possible.
- Forward this email to your staff that will be attending. They will need to use the following links to access the online meeting, and the conference call IDs to join the audio
- Send a list of staff unable to join any of the sessions to your Regional Intake Lead by May 9th, 2014. Please advise when those individuals will be available. We will schedule make-up sessions.

Questions about the training? Please contact your Regional Intake Lead:

- ✓ Region 1: Michael Morgan
- ✓ Region 2: Anita Prasad
- ✓ Region 3: Karen Vacing
- ✓ Region 4: Tracey Gartner
- ✓ Region 5: Tanny Donecz

Meeting Information
Use the following links to access your designated online meeting (Note: at the Join Meeting Audio box, click "Do Not Join Audio")

- Apr 30, 8:30-9:30 Click to join online meeting
- Apr 30, 3:30-4:30Click to join online meeting
- May 1, 8:30-9:30 Click to join online meeting
- May 1, 3:30-4:30 Click to join online meeting
- May 6, 3:30-4:30 Click to join online meeting
- May 7, 3:30-4:30 Click to join online meeting

Use the following conference call ID for meeting audio
Vancouver local:
Toll free: s.15, s.17

Participant ID: :

Scott Hill
Manager, Organizational Health and Development
Region 3, Fraser
Phone: 604-586-2961
Cell: s.17

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Thursday, May 1, 2014 2:29 PM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update

Description
Network issues from yesterday continue to impact ICM response time throughout the province. Technical analysts have identified a possible server problem that requires a server restart at 3:00 PM and 5:30 PM.

Impact to users
Users may lose their connection to ICM during the restart but will be able to log back in to the application.

Instructions to users
Analysts will continue to monitor this high priority issue and further updates will be sent as information becomes available. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Friday, May 2, 2014 8:00 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update Friday May 2nd

Description – Ticket 396587 May 2nd 8:00 am update
This morning we continue to experience intermittent network/ICM performance issues. The dedicated technical team have ruled out several potential root causes and further analysis is underway on our application and web servers. This issue continues to be our highest priority.

Impact to users
Users will continue to experience significant delays accessing and working in ICM.

Instructions to users
Another update will be provided before 1:00 pm today. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 12:09 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #2: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This update has been provided from Bill Lutynec, Nancy Allen, and Dave Rose. We will work with Kathleen Asher for any external messaging required.

What's Happened Since the Last Update?

- SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS meetings occurred this morning. They have confirmed the actual web servers are fine – utilization is low. The team has not diagnosed the root cause. The team will work through today and the weekend to resolve.
- There is a new problem with s.15 policy server and users are unable to log on. We have opened a Sev 2 ticket with SSBC. SSBC confirms they have the ticket and are assigning s.15 resources to join the SWAT team.

Do We Have Any New Information?

- Further analysis has found that the issue is within the s.15 datacenter
- We think the issue is related to the network communication between:
  - the internal ICM s.15 web server and the app servers
  - or between the internal ICM web servers and s.15
  - or both instances
- We will continue to analyse and monitor these areas with HPAS and s.15 teams to help them narrow down the issue for resolution.
- If we are unable to resolve the issues by Monday, we are looking at contingency options

Your next status update from me will be at approximately 3:00 pm Friday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Friday, May 2, 2014 12:52 PM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update Friday May 2nd 1:00 PM

Description – Ticket 396587 May 2nd 1:00 pm update
The intermittent network/ICM performance issues continue. Technical resources have determined a problem exists with the Government Infrastructure service and communication technologies in the s.15 data centre. The technical team will continue to work through today and the weekend to resolve. This issue continues to be our highest priority.

Impact to users
Users may be unable to log into ICM or continue to experience delays working in the application.

Instructions to users
Another update will be provided at 3:00 pm today. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 2, 2014 1:42 PM
To: Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: RE: UPDATE #2: ICM Performance Issues

Hi, to clarify the s.15 issue was intermittent and is currently under control.

Thank you,
Nancy

From: Lum, Wency SDSI:EX
Sent: May-02-14 12:09 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #2: ICM Performance Issues

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- We will continue to analyse and monitor these areas with HPAS and s.15 teams to help them narrow down the issue for resolution.
- If we are unable to resolve the issues by Monday, we are looking at contingency options

Your next status update from me will be at approximately 3:00 pm Friday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Friday, May 2, 2014 1:56 PM
To: Byers, Rob A SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

Hi Rob. The impact on the network has been widespread over the Interior and North, all communities have experienced significant slowdowns. Offices have asked clients to leave and come back the next day due to slow response times, and backlogs are building in the queues.

Is this what you are looking for? I can ask for more detail if needed.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Byers, Rob A SDSI:EX
Sent: Friday, May 2, 2014 1:44 PM
To: Smith, Bruce SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: ICM Performance
Importance: High

Good Afternoon,

There have had intermittent ICM Performance issues this week. The issues have been difficult to isolate as initially it did not seem that some incidents were related but some areas are now reporting that users are unable to work in the system. There appears to be greater impact during peak performance times, such as from 8:30-9:30 and after lunch from 1:30-2:30.

We have a SWAT team made up of resources from Deloitte, SSISD, SSBC and HPAS working on this and will work through the weekend if needed.

If you have heard of specific business impacts within your areas please let me know.

Rob

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 2, 2014 3:07 PM
To: Muraro, Yvonne T SDSI:EX
Subject: Fwd: As requested: Slow ICM response times and client impacts

FYI

Begin forwarded message:

From: "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>
Date: May 2, 2014 at 2:35:05 PM PDT
To: "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca>
Cc: "Harrison, Susan M SDSI:EX" <Susan.Harrison@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>, "Treger, Matthew T SDSI:EX" <Matthew.Treger@gov.bc.ca>
Subject: FW: As requested: Slow ICM response times and client impacts

A further update for you Rob.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Mauro, Renato SDSI:EX
Sent: Friday, May 2, 2014 2:34 PM
To: Harrison, Susan M SDSI:EX
Cc: Herman, Linda SDSI:EX; Smith, Bruce SDSI:EX; Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX
Subject: As requested: Slow ICM response times and client impacts

Here are some of the things we are hearing about client service impacts directly attributable to slow response or system issues with ICM.

1. Profiling has been very difficult and at a virtual standstill, can take up to a half hour to profile a single document. Linda advises that profiling documents have jumped from about 1000 total at the beginning of the week to about 3000 now. They are climbing at approximately 500 per day at this time. The bulk of these are actionable documents
2. Contact Centre staff had had great difficulty in accessing the system to provide support for even simple requests. Currently given permission to access MIS to confirm certain information as the delay in getting that information from ICM was too great
3. Clients around the region have been advised to return later or potentially next week when the systems will hopefully be up to speed
4. We are getting reports that it can take up to an hour to create an imprest cheque
5. POC staff are experiencing great difficulty in receiving documents and subsequently attaching them to SR's.

Renato Mauro
Manager of Field Services

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Friday, May 2, 2014 3:14 PM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update Friday May 2nd 3:15 PM

Description – Ticket 396587 May 2nd 3:15 pm update
The intermittent network/ICM performance issues continue. The technical team will continue to work through today and the weekend to resolve. This issue continues to be our highest priority.

Impact to users
The problem is intermittent and some users are able to log in. Users may continue to experience delays working in the application.

Instructions to users
Another update will be provided before 8:00 am Monday morning. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Bouslov, Sergei SDSI:EX
Sent: Friday, May 2, 2014 3:40 PM
To: Smith, Bruce SDSI:EX; Byers, Rob A SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX
Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

Hi Rob. I've checked with our regional directors– it's mostly our staff raising issues associated with the system response times, particularly staff co-located in RSD offices. Haven't heard much from our contractors, probably because the issue has been communicated out and they know the ministry is working to resolve.

From: Smith, Bruce SDSI:EX
Sent: Friday, May 2, 2014 1:56 PM
To: Byers, Rob A SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

Hi Rob. The impact on the network has been widespread over the Interior and North, all communities have experienced significant slowdowns. Offices have asked clients to leave and come back the next day due to slow response times, and backlogs are building in the queues.

Is this what you are looking for? I can ask for more detail if needed.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Byers, Rob A SDSI:EX
Sent: Friday, May 2, 2014 1:44 PM
To: Smith, Bruce SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: ICM Performance
Importance: High

Good Afternoon,

There have had intermittent ICM Performance issues this week. The issues have been difficult to isolate as initially it did not seem that some incidents were related but some areas are now reporting that users are unable to work in the system. There appears to be greater impact during peak performance times, such as from 8:30-9:30 and after lunch from 1:30-2:30.

We have a SWAT team made up of resources from Deloitte, SSISD, SSBC and HPAS working on this and will work through the weekend if needed.

If you have heard of specific business impacts within your areas please let me know.

Rob

Moccia, Margaret SDSI:EX

From: Shewchuk, Nancy D SDSI:EX
Sent: Friday, May 2, 2014 4:08 PM
To: Galbraith, David J SDSI:EX; Smith, Bruce SDSI:EX; Byers, Rob A SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

Hi. There has been an impact here as well. For the Contact Center we were getting lots of irate clients because it was taking longer to process calls, some clients were calling back 6 or 7 times before they could get through and by then they are really hopping mad.

In terms of the face to face offices the waiting rooms were full and we had to turn clients away at times. Staff were making the best guess in terms of when the imprest cheques would be ready for clients but at times clients showed up to pick up cheques that weren't ready. Staff in the offices were doing the best they could in terms of a temporary solution : referring to other resources, calling landlords and explaining that the client was eligible and could they hold the room in the SRO etc. until we could issue a cheque and as well there were other creative solutions.

Staff did say that it was better this afternoon so all digits crossed in terms of it getting fixed over the weekend.

From: Galbraith, David J SDSI:EX
Sent: May-02-14 1:59 PM
To: Smith, Bruce SDSI:EX; Byers, Rob A SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

Rob, we can guess this will come up at estimates so will need to have some messaging.

David Galbraith
Assistant Deputy Minister
Regional Services Division

Ministry of Social Development and Social Innovation
Tel:
fax: 250.387.2418

From: Smith, Bruce SDSI:EX
Sent: May-02-14 1:56 PM
To: Byers, Rob A SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

Hi Rob. The impact on the network has been widespread over the Interior and North, all communities have experienced significant slowdowns. Offices have asked clients to leave and come back the next day due to slow response times, and backlogs are building in the queues.

Is this what you are looking for? I can ask for more detail if needed.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

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To: Smith, Bruce SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: ICM Performance
Importance: High

Good Afternoon,

There have had intermittent ICM Performance issues this week. The issues have been difficult to isolate as initially it did not seem that some incidents were related but some areas are now reporting that users are unable to work in the system. There appears to be greater impact during peak performance times, such as from 8:30-9:30 and after lunch from 1:30-2:30.

We have a SWAT team made up of resources from Deloitte, SSISD, SSBC and HPAS working on this and will work through the weekend if needed.

If you have heard of specific business impacts within your areas please let me know.

Rob

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 4:50 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #3: ICM Performance Issues

Hi,

I apologize that this note is being sent after my promised timeframe. I am assembling information from multiple sources, including SSBC.

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, Dave Rose, and Ian Armstrong (SSBC). If Prarie or Bill have any information to correct or add, please do so on this chain...thanks.

What's Happened Since the Last Update?

- Root cause has not yet been determined.
- Currently users are logged into ICM and we are not experiencing performance issue at this point in time. However, there were many reports across the province earlier today that performance was impacting service delivery.
- Currently s.17 reports that everything looks OK.
- Focus is on obtaining information and events from logs to determine root cause and trace possible s.15 involvement.
- The SWAT Team comprised of Deloitte, SSISD, SSBC, s.15 and HPAS continued to meet this afternoon.
- Wency contacted Ian Donaldson, Shirley Mitrou, and Ian Armstrong at SSBC to get visibility and momentum on the issue resolution.

Do We Have Any New Information?

- HPAS (Stuart Common) is setting up smaller servers s.15 are being prepared in case we decide to roll them in to replace s.15
- These won't have all the logging capabilities of the larger servers, but will allow us to switch over when a performance event occurs, and see if this continues on the smaller servers.
- After Hours will continue to use internal URL but if an event occurs, we will switch them to the external URL.

What Are Next Steps Over the Weekend?

- In order to perform better assessment and analysis, more logging and tracing of events is needed. Logs are needed to rule out s.15 as a cause.
- Folks from SSISD, Deloitte, HPAS and s.15 are standing by this weekend and waiting for an event (ie. Performance issue) to arise so they can react and get some definitive logs.
- We'll use existing 77000/CSC incident management procedures over the weekend to ensure incidents are tracked.
- The SWAT team is ready to react to any call, and will make a determination to switch over to the backup servers.

- A touch base call has been booked for Sunday morning at 9:00AM to determine status for Monday morning.
- Next SWAT meeting will take place Monday morning at 9:30AM.

We owe many thanks to many people for their continued work on troubleshooting this issue, and to the ministry staff who have been patient while we work through these issues.

Your next status update from me will be at approximately 5 PM Sunday. You will also receive an update at the start of the work day on Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 5:52 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #4: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, with input from Dave Rose.

What's Happened Since the Last Update?

- Web servers s.15 have been swapped out for s.15 . They are expected to be stable and <u>services are expected to run normally tomorrow morning</u>.
  - Root cause has still not been determined.
  - The team was not able to set up monitoring using s.15 on s.15 A Sev 1 Service Request has been logged and escalated with Oracle on this.
  - There have been no additional performance spikes recorded in the monitoring tools since Friday 11 AM; however there were some users reporting performance issues after Friday 11 AM.
- SWAT Team met this morning at 9:00 am and again at 4:00 pm. This status is current up to the 4:00 pm meeting.
- SPAN/BC network issues were reported Sunday morning and resolved by Sunday afternoon. Wency made Dan Ehle aware of our performance remediation work.

Do We Have Any New Information?

- The team has found that Load Balancing cannot work with all four servers s.15 s.15 . They will work tonight to test combinations of what will work as it will limit our remediation and monitoring options.
- There has been a ticket logged by SSBC (Paul Servant) with CA for another incident involving s.15 . The relationship with our situation has not been proven but it has also not been ruled out.

What are the Key Things You Need to Know?

- We expect that things should look normal to users on Monday morning.
  - Nancy Allen will send a user communication on Monday morning informing them of the status.
  - Users should call in any performance issues through the ministry help desks. This is key because we think things should be working and if not, we need to know ASAP.

<u>Your next status update from me will be at approximately 9 AM Monday.</u> It will likely be a short message!

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Woodcock, Mike S SDSI:EX
Sent: Monday, May 5, 2014 8:02 AM
To: Shewchuk, Nancy D SDSI:EX; Galbraith, David J SDSI:EX; Smith, Bruce SDSI:EX; Byers, Rob A SDSI:EX; Boyle, Patricia J SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

Nothing additional to add. Same experience in Region 1 as others have well documented, Mike

---

From: Shewchuk, Nancy D SDSI:EX
Sent: Friday, May 2, 2014 4:08 PM
To: Galbraith, David J SDSI:EX; Smith, Bruce SDSI:EX; Byers, Rob A SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

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Cc: Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

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David Galbraith
Assistant Deputy Minister
Regional Services Division

Ministry of Social Development and Social Innovation
Tel: s.17
fax: 250.387.2418

From: Smith, Bruce SDSI:EX
Sent: May-02-14 1:56 PM
To: Byers, Rob A SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Bouslov, Sergei SDSI:EX
Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: RE: ICM Performance

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Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

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Cc: Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX
Subject: ICM Performance
Importance: High

Good Afternoon,

There have had intermittent ICM Performance issues this week. The issues have been difficult to isolate as initially it did not seem that some incidents were related but some areas are now reporting that users are unable to work in the system. There appears to be greater impact during peak performance times, such as from 8:30-9:30 and after lunch from 1:30-2:30.

We have a SWAT team made up of resources from Deloitte, SSISD, SSBC and HPAS working on this and will work through the weekend if needed.

If you have heard of specific business impacts within your areas please let me know.

Rob

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 9:13 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #5: ICM Performance Issues

We are seeing the same continuation of performance related issues this morning. I will provide more information when available but it looks like today will continue as Friday did.

Next update will be at 12:30.

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 5:52 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #4: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, with input from Dave Rose.

What's Happened Since the Last Update?

- Web servers s.15 have been swapped out for s.15 . They are expected to be stable and **services are expected to run normally tomorrow morning.**
  - Root cause has still not been determined.
  - The team was not able to set up monitoring using s.15 on s.15 . A Sev 1 Service Request has been logged and escalated with Oracle on this.
  - There have been no additional performance spikes recorded in the monitoring tools since Friday 11 AM; however there were some users reporting performance issues after Friday 11 AM.
- SWAT Team met this morning at 9:00 am and again at 4:00 pm. This status is current up to the 4:00 pm meeting.
- SPAN/BC network issues were reported Sunday morning and resolved by Sunday afternoon. Wency made Dan Ehle aware of our performance remediation work.

Do We Have Any New Information?

- The team has found that Load Balancing cannot work with all four servers s.15 . They will work tonight to test combinations of what will work as it will limit our remediation and monitoring options.
- There has been a ticket logged by SSBC (Paul Servant) with CA for another incident involving s.15 . The relationship with our situation has not been proven but it has also not been ruled out.

What are the Key Things You Need to Know?

- We expect that things should look normal to users on Monday morning.

- Nancy Allen will send a user communication on Monday morning informing them of the status.
- Users should call in any performance issues through the ministry help desks. This is key because we think things should be working and if not, we need to know ASAP.

Your next status update from me will be at approximately 9 AM Monday. It will likely be a short message!

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Monday, May 5, 2014 10:35 AM
To: Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX
Subject: FW: ICM Performance Update

Additional comment below around other applications being a challenge.

Rob

From: Smith, Bruce SDSI:EX
Sent: May-05-14 10:26 AM
To: SDSI RSD Executive Directors
Subject: FW: ICM Performance Update

An update from Susan, similar issues everywhere it seems.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Harrison, Susan M SDSI:EX
Sent: Monday, May 5, 2014 10:18 AM
To: Smith, Bruce SDSI:EX; Gray, Allen G SDSI:EX
Cc: Treger, Matthew T SDSI:EX
Subject: RE: ICM Performance Update

ICM is very slow to not working at all as unable to sign on and we are lined up at 10th as clients were told to come back this week as unable to help them last week. We heard of a staff member who was able to access ICM this morning, taking 35 minutes to do an 81, that required no changes and would normally take about 2 minutes. It's not just ICM either, TOL is really slow or inaccessible and other applications seem really sluggish. Very tough out there right now...

Susan Harrison
Director, Service Delivery
Ministry of Social Development and Social Innovation
Region 5, North – Prince George

From: Smith, Bruce SDSI:EX
Sent: May-05-14 10:12 AM
To: Gray, Allen G SDSI:EX; Harrison, Susan M SDSI:EX
Cc: Treger, Matthew T SDSI:EX
Subject: FW: ICM Performance Update

Is the same thing happening in the Interior/North as in Vancouver today?

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Shewchuk, Nancy D SDSI:EX
Sent: Monday, May 5, 2014 10:08 AM
To: Byers, Rob A SDSI:EX; Woodcock, Mike S SDSI:EX; Smith, Bruce SDSI:EX; Boyle, Patricia J SDSI:EX; Bouslov, Sergei SDSI:EX; Saastad, Kim M SDSI:EX; Nakamura, Janice N. SDSI:EX
Cc: Manning, Nichola SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX
Subject: RE: ICM Performance Update

Hi Rob. None of our offices have been able to access ICM so no cheques are being printed and clients are getting very irate. Obviously we are unable to do any applications for assistance which is problematic because today is the day landlords are able to give tenants notice to vacate because of non-payment of rent. My recollection is that the Residential Tenancy Act does not allow for an appeal of eviction if this is the second time someone has been late in paying their rent but would have to verify that. Hopefully landlords will be reasonable but you never know. At regional office we are beginning to get clients phoning to complain. The Contact Center staff have been doing their best to try and handle the calls and clients as best they can.

From: Byers, Rob A SDSI:EX
Sent: May-05-14 9:38 AM
To: Woodcock, Mike S SDSI:EX; Shewchuk, Nancy D SDSI:EX; Smith, Bruce SDSI:EX; Boyle, Patricia J SDSI:EX; Bouslov, Sergei SDSI:EX; Saastad, Kim M SDSI:EX; Nakamura, Janice N. SDSI:EX
Cc: Manning, Nichola SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX
Subject: RE: ICM Performance Update

Good morning again,

The information below was based on a status from last night, as of this morning the technical team is seeing similar challenges to those experienced last week. They are planning an update on status at 12:30 today.

Could you please send let me know if there are any additional impacts this morning, we are trying to pull together information for Laurie to cover estimates this afternoon.

Rob

From: Byers, Rob A SDSI:EX
Sent: Monday, May 5, 2014 8:18 AM
To: Woodcock, Mike S SDSI:EX; Shewchuk, Nancy D SDSI:EX; Smith, Bruce SDSI:EX; Boyle, Patricia J SDSI:EX; Bouslov, Sergei SDSI:EX; Saastad, Kim M SDSI:EX; Nakamura, Janice N. SDSI:EX
Cc: Manning, Nichola SDSI:EX; Galbraith, David J SDSI:EX
Subject: ICM Performance Update

Good Morning,

A quick update for Monday morning:

- Over the weekend two servers were swapped out and services are expected to run normally this morning.
- The root cause on the other servers has not been determined and is still be investigated.

- There will be a communication to the overall user community this morning.
- If users experience any additional challenges they should call the help desk and log a ticket as things should be running as expected.

Any questions or concerns please let me know,

Rob

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 12:57 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: RE: UPDATE #6: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton.

What's Happened Since the Last Update?

- s.15 did not resolve our performance issues, and in fact, the performance issues expanded to our external site (which is on different web servers).
- s.15 were swapped back out for s.15
- We have determined that there is an issue between s.15 (authentication) and ICM. Paul Servant has engaged Computer Associates with a P1 ticket and is working on it as I write this.
- A service called Port Mirroring (which is required for s.15 is in the process of being turned off as Port Mirroring increases network volume and may be impacting us.
- For the last 20 minutes, we have been losing connections to ICM and we are investigating.
- SWAT has been upgraded in SSBC to Recovery Management Group which is the most escalated process. Some of my ED level colleagues have joined or are following the RMG.
- Response times for PRACTICE and Disaster Recovery environments appear to be within normal.

Next Steps

- Paul Servant will continue to work with Computer Associates on s.15 issues.
- Port Mirroring will be turned off and we will review situation after lunch when users are logged back on.
- The SWAT will resume at 1 pm.
- If root cause has not been determined by end of day, we will switch over to s.15 Disaster Recovery environment. This will take 2-4 hours of an outage to make the switch.

<u>Your next status update from me will be at approximately 3 PM Monday.</u>

I am very sorry about the time it has taken thus far to get to a solution. I want to assure you that the team is doing everything they can.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

ICM is currently down, and has been since some critical network switches "froze" in the data centre. This occurred when port mirroring was turned off at 12:18. We have set up a war room in s.15 We have an open conference bridge with SSBC and HPAS. Please send hope and food...

Your next status update from me will be at approximately 3 PM Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Shewchuk, Nancy D SDSI:EX
Sent: Monday, May 5, 2014 3:03 PM
To: Byers, Rob A SDSI:EX
Subject: FW: ICM

fyi

From: Lang, Gerald J SDSI:EX
Sent: May-05-14 3:02 PM
To: Shewchuk, Nancy D SDSI:EX
Subject: ICM

Hi Nancy:

Here's a selection from a few offices:

262 – staff were able to access for about 30 minutes after lunch. There has been sporadic short term access for some and then others have not been able to sign on all day

270 – some have been able to sign on and others not. If they get on, they usually get kicked out in a few minutes. Clients are coming back to the office for repeat visits. One man has been there 4 times today. Other clients are sitting in the waiting room saying they will wait to see if it starts working. No critical issues or incidents so far.

256 – ICM keeps 'crashing' or kicking people out. If people can get on, it only lasts a few minutes. Sherri had the CA call from J. Kwan's office looking for some information on Friday and Sherri was unable to provide it because she could not get on ICM. The CA called back again today and Sherri had to tell her once again that she was not able to access the information. Clients have been good and mostly understanding.

Gerald Lang
Manager of Field Services
Ministry of Social Development and Social Innovation
Vancouver Coastal Region
Office phone: s.17
Cell: s.17

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 3:43 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #8: INTERIM UPDATE ICM Performance Issues - ICM is down

HPAS has recabled priority servers to another network switch. This approach means there will be limited redundancy. We are still attempting to get the application back up again before offices close for the day.

We are about to start our internal smoke testing to make sure that things are working.

Your next status update from me will be at approximately 6 PM Monday.

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

ICM is currently down, and has been since some critical network switches "froze" in the data centre. This occurred when port mirroring was turned off at 12:18. We have set up a war room in s.17 We have an open conference bridge with SSBC and HPAS. Please send hope and food...

Your next status update from me will be at approximately 3 PM Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Monday, May 5, 2014 4:36 PM
To: Tanaka, Kashi SDSI:EX
Subject: RE: Are you still around?

I think if the system challenges don't get figured out tonight there is going to be some BCP action needed.

Rob

From: Tanaka, Kashi SDSI:EX
Sent: May-05-14 4:35 PM
To: Byers, Rob A SDSI:EX
Subject: Re: Are you still around?

Just left

From: Byers, Rob A SDSI:EX
Sent: Monday, May 5, 2014 4:26 PM
To: Tanaka, Kashi SDSI:EX
Subject: Are you still around?

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone: s.17
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Beaton, Cindy M SDSI:EX
Sent: Monday, May 5, 2014 8:50 PM
To: Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: RE: UPDATE #8: INTERIM UPDATE ICM Performance Issues

ICM was brought back up at 4:30 this afternoon and it remains up. This was accomplished by moving 8 priority servers to different network switches and resolving 2 issues on our previous switches. We are going to test with volume, if the results are positive, we move back to our original switches and test again. The reason to consider moving back to the original switches as it enables us to have more servers back into Production. If testing is good, we'll stay on the original switches for Production in the morning.

We've created a test script to simulate volume and we initiated the scripts. The scripts ran successfully but the ramp up speed was too rapid for s.15 . We have modified the speed and are about to run the test again.

While this is occurring, HPAS is preparing the switches for the move.

Due to the delay in testing, we are postponing our 8 pm meeting to 9:30.

Your next status update from me will be at approximately 10 PM Monday.

Regards,
Cindy

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

ICM is currently down, and has been since some critical network switches "froze" in the data centre. This occurred when port mirroring was turned off at 12:18. We have set up a war room in s.15 We have an open conference bridge with SSBC and HPAS. Please send hope and food...

Your next status update from me will be at approximately 3 PM Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Tuesday, May 6, 2014 1:44 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Beaton, Cindy M SDSI:EX
Subject: UPDATE #9: Status of ICM Performance Issues

Nancy will be developing the external messaging with Kathleen after our 8:00 am check in and early diagnostics tomorrow morning.

We have just concluded our last RMG process for the evening and will reconvene at 8 am. This message is brief out of necessity and more details will be shared in the morning.

ICM was brought back up at 4:30 this afternoon and it remains up. Some changes were made to move servers to different network switches in the data centre and these changes tested this evening but the testing was inconclusive. Prarie and team created a test script to simulate production volume and when these ran the s.15 results were unexpected (was initiating 4x the number of login attempts than scripted for).

At this point, even without the conclusive test results, we are cautiously optimistic that the changes made will improve performance but we cannot confirm that is the case until users login tomorrow morning and we will start to see peak loads. We are also cognisant that the root cause still has not been identified.

Depending on whether we see a return of performance issues tomorrow morning, we have some other options we can pursue and some can be actioned immediately. But in this case we have to proceed with addressing one variable at a time.

The key message for tonight/this morning is:

- The team has made several infrastructure changes to address the performance issues and will monitor the result in production tomorrow morning.

Your next status update from me will be at approximately 9 AM TUESDAY.

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Tuesday, May 6, 2014 7:46 AM
To: Smith, Bruce SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Nakamura, Janice N. SDSI:EX; Saastad, Kim M SDSI:EX; Bouslov, Sergei SDSI:EX; Beardmore, Paul SDSI:EX
Cc: Muraro, Yvonne T SDSI:EX; Hinz, Donald SDSI:EX
Subject: Infrastructure/ICM Performance Issues - Update

Good morning,

Laurie sent out the following note to the ADM's this morning. I will keep you up to date as things progress.

Good morning,
The team worked late last night and made several infrastructure changes and scripted a large volume of users to test results.

Testing appeared favourable, however, real volumes today will determine our success.

I'll send out a note when the metrics give us a better indicator of success.

Laurie

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Tuesday, May 6, 2014 8:15 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM Response Time - Update Tuesday May 6th 8:15 AM

Importance: High

Description – Ticket 396587 May 6th 8:15 AM update
The technical team worked through the evening and made several infrastructure changes to try to address the performance issues. We are making progress and the team will be monitoring the results this morning and will continue working until the problem is resolved.

We recognize the business impact and this continues to be our highest priority.

Impact to users
Users are able to log into ICM, however, they may experience slow response times while in the application.

Instructions to users
At this time additional tickets are not necessary. Further updates will be provided later today as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Tuesday, May 6, 2014 8:29 AM
To: Nakamura, Janice N. SDSI:EX; Thomas, Martha O SDSI:EX; Byers, Rob A SDSI:EX
Subject: URGENT: MOC update required by 10am today
Attachments: MOC Appendix J 2014-05.pdf

Importance: High

Hi all,

Due to system issues, there's potential for a MOC activation, the MOC is a little out of date and I need you, as a Section Chief to verify the people in your sections on the attached document.

Janice – Operations Section Chief
Kashi – Planning and Reporting SC
Martha – Finance and Admin SC
Rob Byers – Logistics SC

If the MOC is activated we will need this org chart immediately hence the rush.

Sorry and thanks for your attention.

Kashi

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Tuesday, May 6, 2014 9:11 AM
To: SDSI All Exchange Mailboxes
Subject: PRIORITY ICM Notification May 6th 9:10 AM

Description – Ticket 396587 May 6th 9:10 AM update

The technical team is reconfiguring the ICM WEB servers, this work will require an outage in ICM and users will lose connection.

Impact to users
If users are logged into ICM, please log out now.

Instructions to users
We will send a further update when ICM is available. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Tuesday, May 6, 2014 9:39 AM
To: SDSI All Exchange Mailboxes
Subject: UPDATE, ICM Notification May 6th 9:30 AM

Description – Ticket 396587 May 6th 9:30 AM update
The technical team has completed reconfiguring the ICM WEB servers.

Impact to users
Users can log into ICM now.

Instructions to users
At this time additional tickets are not necessary, further updates on ICM performance will be sent as they become available. Thank you for your continued patience.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From:	SDSI Support SDSI:EX
Sent:	Tuesday, May 6, 2014 11:45 AM
To:	SDSI All Exchange Mailboxes
Subject:	Government System Notification - Network/ICM Response Time - Update Tuesday May 6th 11: 45 AM

Description – Ticket 396587 May 6th 11:45 AM update
We are continuing to determine the root cause and to make infrastructure and network improvements to resolve this problem. We are working with SSBC, our vendors and partners to determine best options. This continues to be our highest priority.

Impact to users
Some users will lose connection in ICM over the next thirty minutes as work continues.
Instructions to users
At this time additional tickets are not necessary. Further updates will be provided later today as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Kirtay, Amy SDSI:EX
Sent: Tuesday, May 6, 2014 1:34 PM
To: Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Tanaka, Kashi SDSI:EX; Leslie, Lisa GCPE:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Fahey, Kathy SDSI:EX; Hochstrasser, Chris J SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Tannas, Darren SDSI:EX; Whittier, Joanne GCPE:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Day, Ryan SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Andersen, Torunn SDSI:EX; Prill, Jay SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Jamison, Darcia SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Tanaka, Kashi SDSI:EX; Leslie, Lisa GCPE:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Tannas, Darren SDSI:EX; Whittier, Joanne GCPE:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Day, Ryan SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Andersen, Torunn SDSI:EX; Prill, Jay SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Jamison, Darcia SDSI:EX
Subject: FYI: MOC Activation Agenda
Attachments: MOC Activation Agenda.docx

Please find attached the agenda for the 1:30pm mtg

Amy Kirtay
Planning Analyst
Corporate Planning Branch, Corporate Services Division
Ministry of Social Development and Social Innovation
Amy.Kirtay@gov.bc.ca

MOC Activation Agenda – MOC Management Group

1. Issue
    a. Update on the system outage
2. Decision
    a. Ministry Operation Centre has been activated by Executive
3. Activation of Ministry Operations Centre
    a. Determine needed Section Chiefs and Sub-Units (see org chart)
        i. Operations Section
        ii. Planning and Reporting
        iii. Finance and Administration
        iv. Logistics
    b. Communications – delegation of responsibility
        i. SSISD System Updates; RSD Updates; All-staff; public; stakeholders
    c. FYI:
        i. Core Contact Log – delegated to Judy D'Gal (needs to be coordinated with GCPE)
        ii. Core Decision Approval Log – delegated to Amy Kirtay
        iii. MOC Location s.15
4. Planning Meeting (RSD focus at the moment – continuation from morning meeting)
5. Next Steps
    a. All: Review your relevant MOC binder, determine responsibilities, necessary staffing
    b. Communications:
    c. Actions Plans

Moccia, Margaret SDSI:EX

From: Beaton, Cindy M SDSI:EX
Sent: Tuesday, May 6, 2014 3:17 PM
To: Zaranski, Marcin SDSI:EX; Muraro, Yvonne T SDSI:EX
Cc: Byers, Rob A SDSI:EX; Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX; Barker, Laurie SDSI:EX; Allen, Nancy G MCF:EX
Subject: RE: External Access

Marcin and Yvonne,

As soon as you have names (with IDIR if possible) let me know as it will take us a bit of time to do this.

When we have them added, you will inform them? Will anyone inform users that this site is now restricted to a limited set of users?

Regards,
Cindy

From: Barker, Laurie SDSI:EX
Sent: Tuesday, May 6, 2014 2:45 PM
To: Beaton, Cindy M SDSI:EX
Cc: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX; Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX; Muraro, Yvonne T SDSI:EX
Subject: External Access

In the interim as we continue to try to determine root cause, I have asked Marcin and Yvonne to get names of a limited group of users to add through the external server – we will add a few at a time so as not to overload this access point. Please contact them directly to work through adding users.

Thanks.

Laurie Barker, Assistant Deputy Minister
Social Sector Information Services Division (SSISD)
Ministry of Social Development & Social Innovation
s.17
Email: Laurie.Barker@gov.bc.ca
'serving the Ministries of Children & Family Development and Social Development and Social Innovation'

Moccia, Margaret SDSI:EX

From: Choo, Debbra A SDSI:EX
Sent: Tuesday, May 6, 2014 3:40 PM
To: Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX
Cc: Shenton, Kim SDSI:EX
Subject: MOC: MIS Cheque Print Reporting

Hi Rob and Rob,

David and Janice had requested cheque print reporting to monitor the imprest cheques that will be coming out of MIS. Do you know how we can get that information on a real-time basis? (ie: twice a day or daily?)

Talking with Shelly, we think that if there could be a list of cheques issued, with the allowance code and memo field, then we could filter out the MIS cheques from the ICM cheques. We would coordinate to ensure that workers would put "MIS" in the memo field when printing an imprest cheque from MIS.

Your thoughts/suggestions?
Please feel free to call me if discussing is easier.

Thanks,
Deb Choo

Phone: s.17

Moccia, Margaret SDSI:EX

From: Nakamura, Janice N. SDSI:EX
Sent: Tuesday, May 6, 2014 3:44 PM
To: Byers, Rob A SDSI:EX
Subject: MOC etc

Hi Rob

I chatted with Shelly and clarified that Yvonne is her link (she was happy with that, but also clarified for me that she didn't speak with Deloitte directly ... just thought you'd want to know that). Also, Shelly and Yvonne are working together and will determine what reporting can be pulled from MIS re: cheques (volume, amount, for what). I've asked Shelly to come to the 1:30 meetings as well.

Also – was wondering if it would make sense for Nancy Allen to also attend the MOC meetings? If yes, can you let Christie know to include her.

Thanks
Janice

Janice Nakamura
Executive Director
Regional Operations
Ministry of Social Development and Social Innovation
Ph: (250) 356-2220

Moccia, Margaret SDSI:EX

From: McKenzie, Rob SDSI:EX
Sent: Tuesday, May 6, 2014 3:46 PM
To: Choo, Debbra A SDSI:EX
Cc: Shenton, Kim SDSI:EX; Muraro, Yvonne T SDSI:EX; Birk-Samra, Serena SDSI:EX; Byers, Rob A SDSI:EX
Subject: RE: MOC: MIS Cheque Print Reporting

Hi Debbra. I will look into what existing reporting is available.

Bringing Yvonne and Serena in on the conversation for awareness and comments.

Robert McKenzie
Manager of Operations,
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation, and Children and Family Development'
Suite 1900 - 1050 West Pender St, Van, BC, V6E 3S7 MAP
s.17 Cell s.17

From: Choo, Debbra A SDSI:EX
Sent: May-06-14 3:40 PM
To: Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX
Cc: Shenton, Kim SDSI:EX
Subject: MOC: MIS Cheque Print Reporting

Hi Rob and Rob,

David and Janice had requested cheque print reporting to monitor the imprest cheques that will be coming out of MIS. Do you know how we can get that information on a real-time basis? (ie: twice a day or daily?)

Talking with Shelly, we think that if there could be a list of cheques issued, with the allowance code and memo field, then we could filter out the MIS cheques from the ICM cheques. We would coordinate to ensure that workers would put "MIS" in the memo field when printing an imprest cheque from MIS.

Your thoughts/suggestions?
Please feel free to call me if discussing is easier.

Thanks,
Deb Choo

Phone: s.17

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Tuesday, May 6, 2014 4:25 PM
To: Zaranski, Marcin SDSI:EX; Muraro, Yvonne T SDSI:EX
Cc: Lum, Wency SDSI:EX; Beaton, Cindy M SDSI:EX; Byers, Rob A SDSI:EX
Subject: Process for getting names for DR environment and for external link

Hi there, just confirming that you two are getting the names both for the DR environment and the External Access environment correct?

We don't need to go through MOC for this.

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'

Office: 250-356-2688 | Cell: s.17

From: Beaton, Cindy M SDSI:EX
Sent: May-06-14 3:37 PM
To: Zaranski, Marcin SDSI:EX; Muraro, Yvonne T SDSI:EX
Cc: Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX
Subject: DR environment - limiting via user id (names)

The DR environment is now up in Read only. We are adding a group to this environment so that only the names you provide will have access.

Please send me the names (with IDIR ids if possible) as soon as you receive them.

Cindy Beaton
ICM Project, Provincial Infrastructure Stream Lead
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Social Innovation, and Children and Family Development

Phone: s.17
Address: 333 Quebec St, Victoria, BC, V8V 1W4
Note: This message is confidential and may not be disclosed to anyone without the express written consent of the sender.

Moccia, Margaret SDSI:EX

From: Kirtay, Amy SDSI:EX
Sent: Tuesday, May 6, 2014 4:41 PM
To: Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Tanaka, Kashi SDSI:EX; Leslie, Lisa GCPE:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Tannas, Darren SDSI:EX; Whittier, Joanne GCPE:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Day, Ryan SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Andersen, Torunn SDSI:EX; Prill, Jay SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Jamison, Darcia SDSI:EX; Pinto, Morningstar GCPE:EX; Muraro, Yvonne T SDSI:EX; Johnson, Eugene SDSI:EX
Subject: FYI: MOC Activation - System Outage Meeting Minutes
Attachments: MOC Activation Agenda Mtg Mins.docx

Hey all,

Please find the minutes from the System Outage meeting this afternoon attached to this email.

Thanks!

Amy Kirtay
Planning Analyst
Corporate Planning Branch, Corporate Services Division
Ministry of Social Development and Social Innovation
Amy.Kirtay@gov.bc.ca

MOC Activation Agenda – MOC Management Group

Attendees: David Galbraith, Amy Kirtay, Sheena Marshall, Bill MacArthur, Jay Prill, Kashi Tanaka, Judy D'Gal, Paul Beardmore, Nancy Shewchuk, Patti Boyle, Bruce Smith, Lynne Boyle, Chris Hockstrasser, Claudia Lang, Debbra Choo, Kim Grantham, Frances Anderson, Allan Gray, Anastasia Pavolva, Lisa Tan, Tiffany Ma, Donna Svensson, Anita LaHue, Brigitte Mikkelson, Inderjit Randhawa, Mike Woodcock, Rob McKenzie, Dave Jenkins, Laurie Farquharson, Morningstar Pinto, Bruce Smith, Matt Treger, Martha Thomas, Brad Truswell, Rob Byers, Kim Shenton

1. Issue
    a. Update on the system outage
        - ICM is down, various system outages have been impacting clients. No ETA of system fix currently.
        - Developing communications and strategies for continue to deliver services to clients
2. Decision
    a. Ministry Operation Centre has been activated by Executive
        - Meetings occurring between Policy Group twice a day (9am/1pm)
3. Activation of Ministry Operations Centre
    a. Section Chiefs and Sub-Units in MOC Org Chart updated
        - Confirmed via meeting attendees
    b. Communications – delegation of responsibility
        - Internal communications to staff (Judy D'Gal and Brad Truswell to draft, GCPE to approve)
            - David Galbraith to send the initial update, forthcoming update with manual procedures TBD
        - Communications to clients (Judy D'Gal and Brad Truswell to draft, GCPE to approve)
            - Signage being developed for offices. Developing consistent messaging for phones, face to face etc.
    c. General Information to all:
        - Core Contact Log – delegated to Judy D'Gal (needs to be coordinated with GCPE)
        - Core Decision Approval Log – delegated to Amy Kirtay
        - MOC Location 7th Floor Large Boardroom
4. Planning Meeting (RSD focus at the moment – continuation from morning meeting)
    a. Manual process development for RSD
        - Developing manual processes for applications, service requests, manual cheques

- Needing to develop process for manual applications, manual service requests, manual cheques. Lynne consulting with staff to begin developing the manual processes.
- Lynne working on manual process (both new and existing applicants), currently getting feedback on it. New applications to be manual, existing clients to use MIS cheque process. Tracking the process to see how many processed daily
- SSAA Data pull from info in ICM, Rob verifying the data pulled by the Legacy group, should be confirmed and complete by May 7th.
- Putting final thoughts on it and should be completed by end of day today (06/05/14)
- Janice and Judy working on protocol for staff across the system, GCPE to approved
- MFS Work (identifying priority work), list will be attached to the manual processes. Mike Woodcock to finalize the list

- Communications to Corporate/Utilities or Vendor suppliers
  - Rob/FASB to notify BC Hydro, Fortis, banks and utilities etc
  - Judy to connect with Eugene re ELMSD stakeholders
  - Kim Shenton already talked with Service BC and keeping them involved
  - Develop a log of who needs to be contacted
  - Judy D'Gal and Brad Truswell to do with GCPE to approve
  - Any additional suppliers need to be provided to Judy to add to the log
- Joint Message from SSDSI to the Union
  - Rob to consult with MCF about a joint email, working with GCPE
- Messaging to advocacy groups
  - Judy D'Gal to ok and coordinate with GCPE
  - Messaging for POVNET

b. Additional Security in particular offices
   - Decision made to add in particular offices

c. Telephony Provincial Cue Launch on May 12th
   - Confirmed during Estimates but a provisional decision will be made by Thursday May 8th regarding whether to go ahead or not.

5. Next Steps
   a. All: Review your relevant MOC binder, determine responsibilities, necessary staffing
   b. Communication Actions Plans to be developed, Judy D'Gal leading with support from Sheena Marshall and GCPE
   c. Developing communications (internal and external)
   d. Developing manual processes and subsequent messaging to staff.

Moccia, Margaret SDSI:EX

From: McKenzie, Rob SDSI:EX
Sent: Tuesday, May 6, 2014 4:44 PM
To: Choo, Debbra A SDSI:EX
Cc: Shenton, Kim SDSI:EX; Muraro, Yvonne T SDSI:EX; Birk-Samra, Serena SDSI:EX; Byers, Rob A SDSI:EX
Subject: RE: MOC: MIS Cheque Print Reporting

Debbra, here are the answers – in red:

David and Janice had requested cheque print reporting to monitor the imprest cheques that will be coming out of MIS. Do you know how we can get that information on a real-time basis? (ie: twice a day or daily?)
No existing reports. I have to get a programmer to create a special report to extract the data. Should take a couple of hours to set up

Talking with Shelly, we think that if there could be a list of cheques issued, with the allowance code and memo field, then we could filter out the MIS cheques from the ICM cheques. We would coordinate to ensure that workers would put "MIS" in the memo field when printing an imprest cheque from MIS.
Required data: cheque date, amount, office code, allowance code.
Other data if required: client name, address, ICM SR #, MIS file id #

We can't easily do memo field – it's in a separate database that would require an outage to the imprest cheque transactions every time we run the report.

Instead, create a special chq distribution code e.g. E for emergency

Robert McKenzie
Manager of Operations,
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation, and Children and Family Development'
Suite 1900 - 1050 West Pender St, Van, BC, V6E 3S7 MAP
s.17 Cell s.17

From: McKenzie, Rob SDSI:EX
Sent: May-06-14 3:46 PM
To: Choo, Debbra A SDSI:EX
Cc: Shenton, Kim SDSI:EX; Muraro, Yvonne T SDSI:EX; Birk-Samra, Serena SDSI:EX; Byers, Rob A SDSI:EX
Subject: RE: MOC: MIS Cheque Print Reporting

Hi Debbra. I will look into what existing reporting is available.

Bringing Yvonne and Serena in on the conversation for awareness and comments.

Robert McKenzie

Manager of Operations,
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation, and Children and Family Development'
Suite 1900 - 1050 West Pender St, Van, BC, V6E 3S7 MAP
s.17 Cell s.17

From: Choo, Debbra A SDSI:EX
Sent: May-06-14 3:40 PM
To: Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX
Cc: Shenton, Kim SDSI:EX
Subject: MOC: MIS Cheque Print Reporting

Hi Rob and Rob,

David and Janice had requested cheque print reporting to monitor the imprest cheques that will be coming out of MIS. Do you know how we can get that information on a real-time basis? (ie: twice a day or daily?)

Talking with Shelly, we think that if there could be a list of cheques issued, with the allowance code and memo field, then we could filter out the MIS cheques from the ICM cheques. We would coordinate to ensure that workers would put "MIS" in the memo field when printing an imprest cheque from MIS.

Your thoughts/suggestions?
Please feel free to call me if discussing is easier.

Thanks,
Deb Choo

Phone: s.17

Moccia, Margaret SDSI:EX

From:	SDSI RSD Field Communications SDSI:EX
Sent:	Tuesday, May 6, 2014 5:02 PM
To:	SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5; SDSI PLMS Supervisors
Cc:	SDSI Policy and Program Implementation Managers; SDSI Regional Adjudicators; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors; SDSI Business Support Managers; SDSI Field Service Managers; SDSI Community Relations and Service Quality Managers; SDSI Organizational Health and Development Managers; SDSI RSD Executive Directors
Subject:	FYI: Field Communications - ICM Performance Issues Impacting Service Delivery

This message is sent from the RSD Field Communications mailbox. Please do not use your 'reply' button.

Please contact your supervisor if you have any questions, concerns or clarifications on the content.

ICM Performance Issues Impacting Service Delivery

FYI and/or Action Required

Background:

The ministry is currently experiencing ICM performance issues. A team of technical resources have been working on the problem around the clock. We are hoping to have all service delivery channels back to normal as soon as possible.

In the meantime, the ministry has the ability to provide the following items to clients with a critical need:

- Meal tickets and grocery cards;
- Referrals to other community agencies/resources;
- Arrangements for taxi or overnight shelter;
- Contacting landlords if the person has an urgent need to secure accommodation; and,
- Some health supplements, such as wound care supplies and equipment repairs. Workers encountering scenarios of this kind can contact HABHelp@gov.bc.ca to obtain assistance in problem solving.

People experiencing a medical emergency should first access their nearest hospital or call 9-1-1 to receive emergency health services.

As expected, this is impacting the ministry's service delivery. During this time, an interim payment process is currently being developed to address critical needs, recognizing that manual transactions will require systems updates after the system has been restored.

Further communications will follow with more information about the interim payment process.

Moccia, Margaret SDSI:EX

From: Ma, Tiffany J SDSI:EX
Sent: Tuesday, May 6, 2014 5:16 PM
To: Tanaka, Kashi SDSI:EX; Byers, Rob A SDSI:EX
Subject: FYI: SDSI MOC activation - ICM issue

We will implement an interim solution that will hopefully help the corporate problem. Also, we will continue to monitor and assess and Eugene is staying close to RSD to ensure communication is consistent.

Sent from my iPhone

Begin forwarded message:

> **From:** "Manning, Nichola SDSI:EX" <Nichola.Manning@gov.bc.ca>
> **Date:** May 6, 2014 at 4:09:43 PM MST
> **To:** "Baghdassarian, Hovan SDSI:EX" <Hovan.Baghdassarian@gov.bc.ca>, "Bouslov, Sergei SDSI:EX" <Sergei.Bouslov@gov.bc.ca>
> **Cc:** "Ma, Tiffany J SDSI:EX" <Tiffany.Ma@gov.bc.ca>
> **Subject: RE: FYI: SDSI MOC activation - ICM issue**
>
> Me too. Solid & reasonable approach. Thanks everyone. NM
>
> ---
>
> **From:** Baghdassarian, Hovan SDSI:EX
> **Sent:** May-06-14 4:04 PM
> **To:** Bouslov, Sergei SDSI:EX; Manning, Nichola SDSI:EX
> **Cc:** Ma, Tiffany J SDSI:EX
> **Subject:** RE: FYI: SDSI MOC activation - ICM issue
> I agree with the recommended approach.
> The regions have been hearing from contractors about the slow system use and some have been raising the question about getting an extension the invoice deadline, so a communication to that effect should be well received.
> Hovan Baghdassarian
> Executive Director of Operations
> Employment & Labour Market Services Division
> Ministry of Social Development and Social Innovation
> Phone: (250) 387-9625
>
> ---
>
> **From:** Bouslov, Sergei SDSI:EX
> **Sent:** Tuesday, May 6, 2014 3:45 PM
> **To:** Manning, Nichola SDSI:EX
> **Cc:** Baghdassarian, Hovan SDSI:EX; Ma, Tiffany J SDSI:EX
> **Subject:** FW: FYI: SDSI MOC activation - ICM issue
> **Importance:** High
> Nichola – Tiffany has done a great job of assessing the impacts and recommending mitigation strategies. If you are good with us to proceed, we'll prepare two communication pieces:
>
> 1. A note to staff restricting access to ICM to Centralized Unit staff only
> 2. A note to contractors advising them of extending the invoice submission date.
>
> We'll continue to monitor impacts but feel that with these two strategies in place, we will be able to significantly reduce issues associated with ICM access.

From: Ma, Tiffany J SDSI:EX
Sent: Tuesday, May 6, 2014 3:35 PM
To: Bouslov, Sergei SDSI:EX; Baghdassarian, Hovan SDSI:EX
Cc: Gough, Jennifer SDSI:EX; Johnson, Eugene SDSI:EX
Subject: FYI: SDSI MOC activation - ICM issue
Importance: High

The Province is currently experiencing network issues which is impacting access to ICM for the Ministry of Children and Families, Regional Services Division (RSD) and ELMSD. The Ministry of Social Development and Social Innovation has enacted the Ministry Operations Centre (MOC) Emergency Plan. The primary focus of the MOC management committee (which is made up of members across the ministry) is to address the issues RSD face and come up with a solution. ELMSD's situation is different and we should get together to assess what processes we need to put in place to mitigate the system issues.

FYI: RSD is looking to reduce the number of people who are accessing ICM to 2 per office to see if they can mitigate the network issues. At the same time, they have reached out to CFD to see if they will do the same. They will be running with a few strategies and making calls to stakeholders and the media. Brad Truswell will stay in touch with Eugene to ensure the communications are coordinated. (I have more information on RSD's plan if you are interested)

Initial assessment:

- Very few Contractor questions have come through Remedy or via CAPAs (as per their assessment last Friday)
- Starting Wednesday April 30, users were experiencing slow response times throughout the province. This continued to Friday.
- Monday May 5: issues with logging in and getting kicked out began and the ICM/CFMS interface was timing out
- Tuesday May 6: ICM/CFMS interface is running and fine but the volumes are low

Business impact:

- Contractors experienced slow response times on the last 5 business days to enter data for the April invoice
- Client eligibility – with ICM down, Contractors will be unable to check new & existing client eligibility
- No access to dynamic forms; however, static forms are available
- Centralized Unit – unable to process S.25

Some immediate mitigation options:

- Immediately limit the # of internal users in the system (restrict all CAPA access for now – limit to CU and finance for core processes)
- Extend the April invoice submission date to Monday May 12 – this will only be helpful if the system comes back up but this seems to be the Contractors' main concern

We will need a communication strategy for ELMSD and then I would like to share our plan with the ministry's committee. Please let me know when everyone is available to chat.

Tiffany Ma
Director, Finance, Program Analysis and Assurance
Employment and Labour Market Services Division
Ministry of Social Development and Social Innovation
614 Humboldt Street V8W 1A4
Victoria BC
Phone: (250) 953-4514 Fax: (250) 953-3928
tiffany.ma@gov.bc.ca

Please think about the environment before you print.

Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Tuesday, May 6, 2014 5:47 PM
To: Asher, Kathleen SDSI:EX
Cc: Muraro, Yvonne T SDSI:EX; Lum, Wency SDSI:EX; Beaton, Cindy M SDSI:EX; Byers, Rob A SDSI:EX
Subject: Re: Process for getting names for DR environment and for external link

Yes for CFD. I flagged this for Bev.

On May 6, 2014, at 4:24 PM, "Asher, Kathleen SDSI:EX" <Kathleen.Asher@gov.bc.ca> wrote:

> Hi there, just confirming that you two are getting the names both for the DR environment and the External Access environment correct?
> We don't need to go through MOC for this.
> ***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'***
> **Office: 250-356-2688 | Cell:** s.15
>
> **From:** Beaton, Cindy M SDSI:EX
> **Sent:** May-06-14 3:37 PM
> **To:** Zaranski, Marcin SDSI:EX; Muraro, Yvonne T SDSI:EX
> **Cc:** Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX
> **Subject:** DR environment - limiting via user id (names)
> The DR environment is now up in Read only. We are adding a group to this environment so that only the names you provide will have access.
> Please send me the names (with IDIR ids if possible) as soon as you receive them.
> Cindy Beaton
> ICM Project, Provincial Infrastructure Stream Lead
> Social Sector Information Services Division (SSISD)
> Serving the Ministries of Social Development and Social Innovation, and Children and Family Development
>
> Phone: s.17
> Address: 333 Quebec St, Victoria, BC, V8V 1W4
> Note: This message is confidential and may not be disclosed to anyone without the express written consent of the sender.

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Tuesday, May 6, 2014 5:47 PM
To: Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Leslie, Lisa GCPE:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Tannas, Darren SDSI:EX; Whittier, Joanne GCPE:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Day, Ryan SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Prill, Jay SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Jamison, Darcia SDSI:EX; Pinto, Morningstar GCPE:EX; Muraro, Yvonne T SDSI:EX; Johnson, Eugene SDSI:EX; Manning, Nichola SDSI:EX; Harrington, Molly SDSI:EX; Dawes, Len SDSI:EX; Barker, Laurie SDSI:EX
Cc: Kirtay, Amy SDSI:EX
Subject: MOC Situational Report - Afternoon May 6
Attachments: May 6 Afternoon MOC Update.docx; f-05 407-SYS-OUT-05-06-14.doc

Hi all,

Please find attached the MOC Situational Report for the afternoon of May 6 and the Decisions Log.

May 7th MOC Meetings (All meetings in s.15 or call in: Conference call number: s.15, s.17 ; Participant code: s.15, s.17

- 9AM – MOC Policy Group Meeting – s.15
- 11AM – MOC Management Group Meeting – s.15
- 1PM – MOC Policy Group Meeting – s.15

Kashi

Kashi Tanaka | Director, Corporate Planning |Corporate Planning Branch
Corporate Services Division | Ministry of Social Development and Social Innovation

Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Tuesday, May 6, 2014 7:55 PM
To: Asher, Kathleen SDSI:EX
Cc: Muraro, Yvonne T SDSI:EX; Lum, Wency SDSI:EX; Beaton, Cindy M SDSI:EX; Byers, Rob A SDSI:EX
Subject: Re: Process for getting names for DR environment and for external link

Just had a note from Bev. We'll have our names tomorrow morning.

Thank you
Marcin

On May 6, 2014, at 4:24 PM, "Asher, Kathleen SDSI:EX" <Kathleen.Asher@gov.bc.ca> wrote:

> Hi there, just confirming that you two are getting the names both for the DR environment and the External Access environment correct?
> We don't need to go through MOC for this.
> ***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'***
> **Office: 250-356-2688 | Cell:** s.17
>
> **From:** Beaton, Cindy M SDSI:EX
> **Sent:** May-06-14 3:37 PM
> **To:** Zaranski, Marcin SDSI:EX; Muraro, Yvonne T SDSI:EX
> **Cc:** Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX
> **Subject:** DR environment - limiting via user id (names)
> The DR environment is now up in Read only. We are adding a group to this environment so that only the names you provide will have access.
> Please send me the names (with IDIR ids if possible) as soon as you receive them.
> Cindy Beaton
> ICM Project, Provincial Infrastructure Stream Lead
> Social Sector Information Services Division (SSISD)
> Serving the Ministries of Social Development and Social Innovation, and Children and Family Development
>
> Phone: s.17
> Address: 333 Quebec St, Victoria, BC, V8V 1W4
> Note: This message is confidential and may not be disclosed to anyone without the express written consent of the sender.

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Tuesday, May 6, 2014 8:30 PM
To: Thomas, Martha O SDSI:EX
Cc: Tanaka, Kashi SDSI:EX; Nakamura, Janice N. SDSI:EX
Subject: Re: Finance and Admin Requirements for Current ICM outage

Hi Martha,

Can we connect first thing tomorrow?

We are working on a system process to get the information back into ICM after using MIS. I also believe there is more work for the field doing the manual written process.

Also having the field manually track items on a spreadsheet could be problematic as the they will be focused on meeting client needs thus causing a reconciliation nightmare.

Rob

On May 6, 2014, at 8:16 PM, "Thomas, Martha O SDSI:EX" <Martha.Thomas@gov.bc.ca> wrote:

> Good evening,
> My team and I met this afternoon. I went over with the information presented at the meeting today to determine what our responsibilities and next steps should be. We also identified some financial control issues that need to be communicated.
>
> 1. **Payment Options –ICM/MIS/Manual**
>
> **From a FASB perspective, ideally we would only use the manual process over the course of the next week or two.** The reason for that is that many staff have not used MIS in a while and don't have access. The time and resources required to set this up may not be justified when our priority is getting cheques out the door. We can spend more quality time at this point managing a manual process and it will require less EAW time in the field if they are not checking systems. Overtime we fully understand the use of MIS will be a requirement.
> If this is going to continue for a period of time longer than two weeks, we would support the use of MIS if it would mean that the clean-up and reconciliation of the information would be better and of course it would reduce the risk of overpayments.
> I realize that my next statement will not be popular but we would also prefer that ICM not be used at all (unless in read only). The concern is that if they start in ICM and something goes wrong or the cheque cannot be issued there are going to be additional steps required to put an official end to that process so that the information can be added to MIS to get the cheque issued and we don't have reconciliation or duplicate payment issues. We are concerned that this will not only cause unnecessary work and stress for the EAW but will require a significant amount of work later when we have to reconcile all of the systems and payments.
>
> 2. **Establishing Protocols**

a) If we chose to move ahead with the three pronged approach, we are going to have to establish some clear processes around which step to take at which point. For example – non-existing clients are easy – once eligibility is established they will go straight to the manual cheque process. For those existing clients however – would they go into ICM – try and process, if it fails back it out of ICM and move onto MIS? Before we communicate anything we will need to ensure that we have those steps clearly identified and laid out. We almost need an if/then document.
b) Reporting – FASB would need to get copies of the Cheque logs every day so we can ensure payments are being tracked and reconciled.
c) Reporting – for the manual cheques we believe that sharing the cheque logs regionally might also be useful to reduce the risk of duplicate payments or overpayments from office to office! There was some concern raised over how to do this and ensure the safeguarding of private information.
d) Reconciliation Processes – depending on the methods we chose to use to issue cheques, reconciliations will need to be established both by FASB and by each regional office to ensure that all cheques are valid, accurate and issued to the appropriate client. Some sort of review will be required to reduce the risk of duplication (as already mentioned).
e) Cheque Cancellations – we were asked today if staff could stop the cheque cancellation process for the time being. While we recognize that time is valuable and limited at this point, there is going to need to be a long term strategy to deal with the backlog this will create the impact it may have on our forecasting (if they are not spent and not cancelled they sit in the system as outstanding – overstating our expenditures).

3. **Financial Controls** – FASB will want to make sure that segregation of duties is in place to protect the staff in the offices. People who approve eligibility should not also cut the cheque. If the process involves one EAW who calculates eligibility and authorizes the cheque – we need to have someone else sign the cheque and review the application/calculation of the eligibility assessed. I gather that two signatures are required for every manual cheque and that the actual issuance of a cheque out of MIS is done by someone other than the EAW who initiates the request – that is good. Is there a cheque register in each regional office for those cheques that they issue out of MIS/ICM? We need to keep those processes in place. From what I have read on the manual cheque process, their appears to be appropriate segregation of duties.
4. **Manual Calculation of Eligibility** – although not a responsibility of FASB, it is a potential financial control issue if the criteria is being used incorrectly or inaccurately.
5. **System Access** – I gather there was a situation already in one office whereby a family came in and were eligible for funding. The case was entered into MIS and the cheque number established but the cheque could not be issued due to restricted access. I am assuming they went to the manual process. We cannot communicate the use of MIS until we ensure everyone has their accesses set up. It will just cause mayhem.
6. **Cheque Stock** – there was a request today regarding the separation of a batch of cheques that they anticipate will be used for manual cheque writing. This will add a control to allow for the tracking of manual cheques and is recommended to be done by each office/region. This process should be documented.
7. **Office Security Services** – Joyce Shemilt is in contact with the regional office to determine roles and responsibilities and to establish need.

See you tomorrow.

Martha Okot Thomas, CPA, CA
Executive Director and Chief Financial Officer
Ministry of Social Development and Social Innovation
778-676-3739

Rethink Reduce Reuse Repair Recycle

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Wednesday, May 7, 2014 12:05 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Armstrong, Kevin SDSI:EX
Subject: UPDATE #10: ICM Performance Issues

I apologize for the lack of coordinated updates from me today. I will refocus on this tomorrow. A lot happened today.

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This update focuses on the technical remediation only (not BCP or communications).

What's Happened the Last Update (#9)?

- Performance issues continued today and as a result, both MCFD and MSDSI invoked their Business Continuity Plans.
- The ICM performance issue was reported in the media.
- We have made a series of changes to the infrastructure in order to rule out root causes and to remediate issues resulting from the failed switch(es) from yesterday. We are operating on different network switches in the data centre.
- We have examined and ruled out the following (these won't make sense to everyone):
  - s.15 Agent version 6 issues
  - Spanning Tree (protocol)
  - Port Mirroring
  - Land Title and Survey Authority application change impacts
  - Common Logon Page
  - Security changes (FW, IPS)
  - s.15 version
  - Network connectivity
- The most likely root cause is: s.15 Policy Server, specifically its interaction with s.15 agent. Lynda Hoel has escalated our issue with CA and our logs will be reviewed overnight and I have requested a checkpoint from CA by 6 am to inform our decisions for the morning.
- The Disaster Recovery environment was brought back up. Laurie has discussed with Marcin and Rob re: how to bring users into the system in a controlled manner.
- We worked with SSBC to spread the load of users across two different s.15 Policy Servers in both s.15 and s.15 , instead of just using services in s.15
- SSBC Executive have engaged with regular check points, resource commitments, and escalations with vendors

What is Our Current Situation?

- We expect the performance situation tomorrow to be <u>somewhat improved but we will not be at normal service in terms of response times and # of users.</u>
  - A limited number of users will have access to ICM Production via the External URL (which uses different web servers).
  - A limited number of users will have access to a read only version of Disaster Recovery instance of ICM. There may be issues with performance/response times of DR.
  - We want people to use Production so we can determine whether our remediation is working.
- s.15 monitoring is not enabled because port mirroring has been turned off (as part of troubleshooting).

What's Being Done, By Whom?

- Prarie and team are working on setting up the right security to allow access to users to DR and external URL. This is being done overnight.
- Nancy and Cindy suggested a colour change to DR so users can more easily navigate – this is also being done overnight.
- Paul Servant monitoring response from CA re: log analysis.
- Lynda Hoel is arranging for an on site CA consultant asap.

What Are the Priorities?

The priority for technical recovery tomorrow is narrowing down specific issues in s.15 agent/Policy Server interaction through results of log analysis by CA in order to inform next steps.
The other priority is to support business resumption and the MOC/BCP activities.

What are the Key Things You Need to Know?

- Please note we have three modes of user access – and Kathleen/Nancy/Marcin/Rob, we need to clearly communicate who has access to what and WHY as I think this will become important
  - Regular production (slow)
  - Disaster Recovery (read only)
  - External URL access to production (mixed reports of performance due to load issues, limited to specific users)

Your next status update from me will be at approximately 12 pm Wednesday. Nancy Allen will work with Kathleen to determine what kind of user communication will be appropriate in the morning.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Woodcock, Mike S SDSI:EX
Sent: Wednesday, May 7, 2014 8:16 AM
To: Byers, Rob A SDSI:EX; Smith, Bruce SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Beardmore, Paul SDSI:EX; Nakamura, Janice N. SDSI:EX; Hochstrasser, Chris J SDSI:EX
Cc: Truswell, Brad SDSI:EX
Subject: RE: Performance this morning

Thanks Rob. Just to confirm that we have not yet communicated limiting access to two workers per office. Still in the background preparation for this option. Mike

-----Original Message-----
From: Byers, Rob A SDSI:EX
Sent: Wednesday, May 7, 2014 8:11 AM
To: Smith, Bruce SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Beardmore, Paul SDSI:EX; Nakamura, Janice N. SDSI:EX; Hochstrasser, Chris J SDSI:EX
Cc: Truswell, Brad SDSI:EX
Subject: Performance this morning

I am being asked if we have any updates on system performance this morning?

They repointed part of the server to s.15 last night so they are trying to measure impact. We will need to hold off, for the short term, limiting our offices to 2 users as it will impact the assessment of the system.

Rob

Moccia, Margaret SDSI:EX

From: Boule, Lynne SDSI:EX
Sent: Wednesday, May 7, 2014 8:19 AM
To: SDSI RSD Executive Directors; SDSI Performance and Risk Management Directors; SDSI Service Delivery Directors
Subject: FYI - Manual Cheque Process - New Applicants
Attachments: MANUAL CHEQUE PROCESS Interim.docx

As per the MOC yesterday, please see the second draft manual cheque process. We had hoped to include a process using the MIS solution for existing clients but have discovered some issues with cheque printing. Once resolved, the MIS solution and any refinements based on potential telephony solutions will be forwarded.

In the interim, could you please review the attached draft and provide feedback prior to the MOC call this morning so I can incorporate any edits? We can then send the information out to the field so they can start to issue manual cheques for the most urgent needs.

Thank you.

Lynne Boule
Director of Performance and Risk Management
Ministry of Social Development and Social Innovation
Fraser/Coastal Regions
#1800 13450 102 Avenue
Surrey, BC
V3T 5X3
Telephone: s.17

"This communication is intended for the use of the recipient to whom it is addressed, and may contain confidential, personal, and/or privileged information. Please contact me immediately if you are not the intended recipient of this communication, and do not copy, distribute, or take action relying on it. Any communication received in error, or subsequent reply, should be deleted or destroyed."

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Wednesday, May 7, 2014 8:31 AM
To: Woodcock, Mike S SDSI:EX; Boyle, Patricia J SDSI:EX; SDSI RSD Executive Directors
Cc: Boule, Lynne SDSI:EX; Randhawa, Inderjit K SDSI:EX
Subject: RE: Performance this morning
Attachments: Untitled

The Interior and North is also shut down. Additionally, the screen display for some was garbled this morning. I've included a screen shot from a CRSQ showing just labels where there should be tabs.

Bruce Smith
Executive Director, Interior and North Regions Ministry of Social Development and Social Innovation
Phone: s.17 Cell: s.17

-----Original Message-----
From: Woodcock, Mike S SDSI:EX
Sent: Wednesday, May 7, 2014 8:24 AM
To: Boyle, Patricia J SDSI:EX; SDSI RSD Executive Directors
Cc: Boule, Lynne SDSI:EX; Randhawa, Inderjit K SDSI:EX
Subject: RE: Performance this morning

I am getting the same feedback as Patti, the early birds report that the system was working well prior to the bulk of staff arriving and signing on. Now it has slowed or is shut down for those who are accessing, Mike

-----Original Message-----
From: Boyle, Patricia J SDSI:EX
Sent: Wednesday, May 7, 2014 8:17 AM
To: SDSI RSD Executive Directors
Cc: Boule, Lynne SDSI:EX; Randhawa, Inderjit K SDSI:EX
Subject: RE: Performance this morning

Hi Rob,
We have supervisors who are in early. They say the system was better today than yesterday at 7:30 this morning. However, the system started to slow down as people signed on. As of 8:15 in Abbotsford, it is completely shut down . We have a call at 8:30 with all of our supervisors and assistants, so may get more information then.

-----Original Message-----
From: Byers, Rob A SDSI:EX
Sent: May-07-14 8:11 AM
To: Smith, Bruce SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Beardmore, Paul SDSI:EX; Nakamura, Janice N. SDSI:EX; Hochstrasser, Chris J SDSI:EX
Cc: Truswell, Brad SDSI:EX
Subject: Performance this morning

I am being asked if we have any updates on system performance this morning?

They repointed part of the server to s.15 last night so they are trying to measure impact. We will need to hold off, for the short term, limiting our offices to 2 users as it will impact the assessment of the system.

Rob

Moccia, Margaret SDSI:EX

From: Shewchuk, Nancy D SDSI:EX
Sent: Wednesday, May 7, 2014 8:48 AM
To: Beardmore, Paul SDSI:EX; Boyle, Patricia J SDSI:EX; Byers, Rob A SDSI:EX; Galbraith, David J SDSI:EX; Nakamura, Janice N. SDSI:EX; Saastad, Kim M SDSI:EX; Shewchuk, Nancy D SDSI:EX; Smith, Bruce SDSI:EX; Van Ek, Christie SDSI:EX; Woodcock, Mike S SDSI:EX.
Cc: Truswell, Brad SDSI:EX; Boule, Lynne SDSI:EX
Subject: FW: Performance this morning

For your info.

-----Original Message-----
From: Jagpal, Dave SDSI:EX
Sent: May-07-14 8:37 AM
To: Shewchuk, Nancy D SDSI:EX; Anderson, Frances SDSI:EX
Subject: Re: Performance this morning

It would be good to know that it is only the response time that is the problem. I have heard that some transactions are completed but then aren't showing as completed. There might just be a delay. This might influence how much we should be relying on ICM and for what until fully functioning.

----- Original Message -----
From: Shewchuk, Nancy D SDSI:EX
Sent: Wednesday, May 07, 2014 08:31 AM
To: Anderson, Frances SDSI:EX; Jagpal, Dave SDSI:EX
Subject: Fw: Performance this morning

----- Original Message -----
From: Boyle, Patricia J SDSI:EX
Sent: Wednesday, May 07, 2014 08:17 AM
To: SDSI RSD Executive Directors
Cc: Boule, Lynne SDSI:EX; Randhawa, Inderjit K SDSI:EX
Subject: RE: Performance this morning

Hi Rob,
We have supervisors who are in early. They say the system was better today than yesterday at 7:30 this morning. However, the system started to slow down as people signed on. As of 8:15 in Abbotsford, it is completely shut down . We have a call at 8:30 with all of our supervisors and assistants, so may get more information then.

-----Original Message-----
From: Byers, Rob A SDSI:EX
Sent: May-07-14 8:11 AM
To: Smith, Bruce SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Woodcock, Mike S SDSI:EX; Beardmore, Paul SDSI:EX; Nakamura, Janice N. SDSI:EX; Hochstrasser, Chris J SDSI:EX
Cc: Truswell, Brad SDSI:EX
Subject: Performance this morning

I am being asked if we have any updates on system performance this morning?

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Rob

Moccia, Margaret SDSI:EX

From: Nakamura, Janice N. SDSI:EX
Sent: Wednesday, May 7, 2014 9:47 AM
To: SDSI RSD Executive Directors
Cc: Craigie, Shelly M SDSI:EX; Muraro, Yvonne T SDSI:EX; D'Gal, Judy SDSI:EX
Subject: Reduce users - asap

Hi EDs

Everyone is finding that the number of users on the system IS making a difference.

Shelly/Yvonne have worked with the DSD's to identify a limited number of ICM users (2 and 2 per office - for regular ICM access and for read only access). Most regions have provided the IDERS.
So, other than those people identified to Yvonne/Shelly – everyone else should get off ICM and stay off, unless other instructions come from Yvonne/Shelly. There may be times when they want these folks to log off and on – it resets something that will help them further analyze the issues. Direction will come from Yvonne/Shelly

In addition, to assist with the analysis, please continue to monitor what staff can and cannot do in the system. Please anticipate providing this information on a daily basis – summary at the 11 meeting – and if we find there is a lot of detail, Shelly/Yvonne will develop a template to make it easier to report and synthesize.

Should be a field com out later this morning – and anticipate it will include the manual cheque run process that Lynn has been leading. There is one potential wild card flowing from a meeting occurring right now – so will expect to be teed up to go right after the 11 meeting.

Cheers,
Janice

Janice Nakamura
Executive Director
Regional Operations
Ministry of Social Development and Social Innovation
Ph: (250) 356-2220

Moccia, Margaret SDSI:EX

From: Kirtay, Amy SDSI:EX
Sent: Wednesday, May 7, 2014 10:55 AM
To: Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Tanaka, Kashi SDSI:EX; Leslie, Lisa GCPE:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Tannas, Darren SDSI:EX; Whittier, Joanne GCPE:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Day, Ryan SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Andersen, Torunn SDSI:EX; Prill, Jay SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Jamison, Darcia SDSI:EX; Muraro, Yvonne T SDSI:EX; Simpson, Yvette SDSI:EX; Craigie, Shelly M SDSI:EX
Subject: FYI: 11am MOC Activation - System Outage: Agenda
Attachments: May 7 MOC Management Agenda.docx; MOC Appendix J 2014-05.pdf

Importance: High

Hey all,

Here are the supporting documentation for the 11am meeting this morning.

Thanks!

Amy Kirtay
Planning Analyst
Corporate Planning Branch, Corporate Services Division
Ministry of Social Development and Social Innovation
Amy.Kirtay@gov.bc.ca

May 7 MOC Activation Agenda – MOC Management Group

1. Issue
    a. Update on the system outage (all)
    b. Update from Policy Group (David)
    c. DM Call Update (s.15 Server)
2. Direction
    a. Need to follow MOC org chart (all)
    b. Identify and prioritize Objectives (all)
    c. Need updates on what is going wrong (all) – send updates to Rob Byers
    d. Use Section Chiefs (all)
    e. Clarity on Communications Lead
3. Updates
    a. Updates from Section Chiefs
        i. Operations Section (Janice)
        ii. Planning and Reporting (Kashi)
        iii. Finance and Administration (Martha)
        iv. Logistics (Rob)
        v. Internal/External Communications
4. Next Steps:
    a. Action plans for each objective (section chiefs)
    b. Communications – Key Messages - what do we want to say (all)

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 11:14 AM
To: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: ICM being taken down at 11:15 for server restart - will be offline for about an hour

Global note going out from help desk

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'

Office: 250-356-2688 | Cell: s.15

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Wednesday, May 7, 2014 11:15 AM
To: Byers, Rob A SDSI:EX
Subject: FW: ICM Logon Test

An additional bit of feedback for you Rob.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Beaudry, Denise SDSI:EX
Sent: Wednesday, May 7, 2014 11:14 AM
To: Smith, Bruce SDSI:EX
Cc: Byrne, Terence M SDSI:EX; Gray, Allen G SDSI:EX
Subject: RE: ICM Logon Test

In the Cariboo:

First try:
Most staff are able to log in, able to access a file or an SR but are quickly being kicked out again. Very slow to log in and those who did log in are already all kicked out by the time I'm writing this. Naomi Hegg, one of the 2 in our office, had a first partial screen with an error message on top and partial view, missing tabs and missing queries.

Second log in try: all of them are missing part of the screen, partial view of queries and error messages

Third try: slow response but functioning, most have all their screen now and can access a case/SR...although very slow

Denise Beaudry
Supervisor Cariboo Network
Social Development Social Innovation
Quesnel, Williams Lake and 100 Mile House Offices
#209-540 Borland Street Williams Lake BC V2G1R8
Direct Line:
Cell: s.17

From: Smith, Bruce SDSI:EX
Sent: Wednesday, May 7, 2014 10:57 AM
To: SDSI Region 4 - All; SDSI Region 5 - All
Subject: ICM Logon Test
Importance: High

We are being asked to have everyone try logging on to the ICM system immediately in order for the systems people to do a test. Would all ICM users in the Interior and North regions please logon now and can the Supervisors please report the results of that to me, copying the MFS and DSDs? Thanks.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Byers, Rob A SDSI:EX
Sent: Wednesday, May 7, 2014 10:32 AM
To: SDSI RSD Executive Directors
Cc: Craigie, Shelly M SDSI:EX; Muraro, Yvonne T SDSI:EX; D'Gal, Judy SDSI:EX; Nakamura, Janice N. SDSI:EX
Subject: RE: Reduce users - asap
Importance: High

Hi All,

Could you please communicate with each of you regions to long back on the system rather than waiting for a message to come out from SSISD.

Also any additional information that you can share with me on performance would be appreciated.

Rob

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 11:15 AM
To: SDSI All Exchange Mailboxes
Subject: PRIORITY ICM System notification 11:15 AM

Importance: High

Description – Ticket 396587 May 7th 11:15 AM Update
We have made changes to our servers and infrastructure to continue to improve performance and stability. This work will require us to restart our servers, which will take approximately an hour.

Instructions to users
Please save your work and log out of ICM. We will notify you when ICM is available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Craigie, Shelly M SDSI:EX
Sent: Wednesday, May 7, 2014 11:20 AM
To: Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; Galbraith, David J SDSI:EX
Cc: Muraro, Yvonne T SDSI:EX; Farquharson, Laurie J SDSI:EX; Mikkelson, Brigitte SDSI:EX; D'Gal, Judy SDSI:EX; Green, Susan AL SDSI:EX; Boule, Lynne SDSI:EX; Ohman, Wayne SDSI:EX; Bath, Alison L SDSI:EX; Truswell, Brad SDSI:EX; McCrae, Aura SDSI:EX
Subject: Payment process

Importance: High

The following is the agreed upon payment process:

All intake applications are to be triaged and critical applications completed first. All intake will be a fully manual process including cheque production. A SOP has been created and will accompany the field communication. Shelly to connect with Indy.

All other critical payments:

- 2 users have been identified for each office, those users will have full ICM production
  - Users will be loaded onto the system in stages
  - Rob Byers has mentioned they may centralize those workers for maximum capacity, Rob to follow up
  - Shelly and Yvonne have the lists from the regions via the DPRM's
  - Yvonne has communicated the lists to SSISD and will pass them onto security admin
- The 2 users will complete critical work in ICM including payment
  - Critical work has been defined by the MFS group and will be included in the field communication
- If payment is not possible in ICM, 4 users per office have been identified to have their MIS profiles updated to include client and supplier payments
  - Yvonne will share the list with MIS legacy
  - MIS legacy is creating a profile for the specified users and will have that profile sent to security to update the users
  - All payments issued in MIS will be flagged with a special distribution code for reporting purposes
- If payment is not possible through MIS, payments will follow the manual cheque process
  - Offices will all be asked to remove one bundle of blank check stock to put aside for this purpose in advance, Shelly to communicate to MFS group
  - Numbers are to be recorded and sent to FASB inbox
  - SOP's have been created and will accompany the field communication
  - FASB's recording process has been identified and is included in the SOP

Communication is in the works and will be to you shortly Janice along with the SOP attachments. Please copy anyone I may have missed, thank you

Shelly Craigie | Manager, Business, Innovation & Technology Solutions | SDSI | Desk (250) 387-0968 Mobile s.17 | Shelly.Craigie@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 12:19 PM
To: Byers, Rob A SDSI:EX
Subject: URGENT: UPDATE: ICM System Tuesday May 7th 12:20 PM

We need to get out right away, you ok with this, I've reviewed and this reflects my updated wording.

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'
Office: 250-356-2688 | Cell: s.17

From: Allen, Nancy G MCF:EX
Sent: May-07-14 12:17 PM
To: Asher, Kathleen SDSI:EX
Subject: UPDATE: ICM System Tuesday May 7th 12:20 PM
Ok?

Description – Ticket 396587 May 7th 12:20 pm Update

We have completed the restart of our servers, we appreciate your continued patience as we work towards resolving the current situation.

Instructions to users

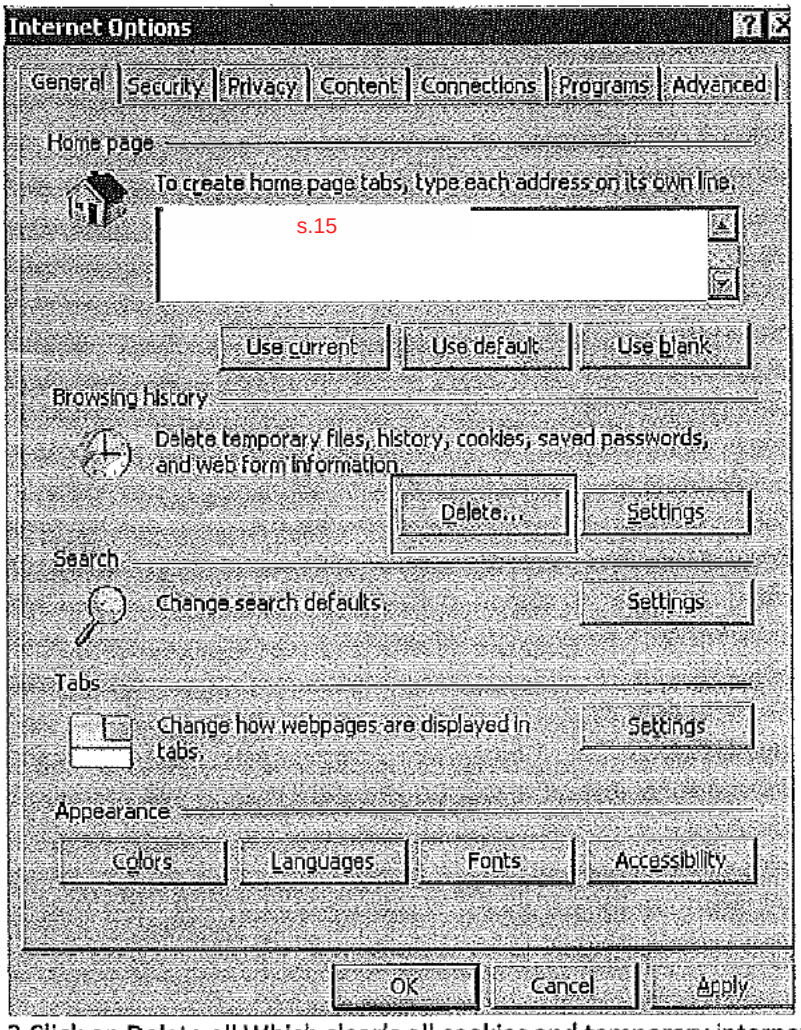
Users can now log into ICM, however in some instances they may have problems viewing the home screen or losing connection.

Instructions to users

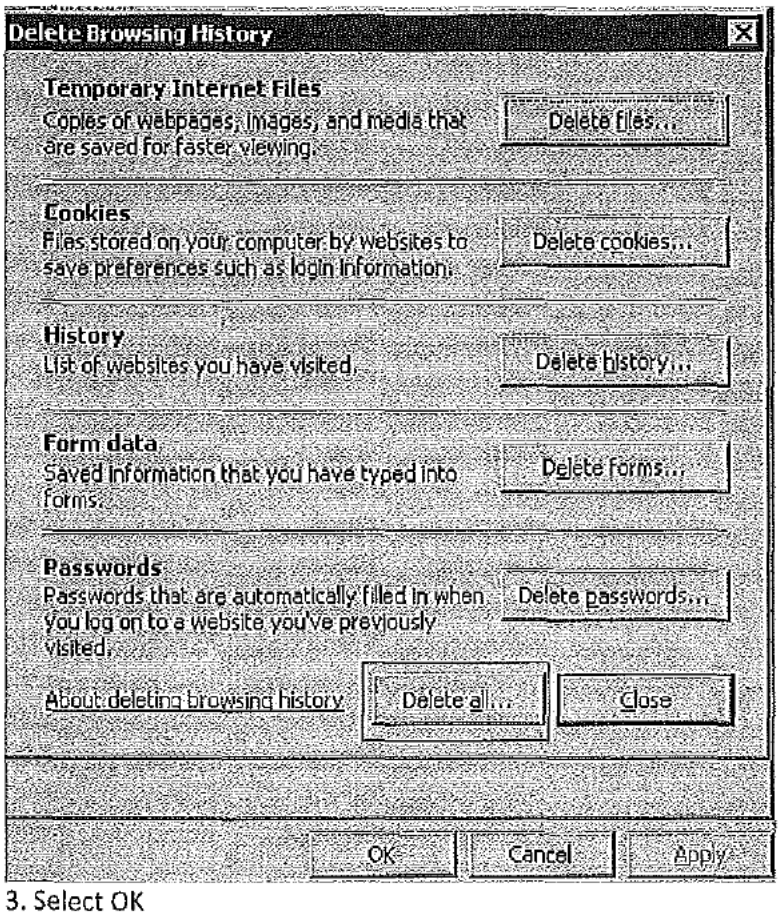
If users do lose connection in ICM after logging back in please verify the data you have entered is there. If users are still experiencing problems, please follow the instructions below:

Step 1:

1.Close all the Internet Explorers (IE)
2.Open IE
3.Click on Tools→Internet Options.
4.Click on 'Delete' as shown below



2.Click on Delete all Which clear's all cookies and temporary internet files.



3. Select OK

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 12:34 PM
To: SDSI All Exchange Mailboxes
Subject: UPDATE: ICM System Tuesday May 7th 12:35 PM

Importance: High

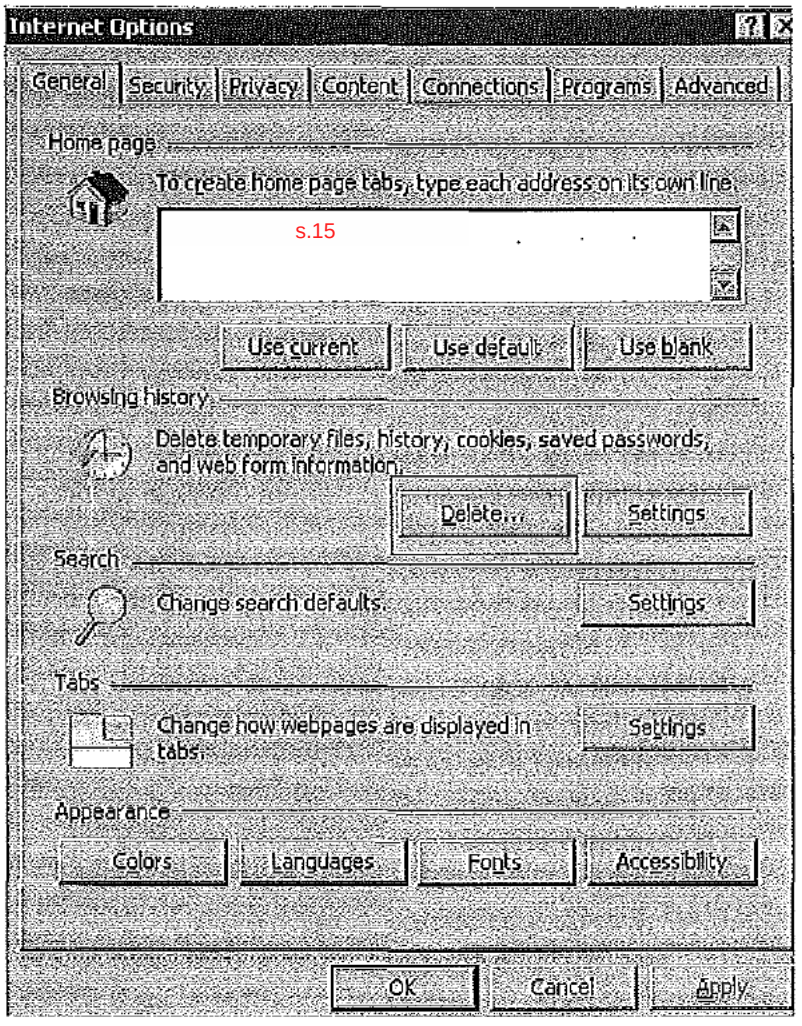
Description – Ticket 396587 May 7th 12:35 pm Update
We have completed the restart of our servers, we appreciate your continued patience as we work towards resolving the current situation.

Instructions to users
Users can now log into ICM.

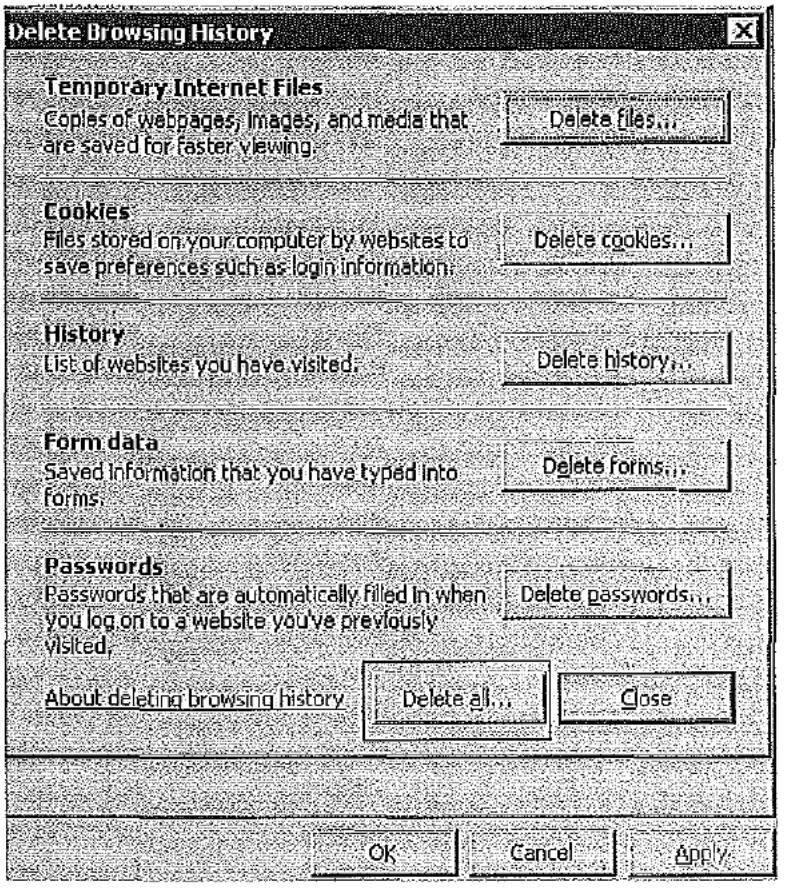
Instructions to users
If users are experiencing problems viewing the home screen, please follow the instructions below:

Step 1:

1.Close all Internet Explorer sessions (IE)
2.Open IE
3.Click on Tools/Internet Options
4.Click on 'Delete' as shown below:



2.Click on Delete all Which clear's all cookies and temporary internet files:



3. Select OK

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 12:44 PM
To: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: CURRENT STATUS PLEASE: access to ICM read only, and external link into ICM ?

Marcin/Rob – can you please update me on current status with read only access, and external access.

Do we have users coming in this way?

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'

Office: 250-356-2688 | Cell: s.15

Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Wednesday, May 7, 2014 12:46 PM
To: Asher, Kathleen SDSI:EX; Byers, Rob A SDSI:EX
Subject: RE: CURRENT STATUS PLEASE: access to ICM read only, and external link into ICM ?

Nancy would be the best person to check with. I okayed the use of afterhours list as the cfd group for read-only. As to actual usage, Nancy can best common on who is logged in.

From: Asher, Kathleen SDSI:EX
Sent: May-07-14 12:44 PM
To: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: CURRENT STATUS PLEASE: access to ICM read only, and external link into ICM ?

Marcin/Rob – can you please update me on current status with read only access, and external access.

Do we have users coming in this way?

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'

Office: 250-356-2688 | Cell: s.15

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Wednesday, May 7, 2014 12:46 PM
To: Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Choo, Chris MCF:EX
Subject: RE: What are people seeing?

From what I have heard so far, no anomalies and performance is better.

From: Lum, Wency SDSI:EX
Sent: May-07-14 12:45 PM
To: Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Choo, Chris MCF:EX; Allen, Nancy G MCF:EX
Subject: What are people seeing?

Are the weird anomalies still there?
Is performance better?

Thanks!

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Wednesday, May 7, 2014 12:55 PM
To: Asher, Kathleen SDSI:EX
Cc: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: RE: CURRENT STATUS PLEASE: access to ICM read only, and external link into ICM ?

Hi, External URL is locked out now to all users except BCeID/ICM users. (we currently have 400 Service Providers logged into ICM)

Our Security group is currently adding in named users so they can access these DR and External. I will let you know once this is done.

Last night I provided the read only DR for After Hours to help them out. (After Hours has been set up to access DR as part of our system change process to provide read only environment for After Hours).

tks

From: Asher, Kathleen SDSI:EX
Sent: May-07-14 12:46 PM
To: Allen, Nancy G MCF:EX
Cc: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: FW: CURRENT STATUS PLEASE: access to ICM read only, and external link into ICM ?

Nancy, can you provide me with an update. thanks

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'

Office: 250-356-2688 | Cell: s.15

From: Zaranski, Marcin SDSI:EX
Sent: May-07-14 12:46 PM
To: Asher, Kathleen SDSI:EX; Byers, Rob A SDSI:EX
Subject: RE: CURRENT STATUS PLEASE: access to ICM read only, and external link into ICM ?

Nancy would be the best person to check with. I okayed the use of afterhours list as the cfd group for read-only. As to actual usage, Nancy can best common on who is logged in.

From: Asher, Kathleen SDSI:EX
Sent: May-07-14 12:44 PM
To: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: CURRENT STATUS PLEASE: access to ICM read only, and external link into ICM ?

Marcin/Rob – can you please update me on current status with read only access, and external access.

Do we have users coming in this way?

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'

Office: 250-356-2688 | Cell: s.15

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Wednesday, May 7, 2014 1:28 PM
To: Simpson, Yvette SDSI:EX
Subject: Re: Question re: UPDATE: ICM System Tuesday May 7th 12:35 PM

Everyone at this point.

On May 7, 2014, at 1:24 PM, "Simpson, Yvette SDSI:EX" <Yvette.Simpson@gov.bc.ca> wrote:

> Hi Rob, do you know if they want ALL users to log back on...or just those we have designated with access per the lists sent in. It is a bit confusing for the field as we asked them to identify a small number of users who would be the only ones to have access.
>
> Thanks for your clarification,
>
> Yvette
>
> A/DSD

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 12:34 PM
To: SDSI All Exchange Mailboxes
Subject: UPDATE: ICM System Tuesday May 7th 12:35 PM
Importance: High
Description – Ticket 396587 May 7th 12:35 pm Update
We have completed the restart of our servers, we appreciate your continued patience as we work towards resolving the current situation.
Instructions to users
Users can now log into ICM.

Instructions to users
If users are experiencing problems viewing the home screen, please follow the instructions below:
Step 1:
1.Close all Internet Explorer sessions (IE)
2.Open IE
3.Click on Tools/Internet Options
4.Click on 'Delete' as shown below:
2.Click on Delete all Which clear's all cookies and temporary internet files:
3. Select OK
Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.
Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Wednesday, May 7, 2014 2:01 PM
To: Byers, Rob A SDSI:EX
Subject: RE: Update

Yes I've heard the same thing – working, but slow. Will check a bit more and get back with more info.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Byers, Rob A SDSI:EX
Sent: Wednesday, May 7, 2014 1:55 PM
To: Smith, Bruce SDSI:EX
Subject: Update

Hi Bruce,

We are hearing from MTICS that the system is up and functioning. Patti tells us things are really slow. Can you confirm?

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.15

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Wednesday, May 7, 2014 2:05 PM
To: Walker, Monique B SDSI:EX
Cc: Gray, Allen G SDSI:EX; Byers, Rob A SDSI:EX
Subject: RE: update on ICM staff logged in

Oh ok. Essentially no change from before then...

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: s.15 Monique B SDSI:EX
Sent: Wednesday, May 7, 2014 2:04 PM
To: Gray, Allen G SDSI:EX; Smith, Bruce SDSI:EX
Subject: update on ICM staff logged in

Hi Allen and Bruce... and update since I got of the MFS call from Supervisors in my area. ICM is kicking staff out of the system, others are reporting extremely slow (15 min wait between screens) , and white screen.

Monique

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Wednesday, May 7, 2014 2:09 PM
To: Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Zaranski, Marcin SDSI:EX
Subject: Update

System starting to kick people out again. Region 4.

Rob Byers
Executive Director
SDSI Business Alignment

Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone: s.17
BlackBerry:

Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Wednesday, May 7, 2014 2:12 PM
To: Byers, Rob A SDSI:EX; Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX
Subject: RE: Update

I was getting very good reports from the field just after lunch (1pm-ish) but that was short lived, now it's better than before but still taking longer to go between tabs/etc. Biggest improvement was for users who followed instructions and cleared their cache/etc.

From: Byers, Rob A SDSI:EX
Sent: May-07-14 2:09 PM
To: Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Zaranski, Marcin SDSI:EX
Subject: Update

System starting to kick people out again. Region 4.

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Care Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From:	SDSI RSD Field Communications SDSI:EX
Sent:	Wednesday, May 7, 2014 2:13 PM
To:	SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5; SDSI PLMS Supervisors
Cc:	SDSI Policy and Program Implementation Managers; SDSI Regional Adjudicators; SDSI Community Relations and Service Quality Managers; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors; SDSI Business Support Managers; SDSI Field Service Managers; SDSI Organizational Health and Development Managers; SDSI RSD Executive Directors; Tanaka, Kashi SDSI:EX; Thomas, Martha O SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX
Subject:	FYI and/or Action Required: Field Communication - ICM Performance Issues - Manual Payment Process
Attachments:	Priority List.pdf

This message is sent from the RSD Field Communications mailbox. Please do not use your 'reply' button.

Please contact your supervisor if you have any questions, concerns or clarifications on the content.

ICM Performance Issues Impacting Service Delivery – Manual Payment Process

FYI and/or Action Required

Further to the May 6, 2014 field communication regarding ICM performance issues, a manual payment process has been developed for cheque production.

All intake applications are to be triaged and critical applications completed first.

Attached is the **priority list** for determining an immediate need/critical requests.

- Manual payment process:
  - Manual Payment Process for New Applicants
  - Manual Payment Process for Existing Client Requests

Please note: These resources are located on the SOP Sharepoint site.

All staff are instructed **not** to scan or access un-profiled documents due to the potential for that to significantly slow down the system. Please have each office designate a separate imprest bundle/pack for manual cheques ensuring the cover sheet with the cheque range is documented and kept on file.

Further communications will follow with more information about systems options and process instructions as they become available. The cross-ministry technical team continues to work on a solution.

Thank you.

Moccia, Margaret SDSI:EX

From: Nakamura, Janice N. SDSI:EX
Sent: Wednesday, May 7, 2014 2:36 PM
To: Craigie, Shelly M SDSI:EX; D'Gal, Judy SDSI:EX
Cc: Green, Susan AL SDSI:EX; Byers, Rob A SDSI:EX
Subject: Re: FYI and/or Action Required: Field Communication - ICM Performance Issues - Manual Payment Process

We are awaiting imminent decision that the mis switch is on and staff can use mis. That specifies that icm is the priority.

Judy - pls send the next draft field com, with the sop link - which I understand sue is working on (there needs to be clear direction re: what they can and can't do) - when drafted.

Thanks.

From: Craigie, Shelly M SDSI:EX
Sent: Wednesday, May 07, 2014 02:27 PM
To: Nakamura, Janice N. SDSI:EX; D'Gal, Judy SDSI:EX
Subject: FW: FYI and/or Action Required: Field Communication - ICM Performance Issues - Manual Payment Process

Should staff get out of ICM? They are going to be confused by this if they are back in ICM and we risk payments from ICM and manual

---

From: SDSI RSD Field Communications SDSI:EX
Sent: May-07-14 2:13 PM
To: SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5; SDSI PLMS Supervisors
Cc: SDSI Policy and Program Implementation Managers; SDSI Regional Adjudicators; SDSI Community Relations and Service Quality Managers; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors; SDSI Business Support Managers; SDSI Field Service Managers; SDSI Organizational Health and Development Managers; SDSI RSD Executive Directors; Tanaka, Kashi SDSI:EX; Thomas, Martha O SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX
Subject: FYI and/or Action Required: Field Communication - ICM Performance Issues - Manual Payment Process

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ICM Performance Issues Impacting Service Delivery – Manual Payment Process

FYI and/or Action Required

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Further communications will follow with more information about systems options and process instructions as they become available. The cross-ministry technical team continues to work on a solution.

Thank you.

Moccia, Margaret SDSI:EX

From: Beardmore, Paul SDSI:EX
Sent: Wednesday, May 7, 2014 2:41 PM
To: Byers, Rob A SDSI:EX
Cc: SDSI RSD Executive Directors
Subject: FYI: Performance Update from PSB

Hi Rob,

Pre-emptive FYI on system performance - Since receiving instruction to log back into the system at around 12.15, both PSCC and HAB experiencing continued intermittent performance:

- Protracted periods of system processing (blue donut)
- Staff being kicked-out of the system and encountering one of two scenarios on further login attempt: blanc white screen error message and zero access or, brief full access at reasonable processing speed (5 minute approx.) followed by a repeat of these two points.

Paul

Paul Beardmore
A/Executive Director, Provincial Services Branch
Ministry of Social Development and
Social Innovation
Tel: 250-356-1746

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 3:55 PM
To: SDSI All Exchange Mailboxes
Subject: PRIORITY ICM System notification 3:55

Importance: High

Description – Ticket 396587 May 7th 3:55 PM Update
In order to continue our restoration of normal services to ICM, we need to make some system changes and the system will be unavailable for thirty minutes.

Instructions to users
Please save your work and log out of ICM for 30 minutes, **please log back into ICM after this time.**

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Beardmore, Paul SDSI:EX
Sent: Wednesday, May 7, 2014 4:32 PM
To: Byers, Rob A SDSI:EX
Cc: SDSI RSD Executive Directors; Galbraith, David J SDSI:EX; Hochstrasser, Chris J SDSI:EX
Subject: RE: Direction Required: System Use Effective a.m. Thursday, May 8th

Perfect – thanks Rob. Keep your chins up everyone.

Paul Beardmore
A/Executive Director, Provincial Services Branch
Ministry of Social Development and
Social Innovation
Tel: 250-356-1746

From: Byers, Rob A SDSI:EX
Sent: May-07-14 4:31 PM
To: Beardmore, Paul SDSI:EX
Cc: SDSI RSD Executive Directors; Galbraith, David J SDSI:EX; Hochstrasser, Chris J SDSI:EX
Subject: RE: Direction Required: System Use Effective a.m. Thursday, May 8th

Hi Paul,

Staff can log on before 8am, at this point all staff can continue to attempt to log on. We are not reducing numbers at this point.

Rob

From: Beardmore, Paul SDSI:EX
Sent: May-07-14 4:18 PM
To: Byers, Rob A SDSI:EX
Cc: SDSI RSD Executive Directors; Galbraith, David J SDSI:EX; Hochstrasser, Chris J SDSI:EX
Subject: Direction Required: System Use Effective a.m. Thursday, May 8th
Importance: High

Hi Rob and all,

Seen we have the official word around volunteer-based flexible work hours = great. But, from my perspective some direction is still required to respond to the following two access-related questions:

On Thursday, May 8th –

- All staff will attempt log-in and use of system prior to 0800hrs – Yes/No?
- After 0800hrs, all staff will stay logged-in and persist with usage, OR, after 0800hrs offices throughout province will revert to pre-designated users only?

Paul

Paul Beardmore
A/Executive Director, Provincial Services Branch
Ministry of Social Development and
Social Innovation
Tel: 250-356-1746

Moccia, Margaret SDSI:EX

From: Craigie, Shelly M SDSI:EX
Sent: Wednesday, May 7, 2014 5:15 PM
To: Byers, Rob A SDSI:EX; Nakamura, Janice N. SDSI:EX
Cc: D'Gal, Judy SDSI:EX; Boule, Lynne SDSI:EX; Green, Susan AL SDSI:EX
Subject: RE: Field com re: MIS

We have identified 2 other ways to find the GA in MIS, the PCD-L and the MOH-Q both of which are still available in MIS. I included both in the SOP that is currently being reviewed.

From: Byers, Rob A SDSI:EX
Sent: May-07-14 4:11 PM
To: Nakamura, Janice N. SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; D'Gal, Judy SDSI:EX; Boule, Lynne SDSI:EX; Green, Susan AL SDSI:EX
Subject: Re: Field com re: MIS

We were holding off on that. If the worker doesn't know the GA they should go manual.

On May 7, 2014, at 4:08 PM, "Nakamura, Janice N. SDSI:EX" <Janice.Nakamura@gov.bc.ca> wrote:

> I believe Rob has indicated that's not a viable option? Rob?
>
> ---
>
> **From:** Craigie, Shelly M SDSI:EX
> **Sent:** May-07-14 3:49 PM
> **To:** Nakamura, Janice N. SDSI:EX; D'Gal, Judy SDSI:EX
> **Cc:** Boule, Lynne SDSI:EX; Green, Susan AL SDSI:EX; Byers, Rob A SDSI:EX
> **Subject:** RE: Field com re: MIS
>
> I just asked Yvonne if the PNS-Q can be reinstated (name search) without it and ICM, we won't be able to find cases to issue cheques.
>
> ---
>
> **From:** Nakamura, Janice N. SDSI:EX
> **Sent:** May-07-14 3:48 PM
> **To:** D'Gal, Judy SDSI:EX
> **Cc:** Boule, Lynne SDSI:EX; Green, Susan AL SDSI:EX; Craigie, Shelly M SDSI:EX; Byers, Rob A SDSI:EX
> **Subject:** RE: Field com re: MIS
>
> As we can't use MIS without a GA number, the instructions need to indicate they should use a manual cheque if no GA number. The name search is not available on MIS
>
> ---
>
> **From:** Nakamura, Janice N. SDSI:EX
> **Sent:** May-07-14 3:27 PM
> **To:** D'Gal, Judy SDSI:EX
> **Cc:** Boule, Lynne SDSI:EX; Green, Susan AL SDSI:EX; Craigie, Shelly M SDSI:EX; Byers, Rob A SDSI:EX
> **Subject:** Field com re: MIS
>
> Hi

Rob has advised that the system is ready so we can send the field comm re: MIS as soon as we get approvals – is ready to review?

Thanks

Moccia, Margaret SDSI:EX

From: SDSI RSD Field Communications SDSI:EX
Sent: Wednesday, May 7, 2014 5:48 PM
To: SDSI RSD Field Communications SDSI:EX; SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5; SDSI PLMS Supervisors
Cc: SDSI Policy and Program Implementation Managers; SDSI Regional Adjudicators; SDSI Community Relations and Service Quality Managers; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors; SDSI Business Support Managers; SDSI Field Service Managers; SDSI Organizational Health and Development Managers; SDSI RSD Executive Directors; Tanaka, Kashi SDSI:EX; Thomas, Martha O SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX; Pinto, Morningstar GCPE:EX
Subject: FYI and/or Action Required: Issuing Critical Payment

This message is sent from the RSD Field Communications mailbox. Please do not use your 'reply' button.

Please contact your supervisor if you have any questions, concerns or clarifications on the content.

ICM Performance Issues Impacting Service Delivery – Issuing Critical Payment

FYI and/or Action Required

Further to the May 7, 2014 field communication regarding Manual Payment process, this communication provides additional direction for issuing an immediate need/critical payment.

- When ICM is available, staff are asked to use ICM as the first priority;
- Where ICM is not available, or SDSI has requested a restriction on the number of users, staff are able to access MIS, for clients (if you have the GA number);
- For Intake, or where you are unable to locate the client's GA #, the manual payment process should be used.

While many staff are familiar with MIS, SOPs are in development and will be available shortly. The SOPs will contain instructions to sign into MIS and how to obtain a password if necessary. Instructions for locating a GA number in MIS will also be provided in the SOP.

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Wednesday, May 7, 2014 6:58 PM
To: Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Leslie, Lisa GCPE:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Whittier, Joanne GCPE:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Pinto, Morningstar GCPE:EX; Muraro, Yvonne T SDSI:EX; Manning, Nichola SDSI:EX; Harrington, Molly SDSI:EX; Dawes, Len SDSI:EX; Barker, Laurie SDSI:EX
Cc: Kirtay, Amy SDSI:EX; Johnson, Eugene SDSI:EX; Day, Ryan SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Prill, Jay SDSI:EX; Jamison, Darcia SDSI:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX
Subject: MOC Situational Report - Afternoon May 7
Attachments: May 7 Afternoon MOC Update.docx; moc_system_outage_riskregister.xlsx; f-05 407-SYS-OUT-05-07-14.doc

Hi all,

Please find attached the MOC Situational Report for the afternoon of May 7, the updated Decisions Log and draft Risk Register.

May 8th MOC Meetings (All meetings in s.15 or call in: Conference call number: s.15, s.17 ; Participant code: s.15, s.17

- 9AM – MOC Policy Group Meeting – s.15
- 11AM – MOC Management Group Meeting – s.15
- 1PM – MOC Policy Group Meeting – s.15

Kashi

Kashi Tanaka | Director, Corporate Planning |Corporate Planning Branch
Corporate Services Division | Ministry of Social Development and Social Innovation

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Thursday, May 8, 2014 8:41 AM
To: Byers, Rob A SDSI:EX
Cc: Galbraith, David J SDSI:EX
Subject: Morning Performance

Hi Rob. Just a quick note to let you know that from early indications in s.15 this morning, ICM appears to be working well. We are still getting good response times after the usual 830 slowdown. I'll check back in with you later after I hear from my DSDs.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 9:00 AM
To: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX
Cc: Muraro, Yvonne T SDSI:EX
Subject: Reports

Good reports from Region 3, 4 and 5.

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Boyle, Patricia J SDSI:EX
Sent: Thursday, May 8, 2014 9:32 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Reduction of Users

done

From: Byers, Rob A SDSI:EX
Sent: May-08-14 9:16 AM
To: SDSI RSD Executive Directors
Subject: Reduction of Users
Importance: High

Good morning,

Could we please reduce the number of folks on the system to 2 people per office effective ASAP. We are needing to take the load off the system.

Thanks,

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone: [redacted]
BlackBerry: [redacted] s.17

Moccia, Margaret SDSI:EX

From: Woodcock, Mike S SDSI:EX
Sent: Thursday, May 8, 2014 10:08 AM
To: Byers, Rob A SDSI:EX
Subject: FW: 9:00 ICM Update - May 8
Attachments: SnipImage.jpg

From: Simpson, Yvette SDSI:EX
Sent: Thursday, May 8, 2014 9:47 AM
To: Simpson, Yvette SDSI:EX; Woodcock, Mike S SDSI:EX
Cc: LaHue, Anita SDSI:EX; Dinelle, Marc J SDSI:EX; Allen, Laura J SDSI:EX; Lawrence, Samantha SDSI:EX
Subject: RE: 9:00 ICM Update - May 8

One more update, if there is time...

See below

From: Simpson, Yvette SDSI:EX
Sent: Thursday, May 8, 2014 9:36 AM
To: Woodcock, Mike S SDSI:EX
Cc: LaHue, Anita SDSI:EX; Dinelle, Marc J SDSI:EX; Allen, Laura J SDSI:EX; Lawrence, Samantha SDSI:EX
Subject: 9:00 ICM Update - May 8

Hi Mike, here's an update

Performance:

- Early reports were looking good, those staff who came in early today reported the system was responsive, tabs were accessible, client data appeared correct and there were generally no issues. Some tried scanning docs and when they checked the Unprofiled docs in ICM they were able to find them successfully.
- Just prior to 9:00 things started to slow down, people started experiencing difficulty accessing and opening documents and began getting kicked out

Tabs/Buttons

- **Some users experiencing buttons not working – for example the "pick none" button – see screen shot attached**

Attachments

- Prior to 9 – working ok....staff could access docs as well as scan and profile docs successfully.

Processing Payments

- Prior to 9, this was working successfully.

Other

- Some offices noticed that only a few staff were unable to access ICM at their workstations, while others had success logging in. In an effort to remedy, those staff who had difficulty were asked to move to a different computer and when they did that, they were successful in logging on. This was just prior to the notice to limit users to 2 per office.

Yvette

Moccia, Margaret SDSI:EX

From: Shewchuk, Nancy D SDSI:EX
Sent: Thursday, May 8, 2014 10:24 AM
To: Byers, Rob A SDSI:EX; SDSI RSD Executive Directors
Subject: RE: Reduction of Users

Hi, we have sent out and email and contacted offices by phone as well.

From: Byers, Rob A SDSI:EX
Sent: May-08-14 9:16 AM
To: SDSI RSD Executive Directors
Subject: Reduction of Users
Importance: High

Good morning,

Could we please reduce the number of folks on the system to 2 people per office effective ASAP. We are needing to take the load off the system.

Thanks,

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Kirtay, Amy SDSI:EX
Sent: Thursday, May 8, 2014 10:45 AM
To: Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Tanaka, Kashi SDSI:EX; Leslie, Lisa GCPE:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Tannas, Darren SDSI:EX; Whittier, Joanne GCPE:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Day, Ryan SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Prill, Jay SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Jamison, Darcia SDSI:EX; Muraro, Yvonne T SDSI:EX; Simpson, Yvette SDSI:EX; Craigie, Shelly M SDSI:EX; Bauer, Melissa L SDSI:EX; Gough, Jennifer SDSI:EX; LaBoucane, Mary SDSI:EX
Subject: For Review: MOC Activation - System Outage May 8th Update Agenda
Attachments: May 8 MOC Management Agenda.docx

Please find attached, a copy of the agenda for the forthcoming 11am MOC Activation meeting.

Thanks!

Amy Kirtay
Planning Analyst
Corporate Planning Branch, Corporate Services Division
Ministry of Social Development and Social Innovation
Amy.Kirtay@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Beardmore, Paul SDSI:EX
Sent: Thursday, May 8, 2014 11:46 AM
To: Thomas, Martha O SDSI:EX
Cc: Tanaka, Kashi SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; Galbraith, David J SDSI:EX; SDSI RSD Executive Directors; Hochstrasser, Chris J SDSI:EX
Subject: Feedback as Requested: Interim Scheduling Changes

Provincial Services Branch (HAB and PSCC) have purposely held-off on communicating and implementing this in the branch. HAB, in particular, already has a large cohort of employees who start work prior to 0800hrs. Seemed premature (to me) to expand beyond this scope until such time as we have more information and assurance/confidence in system recovery and our ability to increase the load on the system outside of core hours.

Paul Beardmore
A/Executive Director, Provincial Services Branch
Ministry of Social Development and
Social Innovation
Tel: 250-356-1746

From: Thomas, Martha O SDSI:EX
Sent: May-07-14 3:52 PM
To: SDSI RSD Executive Directors
Cc: Tanaka, Kashi SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; Galbraith, David J SDSI:EX
Subject: Interim Scheduling Changes to Management ICM outage

Please distribute as you see appropriate.

Good afternoon,

We have initiated a Ministry Operation Centre (MOC) to address client service during ICM outages. Until the system is restored, ICM may be more accessible outside of core hours. To maximize usage, we are able to offer staff a temporary change in work hours on a voluntary basis. This is not an opportunity for overtime and must be clearly articulated as a temporary shift change. We have also been in consultation with the PSA (Public Sector Agency) to ensure that we are in line with the provisions of the collective agreements. Supervisors may schedule staff for either early or late shifts. Please follow the protocols listed below:

- A minimum of two staff must be on site at all times
- Advanced supervisor approval is required for this temporary shift change
- Shift times are at supervisor's discretion and should consider staff safety (daylight hours)
- This work cannot include outbound calls to clients before 8:00 a.m. or after 6:00 p.m. Supervisors should ensure strategies are in place to maximize essential ICM activities
- Offices must also maintain regular business hours with appropriate staff levels to meet client needs.

A reminder to all supervisors that this is a temporary change and not something that can be accommodated once ICM is fully operational.

Moccia, Margaret SDSI:EX

From: Boyle, Patricia J SDSI:EX
Sent: Thursday, May 8, 2014 12:32 PM
To: Beardmore, Paul SDSI:EX; Boyle, Patricia J SDSI:EX; Byers, Rob A SDSI:EX; Hochstrasser, Chris J SDSI:EX; Nakamura, Janice N. SDSI:EX; Saastad, Kim M SDSI:EX; Shewchuk, Nancy D SDSI:EX; Smith, Bruce SDSI:EX; Van Ek, Christie SDSI:EX; Woodcock, Mike S SDSI:EX; Harrison, Susan M SDSI:EX
Cc: LaBoucane, Mary SDSI:EX
Subject: Urgent: Provincial Telephony Queue

Importance: High

Hello Colleagues,

Please use the voting buttons above to determine next steps for the Provincial Queue based on the information Mary provided on the MOC call today. If we need to organize a brief call, I will take a look at all of our calendars and get something together asap. Please see Dan's note below based on our question to the vendor...

Hi Patti,

The ICE software should not be impacted and if the computers go down completely the staff can still use what are called star codes to continue answering calls. We have no reports that the knowledge link is down either so staff should be able to continue with calls. The screen pop would attempt to work if they did not have an ICM session open and the client validated with the PID/PIN or SIN, however staff can choose not to log in. If ICM is already open and the client validates then the pop would automatically happen.

I can verify if Deloitte could temporarily disable the pop?

I will then take this to David for the final decision.

Thanks everyone,
Patti

Patricia Boyle
Executive Director, Fraser Region
Phone: s.17
Fax: 604-586-2681
Email: patricia.boyle@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 12:36 PM
To: Barker, Laurie SDSI:EX
Subject: FW: ELMSD ICM users

The current numbers for ELMSD make sense, they are willing to limit if that makes sense and gives the ability to add more RSD.

Rob

-----Original Message-----
From: Ma, Tiffany J SDSI:EX
Sent: May-08-14 12:24 PM
To: Byers, Rob A SDSI:EX
Subject: ELMSD ICM users

Ballpark:
ELMSD internal = 200 licences
ELMSD Contractors/Service Providers = 2000 licences

Internally, we have restricted to 8 staff.

Contractors: On average for regular business use, it makes sense to have approx 700 of our Contractors/Service Providers at a point in time (for case managing, billing and eligibility checks) - the level of use varies. We have communicated to limit access for now and my staff will work to understand what activities may cause more "draw" on the system (e.g. uploading documents, eligibility checks, etc) and we can decide whether a further communication is required.

How does that sound?

Tiffany Ma
Director, Finance, Analysis and Assurance

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 1:02 PM
To: Allen, Nancy G MCF:EX; Zaranski, Marcin SDSI:EX
Subject: RE: Field communication

We are currently not using those avenues. We are going through the regular access point.

Rob

From: Allen, Nancy G MCF:EX
Sent: May-08-14 1:00 PM
To: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: Field communication

Hi, have the users who have access to DR or the External link received any communication and what URLs to use?

Also, for the users that are in ICM do they know to phone their Ministry help desk if they have problems or are they to report issues through another channel?

Just wondering if I need to prepare our help desks or Business Support for any tickets.

Thank you,

Nancy Allen
Client and Business Support Manager
Social Sector Information Services Division (SSISD)
serving the Ministries of Children & Family Development
and Social Development and Social Innovation

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 1:19 PM
To: Shewchuk, Nancy D SDSI:EX
Subject: RE: Question from one of my offices.

You can have two folks at any point in time.

Rob

From: Shewchuk, Nancy D SDSI:EX
Sent: May-08-14 1:18 PM
To: Byers, Rob A SDSI:EX
Subject: Question from one of my offices.

In one of our offices both of the designated ICM Users want to avail themselves of the early shift option. This would leave the office without access to ICM in the afternoon, depending on when they started. Is it possible then to have the "readers" access the system.

Nancy Shewchuk
Executive Director
Vancouver Coastal Region
Ministry of Social Development & Social Innovation
s.17 (work)
(cell)

Moccia, Margaret SDSI:EX

From: Shewchuk, Nancy D SDSI:EX
Sent: Thursday, May 8, 2014 1:25 PM
To: Smith, Bruce SDSI:EX; Woodcock, Mike S SDSI:EX; Byers, Rob A SDSI:EX; SDSI RSD Executive Directors; Hochstrasser, Chris J SDSI:EX
Subject: RE: ICM Access

Same for Vancouver.

From: Smith, Bruce SDSI:EX
Sent: May-08-14 1:02 PM
To: Woodcock, Mike S SDSI:EX; Byers, Rob A SDSI:EX; SDSI RSD Executive Directors; Hochstrasser, Chris J SDSI:EX
Subject: RE: ICM Access

Same for the Interior and North

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Woodcock, Mike S SDSI:EX
Sent: Thursday, May 8, 2014 12:44 PM
To: Byers, Rob A SDSI:EX; SDSI RSD Executive Directors; Hochstrasser, Chris J SDSI:EX
Subject: RE: ICM Access

Yes, confirmed for Region 1. Mike

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 12:31 PM
To: SDSI RSD Executive Directors; Hochstrasser, Chris J SDSI:EX
Subject: ICM Access
Importance: High

Hi Everyone,

Just need to confirm that the statement below is correct for bullets to the minister's office:

- All SDSI offices within the province currently have access to the ICM system

Please confirm this statement or let me know offices that are offline.

Thanks,

Rob Byers

Executive Director
SDSI Business Alignment

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 1:45 PM
To: Barker, Laurie SDSI:EX; Lum, Wency SDSI:EX
Subject: FW: Region 2-3 ICM Performance
Attachments: 08MAY14 Region 2 - 3 ICM Performance Data.xlsx

FYI

Rob

From: Vachon, Kellie SDSI:EX
Sent: May-08-14 1:29 PM
To: Byers, Rob A SDSI:EX
Cc: Boule, Lynne SDSI:EX; Anderson, Frances SDSI:EX; Randhawa, Inderjit K SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Lauzon, Michele SDSI:EX
Subject: Region 2-3 ICM Performance

Good afternoon Rob,

Please find enclosed the 08MAY14 1:00 pm ICM performance data for Regions 2 and 3. There are currently only two workers per office actively using ICM per the MOC protocol. General performance is good.

Please let Michele or I know if you require any additional information or follow-up.

Kellie Vachon, A/Manager, Community Relations & Service Quality
Ministry of Social Development and Social Innovation
#1800 - 13450 102 Avenue Surrey, B.C. V3T 5X3
Phone: s.17 Fax: 1-855-771-8737

"The only disability in life, is a bad attitude" – Scott Hamilton

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Thursday, May 8, 2014 2:04 PM
To: Byers, Rob A SDSI:EX
Subject: Mid Day Update

No significant changes since this morning, Rob.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

Moccia, Margaret SDSI:EX

From: Woodcock, Mike S SDSI:EX
Sent: Thursday, May 8, 2014 2:51 PM
To: Byers, Rob A SDSI:EX
Subject: FW: ICM Field report 1:30 Thursday May 8

Rob, here is our latest update, Mike

From: Simpson, Yvette SDSI:EX
Sent: Thursday, May 8, 2014 2:42 PM
To: Woodcock, Mike S SDSI:EX
Subject: FW: ICM Field report 1:30 Thursday May 8

Shoot, sorry for the delay Mike!!

From: Dinelle, Marc J SDSI:EX
Sent: Thursday, May 8, 2014 1:10 PM
To: Lawrence, Samantha SDSI:EX; Simpson, Yvette SDSI:EX
Subject: ICM Field report 1:30 Thursday May 8

Good Afternoon,

Below is the wrap up of Region 1's ICM status as reported by EAWs and CSWs for Region 1..

Performance (Availability, Speed of the System),
Varied responses from staff, Some reporting no or sporadic availability, some reporting full availability with very slow to normal response times

Attachments (If System was available could staff attach?),
Yes,
With some staff reporting attachments are slow to open

Tabs in Correct order or language (If system was available are tabs correct and in order?)
Missing for some staff but most reporting tab correct and in order

Saving Information (Is ICM saving Information)
Yes, with one example of a note disappearing when the system went down before the note is locked (likely normal)

Processing Payments (Have you been able to process payments through ICM ?),
Yes

Other,

Suggestion from Campbell River,

It appears that when some workers have been able to access ICM, they will open the SR and not find any documents attached so will then switch to pending. Due to the problems with the computer and inability to scan documents, perhaps they could just leave the SRs in "ready" so they will not be overlooked once the system is again working. Could just be noted in the memo field a code word or something that people would know that this SR was during the time period that system down and not just to switch to pending.

Marc Dinelle,
Manager of Field Services
Ministry of Social Development and Social Innovation
108 Richards Street
Nanaimo BC V9R 2S8
(250)729-6629

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Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 4:44 PM
To: Truswell, Brad SDSI:EX; Pinto, Morningstar GCPE:EX
Subject: Bullets MIS Functionality

From: Muraro, Yvonne T SDSI:EX
Sent: May-08-14 4:07 PM
Cc: Craigie, Shelly M SDSI:EX; Bath, Alison L SDSI:EX
Subject: Bullets

Limited functionality has been activated in MIS to provide payment for citizens in need

The functions in MIS that we were able to activate are:

- the ability to issue on demand payments to clients and service providers
- the ability to provide Security Deposits to secure housing for clients

for your info Rob

some of the existing functionality in MIS that the field was using was on a day to day basis:

Postal code
Activate MSP for Open Cases

Do you want more?

Yvonne Muraro, Director
RSD Business Alignment,
ICM Project, SSISD
Tel: 250 952-6481 FAX 250 356-1053
BB: s.17

Moccia, Margaret SDSI:EX

From: Shewchuk, Nancy D SDSI:EX
Sent: Thursday, May 8, 2014 4:54 PM
To: Thomas, Martha O SDSI:EX; Byers, Rob A SDSI:EX
Subject: Vancouver Coastal Region Interim Scheduling changes

Hello. So for my region we have 46 staff in total that will be changing their hours of work. The numbers vary per office with 2 offices not participating. In order to make this something that is worth doing more than 2 per office needs to have access outside of core hours.

Nancy Shewchuk
Executive Director
Vancouver Coastal Region
Ministry of Social Development & Social Innovation
s.17 (work)
(cell)

Moccia, Margaret SDSI:EX

From: Hochstrasser, Chris J SDSI:EX
Sent: Thursday, May 8, 2014 5:04 PM
To: Byers, Rob A SDSI:EX
Cc: Saastad, Kim M SDSI:EX
Subject: RE: Updates

Hi Rob,

End of day report out from PLMS – we are obviously still off the grid but finding lots for staff to do in the meantime.

I have reached out to both the DPRMs and the DSD's to let them know that we are here to assist if extra hands on deck are required. We are on hold but have some ideas to pitch if things don't improve.

Of course, if/when the system issues do get resolved, we can be available to help with recovery/audits for OPs etc.

Staff understand why they need to be off ICM and although there is some mild frustration (especially FMWs), we are in a good place.

I'll be s.22 tomorrow but around if you want to chat or need anything.

Thanks

Chris Hochstrasser, A/Executive Director
Prevention and Loss Management Services Branch
Ministry of Social Development and Social Innovation
Tel: s.17 Fax: 250 356 1615 Mobile: s.17
Chris.Hochstrasser@gov.bc.ca

Kites rise highest against the wind - not with it. Winston Churchill

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From: Byers, Rob A SDSI:EX
Sent: Wednesday, May 7, 2014 3:53 PM
To: Beardmore, Paul SDSI:EX; Boyle, Patricia J SDSI:EX; Nakamura, Janice N. SDSI:EX; Shewchuk, Nancy D SDSI:EX; Smith, Bruce SDSI:EX; Woodcock, Mike S SDSI:EX; Hochstrasser, Chris J SDSI:EX
Subject: Updates

Hi All,

Could you please provide system feedback based on the following schedule. I don't need information from every office just a general feeling.

9am – This would give us understanding as we ramp up service.

1:30pm – Mid-day update.

End of day – Staff experience throughout the day and after hours.

Could we also provide ad hoc updates 45 minutes after we re-boot the system.

Please use the followings topics and identify locations -

Performance – Availability, Speed of the system
Attachments – If system was available could staff attach
Tabs in correct order or language – If system was available are the tabs correct and in correct language
Saving Information – Is the ICM system saving information
Processing Payments – Have you been able to process payments through ICM
Other - Any other significant comments

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone: s.17
BlackBerry:

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 5:12 PM
To: Lum, Wency SDSI:EX; Barker, Laurie SDSI:EX
Cc: Pinto, Morningstar GCPE:EX; Parker, Keith C SDSI:EX; Truswell, Brad SDSI:EX; Tanaka, Kashi SDSI:EX; Nakamura, Janice N. SDSI:EX; Thomas, Martha O SDSI:EX
Subject: 08MAY14 Region 2 - 3 ICM Performance Data.xlsx
Attachments: 08MAY14 Region 2 - 3 ICM Performance Data.xlsx

FYI

ICM Performance Data						
247 - Vancouver	Performance	Attachments	Tabs	Saving	Payments	Other/Comments
8:30 AM	Little Slow	Y	Y	Y	Y	Little slow - randomly shuts down
1:00 PM	Good	Y	Y	Y	Y	Good
4:00 PM	Okay	Y	Y	Y	Y	Slower this afternoon
Ad Hoc						
251 - Vancouver	Performance	Attachments	Tabs	Saving	Payments	Other/Comments
8:30 AM	Good	Y	Y	Y	Y	No comment
1:00 PM	Good	N	Y	Y	Y	No comment
4:00 PM	Good	N	Y	Y	Y	No comment
Ad Hoc						
270 - Vancouver	Performance	Attachments	Tabs	Saving	Payments	Other/Comments
8:30 AM	N/A	N/A	N/A	N/A	N/A	N/A No data received
1:00 PM	Good	Y	Y	Y	0	Sporatic but better
4:00 PM	Good	Y	Y	Y	Y	Trouble opening some documents
Ad Hoc						
305 - Surrey	Performance	Attachments	Tabs	Saving	Payments	Other/Comments
8:30 AM	Good	Y	Y	Y	Y	No comment
1:00 PM	Okay	Y	Y	Y	Y	Kicked out. Froze printing
4:00 PM	Okay	Y	Y	Y	Y	Slower this afternoon
Ad Hoc						
322 - Surrey	Performance	Attachments	Tabs	Saving	Payments	Other/Comments
8:30 AM	Good	Y	Y	Y	Y	Good before 8:30
1:00 PM	Good	Y	Y	Y	Y	Slowed down at 9:45
4:00 PM	Good	Y	Y	Y	Y	Good
Ad Hoc						
327 - Surrey	Performance	Attachments	Tabs	Saving	Payments	Other/Comments
8:30 AM	Good/Slow	Y	Y	Y	Y	Normal first thing - slowing down
1:00 PM	Good	N	Y	Y	Y	Scanning slow
4:00 PM	Good	Y	Y	Y	Y	Slowed down at 1:30 but fine now
Ad Hoc						
330 - Abbotsford	Performance	Attachments	Tabs	Saving	Payments	Other/Comments
8:30 AM	Good	Y	Y	Y	Y	Good performance
1:00 PM	Good	Y	Y	Y	Y	Good
4:00 PM	Good	Y	Y	Y	Y	Good
Ad Hoc						

Moccia, Margaret SDSI:EX

From: Boyle, Patricia J SDSI:EX
Sent: Thursday, May 8, 2014 5:40 PM
To: Byers, Rob A SDSI:EX
Subject: FW: Additional Users

I asked Indy for this. I guess the group is submitting this to you. I don't know that all the EDs would agree, but I don't think we are allocating enough to contact centers

---

From: Randhawa, Inderjit K SDSI:EX
Sent: May-08-14 5:21 PM
To: Boyle, Patricia J SDSI:EX
Subject: RE: Additional Users

We did Allen is submitting the ideas to Rob, he and Paul Beardmore put the document together I have attached the draft for you.

MOC ICM User Strategy May 8 2...

Thanks

From: Boyle, Patricia J SDSI:EX
Sent: May-08-14 3:26 PM
To: Randhawa, Inderjit K SDSI:EX
Subject: FW: Additional Users

Did you discuss this?

From: Byers, Rob A SDSI:EX
Sent: May-08-14 3:25 PM
To: SDSI RSD Executive Directors
Subject: Additional Users

Hi Folks,

Have you heard back from the DSD group around prioritization of additional users?

Rob Byers
Executive Director
SDSI Business Alignment
ICM [redacted]
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone: s.17

Assignment 1: 10-25-50 Scenario

If we were given the go ahead to add more staff to ICM List, what positions would they be based on a 10-25-50 allotment.

Priority Service Delivery List:

- Critical Intake (i.e. Fleeing Abuse)
- Urgent / Crisis Requests (Primarily Medical)
- Shelter Documents
- Stubs (Particularly as getting closer to cut off and no stubs will create office traffic)
- Profiling

MFS Community of Practice confirms these as current priorities.

Most Critical Positions to Access ICM

Primarily EAWs as the Urgent work takes precedence. EAWs can also perform Admin task if required such as Cheque Printing.

What channels/Service lines

If the ability to add addition staff is minor (ie 10), the preference is to add Restricted Workers to the Contact Centre. This will play an important role in reducing the number of staff coming into offices and is also providing fair and consistent service levels regardless of Geography.

The Contact Centres have deployed a strategy which has significantly reduced Abandonment Rates which contribute to reducing the likelihood of clients attending offices.

Management Positions

Managers and Directors use ICM relatively infrequently for looking at work volumes and ICM Approvals. PPIM and CRSQ would have more reliance on system access than others. Workarounds could reduce the need for Managers to access ICM, for example logging ICM approvals and entering into the system once performance is back up or after hours.

How to manage accountability and back end monitoring

There are more users than the allocated authorization of 2 Restricted Users per office. This would be the tendency for staff to feel a sense of urgency to provide service and choose to access the system. Will intentions may be laudable, this impedes the overall ability to assess the system performance and ensure we have the appropriate number of staff doing the identified priority work.

Communication is required and it is recommended that it comes jointly from the MOC and RSD groups.

Recommendation:

10 Scenario: We would recommend all 10 be deployed as Restricted ICM Users in the Contact Centre with a secondary role to print cheques.

25 Scenario: We would recommend all 10 Restricted ICM Users be allocated to the Contact Centre with a secondary role to print cheques. The additional 15 Restricted Users would be allocated to manage the Intake Backlog

50 Scenario: We recommended that 10 are from the Contact centre, 15 from Intake. The remainder would be primarily EAWs working on Priority tasks and the group felt more discussion with a broader group was required to determine how we would look at other roles such as the CRSQs, Health Assistance Branch Adjudicators, Reconsideration Officers (for example assigning one or two CRSQ's full access to support issues management, Manager responsible for all ICM Overrides and Approvals)

Accountability: A Joint MOC/RSD Communication with Key messaging on the importance of following the Restricted User direction of 2 Users per office and that this is being monitored. Group agreed that 2 Users per office do not have to be the 2 that were indented for full access and could be replaced by another ICM User if away on EDO or other reason- just as long as there are not more than 2 users per office.

Assignment 2: Overtime Strategy

What are the priority functions and tasks we would assign? How to Coordinate

- Identify what activities staff would do
    1. Stubs
    2. Profiling
    3. Intake
    4. Shelter
    5. Manually created SRs

- Prioritize
- Quantify/ICM Loads
- Selecting staff and process (get number from Rob Byers)
- Tracking and monitoring

Recommendation:

Group consensus was that it is premature to offer/apply overtime this coming weekend (May 10/11) due to uncertainties with regard to system access, stability and full functionality. In addition, it was felt that – as of today - evolving SOPs are still not at a state of readiness and widespread penetration for there to be assurance that priority tasks would be undertaken in a wholly consistent manner. It was also acknowledged that staff have endured an extremely stressful week. Thus, this may be an important weekend break for most. Having said all of this, there is resounding agreement that all facets of the operation will require access to overtime in the near future in order to accelerate recovery and reduce backlogs.

Next Steps:

The group would like to see how the flexible work shifts help mitigate the current work pressures. This may affect what OT would be directed to- Profiling Blitz for example.

We would also like to quantify some of the Priority Work backlog as this may help understand where to concentrate efforts. We understand some work is being done on this lead by Mike.

DSD CoP can revisit Overtime opportunities and plan next week on May 15.

Discussion Group:

Allen Gray

Paul Beardsmore

Susan Harrison

Frances Anderson

Indy Randhawa

Yvette Simpson

Mary Laboucane

Shelley Craigie

Yvonne Muraro

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Thursday, May 8, 2014 6:46 PM
To: Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Leslie, Lisa GCPE:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Whittier, Joanne GCPE:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Pinto, Morningstar GCPE:EX; Muraro, Yvonné T SDSI:EX; Manning, Nichola SDSI:EX; Harrington, Molly SDSI:EX; Dawes, Len SDSI:EX; Barker, Laurie SDSI:EX
Cc: Kirtay, Amy SDSI:EX; Johnson, Eugene SDSI:EX; Day, Ryan SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Prill, Jay SDSI:EX; Jamison, Darcia SDSI:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Johnson, Tricia SDSI:EX
Subject: MOC Situational Report - Afternoon May 8
Attachments: May 8 Afternoon MOC Update.docx; system_outage_moc_decision_log.docx

Hi all,

Please find attached the MOC Situational Report for the afternoon of May 8, 2014 and the updated Decisions Log.

May 8th MOC Meetings (All meetings in s.15 or call in: Conference call number: s.15, s.17 ; Participant code: s.15, s.17)

- 9AM – MOC Policy Group Meeting – s.15
- 11AM – MOC Management Group Meeting – s.15
- 1PM – MOC Policy Group Meeting – s.15

Kashi

Kashi Tanaka | Director, Corporate Planning |Corporate Planning Branch
Corporate Services Division | Ministry of Social Development and Social Innovation

Moccia, Margaret SDSI:EX

From: Shewchuk, Nancy D SDSI:EX
Sent: Thursday, May 8, 2014 9:39 PM
To: Byers, Rob A SDSI:EX

Hi Rob. Just wondering if there is an update regarding the number of staff on ICM - relates to those staff who are adjusting their work hours. I know we did a gestimate of up to 50 for Coastal but just wanting to confirm that isn't going to be a problem. You were going to talk to Wence after we talked. I'm available by cell tomorrow.

Thanks
Nancy

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 11:21 PM
To: SDSI RSD Executive Directors; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors
Cc: Muraro, Yvonne T SDSI:EX; Asher, Kathleen SDSI:EX
Subject: Update - Users For Friday May 9th

Hello Everyone,

I want to update you on what will be happening tomorrow for our number of users on the system. (I will send a separate communication to supervisors)

Over the course of Friday we will gradually start to increase the number of users actively using the ICM production environment. The increase in users will take a structured approach and be monitored by the system support team to ensure that we stay within the prescribed numbers and system stability is maintained.

The following are the steps we will be taking during the course of the day:

- Early starts – We have approx. 300 users that will be accessing the system before 8:30, these users have already been confirmed and will be starting via an early shift on Friday
- At 8:30 we will revert back to 2 computers accessing ICM per office. For clarity, this means two access points to the ICM system per office at any point in time but we have not limited this to specific users, that decision is up to the supervisor. This will be monitored through the system team.
- At 9:00 we will be adding 100 users to the Telephony Stream (Patti will manage this piece)
- At 10:00 we will be adding 100 users to the Intake Stream (Indy will manage this piece)
- At 11:00 we will have an additional 100 users that we can add to the system. This group will be prioritized via MOC on Friday morning and communicated out
- At 12:00 we will have an additional 100 users that we can add to the system. This group will be prioritized via MOC on Friday morning and communicated out

If you need clarity on any of these point please contact me directly.

Thanks,
Rob

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 11:21 PM
To: SDSI RSD Executive Directors; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors
Cc: Muraro, Yvonne T SDSI:EX; Asher, Kathleen SDSI:EX
Subject: Update - Users For Friday May 9th

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If you need clarity on any of these point please contact me directly.

Thanks,
Rob

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 11:28 PM
To: SDSI DS - REGION 0; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5; SDSI DS - REGION 9; SDSI SAS - REGION 0; SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5
Cc: SDSI RSD Executive Directors; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors
Subject: Update for Supervisors - Users For Friday May 9th

Hello Everyone,

I want to update you on what will be happening Friday for allocation of users on the system.

Over the course of Friday we will gradually start to increase the number of users actively using the ICM production environment. The increase in users will take a structured approach and be monitored by the system support team to ensure that we stay within the prescribed numbers and system stability is maintained.

- Early starts – We have approx. 300 users that will be accessing the system before 8:30, these users have already been confirmed and will be starting via an early shift on Friday
- At 8:30am we will revert back to 2 computers accessing ICM per office. For clarity, this means two access points to the ICM system per office at any point in time but we have not limited this to specific users, that decision is up to the supervisor. This volume will be monitored through the systems support team.
- At 9:00am we will add users to the Telephony stream (Patti Boyle will assign these resources)
- At 10:00am we will add resources to the Intake stream (Indy Randhawa will assign these resources)
- Additional users after 11:00am will be prioritized by the MOC and communicated during the rest of the day on Friday.

Thank you for all of your assistance and if you have any questions please contact me directly,

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 7:47 AM
To: Zaranski, Marcin SDSI:EX
Cc: Wilson, Steve R MTIC:EX; Lum, Wency SDSI:EX; Allen, Nancy G MCF:EX; Beaton, Cindy M SDSI:EX
Subject: Re: User access lists for DR and ext URL's

For SDSI it is the same users already submitted. Although we haven't been using the DR site.

On May 8, 2014, at 7:34 PM, "Zaranski, Marcin SDSI:EX" <Marcin.Zaranski@gov.bc.ca> wrote:

> For CFD it's the same ones we had already sent, I think, unless Wency has more current information.
>
> Bev mentioned earlier that after hours couldn't get into DR or external link. Perhaps now resolved.
>
> Marcin
>
> On May 8, 2014, at 7:27 PM, "Wilson, Steve R MCF:EX" <Steve.Wilson@gov.bc.ca> wrote:
>
> > Is there a need for resources tonight? I've emailed the security team to see if anybody is available but I haven't heard back yet. If Marcin and Rob supply names I can definitely get the team working on it in the morning.
>
> ---
>
> **From:** Lum, Wency SDSI:EX
> **Sent:** Thursday, May 8, 2014 7:23 PM
> **To:** Wilson, Steve R MCF:EX
> **Cc:** Allen, Nancy G MCF:EX; Beaton, Cindy M SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX
> **Subject:** User access lists for DR and ext URL's
>
> We need Nancy or you to coordinate the list of SDSI and MCFD users who need DR access. Marcin and Rob B will be the focal points for names to add to security with DR Read Only and External URL (s.15 policy groups).
>
> This is prob a confusing message. We can clarify. Overall obj is to increase availability of the system.
>
> We should determine a viable target number for tomorrow.
>
> W

From: Wilson, Steve R MCF:EX
Sent: Thursday, May 08, 2014 06:42 PM Pacific Standard Time
To: Lum, Wency SDSI:EX
Subject: Left message for Michael, I'll keep trying

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 8:08 AM
To: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Cc: Wilson, Steve R MTIC:EX
Subject: DR link is working

Hi, this is the DR link users should be going to; s.15

Could you confirm this was the link communicated to users? We have confirmed it is working.

Thank you,

Nancy Allen
Client and Business Support Manager
Social Sector Information Services Division (SSISD)
serving the Ministries of Children & Family Development
and Social Development and Social Innovation

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 8:53 AM
To: Byers, Rob A SDSI:EX
Subject: onboarding users today - update

Hi Rob, I just confirmed with the SWAT lead that we are a go to onboard 100 users for 9 am.

Before onboarding the additional Intake team at 10:00, I will confirm and let you know if all is ok.

And when you send an update to Laurie and Wency could you please include me.

Thank you,

Nancy Allen
Client and Business Support Manager
Social Sector Information Services Division (SSISD)
serving the Ministries of Children & Family Development
and Social Development and Social Innovation

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 8:58 AM
To: Boyle, Patricia J SDSI:EX; Randhawa, Inderjit K SDSI:EX; LaBoucane, Mary SDSI:EX
Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX
Subject: Telephony Resources

Please go ahead and add of 100 additional 9am resources!!!

Rob Byers
Executive Director
SDSI Business Alignment

Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Boyle, Patricia J SDSI:EX
Sent: Friday, May 9, 2014 8:59 AM
To: Byers, Rob A SDSI:EX; Randhawa, Inderjit K SDSI:EX; LaBoucane, Mary SDSI:EX
Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX
Subject: RE: Telephony Resources

Got it. Stay tuned

From: Byers, Rob A SDSI:EX
Sent: May-09-14 8:58 AM
To: Boyle, Patricia J SDSI:EX; Randhawa, Inderjit K SDSI:EX; LaBoucane, Mary SDSI:EX
Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX
Subject: Telephony Resources

Please go ahead and add of 100 additional 9am resources!!!

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: LaBoucane, Mary SDSI:EX
Sent: Friday, May 9, 2014 8:59 AM
To: Byers, Rob A SDSI:EX; Boyle, Patricia J SDSI:EX; Randhawa, Inderjit K SDSI:EX
Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX
Subject: RE: Telephony Resources

Thanks, just gave the notice on our huddle right now

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 8:58 AM
To: Boyle, Patricia J SDSI:EX; Randhawa, Inderjit K SDSI:EX; LaBoucane, Mary SDSI:EX
Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX
Subject: Telephony Resources

Please go ahead and add of 100 additional 9am resources!!!

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Friday, May 9, 2014 9:02 AM
To: Byers, Rob A SDSI:EX
Cc: Gray, Allen G SDSI:EX; Harrison, Susan M SDSI:EX; Treger, Matthew T SDSI:EX
Subject: Fwd: Update
Attachments: ICM Performance Tracking 2014May09.docx; ATT00001.htm

Here is the update for the North, Rob. Have not yet heard from the interior but I assume the response is the same. Generally good results with some experiencing freezing at times

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation
s.17 (office)
s.17 (cell)

Begin forwarded message:

> **From:** "Harrison, Susan M SDSI:EX" <Susan.Harrison@gov.bc.ca>
> **Date:** May 9, 2014 at 8:49:22 PDT
> **To:** "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
> **Cc:** "Treger, Matthew T SDSI:EX" <Matthew.Treger@gov.bc.ca>
> **Subject: RE: Update**
>
> Here you go Bruce, thanks.
>
> Susan Harrison
> Director, Service Delivery
> Ministry of Social Development and Social Innovation
> Region 5, North - Prince George
>
> -----Original Message-----
> From: Smith, Bruce SDSI:EX
> Sent: May-09-14 7:34 AM
> To: Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX
> Subject: Update
>
> Just a quick reminder to send me the ICM update by 845 please
>
> Bruce Smith
> Executive Director, Interior and North Regions Ministry of Social Development and Social Innovation
> s.17 (office)
> s.17 (cell)

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 9:06 AM
To: Allen, Nancy G MCF:EX
Subject: FW: Update
Attachments: ICM Performance Tracking 2014May09.docx; ATT00001.htm

FYI

Rob

From: Smith, Bruce SDSI:EX
Sent: May-09-14 9:02 AM
To: Byers, Rob A SDSI:EX
Cc: Gray, Allen G SDSI:EX; Harrison, Susan M SDSI:EX; Treger, Matthew T SDSI:EX
Subject: Fwd: Update

Here is the update for the North, Rob. Have not yet heard from the interior but I assume the response is the same. Generally good results with some experiencing freezing at times

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation
s.17 (office)
s.17 (cell)

Begin forwarded message:

> **From:** "Harrison, Susan M SDSI:EX" <Susan.Harrison@gov.bc.ca>
> **Date:** May 9, 2014 at 8:49:22 PDT
> **To:** "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
> **Cc:** "Treger, Matthew T SDSI:EX" <Matthew.Treger@gov.bc.ca>
> **Subject: RE: Update**
>
> Here you go Bruce, thanks.
>
> Susan Harrison
> Director, Service Delivery
> Ministry of Social Development and Social Innovation
> Region 5, North - Prince George
>
> -----Original Message-----
> From: Smith, Bruce SDSI:EX
> Sent: May-09-14 7:34 AM
> To: Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX
> Subject: Update

Just a quick reminder to send me the ICM update by 845 please

Bruce Smith
Executive Director, Interior and North Regions Ministry of Social Development and Social Innovation
s.17 (office)
s.17 (cell)

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 9:24 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Update

309 for SDSI

From: Byers, Rob A SDSI:EX
Sent: May-09-14 9:10 AM
To: Allen, Nancy G MCF:EX
Subject: RE: Update

Is that just us or both?

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 9:10 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Update

954 users logged in now

From: Byers, Rob A SDSI:EX
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To: Allen, Nancy G MCF:EX
Subject: RE: Update

Can you send me user #'s just in with the ADM's.

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 9:07 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Update

Thank you

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FYI

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> s.17 (office)
> s.17 (cell)

Moccia, Margaret SDSI:EX

From: Lauzon, Michele SDSI:EX
Sent: Friday, May 9, 2014 9:29 AM
To: Byers, Rob A SDSI:EX
Cc: Vachon, Kellie SDSI:EX; Boule, Lynne SDSI:EX; Jagpal, Dave SDSI:EX; Anderson, Frances SDSI:EX; Randhawa, Inderjit K SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX
Subject: Region 2/3 9:00 am ICM Performance Data
Attachments: Region 2-3 ICM Performance.xlsx

Good morning Rob, here is the Region 2/3 9:00 am ICM Performance Data. For the most part, ICM is performing normally throughout the lower mainland up to 8:30 am with increased users and with limited users after 9:00 am. Have included data from 08MAY14 in order to make day to day comparisons.

Michele Lauzon
Manager, Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Region 3 Regional Office
1800 - 13450 102nd Avenue
Surrey, BC V3T 5X3

Telephone: s.17
Fax: 1-855-771-8737

Moccia, Margaret SDSI:EX

From: LaBoucane, Mary SDSI:EX
Sent: Friday, May 9, 2014 9:32 AM
To: Byers, Rob A SDSI:EX; Boyle, Patricia J SDSI:EX; Randhawa, Inderjit K SDSI:EX
Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX; Born, Aaron SDSI:EX
Subject: RE: Telephony Resources

All supervisors have been informed and have their staff signing in

We held a huddle and discussed the following:

- The central SR team has pulled all crisis/shelter SRs into the 314 bucket for all CC staff to work from
- The central SR team will be monitoring the work from the bucket and reporting out at the end (completed/backlog)

Currently we have 80 EAWS from the CC signed in

Will keep you posted if anything changes
Mary

-

- **From:** Byers, Rob A SDSI:EX
  Sent: Friday, May 9, 2014 8:58 AM
  To: Boyle, Patricia J SDSI:EX; Randhawa, Inderjit K SDSI:EX; LaBoucane, Mary SDSI:EX
  Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX
  Subject: Telephony Resources

Please go ahead and add of 100 additional 9am resources!!!

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: LaBoucane, Mary SDSI:EX
Sent: Friday, May 9, 2014 9:45 AM
To: Boyle, Patricia J SDSI:EX
Cc: Randhawa, Inderjit K SDSI:EX; Byers, Rob A SDSI:EX; Born, Aaron SDSI:EX; Kilpatrick, Daniel SDSI:EX
Subject: Contact Centre users

Hi Patti,

We now have confirmation for our users:
PSCC – 19 EAWs
R2 – 15 EAWs
FNCC- 32 EAWs
R4- 14 EAWs

Total – 80 total

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 9:46 AM
To: Allen, Nancy G MCF:EX
Subject: RE: Update

Can I add 100 at 10?

Rob

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> Executive Director, Interior and North Regions Ministry of Social Development and Social Innovation

Moccia, Margaret.SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 9:51 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Update

Yes pls proceed

From: Byers, Rob A SDSI:EX
Sent: May-09-14 9:46 AM
To: Allen, Nancy G MCF:EX
Subject: RE: Update

Can I add 100 at 10?

Rob

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Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX
Subject: RE: Telephony Resources

Please add the 100 for 10:00.

Rob

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Sent: May-09-14 8:58 AM
To: Boyle, Patricia J SDSI:EX; Randhawa, Inderjit K SDSI:EX; LaBoucane, Mary SDSI:EX
Cc: Galbraith, David J SDSI:EX; Tanaka, Kashi SDSI:EX
Subject: Telephony Resources

Please go ahead and add of 100 additional 9am resources!!!

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
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Indy is on it

From: Byers, Rob A SDSI:EX
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rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 10:18 AM
To: Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX
Subject: FW: SLOW Internet response

Hi – fyi – no reports into our help desks yet but thought you should be aware

From: cschelp@gov.bc.ca [mailto:cschelp@gov.bc.ca]
Sent: May-09-14 10:03 AM
To: SSBC WTS SC PROB LIST
Subject: SLOW Internet response

Type: Incident
Status: OPEN
Impact: SLOW Internet response

Date: 5/9/2014
Time: 09:59

Subject: SLOW Internet response

Description: IM329845

Be advised that we are experiencing slow response times while using the Internet. This is affecting Ministries and BPS clients who use web based applications. Technical support are working to improve response with no ETR at this time.

Updates will be provided as they are made available

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-866-660-0811.

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 10:20 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Do you have an updated user #.

1349 sessions in total - 364 are for SDSI

-----Original Message-----
From: Byers, Rob A SDSI:EX
Sent: May-09-14 10:19 AM
To: Allen, Nancy G MCF:EX
Subject: Do you have an updated user #.

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 10:21 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Do you have an updated user #.

We are looking good so far and there have not been any issues reported to our help desk (none for slow network/internet response yet either)

-----Original Message-----
From: Byers, Rob A SDSI:EX
Sent: May-09-14 10:19 AM
To: Allen, Nancy G MCF:EX
Subject: Do you have an updated user #.

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Friday, May 9, 2014 10:31 AM
To: Kirtay, Amy SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Leslie, Lisa GCPE:EX; Shemilt, Joyce SDSI:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gai, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Tannas, Darren SDSI:EX; Whittier, Joanne GCPE:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Day, Ryan SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Prill, Jay SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Jamison, Darcia SDSI:EX; Muraro, Yvonne T SDSI:EX; Simpson, Yvette SDSI:EX; Craigie, Shelly M SDSI:EX; Bauer, Melissa L SDSI:EX; Gough, Jennifer SDSI:EX; LaBoucane, Mary SDSI:EX
Subject: MOC Meeting - Friday May 9th

Hi all,

Please find attached the meeting agenda for the 11AM call.

Based on feedback from folks on the call David will be taking a more structured approach to the call to reduce table talk and focus the meeting.

Kashi

may_9_moc_mg...

Kashi Tanaka | Director, Corporate Planning |Corporate Planning Branch
Corporate Services Division | Ministry of Social Development and Social Innovation

Conference Call Number: s.15, s.17
Participant Code: s.15, s.17

May 9 MOC Activation Agenda – MOC Management Group

1. Issues
    a. Update on the system (all)
    b. Update from Policy Group (David)

2. Review and Report and Priorities:
    a. Standing Items
        i. Support System Recovery (ongoing)
        ii. Communications support to DMO, Minister's Office and Premier's Office (ongoing)
        iii. Ensure staff safety (ongoing)
    b. Rolling Items
        i. Cheque Runs (Seniors Supplements and BCEA) Confirm
        ii. Union Communications
        iii. Develop and deliver SOPs for new processes

3. Section Updates
    a. Operations Section (Janice)
    b. Planning, Reporting and Risk (Kashi)
    c. Finance and Administration (Martha)
    d. Logistics (Rob)
    e. Internal Communications (Judy)
    f. External Communications (Morningstar)

MSD-2014-00684 - ED Byers

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 10:53 AM
To: Byers, Rob A SDSI:EX
Subject: 11:00 am onboarding

Hi, we are looking at potentially asking to increase by 200 users at 11:00 – I will let you know asap.

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 10:55 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

200 not 100?

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 10:54 AM
To: Byers, Rob A SDSI:EX
Subject: please proceed with onboarding more users at 11:00

Hi Rob, if possible please proceed with adding 200 users.

Thank you,
Nancy

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 10:57 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

I don't have 200 right now, can add 100 and then will get more in the next 30 mins.

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 10:57 AM
To: Byers, Rob A SDSI:EX
Subject: RE: please proceed with onboarding more users at 11:00

And then potentially more after lunch

From: Byers, Rob A SDSI:EX
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Thank you,
Nancy

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 10:57 AM
To: SDSI RSD Executive Directors; SDSI Service Delivery Directors
Subject: New Users

Importance: High

Please add 20 per region.

Rob Byers
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Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 11:04 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

Any concerns around doing profiling?

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 11:04 AM
To: Byers, Rob A SDSI:EX
Subject: RE: please proceed with onboarding more users at 11:00

If all is good, after 1 pm we can add another 200 or more, I will confirm before then. Also the users can open more than one session of ICM. (The numbers I give you are for sessions, not number of users)

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From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 11:06 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

Can I do the following:

100 at 11:30
100 at 12:00

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 11:06 AM
To: Byers, Rob A SDSI:EX
Subject: RE: please proceed with onboarding more users at 11:00

No, we want normal behaviour so we can monitor so they can proceed

---

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From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 11:07 AM
To: Byers, Rob A SDSI:EX
Subject: RE: please proceed with onboarding more users at 11:00

Yes.

From: Byers, Rob A SDSI:EX
Sent: May-09-14 11:06 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

Can I do the following:

100 at 11:30
100 at 12:00

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 11:06 AM
To: Byers, Rob A SDSI:EX
Subject: RE: please proceed with onboarding more users at 11:00

No, we want normal behaviour so we can monitor so they can proceed

---

From: Byers, Rob A SDSI:EX
Sent: May-09-14 11:04 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

Any concerns around doing profiling?

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 11:04 AM
To: Byers, Rob A SDSI:EX
Subject: RE: please proceed with onboarding more users at 11:00

If all is good, after 1 pm we can add another 200 or more, I will confirm before then. Also the users can open more than one session of ICM. (The numbers I give you are for sessions, not number of users)

From: Byers, Rob A SDSI:EX
Sent: May-09-14 10:57 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

I don't have 200 right now, can add 100 and then will get more in the next 30 mins.

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 10:57 AM
To: Byers, Rob A SDSI:EX
Subject: RE: please proceed with onboarding more users at 11:00

And then potentially more after lunch

From: Byers, Rob A SDSI:EX
Sent: May-09-14 10:55 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

200 not 100?

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 10:54 AM
To: Byers, Rob A SDSI:EX
Subject: please proceed with onboarding more users at 11:00

Hi Rob, if possible please proceed with adding 200 users.

Thank you,
Nancy

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 11:14 AM
To: Allen, Nancy G MCF:EX
Subject: RE: please proceed with onboarding more users at 11:00

Based on the numbers we have a total of 600 users in today.

Rob

From: Allen, Nancy G MCF:EX
Sent: May-09-14 11:07 AM
To: Byers, Rob A SDSI:EX
Subject: RE: please proceed with onboarding more users at 11:00

Yes.

From: Byers, Rob A SDSI:EX
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To: Allen, Nancy G MCF:EX
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From: Allen, Nancy G MCF:EX
Sent: May-09-14 10:54 AM
To: Byers, Rob A SDSI:EX
Subject: please proceed with onboarding more users at 11:00

Hi Rob, if possible please proceed with adding 200 users.

Thank you,
Nancy

Moccia, Margaret SDSI:EX

From: Chan, Allen SDSI:EX
Sent: Friday, May 9, 2014 11:41 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Update

ICM has been smooth for the morning with just a couple times of slowness detected when doing activities on an SR and approving an order (issuing a cheque). Otherwise, I haven't had any problems with it.

Allen Chan

Employment and Assistance Worker
Fraser North Contact Centre
Ministry of Social Development and Social Innovation
Phone: s.17 Fax: 1 (855) 371-8052

BRITISH COLUMBIA
The Best Place on Earth

From: Byers, Rob A SDSI:EX
Sent: May-09-14 11:40 AM
To: Rice, David SDSI:EX; Crowley, Shelby SDSI:EX; Chan, Allen SDSI:EX
Subject: Update

Could you please provide an update on how things are working for you in the system.

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Day, Ryan SDSI:EX
Sent: Friday, May 9, 2014 11:42 AM
To: Byers, Rob A SDSI:EX
Cc: Ma, Tiffany J SDSI:EX; Gough, Jennifer SDSI:EX
Subject: ELMSD ICM Users

Hi Rob,

We currently have the staff that we need on the system today.

For Monday, we would have approximately 25 Users from our Finance and Quality Assurance groups that we would like to get back on.

For external users from Service Providers, we are good with our numbers.

Thanks for checking.

Ryan Day, BA, CPA, CMA
Manager of Business Supports
Ministry of Social Development and Social Innovation
Employment and Labour Market Services Division
Phone: s.17 Cell: s.17
Fax: 250-953-3928
Email: Ryan.Day@gov.bc.ca

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Moccia, Margaret SDSI:EX

From: Crowley, Shelby SDSI:EX
Sent: Friday, May 9, 2014 11:43 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Update

Only myself and one other EAW have access to the system. Our experience is that it is working as usual.

I have just received direction that all other workers can log on. So far it seems to be working.

Shelby Crowley
Employment and Assistance Worker
Ministry of Social Development
B100-2099 Lougheed Hwy
Port Coquitlam, B.C.
V3B 1A8
Phone: s.17
Fax: 604-941-8229

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 11:40 AM
To: Rice, David SDSI:EX; Crowley, Shelby SDSI:EX; Chan, Allen SDSI:EX
Subject: Update

Could you please provide an update on how things are working for you in the system.

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 11:45 AM
To: Allen, Nancy G MCF:EX
Subject: FW: Update

FYI

Rob

From: Crowley, Shelby SDSI:EX
Sent: May-09-14 11:43 AM
To: Byers, Rob A SDSI:EX
Subject: RE: Update

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I have just received direction that all other workers can log on. So far it seems to be working.

Shelby Crowley
Employment and Assistance Worker
Ministry of Social Development
B100-2099 Lougheed Hwy
Port Coquitlam, B.C.
V3B 1A8
Phone: 604-927-2952
Fax: 604-941-8229

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 11:40 AM
To: Rice, David SDSI:EX; Crowley, Shelby SDSI:EX; Chan, Allen SDSI:EX
Subject: Update

Could you please provide an update on how things are working for you in the system.

Rob Byers
Executive Director
SDSI Business Alignment
ICM Integrated Case Management
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone: s.17
BlackBerry:

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 11:45 AM
To: Day, Ryan SDSI:EX
Cc: Ma, Tiffany J SDSI:EX; Gough, Jennifer SDSI:EX
Subject: RE: ELMSD ICM Users

Thank you.

Rob

From: Day, Ryan SDSI:EX
Sent: May-09-14 11:42 AM
To: Byers, Rob A SDSI:EX
Cc: Ma, Tiffany J SDSI:EX; Gough, Jennifer SDSI:EX
Subject: ELMSD ICM Users

Hi Rob,

We currently have the staff that we need on the system today.

For Monday, we would have approximately 25 Users from our Finance and Quality Assurance groups that we would like to get back on.

For external users from Service Providers, we are good with our numbers.

Thanks for checking.

Ryan Day, BA, CPA, CMA
Manager of Business Supports
Ministry of Social Development and Social Innovation
Employment and Labour Market Services Division
Phone: s.17 Cell: s.17
Fax: 250-953-3928
Email: Ryan.Day@gov.bc.ca

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Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 11:52 AM
To: Byers, Rob A SDSI:EX
Subject: new numbers

Hi, we have just over 1600 sessions with 625 from SDSI – go ahead and onboard PLMS

Nancy Allen
Client and Business Support Manager
Social Sector Information Services Division (SSISD)
serving the Ministries of Children & Family Development
and Social Development and Social Innovation

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 11:58 AM
To: Hochstrasser, Chris J SDSI:EX
Subject: Re: PLMS intake workers

Good to go!!

On May 9, 2014, at 11:52 AM, "Hochstrasser, Chris J SDSI:EX" <Chris.Hochstrasser@gov.bc.ca> wrote:

> Hi everyone,
> I'd like to thank you all very much for stepping up to help out with intake today.
> **Karen Vacing** is organizing everyone. Please send her an email and she will assist you to get started.
> This will be **for today only** for as long as the system remains functional.
> There will be further direction for everyone regarding who is doing what after today as we see how the system is functioning.
> We really appreciate you volunteering today!
>
> Chris Hochstrasser
> a/Executive Director
> Prevention and Loss Management Services Branch
> Tel: s.17 Mobile: s.17 Fax: 250 356 1615
>
> *"Kites rise highest against the wind - not with it..." Winston Churchill*
> This electronic mail transmission and any accompanying attachments contain confidential information intended only for the use of the individual or entity names above. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error please immediately delete the E-mail and either notify the sender at the above E-mail address or telephone number.

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Friday, May 9, 2014 1:11 PM
To: Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Leslie, Lisa GCPE:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Whittier, Joanne GCPE:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Pinto, Morningstar GCPE:EX; Muraro, Yvonne T SDSI:EX; Manning, Nichola SDSI:EX; Harrington, Molly SDSI:EX; Dawes, Len SDSI:EX; Barker, Laurie SDSI:EX; Ross, Ian SDSI:EX
Cc: Kirtay, Amy SDSI:EX; Johnson, Eugene SDSI:EX; Day, Ryan SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Prill, Jay SDSI:EX; Jamison, Darcia SDSI:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Johnson, Tricia SDSI:EX; Parker, Keith C SDSI:EX
Subject: MOC SITUATION REPORT: May 9, 1PM
Attachments: 1pm_system_outage_moc_update_may_9.docx

Hi all,

Please find attached the MOC Situational Report as of 1PM May 9, 2014.

Kashi

Kashi Tanaka | Director, Corporate Planning |Corporate Planning Branch
Corporate Services Division | Ministry of Social Development and Social Innovation

System Outage MOC Summary Update

For 1PM May 9, 2014

General Situation Update

- **System stable today:** system has been loaded in phases, as of 1PM all SDSI users granted access except PLMS; PLMS to be added when notifications received
- **Service Delivery Performance:** ON TRACK: April average Imprest cheques: 1,322 | May 8th: 1,333
- **Service Delivery Processes Allowed:** everything except document scanning and profiling
- **Benefit Issuance Process:** First try *ICM*, if not possible use *MIS*, if not possible *manual process*
- **Communications:** all external stakeholders advised; Field comms provided regularly
- **Telephony centralization**: implementation delayed due to potential issues with backend work (SSISD has requested the delay)
- **Senior Supplement Cheque Run**: appears fine – confirmation report in development
- **BCEA Cheque Run:** appears fine – confirmation report in development
- **Pharmacare:** SDSI developing a manual process for new applicants as there is no ability to backdate coverage
- **BC Hydro and Fortis BC:** willing to be flexible about disconnects
- **Summary of Services Provided:** $128k shelter; $62k support
- **Union concern:** developing campaign "Children at Risk" to ID workload / working conditions in MCFD, SDSI & community social services
- **Union letter:** drafted advising on service delivery plan priority and safety of staff priority

Daily Metrics (Yesterday May 8th)	PS	R1	R2	R3	R4	R5	TOTAL	AVG
FIELD INCIDENTS*			1	3	1		5	5
CHEQUES ISSUED		341	297	411	213	71	1,333	1,322
ASSISTANCE $ PAID		$97K	$74k	$108k	$58k	$21k	$359K	
CHEQUES RECORDED IN MANUAL CHEQUE LOG		2		8		1	11	
MANUAL CHEQUES CASHED BY CLIENTS				1			1	
USERS WITH ICM ACCESS**							1,400	
STAFF ADJUSTING SCHEDULE VOLUNTARILY		19	46	130	7	2	204	
PHONE STATS								
AVERAGE TIME TO PROCESS CALLS	3 MIN 20 SEC							
TOTAL INBOUND CALLS ANSWERED	3,604							

*Verbal or physical incidents with clients

Day's Priority Objectives

- Support Systems Recovery
- DMO/MO Communications Support
- Staff/Building Security-*being monitored*
- Cheque Runs
- Union Communications
- Field Coms and SOP

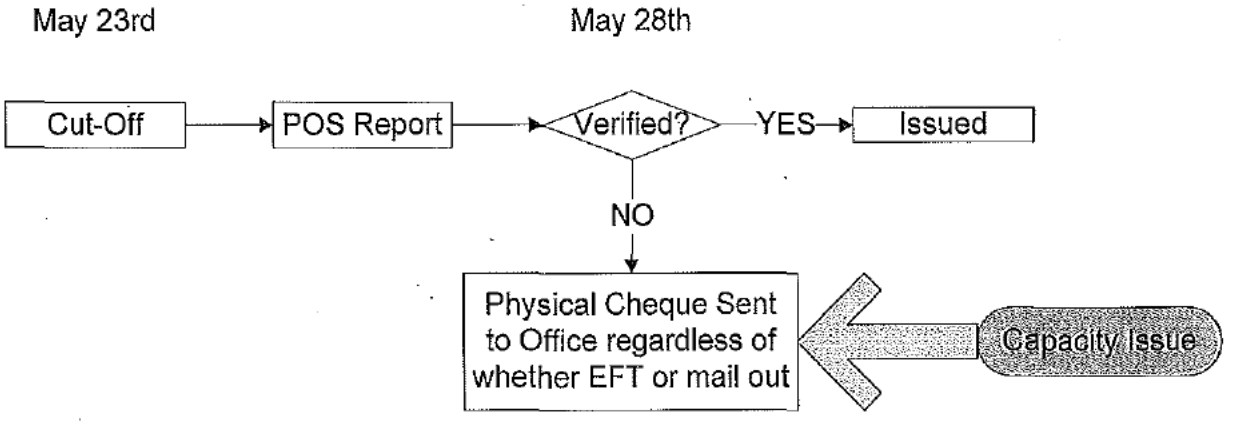
Emerging Issues

- Tribunal access
- Telephony Queue-delayed for 1-2 weeks
- Data entry/reconciliation
- MTIC is now looking at all Gov Systems
- Certain benefits need supervisor approval, currently sups don't have ICM access
- Employment programs
- Reconsideration timelines
- MIS for POS reports

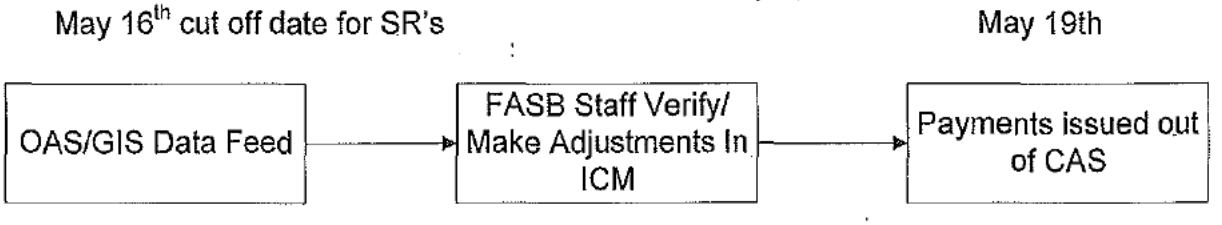
Cheque Run Processes

- See process below. Caveat: POS report requires verification in ICM frontend. If this does not occur, all cheques (EFT & mail out) will be physically mailed to offices. Capacity issue of staff and cheque stock.
    - Possible work around: MIS functionality for POS reports could possibly be turned on. This is being explored.
    - Mitigation strategies being developed

BCEA Cheque Run Process



Senior Supplement Cheque Process



Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Friday, May 9, 2014 1:11 PM
To: Byers, Rob A SDSI:EX
Subject: Fwd: R5 ICM Performance Tracking
Attachments: ICM Performance Tracking 2014May09.docx; ATT00001.htm

Mid day report Rob

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation
s.17 (office)
s.17 (cell)

Begin forwarded message:

From: "Harrison, Susan M SDSI:EX" <Susan.Harrison@gov.bc.ca>
Date: May 9, 2014 at 13:06:58 PDT
To: "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>
Cc: "Treger, Matthew T SDSI:EX" <Matthew.Treger@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
Subject: R5 ICM Performance Tracking

Hi Bruce, attached is our midday report on ICM performance and below, the Joint R4/5 Health Supplements Team. Thanks.
From: Hammond, Rebecca R SDSI:EX
Sent: May-09-14 12:12 PM
To: Mauro, Renato SDSI:EX
Subject: ICM Performance Monitoring - R4/5 HS and Burial Team
Importance: High
Hi Renato;
As request, here is the ICM Performance Monitoring for the R4/5 HS and Burial Teams.
Staff were added increments of 2 at a time.
ICM appeared to be performing well up to the last 2 added in Salmon Arm.
One EAW was knocked out. She has been able to sign back in and all seems okay for now.

Time MST/PST	Location	Performance Availability/ Speed	Attachments Open or attach	Tabs correct order & language	Saving Information	Processing Payments process payments in ICM	Other significant comments
7:00 am MST	Cranbrook	good	good	good	good	good	
7:00 am PST	Quesnel	good	good	good	good	good	
7:30 am PST	Kelowna	good	good	good	good	good	
8:30 am	MacKenzie		**Attachments**				

PST			**won't open**				
11:00 am PST	Williams Lake	good	good	good	good	good	
11:33 am PST	Dawson Creek	good	good	good	good	good	
11:45 am PST	Penticton	good	good	good	good	good	
11:45 am PST	Salmon Arm	good	good	good	good	good	
12:04 pm PST	**Salmon Arm**	**ICM Shutdown**					**The server you are trying to access is either busy or experiencing difficulties. Please close th Web browser, open a new browser window, and t logging in again.[12:03:5**

Regards;

Rebecca Hammond
Supervisor
Burial Program
Health Supplements Program
Tel: s.17
Susan Harrison
Director, Service Delivery
Ministry of Social Development and Social Innovation
Region 5, North
Tel: 250-645-3918
Cell: s.17

TEAMWORK CURIOSITY PASSION SERVICE COURAGE ACCOUNTABILITY INTEGRITY

Moccia, Margaret SDSI:EX

From: Lauzon, Michele SDSI:EX
Sent: Friday, May 9, 2014 1:20 PM
To: Byers, Rob A SDSI:EX
Cc: Vachon, Kellie SDSI:EX; Jagpal, Dave SDSI:EX; Boule, Lynne SDSI:EX; Anderson, Frances SDSI:EX; Randhawa, Inderjit K SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX
Subject: Region 2/3 1:30 pm ICM Performance Data
Attachments: Region 2-3 ICM Performance.xlsx

Good afternoon Rob, here is the Region 2/3 1:30 pm ICM Performance Data. Staff are not scanning or profiling and ICM is performing normally throughout the lower mainland with all users.

Michele Lauzon
Manager, Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Region 3 Regional Office
1800 - 13450 102nd Avenue
Surrey, BC V3T 5X3

Telephone: s.17
Fax: 1-855-771-8737

Moccia, Margaret SDSI:EX

From: Hutchinson, Sherrie SDSI:EX
Sent: Friday, May 9, 2014 1:27 PM
To: Byers, Rob A SDSI:EX
Cc: Day, Ryan SDSI:EX; Kozak, Dionne SDSI:EX; Gough, Jennifer SDSI:EX
Subject: ICM Status Update

Good afternoon Rob,

Ryan has approached me to give you hourly updates this afternoon on the functionality of ICM.

I can report that from this morning until now, there have been no major issues with the system. A couple of intermittent periods where it slowed down a slightly but not enough to cause me panic and worry.

Next update at 2:30.

Sherrie Hutchinson
Centralized Functions Agent
Employment Program Management Branch
Employment and Labour Market Services Division
Ministry of Social Development and Social Innovation
PO Box 9935 Stn Prov Govt
Victoria BC V8W 9R2
Phone: s.17
Fax: (250) 953- 3928
http://www.eia.gov.bc.ca

P Please consider the environment before printing this email.

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 1:55 PM
To: SDSI RSD Executive Directors; SDSI Service Delivery Directors
Subject: Users

Importance: High

Please remove 10 users per region.

Please confirm once done.

Rob Byers
Executive Director
SDSI Business Alignment

Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Bachand, Robyn SDSI:EX on behalf of Galbraith, David J SDSI:EX
Sent: Friday, May 9, 2014 2:06 PM
To: SDSI All Regional Services Division
Subject: Telephony Messaging

Hello Everyone,

Monday's joining of the provincial telephone queue has been postponed so you can focus on the work at hand. This is not expected to be a lengthy delay and I will send an update when we decide to move forward. I want to take this opportunity to recognize the collaborative work of the regional contact centres, the knowledge link working group and the supervisor/manager communities of practice. You have worked together to ensure a smooth transition.

I'd like to close out this week by thanking you for the commitment and teamwork you've demonstrated as we work through our system challenges. I am very proud of the RSD team!

David Galbraith
Assistant Deputy Minister
Regional Services Division
Ministry of Social Development and Social Innovation
Tel: s.17
Fax: 250.387.2418

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 2:08 PM
To: Byers, Rob A SDSI:EX
Subject: RE: Numbers

Hi, we are down to 1793 now so if you have not added in the 6 go ahead

---

From: Byers, Rob A SDSI:EX
Sent: May-09-14 1:52 PM
To: Allen, Nancy G MCF:EX
Subject: Re: Numbers

How high is SDSI?

On May 9, 2014, at 1:48 PM, "Allen, Nancy G MCF:EX" <Nancy.Allen@gov.bc.ca> wrote:

> Hi, we are at 1829, I am asking our data stewards, help desk and security to exit out – if you have a few other you could ask to log out then yes add in the 6 for FASB.
>
> I will do another count in a few minutes
>
> ---
>
> **From:** Byers, Rob A SDSI:EX
> **Sent:** May-09-14 1:40 PM
> **To:** Allen, Nancy G MCF:EX
> **Subject:** Numbers
>
> How are our numbers? PLMS and FASB are off. Can I let FASB (6) back on?

Rob Byers
Executive Director
SDSI Business Alignment

Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Friday, May 9, 2014 2:13 PM
To: Kirtay, Amy SDSI:EX; Truswell, Brad SDSI:EX; Leslie, Lisa GCPE:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Tannas, Darren SDSI:EX; Whittier, Joanne GCPE:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Day, Ryan SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Andersen, Torunn SDSI:EX; Prill, Jay SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Jamison, Darcia SDSI:EX; Muraro, Yvonne T SDSI:EX; Simpson, Yvette SDSI:EX; Craigie, Shelly M SDSI:EX
Cc: Galbraith, David J SDSI:EX; Johnson, Tricia SDSI:EX
Subject: MOC Management Meeting Minutes
Attachments: moc_mgmt_mtg_mins_may_9.docx

Hi All,

Please find attached the meeting minutes. Sorry, we didn't do attendance at the beginning. Please let me know of any edits and or omissions.

Kashi

Kashi Tanaka | Director, Corporate Planning |Corporate Planning Branch
Corporate Services Division | Ministry of Social Development and Social Innovation

MOC Activation Agenda – MOC Management Group
May 9th, 11am mtg

Attendees: David Galbraith, Chris Hochstrasser, Judy D'Gal, Bill MacArthur, Laurie Farquharson, Yvonne Munroe, Rob Byers, Tiffany Ma, Kim Shenton, Brad Truswell, Morningstar Pinto, Martha Thomas, Keith Parker, Janice Nakamura, Erika Taylor, Lynne Boule, Paul Beardmore, Mike Woodcock, Mary Laboucane, Rob McKenzie, Frances Anderson, Patti Boyle, Indy Randhawara, Bruce Smith, Matt Treger, Allan Gray, Susan Harrison, Ryan Day, Melissa Bauer, Kashi Tanaka, Tricia Johnson

1. Issues

- Update from David
    - DM call
        - 1400 users on system. Try to ramp up to 1700-1800 users by end of day
        - Priorities
            - Continue stabilization
            - Get back to regular levels
            - Find root cause
        - Doing SDSI letter to Union from DM
        - Clarification on access is Monday
            - anticipate same situation as today, dependent on work over the weekend.
        - Concern expressed about releasing accurate information on ministry functioning to counter public misperception and misinformation
    - Discussion on users going on at 12:00
        - Current levels of people in today
            - R1 and R2 – approximately 70 staff not on ICM
            - R3 – 238 potential users
            - R4 – 70 not including intake and telephony
            - R5 – 32 not including intake and telephony
            - PS – all using (19 contact centre + 17 other)
            - PLMS –75 not on
        - DECISION: everyone but PLMS on at 11:30
            - PLMS Start and intake workers can join at 11:30
        - Focus of work once people are on
            - Messaging to staff to maintain current rules
            - DSDs will make decision about what work makes the best sense from service delivery perspective.
            - Volume of work concerns (e.g. profiling) – worker will be contacted directly and asked to stop, Rob will be contacted, this information is messaged out to field as appropriate.

2. Update from Janice
    - SOP on manual process being clarified

Moccia, Margaret SDSI:EX

From: Hutchinson, Sherrie SDSI:EX
Sent: Friday, May 9, 2014 2:25 PM
To: Byers, Rob A SDSI:EX
Cc: Day, Ryan SDSI:EX; Kozak, Dionne SDSI:EX; Gough, Jennifer SDSI:EX
Subject: ICM Status Update - 2:30

Hi Rob,

No change to ICM performance at this time.

Sherrie Hutchinson
Centralized Functions Agent
Employment Program Management Branch
Employment and Labour Market Services Division
Ministry of Social Development and Social Innovation
PO Box 9935 Stn Prov Govt
Victoria BC V8W 9R2
Phone: s.17
Fax: (250) 953-3928
http://www.eia.gov.bc.ca

P Please consider the environment before printing this email.

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 2:27 PM
To: Ma, Tiffany J SDSI:EX
Subject: Re: Will you have users needing access on the weekend?

Ok.

> On May 9, 2014, at 2:25 PM, "Ma, Tiffany J SDSI:EX" <Tiffany.Ma@gov.bc.ca> wrote:
>
> Okay - I know the number is very limited so it won't be an issue. I will make sure our alert is yellow on the Extranet.
>
> Tiffany Ma
> Director, Finance, Analysis and Assurance
>
>> On May 9, 2014, at 2:22 PM, "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca> wrote:
>>
>> It might be brought up and down.
>>
>>
>>
>>
>>> On May 9, 2014, at 2:22 PM, "Ma, Tiffany J SDSI:EX" <Tiffany.Ma@gov.bc.ca> wrote:
>>>
>>> No one this weekend. A small number of our contractors are open on Saturdays - but not very many... Is it going down?
>>>
>>> Tiffany Ma
>>> Director, Finance, Analysis and Assurance
>>>
>>>> On May 9, 2014, at 2:21 PM, "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca> wrote:
>>>>
>>>>
>>>>
>>>>
>>>>

Moccia, Margaret SDSI:EX

From: Gray, Allen G SDSI:EX
Sent: Friday, May 9, 2014 2:58 PM
To: Thomas, Martha O SDSI:EX; Smith, Bruce SDSI:EX; Byers, Rob A SDSI:EX
Cc: Treger, Matthew T SDSI:EX; Harrison, Susan M SDSI:EX
Subject: RE: Staff Starting Off Shift

I can respond for Bruce this afternoon.

We would expect about the same numbers as today as we have about 25% less staff on Mondays and Fridays. As we are no longer allowing staff to change their shift to work more hours during non peak ICM periods, staff are working 8:30 to 4:30 and most put their earned time off (45 min) in the mornings before 8:30.

Allen Gray, Director, Service Delivery
Ministry of Social Development and Social Innovation- Interior Region

---

From: Thomas, Martha O SDSI:EX
Sent: Friday, May 9, 2014 2:44 PM
To: Smith, Bruce SDSI:EX; Byers, Rob A SDSI:EX
Cc: Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX; Harrison, Susan M SDSI:EX
Subject: RE: Staff Starting Off Shift

Hi Bruce,

Can you please let us know what the schedules will be fore Monday and if you anticipate a similar level of staff on Monday as you had today?

Thanks

Martha Okot Thomas, CPA, CA
Executive Director and Chief Financial Officer
Ministry of Social Development and Social Innovation
778-676-3739

Rethink Reduce Reuse Repair Recycle

From: Smith, Bruce SDSI:EX
Sent: May-08-14 3:53 PM
To: Byers, Rob A SDSI:EX; Thomas, Martha O SDSI:EX

Cc: Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX; Harrison, Susan M SDSI:EX
Subject: RE: Staff Starting Off Shift

.... hit send a bit too early...

What are your recommendations on this Rob?

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Smith, Bruce SDSI:EX
Sent: Thursday, May 8, 2014 3:52 PM
To: Byers, Rob A SDSI:EX; Thomas, Martha O SDSI:EX
Cc: Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX; Harrison, Susan M SDSI:EX
Subject: RE: Staff Starting Off Shift

Actually I think we should accept multiple users per office before 830 and after 430, but limit to 2 per office in between those hours Rob. The overall goal is to have 1500 or less at any given time and I think that exceeding the 2 per office limit is fine off shift – the bulk of "regular" users will not be signed on until 830 and will leave at 430. Otherwise it makes the off shift strategy a bit pointless...

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

From: Byers, Rob A SDSI:EX
Sent: Thursday, May 8, 2014 3:44 PM
To: Smith, Bruce SDSI:EX; Thomas, Martha O SDSI:EX
Cc: Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX; Harrison, Susan M SDSI:EX
Subject: RE: Staff Starting Off Shift

Hi Bruce,

Just to confirm this will stay within the volume limit of 2 users per office?

Thanks,

Rob

From: Smith, Bruce SDSI:EX
Sent: May-08-14 3:40 PM
To: Thomas, Martha O SDSI:EX
Cc: Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX; Harrison, Susan M SDSI:EX; Byers, Rob A SDSI:EX
Subject: Staff Starting Off Shift

Hi Martha. On the MOC call today we discussed sending you the numbers of staff starting earlier or later than the usual start time to spread out the load on ICM. Here are the numbers for the Interior and North regions:

	Interior	North
May 8	7	2
May 9	16	12

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: s.17 Cell: s.17

Moccia, Margaret SDSI:EX

From: Hutchinson, Sherrie SDSI:EX
Sent: Friday, May 9, 2014 3:28 PM
To: Byers, Rob A SDSI:EX
Cc: Day, Ryan SDSI:EX; Kozak, Dionne SDSI:EX; Gough, Jennifer SDSI:EX
Subject: ICM Status Update - 3:30

A slight lag in ICM response time to report at:

2:27 slow to access SR
2:50 slower to open pdf attachment for reviewing
3:05 slower in opening SR

Sherrie Hutchinson
Centralized Functions Agent
Employment Program Management Branch
Employment and Labour Market Services Division
Ministry of Social Development and Social Innovation
PO Box 9935 Stn Prov Govt
Victoria BC V8W 9R2
Phone: s.17
Fax: (250) 953- 3928
http://www.eia.gov.bc.ca

P Please consider the environment before printing this email.

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Friday, May 9, 2014 4:05 PM
To: Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; Thomas, Martha O SDSI:EX
Cc: MacArthur, Bill SDSI:EX; McKenzie, Rob SDSI:EX
Subject: APPROVAL REQUIRED - Senior Supplement Action Plan
Attachments: moc_senior_supplement_action_plan.docx

Hi Janice/Rob/Martha,

Looking for approval to distribute to David and the Policy Group.

Bill/Rob/Keith, thank you for your work on this.

Kashi

Moccia, Margaret SDSI:EX

From: Woodcock, Mike S SDSI:EX
Sent: Friday, May 9, 2014 4:20 PM
To: Byers, Rob A SDSI:EX
Subject: Fw: ICM field report 4:00 Friday May 9. Region 1

From: Dinelle, Marc J SDSI:EX
Sent: Friday, May 09, 2014 03:46 PM
To: Woodcock, Mike S SDSI:EX
Cc: Simpson, Yvette SDSI:EX
Subject: ICM field report 4:00 Friday May 9. Region 1

Good Afternoon,

Below is the wrap up of Region 1's ICM status as reported by EAWs and CSWs for Region 1. This report is a bit early so I will follow up with another one if anything changes before the end of the day.

Performance (Availability, Speed of the System),

Running normally with only sporadic slowdowns. Slowdowns occurred around 2:30

Attachments (If System was available could staff attach?),

working

Tabs in Correct order or language (If system was available are tabs correct and in order?)

Staff are reporting tabs correct and in order

Saving Information (Is ICM saving Information)
Yes,

Processing Payments (Have you been able to process payments through ICM ?),

No issues

Other,

One report of running assisted eligibility for a shelter allowance and the assisted eligibility for a diet allowance appeared.

Regards,
Marc Dinelle,
Manager of Field Services
Ministry of Social Development and Social Innovation
108 Richards Street
Nanaimo BC V9R 2S8

(250)729-6629

The attachments contained in this email are protected. Do not duplicate, forward or print without expressed permission from the originator of this email.

Moccia, Margaret SDSI:EX

From: Hochstrasser, Chris J SDSI:EX
Sent: Friday, May 9, 2014 4:22 PM
To: Byers, Rob A SDSI:EX
Cc: Saastad, Kim M SDSI:EX
Subject: RE: Updates

HI Rob,

End of day wrap up – PLMS experience...

IOs

- Most had about 45 mins in ICM before they were told to sign out (they signed in after lunch).
- In the North Island and Lower Mainland they couldn't drill into the case to get attachments
- Things worked fine in the South Island and regions 4 and 5

FMWs

- In Burnaby they noticed the lock note was missing and they couldn't open attachments or save documents
- In office 330 there was a delay in getting attachments
- In 335, everything works fine
- Terrace was very slow but Vancouver was fine

Could I request that we allow 2 read only users in each of the 3 FM offices – that would allow the FMWs to at least retrieve information for legal counsel for cases in court.

- If yes, I will get you the names of the 6 staff.

Thanks

Chris Hochstrasser
a/Executive Director
Prevention and Loss Management Services Branch

Tel: s.17 Mobile: s.17 Fax: 250 356 1615

"Kites rise highest against the wind - not with it..." Winston Churchill

This electronic mail transmission and any accompanying attachments contain confidential information intended only for the use of the individual or entity names above. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error please immediately delete the E-mail and either notify the sender at the above E-mail address or telephone number.

From: Byers, Rob A SDSI:EX
Sent: Wednesday, May 7, 2014 3:53 PM
To: Beardmore, Paul SDSI:EX; Boyle, Patricia J SDSI:EX; Nakamura, Janice N. SDSI:EX; Shewchuk, Nancy D SDSI:EX; Smith, Bruce SDSI:EX; Woodcock, Mike S SDSI:EX; Hochstrasser, Chris J SDSI:EX
Subject: Updates

Hi All,

Could you please provide system feedback based on the following schedule. I don't need information from every office just a general feeling.

9am – This would give us understanding as we ramp up service.

1:30pm – Mid-day update.

End of day – Staff experience throughout the day and after hours.

Could we also provide ad hoc updates 45 minutes after we re-boot the system.

Please use the followings topics and identify locations -

Performance – Availability, Speed of the system
Attachments – If system was available could staff attach
Tabs in correct order or language – If system was available are the tabs correct and in correct language
Saving Information – Is the ICM system saving information
Processing Payments – Have you been able to process payments through ICM
Other - Any other significant comments

Rob Byers
Executive Director
SDSI Business Alignment

Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
rob.byers@gov.bc.ca
Office Phone:
BlackBerry: s.17

Moccia, Margaret SDSI:EX

From: McKenzie, Rob SDSI:EX
Sent: Friday, May 9, 2014 4:28 PM
To: Nakamura, Janice N. SDSI:EX; Tanaka, Kashi SDSI:EX; Byers, Rob A SDSI:EX; Thomas, Martha O SDSI:EX
Cc: MacArthur, Bill SDSI:EX
Subject: RE: APPROVAL REQUIRED - Senior Supplement Action Plan

The only other thing that David asked at the cheque run meeting on Thur was can we do a mock senior supplement cheque run. I think this was so that we could see the number of payments / the $ value and compare against last month.

I don't have the answer to that yet and it will probably be Monday morning before I get the answer (the Deloitte people are tied up in the war room at s.15).

I don't think this is a big enough of an issue to not approve this. We will update it next week with the answer.

Robert McKenzie
Manager of Operations,
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation, and Children and Family Development'
Suite 1900 – 1050 West Pender St, Van, BC, V6E 3S7 MAP
s.17 Cell s.17

From: Nakamura, Janice N. SDSI:EX
Sent: May-09-14 4:08 PM
To: Tanaka, Kashi SDSI:EX; Byers, Rob A SDSI:EX; Thomas, Martha O SDSI:EX
Cc: MacArthur, Bill SDSI:EX; McKenzie, Rob SDSI:EX
Subject: RE: APPROVAL REQUIRED - Senior Supplement Action Plan

Looks good.

From: Tanaka, Kashi SDSI:EX
Sent: May-09-14 4:05 PM
To: Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; Thomas, Martha O SDSI:EX
Cc: MacArthur, Bill SDSI:EX; McKenzie, Rob SDSI:EX
Subject: APPROVAL REQUIRED - Senior Supplement Action Plan

Hi Janice/Rob/Martha,

Looking for approval to distribute to David and the Policy Group.

Bill/Rob/Keith, thank you for your work on this.

Kashi

Moccia, Margaret SDSI:EX

From: Lauzon, Michele SDSI:EX
Sent: Friday, May 9, 2014 4:29 PM
To: Byers, Rob A SDSI:EX
Cc: Vachon, Kellie SDSI:EX; Jagpal, Dave SDSI:EX; Boule, Lynne SDSI:EX; Anderson, Frances SDSI:EX; Randhawa, Inderjit K SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX
Subject: Region 2/3 4:00 pm ICM Performance Data
Attachments: Region 2-3 ICM Performance.xlsx

Good afternoon Rob, here is the final 09MAY14 Region 2/3 4:00 pm ICM Performance Data. System continues to be stable.

Michele Lauzon
Manager, Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Region 3 Regional Office
1800 - 13450 102nd Avenue
Surrey, BC V3T 5X3

Telephone: s.17
Fax: 1-855-771-8737

Moccia, Margaret SDSI:EX

From: Harrison, Susan M SDSI:EX
Sent: Friday, May 9, 2014 4:30 PM
To: Smith, Bruce SDSI:EX; Byers, Rob A SDSI:EX
Cc: Treger, Matthew T SDSI:EX; Gray, Allen G SDSI:EX
Subject: RE: May 9 - ICM Performance Tracking Report
Attachments: ICM Performance Tracking 2014May09.docx

And here is Region 5s attached along with our R4/5 Joint Health Supplements team below. Have a great weekend!

ICM Performance Monitoring – R4/5 HS and Burial Team – end of day reporting

Time MST/PST	Location	Performance Availability/ Speed	Attachments Open or attach	Tabs correct order & language	Saving Information	Processing Payments process payments in ICM	Other significant comments
7:00 am MST	Cranbrook	good	good	good	good	good	
7:00 am PST	Quesnel	good	good	good	good	good	
7:30 am PST	Kelowna	good	good	good	good	good	
8:30 am PST	MacKenzie		**Attachments won't open**				
11:00 am PST	Williams Lake	good	good	good	good	good	
11:33 am PST	Dawson Creek	good	good	good	good	good	
11:45 am PST	Penticton	good	good	good	good	good	
11:45 am PST	Salmon Arm	good	good	good	good	good	
12:04 pm PST	**Salmon Arm**	**ICM Shutdown**					**The server y are trying to access is ei busy or experiencin difficulties. Please clos the Web browser, op a new brow window, an logging in again.[12:0**
1:25	**Kamloops**	**ICM**					**The server you**

pm PST		**Shutdown**					**are trying to access is either busy or experiencing difficulties. Please close the Web browser, open a new browser window, and try logging in again.[13:25:12]**
1:30 pm MST	Cranbrook	Slow Performance					
1:30 pm PST	**Penticton**					**Benefit Plan – drop down list tab missing to pick a product**	
2:53 pm PST	**Salmon Arm**	**ICM Shutdown**					
2:55 pm PST	MacKenzie	Slow Performance 5 minutes on the wheel					

Susan Harrison
Director, Service Delivery
Ministry of Social Development and Social Innovation
Region 5, North – Prince George

From: Smith, Bruce SDSI:EX
Sent: May-09-14 4:26 PM
To: Byers, Rob A SDSI:EX
Cc: Harrison, Susan M SDSI:EX; Treger, Matthew T SDSI:EX; Gray, Allen G SDSI:EX
Subject: Fwd: May 9 - ICM Performance Tracking Report

Afternoon report for the interior Rob

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation
s.17 (office)
s.17 (cell)

Begin forwarded message:

From: "Price, Harleen SDSI:EX" <Harleen.Price@gov.bc.ca>
Date: May 9, 2014 at 16:18:58 PDT
To: "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
Cc: "Walker, Monique B SDSI:EX" <Monique.Walker@gov.bc.ca>, "Byrne, Terence M SDSI:EX" <Terence.Byrne@gov.bc.ca>, "King, Rob W SDSI:EX" <Rob.King@gov.bc.ca>
Subject: May 9 - ICM Performance Tracking Report

- Updates all completed by R4 supervisors this afternoon.

Harleen Price
Manager, Community Relations and Service Quality | Interior - Region 4
Ministry of Social Development and Social Innovation
Ph: s.17 | Fax: (250) 828-4614
Email: Harleen.Price@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Smith, Bruce SDSI:EX
Sent: Friday, May 9, 2014 4:32 PM
To: Byers, Rob A SDSI:EX
Cc: Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX
Subject: Fwd: May 9 - ICM Performance Tracking Report
Attachments: ICM Performance Tracking 2014May09.docx; ATT00001.htm

FYI Rob
Sent from my iPad

Begin forwarded message:

From: "Harrison, Susan M SDSI:EX" <Susan.Harrison@gov.bc.ca>
Date: 9 May, 2014 4:29:57 PM PDT
To: "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca>
Cc: "Treger, Matthew T SDSI:EX" <Matthew.Treger@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
Subject: RE: May 9 - ICM Performance Tracking Report

And here is Region 5s attached along with our R4/5 Joint Health Supplements team below. Have a great weekend!
ICM Performance Monitoring – R4/5 HS and Burial Team – end of day reporting

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12:04 pm PST	**Salmon Arm**	**ICM Shutdown**					**The server you are trying to access is either**

							busy or experiencing difficulties. Please close th Web browser, open a new browser window, and t logging in again.[12:03:5
1:25 pm PST	**Kamloops**	**ICM Shutdown**					**The server you ar trying to access is either busy or experiencing difficulties. Please close the Web browser, open a new browser window, and try logging in again.[13:25:12]**
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2:55 pm PST	MacKenzie	Slow Performance 5 minutes on the wheel					

Susan Harrison
Director, Service Delivery
Ministry of Social Development and Social Innovation
Region 5, North – Prince George

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Sent: May-09-14 4:26 PM
To: Byers, Rob A SDSI:EX
Cc: Harrison, Susan M SDSI:EX; Treger, Matthew T SDSI:EX; Gray, Allen G SDSI:EX
Subject: Fwd: May 9 - ICM Performance Tracking Report
Afternoon report for the interior Rob

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation
s.17 (office)
s.17 (cell)

Begin forwarded message:

From: "Price, Harleen SDSI:EX" <Harleen.Price@gov.bc.ca>
Date: May 9, 2014 at 16:18:58 PDT
To: "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
Cc: "Walker, Monique B SDSI:EX" <Monique.Walker@gov.bc.ca>, "Byrne, Terence M SDSI:EX" <Terence.Byrne@gov.bc.ca>, "King, Rob W SDSI:EX" <Rob.King@gov.bc.ca>
Subject: May 9 - ICM Performance Tracking Report

- Updates all completed by R4 supervisors this afternoon.

Harleen Price
Manager, Community Relations and Service Quality | Interior - Region 4
Ministry of Social Development and Social Innovation
Ph: s.17 | Fax: (250) 828-4614
Email: Harleen.Price@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Byers, Rob A SDSI:EX
Sent: Friday, May 9, 2014 4:33 PM
To: Allen, Nancy G MCF:EX
Subject: FW: May 9 - ICM Performance Tracking Report
Attachments: ICM Performance Tracking 2014May09.docx; ATT00001.htm

FYI

Rob

From: Smith, Bruce SDSI:EX
Sent: May-09-14 4:32 PM
To: Byers, Rob A SDSI:EX
Cc: Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX
Subject: Fwd: May 9 - ICM Performance Tracking Report

FYI Rob
Sent from my iPad

Begin forwarded message:

> **From:** "Harrison, Susan M SDSI:EX" <Susan.Harrison@gov.bc.ca>
> **Date:** 9 May, 2014 4:29:57 PM PDT
> **To:** "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca>
> **Cc:** "Treger, Matthew T SDSI:EX" <Matthew.Treger@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
> **Subject: RE: May 9 - ICM Performance Tracking Report**
>
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> ICM Performance Monitoring – R4/5 HS and Burial Team – end of day reporting

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8:30 am PST	MacKenzie		**Attachments won't open**				

11:00 am PST	Williams Lake	good	good	good	good	good	
11:33 am PST	Dawson Creek	good	good	good	good	good	
11:45 am PST	Penticton	good	good	good	good	good	
11:45 am PST	Salmon Arm	good	good	good	good	good	
12:04 pm PST	**Salmon Arm**	**ICM Shutdown**					**The s are tr acces busy exper diffic Pleas the W brow a new windo loggi again**

1:25 pm PST	**Kamloops**	**ICM Shutdown**					**The server you are trying to access is either busy or experiencing difficulties. Please close the Web browser, open a new browser window and try logging again.[13:25:12]**
1:30 pm MST	Cranbrook	Slow Performance					
1:30 pm PST	**Penticton**					**Benefit Plan – drop down list tab missing to pick a product**	
2:53 pm PST	**Salmon Arm**	**ICM Shutdown**					
2:55 pm PST	MacKenzie	Slow Performance 5 minutes on					

Susan Harrison
Director, Service Delivery
Ministry of Social Development and Social Innovation
Region 5, North – Prince George

From: Smith, Bruce SDSI:EX
Sent: May-09-14 4:26 PM
To: Byers, Rob A SDSI:EX
Cc: Harrison, Susan M SDSI:EX; Treger, Matthew T SDSI:EX; Gray, Allen G SDSI:EX
Subject: Fwd: May 9 - ICM Performance Tracking Report

Afternoon report for the interior Rob

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation
s.17 (office)
s.17 (cell)

Begin forwarded message:

From: "Price, Harleen SDSI:EX" <Harleen.Price@gov.bc.ca>
Date: May 9, 2014 at 16:18:58 PDT
To: "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
Cc: "Walker, Monique B SDSI:EX" <Monique.Walker@gov.bc.ca>, "Byrne, Terence M SDSI:EX" <Terence.Byrne@gov.bc.ca>, "King, Rob W SDSI:EX" <Rob.King@gov.bc.ca>
Subject: May 9 - ICM Performance Tracking Report

- Updates all completed by R4 supervisors this afternoon.

Harleen Price
Manager, Community Relations and Service Quality | Interior - Region 4
Ministry of Social Development and Social Innovation
Ph: s.17 | Fax: (250) 828-4614
Email: Harleen.Price@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Friday, May 9, 2014 4:33 PM
To: Byers, Rob A SDSI:EX
Subject: RE: May 9 - ICM Performance Tracking Report

Thank you, looks good!

From: Byers, Rob A SDSI:EX
Sent: May-09-14 4:33 PM
To: Allen, Nancy G MCF:EX
Subject: FW: May 9 - ICM Performance Tracking Report

FYI

Rob

From: Smith, Bruce SDSI:EX
Sent: May-09-14 4:32 PM
To: Byers, Rob A SDSI:EX
Cc: Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX
Subject: Fwd: May 9 - ICM Performance Tracking Report

FYI Rob
Sent from my iPad

Begin forwarded message:

> **From:** "Harrison, Susan M SDSI:EX" <Susan.Harrison@gov.bc.ca>
> **Date:** 9 May, 2014 4:29:57 PM PDT
> **To:** "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca>
> **Cc:** "Treger, Matthew T SDSI:EX" <Matthew.Treger@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
> **Subject: RE: May 9 - ICM Performance Tracking Report**
>
> And here is Region 5s attached along with our R4/5 Joint Health Supplements team below. Have a great weekend!
>
> ICM Performance Monitoring – R4/5 HS and Burial Team – end of day reporting

Time MST/PST	Location	Performance Availability/ Speed	Attachments Open or attach	Tabs correct order & language	Saving Information	Processing Payments process payments in ICM	Other signifi comm
7:00 am MST	Cranbrook	good	good	good	good	good	
7:00 am	Quesnel	good	good	good	good	good	

PST							
7:30 am PST	Kelowna	good	good	good	good	good	
8:30 am PST	MacKenzie		**Attachments won't open**				
11:00 am PST	Williams Lake	good	good	good	good	good	
11:33 am PST	Dawson Creek	good	good	good	good	good	
11:45 am PST	Penticton	good	good	good	good	good	
11:45 am PST	Salmon Arm	good	good	good	good	good	
12:04 pm PST	**Salmon Arm**	**ICM Shutdown**					**The s are tr acces busy exper diffic Pleas the W brow a new windo loggi again**

1:25 pm PST	**Kamloops**	**ICM Shutdown**					**The server you are trying to access is either busy or experiencing difficulties. Please close the Web browser, open a new browser windov and try logging again.[13:25:12]**
1:30 pm MST	Cranbrook	Slow Performance					
1:30 pm PST	**Penticton**					**Benefit Plan – drop down list tab missing to pick a product**	
2:53	**Salmon**	**ICM**					

pm PST	Arm	Shutdown					
2:55 pm PST	MacKenzie	Slow Performance 5 minutes on the wheel					

Susan Harrison
Director, Service Delivery
Ministry of Social Development and Social Innovation
Region 5, North – Prince George

From: Smith, Bruce SDSI:EX
Sent: May-09-14 4:26 PM
To: Byers, Rob A SDSI:EX
Cc: Harrison, Susan M SDSI:EX; Treger, Matthew T SDSI:EX; Gray, Allen G SDSI:EX
Subject: Fwd: May 9 - ICM Performance Tracking Report

Afternoon report for the interior Rob

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation
s.17 (office)
s.17 (cell)

Begin forwarded message:

> **From:** "Price, Harleen SDSI:EX" <Harleen.Price@gov.bc.ca>
> **Date:** May 9, 2014 at 16:18:58 PDT
> **To:** "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>, "Gray, Allen G SDSI:EX" <Allen.Gray@gov.bc.ca>
> **Cc:** "Walker, Monique B SDSI:EX" <Monique.Walker@gov.bc.ca>, "Byrne, Terence M SDSI:EX" <Terence.Byrne@gov.bc.ca>, "King, Rob W SDSI:EX" <Rob.King@gov.bc.ca>
> **Subject: May 9 - ICM Performance Tracking Report**
>
> - Updates all completed by R4 supervisors this afternoon.
>
> **Harleen Price**
> Manager, Community Relations and Service Quality | Interior - Region 4
> Ministry of Social Development and Social Innovation
> Ph: s.17 | Fax: (250) 828-4614
> Email: Harleen.Price@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Boyle, Patricia J SDSI:EX
Sent: Friday, May 9, 2014 5:40 PM
To: Galbraith, David J SDSI:EX
Cc: Byers, Rob A SDSI:EX; Tanaka, Kashi SDSI:EX; Nakamura, Janice N. SDSI:EX; LaBoucane, Mary SDSI:EX; SDSI RSD Executive Directors
Subject: FYI: Telephony outbound work accomplished today...

Summary from telephony supervisor's report:

1168 overdue crisis and shelter documents were processed by contact center agents today. (An additional 951 were generated today)

Of the 2133 remaining crisis and shelter documents, 1098 are within our service standard of 5 business days and 1035 are overdue (NB: These are not INAs, which are seen right away)

It's important to note that this work was completed by 17 dedicated workers as the balance were working on inbound urgent calls and triaging immediate needs.

If we double the staff doing this outbound work on Monday, we can clear all overdue crisis/shelter documents.

A light at the end of the tunnel!

Patti

Patricia Boyle
Executive Director, Fraser Region
Phone: s.17
Fax: s.17
Email: patricia.boyle@gov.bc.ca

From: Chan, Norman SDSI:EX
Sent: May-09-14 5:18 PM
To: Boyle, Patricia J SDSI:EX
Cc: Born, Aaron SDSI:EX; LaBoucane, Mary SDSI:EX; Randhawa, Inderjit K SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: Report: Crisis/Shelter SRs May 9, 2014

Hi Patti,

Please review the following information gathered pertaining to our focus on Crisis/Shelter Service Requests in the Province.

Data collected from 00:00 to 16:00 May 9th, 2014

Provincial Count:

Moccia, Margaret SDSI:EX

From: Tanaka, Kashi SDSI:EX
Sent: Friday, May 9, 2014 5:11 PM
To: Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX; Truswell, Brad SDSI:EX; Leslie, Lisa GCPE:EX; Thomas, Martha O SDSI:EX; Nakamura, Janice N. SDSI:EX; Byers, Rob A SDSI:EX; McKenzie, Rob SDSI:EX; Farquharson, Laurie J SDSI:EX; Ma, Tiffany J SDSI:EX; Woodcock, Mike S SDSI:EX; Parker, Keith C SDSI:EX; Shenton, Kim SDSI:EX; D'Gal, Judy SDSI:EX; Beardmore, Paul SDSI:EX; Shewchuk, Nancy D SDSI:EX; Boyle, Patricia J SDSI:EX; Smith, Bruce SDSI:EX; Saastad, Kim M SDSI:EX; Boule, Lynne SDSI:EX; Hochstrasser, Chris J SDSI:EX; Whittier, Joanne GCPE:EX; Choo, Debbra A SDSI:EX; Archer, Terri SDSI:EX; Grantham, Kim SDSI:EX; Gault, Jeanette C SDSI:EX; Anderson, Frances SDSI:EX; Harrison, Susan M SDSI:EX; Gray, Allen G SDSI:EX; Pavlova, Anastasia SDSI:EX; Svensson, Donna C SDSI:EX; Punia, Mandhir S SDSI:EX; LaHue, Anita SDSI:EX; Treger, Matthew T SDSI:EX; Mikkelson, Brigitte SDSI:EX; Randhawa, Inderjit K SDSI:EX; Pinto, Morningstar GCPE:EX; Muraro, Yvonne T SDSI:EX; Manning, Nichola SDSI:EX; Harrington, Molly SDSI:EX; Dawes, Len SDSI:EX; Barker, Laurie SDSI:EX; Ross, Ian SDSI:EX
Cc: Kirtay, Amy SDSI:EX; Johnson, Eugene SDSI:EX; Day, Ryan SDSI:EX; Trudeau, Sylvia SDSI:EX; Tan, Lisa SDSI:EX; Prill, Jay SDSI:EX; Jamison, Darcia SDSI:EX; Johns, Kimberlee SDSI:EX; MacArthur, Bill SDSI:EX; Hrycuik, Tony SDSI:EX; Gauthier, Jeff L SDSI:EX; Lang, Claudia J SDSI:EX; Fahey, Kathy SDSI:EX; Taylor, Erika SDSI:EX; Johnson, Tricia SDSI:EX; Parker, Keith C SDSI:EX
Subject: MOC SITUATION REPORT: May 9, 5PM
Attachments: 5pm_system_outage_moc_update_may_9.docx

Hi all,

Please find attached the MOC Situational Report as of 5PM May 9, 2014.

Kashi

Kashi Tanaka | Director, Corporate Planning |Corporate Planning Branch
Corporate Services Division | Ministry of Social Development and Social Innovation

System Outage MOC Summary Update

For 5PM May 9, 2014

General Situation Update

- **System mostly stable today:** system was loaded in phases, as of 1PM all SDSI users granted access except PLMS; Salmon Arm and Kamloops lost access part way through day.
- **Service Delivery Performance:** ON TRACK: April average Imprest cheques: 1,322 | May 8th: 1,333
- **Service Delivery Processes Allowed:** everything except document scanning and profiling. DSD's reassessing priority work on Monday.
- **Communications:** all external stakeholders advised; Field Comms provided regularly, DM update was released this afternoon
- **Telephony centralization:** implementation delayed due to potential issues with backend work (SSISD has requested the delay)
- **Senior Supplement Cheque Run:** appears fine – confirmation report in development
- **BCEA Cheque Run:** appears fine – confirmation report in development
- **Pharmacare:** SDSI developing a manual process for new applicants as there is no ability to backdate coverage
- **Union concern:** developing campaign "Children at Risk" to ID workload / working conditions in MCFD, SDSI & community social services
- **Union letter:** sent this afternoon

Daily Metrics (Today May 9th)	PS	R1	R2	R3	R4	R5	TOTAL	AVG
FIELD INCIDENTS*				2	2	0		5
CHEQUES ISSUED		320	357	457	285	81	1500	1,322
ASSISTANCE $ PAID		$90k	$84k	$136k	$80k	$23k	$414k	
CHEQUES RECORDED IN MANUAL CHEQUE LOG			0					
MANUAL CHEQUES CASHED BY CLIENTS								
HIGHEST VOLUME USERS WITH ICM ACCESS**							1,864	
STAFF ADJUSTING SCHEDULE VOLUNTARILY		19	46	130	7	2	204	
PHONE STATS								
AVERAGE TIME TO PROCESS CALLS	8 MIN 53 SEC							
TOTAL INBOUND CALLS ANSWERED	2,580							

*Verbal or physical incidents with clients

**Represents all users in system, including MCFD and external

Day's Priority Objectives

- Support Systems Recovery✓
- DMO/MO Communications Support✓
- Staff/Building Security-*being monitored*✓
- Cheque Runs-*process / risks being ID'd*✓
- Union Communications✓
- Field Coms and SOP✓

Emerging Issues

- Telephony Queue-delayed for 1-2 weeks
- Data entry/reconciliation
- MTIC is now looking at all Gov't Systems
- Certain benefits need Supervisor approval, currently Supervisors don't have ICM access
- Employment programs
- Reconsideration timelines
- MIS for POS reports
- Service BC User Access

Benefit Issuance Process: First try *ICM*, if not possible use *MIS*, if not possible *manual process*

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Saturday, May 10, 2014 10:04 PM
To: Kukatla, Sucha SDSI:EX
Cc: Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX; Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX; Armstrong, Kevin SDSI:EX; Blake, Prarie SDSI:EX
Subject: PMT emergency mtg

I would like to have an emergency PMT on Monday. I need to delegate my obligation as project lead for Phase 4 for the Province to Marcin. We will need to minute the temporary delegation.

I trust that you are continuing to ensure that your team is meeting their obligations. If you need to have any obligations transferred as you ensure the resolution of the current issue it will provide an opportunity for us to discuss.

Perhaps you can have your team provide an executive summary of current status to minute as well as impacts and next steps.

I'll ask Kathleen to get the right people to coordinate.

Thanks.

Laurie Barker
ADM, Social Sector

Sent from my iPhone

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Saturday, May 10, 2014 7:13 PM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX
Subject: Re: Status

We were not able to produce the unstable behaviour on DR. We were able to produce the unstable behaviour while running the load testing scripts on production during the change window and get the logs for the team to analyze tonight.

Production was stabilized again.

Rob reached out to staff to ensure they were experiencing satisfactory performance post testing. Wency also called after hours and confirmed access and performance was ok.

Read only will synchronize again tonight.

We will reconvene tomorrow and proceed with new analysis and testing in the window.

I will be on site tomorrow 9:30 and will send an update around that time.

Lb

Sent from my iPhone

> On May 10, 2014, at 10:59 AM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
> Last night and to date reports stabilization continues.
>
> Everything appears successful to date. On track with the approved plan. Will send out another update this evening.
>
> Thanks.
>
> Sent from my iPhone

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Thursday, May 1, 2014 9:37 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update

Description
Network issues continue to impact ICM response time throughout the province. The problem has been escalated and a team of technical analysts are working to resolve the issue.

Impact to users
The Ministry application ICM is impacted and users continue to experience significant delays.

Instructions to users
Further updates will be sent as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Thursday, May 1, 2014 2:29 PM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update

Description
Network issues from yesterday continue to impact ICM response time throughout the province. Technical analysts have identified a possible server problem that requires a server restart at 3:00 PM and 5:30 PM.

Impact to users
Users may lose their connection to ICM during the restart but will be able to log back in to the application.

Instructions to users
Analysts will continue to monitor this high priority issue and further updates will be sent as information becomes available. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Friday, May 2, 2014 9:23 AM
To: Johnson, John Paul SDSI:EX; Kerr, Grant GCPE:EX
Cc: SDSI Web Manager SDSI:EX; Walmsley, Megan E SDSI:EX
Subject: RE: REQUEST: Update to the External ICM Website

Looks good to me, thanks John Paul.

At this time would rather have external audiences go through a single source to get information on ICM so we can track requests. tx

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'

Office: 250-356-2688 | Cell: s.17

From: Johnson, John Paul SDSI:EX
Sent: May-02-14 9:20 AM
To: Kerr, Grant GCPE:EX; Asher, Kathleen SDSI:EX
Cc: SDSI Web Manager SDSI:EX; Walmsley, Megan E SDSI:EX
Subject: FW: REQUEST: Update to the External ICM Website

Grant/Kathleen,

For your review:

http://test.www.integratedcasemanagement.gov.bc.ca/contacts.html
http://test.www.integratedcasemanagement.gov.bc.ca/documents/icm-overview.pdf

just from my web perspective, I'd wonder if (as there is just so little info on that contacts page) we shouldn't either add links on the page to SDSI's and MCFD's respective contact pages? Or something, some other useful info. One sentence and no context for why to contact ICM etc. you know?

Disregard if not applicable, but figured just to pipe in there.

Lemme know – thanks,

John Paul Johnson
Web Services Analyst | Corporate Communications
Engagement and Workforce Development Branch | Ministry of Social Development and Social Innovation
Tel: 604 775-2006 Cel: 604 649-2455

From: Walmsley, Megan E SDSI:EX
Sent: May-01-14 3:46 PM
To: Johnson, John Paul SDSI:EX

Moccia, Margaret SDSI:EX

From:	SDSI Support SDSI:EX
Sent:	Friday, May 2, 2014 8:00 AM
To:	SDSI All Exchange Mailboxes
Subject:	Government System Notification - Network/ICM response time - Update Friday May 2nd

Description – Ticket 396587 May 2nd 8:00 am update
This morning we continue to experience intermittent network/ICM performance issues. The dedicated technical team have ruled out several potential root causes and further analysis is underway on our application and web servers. This issue continues to be our highest priority.

Impact to users
Users will continue to experience significant delays accessing and working in ICM.

Instructions to users
Another update will be provided before 1:00 pm today. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 12:09 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #2: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This update has been provided from Bill Lutynec, Nancy Allen, and Dave Rose. We will work with Kathleen Asher for any external messaging required.

What's Happened Since the Last Update?

- SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS meetings occurred this morning. They have confirmed the actual web servers are fine – utilization is low. The team has not diagnosed the root cause. The team will work through today and the weekend to resolve.
- There is a new problem with s.15 policy server and users are unable to log on. We have opened a Sev 2 ticket with SSBC. SSBC confirms they have the ticket and are assigning s.15 resources to join the SWAT team.

Do We Have Any New Information?

- Further analysis has found that the issue is within the s.15 datacenter
- We think the issue is related to the network communication between:
  - the internal ICM Siebel web server and the app servers
  - or between the internal ICM web servers and s.15
  - or both instances
- We will continue to analyse and monitor these areas with HPAS and s.15 teams to help them narrow down the issue for resolution.
- If we are unable to resolve the issues by Monday, we are looking at contingency options

Your next status update from me will be at approximately 3:00 pm Friday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Friday, May 2, 2014 12:52 PM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update Friday May 2nd 1:00 PM

Description – Ticket 396587 May 2nd 1:00 pm update
The intermittent network/ICM performance issues continue. Technical resources have determined a problem exists with the Government Infrastructure service and communication technologies in the s.15 data centre. The technical team will continue to work through today and the weekend to resolve. This issue continues to be our highest priority.

Impact to users
Users may be unable to log into ICM or continue to experience delays working in the application.

Instructions to users
Another update will be provided at 3:00 pm today. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From:	Barker, Laurie SDSI:EX
Sent:	Friday, May 2, 2014 2:27 PM
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
Cc:	Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX
Subject:	Infrastructure/ICM Performance Issues

Colleagues,

As you are aware, we've been experiencing intermittent infrastructure/performance issues over the past several days which in some cases has prevented staff from being able to log into ICM and in other cases staff working in the system are finding it very slow.

We believe the issue may be related to infrastructure in the s.15 data center. We have a SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS actively working on the issue and continuing through the weekend to resolve.

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 Division

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Friday, May 2, 2014 2:59 PM
To: Zaranski, Marcin SDSI:EX
Subject: FW: Infrastructure/ICM Performance Issues

Marcin, are any service delivery impacts being reported in MCFD?

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'

Office: 250-356-2688 | Cell: s.17

From: Barker, Laurie SDSI:EX
Sent: May-02-14 2:27 PM
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
Cc: Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX
Subject: Infrastructure/ICM Performance Issues

Colleagues,

As you are aware, we've been experiencing intermittent infrastructure/performance issues over the past several days which in some cases has prevented staff from being able to log into ICM and in other cases staff working in the system are finding it very slow.

We believe the issue may be related to infrastructure in the s.15 data center. We have a SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS actively working on the issue and continuing through the weekend to resolve.

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

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 3:10 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Allen, Nancy G MCF:EX
Subject: UPDATE #3 DELAYED

Apologies. UPDATE #3 must be delayed because SWAT is still occurring.

Your next status update from me will be at approximately 4:00 pm Friday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Friday, May 2, 2014 3:12 PM
To: Asher, Kathleen SDSI:EX
Subject: RE: Infrastructure/ICM Performance Issues

Hi Kathleen,
Yes -- but I'm only hearing from Provincial Services. Problems there are exasperated by the workstation refresh (indirectly linked to ICM). Nancy is working with Doug Bull and we have communicated with Arif as well.

Marcin

From: Asher, Kathleen SDSI:EX
Sent: May-02-14 2:59 PM
To: Zaranski, Marcin SDSI:EX
Subject: FW: Infrastructure/ICM Performance Issues

Marcin, are any service delivery impacts being reported in MCFD?

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'

Office: 250-356-2688 | Cell: s.17

From: Barker, Laurie SDSI:EX
Sent: May-02-14 2:27 PM
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
Cc: Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX
Subject: Infrastructure/ICM Performance Issues

Colleagues,

As you are aware, we've been experiencing intermittent infrastructure/performance issues over the past several days which in some cases has prevented staff from being able to log into ICM and in other cases staff working in the system are finding it very slow.

We believe the issue may be related to infrastructure in the s.15 data center. We have a SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS actively working on the issue and continuing through the weekend to resolve.

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Friday, May 2, 2014 3:14 PM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update Friday May 2nd 3:15 PM

Description – Ticket 396587 May 2nd 3:15 pm update
The intermittent network/ICM performance issues continue. The technical team will continue to work through today and the weekend to resolve. This issue continues to be our highest priority.

Impact to users
The problem is intermittent and some users are able to log in. Users may continue to experience delays working in the application.

Instructions to users
Another update will be provided before 8:00 am Monday morning. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 4:50 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #3: ICM Performance Issues

Hi,

I apologize that this note is being sent after my promised timeframe. I am assembling information from multiple sources, including SSBC.

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, Dave Rose, and Ian Armstrong (SSBC). If Prarie or Bill have any information to correct or add, please do so on this chain...thanks.

What's Happened Since the Last Update?

- Root cause has not yet been determined.
- Currently users are logged into ICM and we are not experiencing performance issue at this point in time. However, there were many reports across the province earlier today that performance was impacting service delivery.
- Currently s.15 reports that everything looks OK.
- Focus is on obtaining information and events from logs to determine root cause and trace possible s.15 involvement.
- The SWAT Team comprised of Deloitte, SSISD, SSBC, s.15 and HPAS continued to meet this afternoon.
- Wency contacted Ian Donaldson, Shirley Mitrou, and Ian Armstrong at SSBC to get visibility and momentum on the issue resolution.

Do We Have Any New Information?

- HPAS (Stuart Common) is setting up smaller servers s.15 are being prepared in case we decide to roll them in to replace s.15
- These won't have all the logging capabilities of the larger servers, but will allow us to switch over when a performance event occurs, and see if this continues on the smaller servers.
- After Hours will continue to use internal URL but if an event occurs, we will switch them to the external URL.

What Are Next Steps Over the Weekend?

- In order to perform better assessment and analysis, more logging and tracing of events is needed. Logs are needed to rule out s.15 as a cause.
- Folks from SSISD, Deloitte, HPAS and s.15 are standing by this weekend and waiting for an event (ie. Performance issue) to arise so they can react and get some definitive logs.
- We'll use existing 77000/CSC incident management procedures over the weekend to ensure incidents are tracked.
- The SWAT team is ready to react to any call, and will make a determination to switch over to the backup servers.

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 5:52 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #4: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, with input from Dave Rose.

What's Happened Since the Last Update?

- Web servers s.15 have been swapped out for s.15 They are expected to be stable and **services are expected to run normally tomorrow morning**.
  - Root cause has still not been determined.
  - The team was not able to set up monitoring using s.15 on s.15 A Sev 1 Service Request has been logged and escalated with Oracle on this.
  - There have been no additional performance spikes recorded in the monitoring tools since Friday 11 AM; however there were some users reporting performance issues after Friday 11 AM.
- SWAT Team met this morning at 9:00 am and again at 4:00 pm. This status is current up to the 4:00 pm meeting.
- SPAN/BC network issues were reported Sunday morning and resolved by Sunday afternoon. Wency made Dan Ehle aware of our performance remediation work.

Do We Have Any New Information?

- The team has found that Load Balancing cannot work with all four servers s.15 . They will work tonight to test combinations of what will work as it will limit our remediation and monitoring options.
- There has been a ticket logged by SSBC (Paul Servant) with CA for another incident involving s.15 . The relationship with our situation has not been proven but it has also not been ruled out.

What are the Key Things You Need to Know?

- We expect that things should look normal to users on Monday morning.
  - Nancy Allen will send a user communication on Monday morning informing them of the status.
  - Users should call in any performance issues through the ministry help desks. This is key because we think things should be working and if not, we need to know ASAP.

Your next status update from me will be at approximately 9 AM Monday. It will likely be a short message!

Regards,

Wency Lum
Executive Director, Systems Operations

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 6:23 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX
Subject: RE: UPDATE #4: ICM Performance Issues

Hi. I thought I should clarify this update as I was not explicit about something important!

We have swapped out servers in order to resume normal service levels. The root cause has not been isolated and we continue to work on that while monitoring whether the (temporary) remediation was successful. Just wanted to be clear we aren't thinking we are done ☺

Also – used an unexplained acronym. CA = Computer Associates – the s.15 vendor.

Regards,
Wency

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 5:52 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #4: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, with input from Dave Rose.

What's Happened Since the Last Update?

- Web servers s.15 have been swapped out for s.15 . They are expected to be stable and **services are expected to run normally tomorrow morning**.
  - Root cause has still not been determined.
  - The team was not able to set up monitoring using s.15 on s.15 A Sev 1 Service Request has been logged and escalated with Oracle on this.
  - There have been no additional performance spikes recorded in the monitoring tools since Friday 11 AM; however there were some users reporting performance issues after Friday 11 AM.
- SWAT Team met this morning at 9:00 am and again at 4:00 pm. This status is current up to the 4:00 pm meeting.
- SPAN/BC network issues were reported Sunday morning and resolved by Sunday afternoon. Wency made Dan Ehle aware of our performance remediation work.

Do We Have Any New Information?

- The team has found that Load Balancing cannot work with all four servers s.15 s.15 . They will work tonight to test combinations of what will work as it will limit our remediation and monitoring options.
- There has been a ticket logged by SSBC (Paul Servant) with CA for another incident involving s.15 . The relationship with our situation has not been proven but it has also not been ruled out.

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Monday, May 5, 2014 8:25 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update Monday May 5th 8:30 AM

Importance: High

Description – Ticket 396587 May 5th 8:00 am update

The technical team worked over the weekend and replaced two web servers. The team is continuing to work towards implementing a permanent solution as the the problem is not resolved.

Impact to users

The problem is intermittent and some users are able to log in. Users may continue to experience delays working in the application.

Instructions to users

Users who experience any problems logging into ICM, lose their connection or experience slow performance are asked to contact the Ministry Service Desk listed below. We will send an update before 12:00 noon today.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 9:13 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #5: ICM Performance Issues

We are seeing the same continuation of performance related issues this morning. I will provide more information when available but it looks like today will continue as Friday did.

Next update will be at 12:30.

From: Lum, Wency SDSI:EX
Sent: Sunday, May 4, 2014 5:52 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #4: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton, with input from Dave Rose.

What's Happened Since the Last Update?

- Web servers s.15 have been swapped out for s.15 . They are expected to be stable and **services are expected to run normally tomorrow morning**.
  - Root cause has still not been determined.
  - The team was not able to set up monitoring using s.15 on s.15 . A Sev 1 Service Request has been logged and escalated with Oracle on this.
  - There have been no additional performance spikes recorded in the monitoring tools since Friday 11 AM; however there were some users reporting performance issues after Friday 11 AM.
- SWAT Team met this morning at 9:00 am and again at 4:00 pm. This status is current up to the 4:00 pm meeting.
- SPAN/BC network issues were reported Sunday morning and resolved by Sunday afternoon. Wency made Dan Ehle aware of our performance remediation work.

Do We Have Any New Information?

- The team has found that Load Balancing cannot work with all four servers (s.15 s.15 . They will work tonight to test combinations of what will work as it will limit our remediation and monitoring options.
- There has been a ticket logged by SSBC (Paul Servant) with CA for another incident involving s.15 The relationship with our situation has not been proven but it has also not been ruled out.

What are the Key Things You Need to Know?

- We expect that things should look normal to users on Monday morning.

Moccia, Margaret SDSI:EX

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

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Monday, May 5, 2014 10:36 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM response time - Update Monday May 5th 10:30 AM

Importance: High

Description – Ticket 396587 May 5th 10:30 am update
The intermittent network/ICM access and performance issues continue. The dedicated technical team is continuing to work on the problem. We recognize the business impact and this issue continues to be our highest priority.

Impact to users
The problem is intermittent and some users are able to log in. Users will continue to experience delays working in the application.

Instructions to users
At this time additional tickets are not necessary. Further updates will be provided today as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Monday, May 5, 2014 12:33 PM
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: Barker, Laurie SDSI:EX; Taylor, Sheila A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Sedmak, Niki M MTIC:EX; Goldsmith, Sue MTIC:EX; Sieben, Mark MCF:EX
Subject: RE: Infrastructure/ICM Performance Issues - Update

Hi everyone, just wanted to let you know that both GCPE's are in the loop on this so messaging is being developed for both Ministers. As well, we are developing some messaging to go to GEU (Doug Kinna).

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'

Office: 250-356-2688 | Cell: s.17

From: Barker, Laurie SDSI:EX
Sent: May-05-14 11:46 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; Goldsmith, Sue MTIC:EX; Sieben, Mark MCF:EX
Subject: RE: Infrastructure/ICM Performance Issues - Update

Good morning,
We have approximately 30 staff/contractors working on the performance issue which continues to be intermittent. We have a team monitoring network traffic and we have a team analyzing the logs created by ICM's infrastructure devices. It is a top priority and we have access to experts in each of the teams.

I'll continue to provide updates as we work through the problem.

Laurie

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

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 12:57 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: RE: UPDATE #6: ICM Performance Issues

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This information update was provided by Cindy Beaton.

What's Happened Since the Last Update?

- did not resolve our performance issues, and in fact, the performance issues expanded to our external site (which is on different web servers).
- s.15 were swapped back out for s.15
- We have determined that there is an issue between s.15 (authentication) and ICM. Paul Servant has engaged Computer Associates with a P1 ticket and is working on it as I write this.
- A service called Port Mirroring (which is required for s.15) is in the process of being turned off as Port Mirroring increases network volume and may be impacting us.
- For the last 20 minutes, we have been losing connections to ICM and we are investigating.
- SWAT has been upgraded in SSBC to Recovery Management Group which is the most escalated process. Some of my ED level colleagues have joined or are following the RMG.
- Response times for PRACTICE and Disaster Recovery environments appear to be within normal.

Next Steps

- Paul Servant will continue to work with Computer Associates on s.15 issues.
- Port Mirroring will be turned off and we will review situation after lunch when users are logged back on.
- The SWAT will resume at 1 pm.
- If root cause has not been determined by end of day, we will switch over to s.15 Disaster Recovery environment. This will take 2-4 hours of an outage to make the switch.

Your next status update from me will be at approximately 3 PM Monday.

I am very sorry about the time it has taken thus far to get to a solution. I want to assure you that the team is doing everything they can.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

ICM is currently down, and has been since some critical network switches "froze" in the data centre. This occurred when port mirroring was turned off at 12:18. We have set up a war room in s.15 . We have an open conference bridge with SSBC and HPAS. Please send hope and food...

Your next status update from me will be at approximately 3 PM Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Monday, May 5, 2014 3:02 PM
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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

Good afternoon,
We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.

As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.

We will continue to provide updates.

Sent from my iPhone

On May 5, 2014, at 11:46 AM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good morning,
> We have approximately 30 staff/contractors working on the performance issue which continues to be intermittent. We have a team monitoring network traffic and we have a team analyzing the logs created by ICM's infrastructure devices. It is a top priority and we have access to experts in each of the teams. I'll continue to provide updates as we work through the problem.
> Laurie
>
> **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.

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 3:43 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #8: INTERIM UPDATE ICM Performance Issues - ICM is down

HPAS has recabled priority servers to another network switch. This approach means there will be limited redundancy. We are still attempting to get the application back up again before offices close for the day.

We are about to start our internal smoke testing to make sure that things are working.

Your next status update from me will be at approximately 6 PM Monday.

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

ICM is currently down, and has been since some critical network switches "froze" in the data centre. This occurred when port mirroring was turned off at 12:18. We have set up a war room in s.15 We have an open conference bridge with SSBC and HPAS. Please send hope and food...

Your next status update from me will be at approximately 3 PM Monday.

Regards,

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Monday, May 5, 2014 4:01 PM
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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

Good afternoon,
The network issue has had a work around implemented and we have 200 users accessing the system.

We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.

Laurie

Sent from my iPhone

On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good afternoon,
> We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.
>
> As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.
>
> We will continue to provide updates.
>
> Sent from my iPhone
>
> On May 5, 2014, at 11:46 AM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
> > Good morning,
> > We have approximately 30 staff/contractors working on the performance issue which continues to be intermittent. We have a team monitoring network traffic and we have a team analyzing the logs created by ICM's infrastructure devices. It is a top priority and we have access to experts in each of the teams.
> > I'll continue to provide updates as we work through the problem.
> > Laurie
> >
> > **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,

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Monday, May 5, 2014 4:07 PM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM Response Time - Update Monday May 5th 4:00 PM

Description – Ticket 396587 May 5th 4:00 PM update
The intermittent network/ICM access and performance issues continue; one cause has been traced to an infrastructure hardware problem. The team is working to replace components and have re cabled priority servers to another network switch. We apologize for the time it is taking to implement a solution. The team is doing everything they can to resolve this problem and will continue to work through the evening to implement a permanent solution.

Impact to users
Users may be unable to log into ICM and if so will experience slow response times while in the application.

Instructions to users
At this time please access ICM only if is critical. A further update will be provided before 8 am tomorrow morning.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Monday, May 5, 2014 6:12 PM
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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

Good evening,
We had over 600 users signed on this afternoon with reports of improved performance. We have not had the usual workloads most likely due to communications and issue experienced since last week. The team continues to work on the problem this evening and we have two checkpoints planned tonight (8:30 pm and 10:30 pm) with a full team meeting tomorrow at 8:00 am. We are confirming with MCFD tomorrow if Provincial Services has access to the system.

I'll report out again at 10 am or earlier if we have a confirmed resolution.

Laurie

Sent from my iPad

On May 5, 2014, at 4:00 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good afternoon,
> The network issue has had a work around implemented and we have 200 users accessing the system.
>
> We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.
>
> Laurie
>
> Sent from my iPhone
>
> On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
> > Good afternoon,
> > We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.
> >
> > As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.
> >
> > We will continue to provide updates.
> >
> > Sent from my iPhone

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Monday, May 5, 2014 8:43 PM
To: Asher, Kathleen SDSI:EX
Subject: MCF Communications since April 30th
Attachments: Government System Notification - Network/ICM Response Time - Update Monday May 5th 4:00 PM; Government System Notification - Network/ICM response time - Update Monday May 5th 10:30 AM; Government System Notification - Network/ICM response time - Update Monday May 5th 8:00 AM; Government System Notification - Network/ICM response time - Update Friday May 2nd 3:15 PM; Government System Notification - Network/ICM response time - Update Friday May 2nd 1:00 PM; Government System Notification - Network/ICM response time - Update, Friday May 2nd ; Government System Notification - Network response time - Update; Government System Notification - Network/ICM response time - Update; Government System Notification - Network response time - Update; Government System Notification - Network response time - Update

Hi, attached are the communication notes.

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Monday, May 5, 2014 4:27 PM
Subject: Government System Notification - Network/ICM Response Time - Update Monday May 5th 4:00 PM

Importance: High

Description – Ticket 396587 May 5th 4:00 PM update
The intermittent network/ICM access and performance issues continue; one cause has been traced to an infrastructure hardware problem. The team is working to replace components and have re cabled priority servers to another network switch. We apologize for the time it is taking to implement a solution. The team is doing everything they can to resolve this problem and will continue to work through the evening to implement a permanent solution.

Impact to users
Users may be unable to log into ICM and if so will experience slow response times while in the application.

Instructions to users
At this time please access ICM only if is critical. A further update will be provided before 8 am tomorrow morning.

If you have any questions please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Monday, May 5, 2014 10:27 AM
Subject: Government System Notification - Network/ICM response time - Update Monday May 5th 10:30 AM

Description – Ticket 396587 May 5th 10:30 am update
The intermittent network/ICM access and performance issues continue. The dedicated technical team is continuing to work on the problem. We recognize the business impact and this issue continues to be our highest priority.

Impact to users
The problem is intermittent and some users are able to log in. Users will continue to experience delays working in the application.

Instructions to users
At this time additional tickets are not necessary. Further updates will be provided today as information becomes available.

If you have any questions please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Monday, May 5, 2014 8:15 AM
Subject: Government System Notification - Network/ICM response time - Update Monday May 5th 8:00 AM

Importance: High

Description – Ticket 396587 May 5th 8:00 am update
The technical team worked over the weekend and replaced two web servers. The team is continuing to work towards implementing a permanent solution as the problem is not resolved.

Impact to users
The problem is intermittent and some users are able to log in. Users may continue to experience delays working in the application.

Instructions to users
Users who experience any problems logging into ICM, lose their connection or experience slow performance are asked to contact the Ministry Service Desk listed below. We will send an update before 12:00 noon today.

Please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca if you have any questions.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Friday, May 2, 2014 3:21 PM
Subject: Government System Notification - Network/ICM response time - Update Friday May 2nd 3:15 PM

Importance: High

Description – Ticket 396587 May 2nd 3:15 pm update
The intermittent network/ICM performance issues continue. The technical team will continue to work through today and the weekend to resolve. This issue continues to be our highest priority.

Impact to users
The problem is intermittent and some users are able to log in. Users may continue to experience delays working in the application.

Instructions to users
Another update will be provided before 8:00 am Monday morning. At this time additional tickets are not necessary.

Please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca if you have any questions.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Friday, May 2, 2014 12:57 PM
Subject: Government System Notification - Network/ICM response time - Update Friday May 2nd 1:00 PM

Importance: High

Description – Ticket 396587 May 2nd 1:00 pm update
The intermittent network/ICM performance issues continue. Technical resources have determined a problem exists with the Government Infrastructure service and communication technologies in the s.15 data centre. The technical team will continue to work through today and the weekend to resolve. This issue continues to be our highest priority.

Impact to users
Users may be unable to log into ICM or continue to experience delays working in the application.

Instructions to users
Another update will be provided at 3:00 pm today. At this time additional tickets are not necessary.

Please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca if you have any questions.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Friday, May 2, 2014 7:56 AM
Subject: Government System Notification - Network/ICM response time - Update, Friday May 2nd

Description – Ticket 396587 May 2nd 8:00 am update
This morning we continue to experience the intermittent network/ICM performance issue. The dedicated technical team have ruled out several potential root causes and further analysis is underway on our application and web servers. This issue continues to be our highest priority.

Impact to users
Users will continue to experience significant delays accessing and working in ICM.

Instructions to users
Another update will be provided before 1:00 pm today. At this time additional tickets are not necessary.

Please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServicedesk@gov.bc.ca if you have any questions.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Thursday, May 1, 2014 2:30 PM
Subject: Government System Notification - Network response time - Update

Description
Network issues from yesterday continue to impact ICM response time throughout the province. Technical analysts have identified a possible server problem that requires a server restart at 3:00 PM and 5:30.

Impact to users
Users may lose their connection to ICM during the restart but will be able to log back in to the application.

Instructions to users
Analysts will continue to monitor this high priority issue and further updates will be sent as information becomes available. At this time additional tickets are not necessary.

If you have any questions please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF;EX
Sent: Thursday, May 1, 2014 9:19 AM
Subject: Government System Notification - Network/ICM response time - Update

Description
Network issues continue to impact ICM response time throughout the province. The problem has been escalated and a team of technical analysts are working to resolve the issue.

Impact to users
The Ministry application ICM is impacted and users continue to experience significant delays.

Instructions to users
Further updates will be sent as information becomes available.

If you have any questions please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Wednesday, April 30, 2014 3:22 PM
Subject: Government System Notification - Network response time - Update

Description
Network issues continue to affect response time throughout the province.

Impact to users
Ministry application ICM is impacted and users are experiencing significant delays.

Instructions to users
Analysts from MCFD and Shared Services BC are working on a resolution. Further updates will be sent as information becomes available.

If you have any questions please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: MCF Service Desk Communications MCF:EX
Sent: Wednesday, April 30, 2014 11:51 AM
Subject: Government System Notification - Network response time - Update

Description
Network issues continue to affect response time throughout the province.

Impact to users
Users will notice slow response in Outlook, internet and in applications including ICM.

Instructions to users
Analysts are aware and are working on a resolution. Further notification will be sent once this is resolved.

If you have any questions please contact the MCFD Service Desk at (604) 775-4357 or send an email to MCFServiceDesk@gov.bc.ca.

Thank you,
MCFD Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 9:20 PM
To: Asher, Kathleen SDSI:EX; Beaton, Cindy M SDSI:EX
Cc: Allen, Nancy G MCF:EX; Blake, Prarie SDSI:EX
Subject: RE: UPDATE #8: INTERIM UPDATE ICM Performance Issues

Hi. Nancy and Prarie had worked out a process for notifying after hours via email. I'll let her or Prarie confirm whether After Hours was notified.

From: Asher, Kathleen SDSI:EX
Sent: Monday, May 5, 2014 9:12 PM
To: Beaton, Cindy M SDSI:EX
Cc: Lum, Wency SDSI:EX
Subject: Re: UPDATE #8: INTERIM UPDATE ICM Performance Issues

Is After hours impacted by the work being done tonight?

Sent from Kathleen's iPhone

On May 5, 2014, at 8:49 PM, "Beaton, Cindy M SDSI:EX" <Cindy.Beaton@gov.bc.ca> wrote:

> ICM was brought back up at 4:30 this afternoon and it remains up. This was accomplished by moving 8 priority servers to different network switches and resolving 2 issues on our previous switches. We are going to test with volume, if the results are positive, we move back to our original switches and test again. The reason to consider moving back to the original switches as it enables us to have more servers back into Production. If testing is good, we'll stay on the original switches for Production in the morning.
>
> We've created a test script to simulate volume and we initiated the scripts. The scripts ran successfully but the ramp up speed was too rapid for s.15 . We have modified the speed and are about to run the test again.
>
> While this is occurring, HPAS is preparing the switches for the move.
>
> Due to the delay in testing, we are postponing our 8 pm meeting to 9:30.
>
> **Your next status update from me will be at approximately 10 PM Monday.**
>
> Regards,
> Cindy

From: Lum, Wency SDSI:EX
Sent: Monday, May 5, 2014 1:41 PM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MCF:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX
Subject: UPDATE #7: INTERIM UPDATE ICM Performance Issues - ICM is down

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Tuesday, May 6, 2014 1:44 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Beaton, Cindy M SDSI:EX
Subject: UPDATE #9: Status of ICM Performance Issues

Nancy will be developing the external messaging with Kathleen after our 8:00 am check in and early diagnostics tomorrow morning.

We have just concluded our last RMG process for the evening and will reconvene at 8 am. This message is brief out of necessity and more details will be shared in the morning.

ICM was brought back up at 4:30 this afternoon and it remains up. Some changes were made to move servers to different network switches in the data centre and these changes tested this evening but the testing was inconclusive. Prarie and team created a test script to simulate production volume and when these ran the s.15 results were unexpected (was initiating 4x the number of login attempts than scripted for).

At this point, even without the conclusive test results, we are cautiously optimistic that the changes made will improve performance but we cannot confirm that is the case until users login tomorrow morning and we will start to see peak loads. We are also cognisant that the root cause still has not been identified.

Depending on whether we see a return of performance issues tomorrow morning, we have some other options we can pursue and some can be actioned immediately. But in this case we have to proceed with addressing one variable at a time.

The key message for tonight/this morning is:

- The team has made several infrastructure changes to address the performance issues and will monitor the result in production tomorrow morning.

Your next status update from me will be at approximately 9 AM TUESDAY.

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Tuesday, May 6, 2014 7:26 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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

Good morning,
The team worked late last night and made several infrastructure changes and scripted a large volume of users to test results.

Testing appeared favourable, however, real volumes today will determine our success.

I'll send out a note when the metrics give us a better indicator of success.

Laurie

Sent from my iPhone

On May 5, 2014, at 4:00 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good afternoon,
> The network issue has had a work around implemented and we have 200 users accessing the system.
>
> We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.
>
> Laurie
>
> Sent from my iPhone
>
> On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
> > Good afternoon,
> > We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.
> >
> > As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.
> >
> > We will continue to provide updates.
> >
> > Sent from my iPhone

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Tuesday, May 6, 2014 8:08 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; Sieben, Mark MCF:EX
Subject: Re: Infrastructure/ICM Performance Issues - Update

My apologies. Latest testing showed a problem with authentication. We are continuing to work on the problem.

Sent from my iPhone

On May 6, 2014, at 7:26 AM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:

> Good morning,
> The team worked late last night and made several infrastructure changes and scripted a large volume of users to test results.
>
> Testing appeared favourable, however, real volumes today will determine our success.
>
> I'll send out a note when the metrics give us a better indicator of success.
>
> Laurie
>
> Sent from my iPhone
>
> On May 5, 2014, at 4:00 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
>
> > Good afternoon,
> > The network issue has had a work around implemented and we have 200 users accessing the system.
> >
> > We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.
> >
> > Laurie
> >
> > Sent from my iPhone
> >
> > On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca> wrote:
> >
> > > Good afternoon,
> > > We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration.
> > > This new issue has caused an outage for ourselves and transportation.
> > > Estimated fix is 60 minutes.

Assistant Deputy Minister

Social Sector Information Services Branch

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Tuesday, May 6, 2014 8:15 AM
To: SDSI All Exchange Mailboxes
Subject: Government System Notification - Network/ICM Response Time - Update Tuesday May 6th 8:15 AM

Importance: High

Description – Ticket 396587 May 6th 8:15 AM update
The technical team worked through the evening and made several infrastructure changes to try to address the performance issues. We are making progress and the team will be monitoring the results this morning and will continue working until the problem is resolved.

We recognize the business impact and this continues to be our highest priority.

Impact to users
Users are able to log into ICM, however, they may experience slow response times while in the application.

Instructions to users
At this time additional tickets are not necessary. Further updates will be provided later today as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Tuesday, May 6, 2014 9:11 AM
To: SDSI All Exchange Mailboxes
Subject: PRIORITY ICM Notification May 6th 9:10 AM

Description – Ticket 396587 May 6th 9:10 AM update

The technical team is reconfiguring the ICM WEB servers, this work will require an outage in ICM and users will lose connection.

Impact to users
If users are logged into ICM, please log out now.

Instructions to users
We will send a further update when ICM is available. At this time additional tickets are not necessary.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Tuesday, May 6, 2014 9:39 AM
To: SDSI All Exchange Mailboxes
Subject: UPDATE, ICM Notification May 6th 9:30 AM

Description – Ticket 396587 May 6th 9:30 AM update
The technical team has completed reconfiguring the ICM WEB servers.

Impact to users
Users can log into ICM now.

Instructions to users
At this time additional tickets are not necessary, further updates on ICM performance will be sent as they become available. Thank you for your continued patience.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From:	SDSI Support SDSI:EX
Sent:	Tuesday, May 6, 2014 11:45 AM
To:	SDSI All Exchange Mailboxes
Subject:	Government System Notification - Network/ICM Response Time - Update Tuesday May 6th 11: 45 AM

Description – Ticket 396587 May 6th 11:45 AM update
We are continuing to determine the root cause and to make infrastructure and network improvements to resolve this problem. We are working with SSBC, our vendors and partners to determine best options. This continues to be our highest priority.

Impact to users
Some users will lose connection in ICM over the next thirty minutes as work continues.
Instructions to users
At this time additional tickets are not necessary. Further updates will be provided later today as information becomes available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Kerr, Grant GCPE:EX
Sent: Tuesday, May 6, 2014 12:57 PM
To: Whittier, Joanne GCPE:EX; Asher, Kathleen SDSI:EX
Cc: Leslie, Lisa GCPE:EX
Subject: ICM KMs - for your approval

These are general KMs and can be used to inform media inquiries. Changed "the cross-ministry service team" in second bullet to "technical team".

- ICM is experiencing intermittent slowdowns of the system, which has affected the speed of service delivery to individuals seeking assistance from the ministry.
- A technical team is in place and working on a solution.
- All of the ministry's regional offices have business continuity plans in place and staff are working to ensure that the impacts to the people we serve are as minimal as possible.
- This is not a privacy issue and the system remains secure.

If pressed:

- All income and disability assistance cheques have gone out to British Columbians for the month of May, as of April 23.

Grant Kerr
Public Affairs Officer/ Communications
Ministry of Social Development and Social Innovation
Government of British Columbia
Ph: 250 387-5635, c: s.17

Moccia, Margaret SDSI:EX

From: Nakamura, Janice N. SDSI:EX
Sent: Tuesday, May 6, 2014 1:18 PM
To: Asher, Kathleen SDSI:EX; Walmsley, Megan E SDSI:EX
Cc: D'Gal, Judy SDSI:EX
Subject: MOC

We've initiated the Ministry MOC so I expect Laurie will be at a 1:30 meeting –
We'll still need to coordinate

Janice Nakamura
Executive Director
Regional Operations
Ministry of Social Development and Social Innovation
Ph: (250) 356-2220

Moccia, Margaret SDSI:EX

From: Muraro, Yvonne T SDSI:EX
Sent: Tuesday, May 6, 2014 2:51 PM
To: Asher, Kathleen SDSI:EX
Subject: FW: Users

Importance: High

From: Craigie, Shelly M SDSI:EX
Sent: May-06-14 2:43 PM
To: Muraro, Yvonne T SDSI:EX
Subject: Users
Importance: High

Good afternoon, we are going to begin a gradual load of users onto a different ICM platform. These users will have ICM access and will be the only users to be in the system. Please send us the names & IDIR's of 10 users per region, keeping in mind:

- Face to face service (1 per F2F)
- Contact center service
- Medical bucket work (2)
- Intake (2)

HAB/PSCC: Please send the names and IDIR's of 3 users per program area.

How's that look? Also, I think you should add me and Cris Evenden as we can physically do work

Shelly Craigie | Manager, Business, Innovation & Technology Solutions | SDSI | Desk (250) 387-0968 Mobile s.17 | Shelly.Craigie@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Truswell, Brad SDSI:EX
Sent: Tuesday, May 6, 2014 2:54 PM
To: Walmsley, Megan E SDSI:EX; Asher, Kathleen SDSI:EX; Johnson, Eugene SDSI:EX
Subject: Request: MOC communications plan

Importance: High

Hi folks,

We have activated our Ministry operations centre here due to the system outage. We are having a quick comms plan meeting at 3:10 ish. Please join if you can.

Thanks,

Brad Truswell
Manager, Strategic Issues
ADMO-Regional Services Division
Ministry of Social Development and Social Innovation
Phone: (250) 387- 3598

Cell: s.17

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Tuesday, May 6, 2014 3:10 PM
To: Allen, Nancy G MCF:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; McKenzie, Rob SDSI:EX; Burnham, Shelley J SDSI:EX
Cc: Choo, Chris MCF:EX; Jenkins, Dave SDSI:EX; Asher, Kathleen SDSI:EX
Subject: PLEASE READ: activation of BCP and what this means

Hi folks,

Laurie has asked me to confirm you all are aware that both MCFD and MSDSI have invoked BCP (SDSI calls it Ministry Operations Centre).

This changes our communication protocol. Communications outside of our division must be approved by the ADM's responsible for BCP.

For SSISD, this means we need to **route all of our communications through Kathleen**. For our branch it means it goes through Nancy Allen first as Kathleen's direct contact point.

Thanks.

Wency Lum
Executive Director, Systems Operations

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Tuesday, May 6, 2014 6:59 PM
To: Ehle, Dan MTIC:EX; Perkins, Gary MTIC:EX; Hoel, Lynda M MTIC:EX; Donaldson, Ian R MTIC:EX; Sedmak, Niki M MTIC:EX; Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX; Bailey, Ian D MTIC:EX
Cc: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: ICM Performance Issues - Executive Meeting

Good evening,
Please note my capture of the meeting today:
Laurie provided the Ministry update:
- Both Ministries have implemented there BCP
- Serious crisis for the Ministries, front line staff and clients
- Multiple media enquiries; Minister provided a statement today
- it was agreed SSBC owns the issue and the relationship with CA for s.15 issues
- Implemented DR environment as read only access with a limited number of users
SSBC update:
- Ian provided an update; current analysis indicates an issue between the s.15 policy server and the agent
- Pointed half of the production ICM servers to the s.15 policy server
- Users on the s.15 policy server had good performance; users on the s.15 policy server
- Lynda had secured a lead from CA and confirmed we had a dedicated senior analyst (with the exception of movement to their Asian after hours desk) would be assigned to the P1 ticket; outstanding is the analysis of the logs from CA; conference call at 830 pm to have an update of the analysis with Paul/CA.
- tomorrow we will have an increased load on the production ICM servers which will determine if we need to move all servers to s.15
Next steps plan needs to be in place:
- alternative contingencies considered: reduce number of users in production should performance continued to be an issue to two per office as issue appears load based
- DR environment point to s.15 Policy server; we are going to provide read only access to users (limited number managed through Wency's area in MOC communication protocol) to manage critical incidents to try to provide a stable platform
ACTION ITEMS:
- agreed that we should expedite having CA on-site; Lynda to make the request and get an ETA
- a change was made on the s.15 policy server on April 27; Lynda to determine if SSBC can roll back the AOC change
- Wency to determine if the a change is made to the agent to point to a different policy server whether an outage is required
- SSBC to confirm all patches made to ICM servers and s.15 policy servers on April 27th weekend
- Dan is to roll back changes made to the s.15
- Sue to send out an 8:45 touch base
Please let me know if any issues with my understanding of the notes.

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Wednesday, May 7, 2014 12:05 AM
To: Barker, Laurie SDSI:EX; Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Asher, Kathleen SDSI:EX; Warkentin, Tiffany SDSI:EX
Cc: Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Mohabir, Ravi SDSI:EX; Beaton, Cindy M SDSI:EX; Wilson, Steve R MTIC:EX; Allen, Nancy G MCF:EX; Rose, Dave SDSI:EX; Lutynec, Bill SDSI:EX; Blake, Prarie SDSI:EX; Armstrong, Kevin SDSI:EX
Subject: UPDATE #10: ICM Performance Issues

I apologize for the lack of coordinated updates from me today. I will refocus on this tomorrow. A lot happened today.

Please consider this information for our internal use only and do not forward to the ministry contacts as-is. This update focuses on the technical remediation only (not BCP or communications).

What's Happened the Last Update (#9)?

- Performance issues continued today and as a result, both MCFD and MSDSI invoked their Business Continuity Plans.
- The ICM performance issue was reported in the media.
- We have made a series of changes to the infrastructure in order to rule out root causes and to remediate issues resulting from the failed switch(es) from yesterday. We are operating on different network switches in the data centre.
- We have examined and ruled out the following (these won't make sense to everyone):
  - s.15 Agent version 6 issues
  - Spanning Tree (protocol)
  - Port Mirroring
  - Land Title and Survey Authority application change impacts
  - Common Logon Page
  - Security changes (FW, IPS)
  - s.15 version
  - Network connectivity
- The most likely root cause is: s.15 Policy Server, specifically its interaction with s.15 agent. Lynda Hoel has escalated our issue with CA and our logs will be reviewed overnight and I have requested a checkpoint from CA by 6 am to inform our decisions for the morning.
- The Disaster Recovery environment was brought back up. Laurie has discussed with Marcin and Rob re: how to bring users into the system in a controlled manner.
- We worked with SSBC to spread the load of users across two different s.15 Policy Servers in both s.15 and s.15 instead of just using services in s.15
- SSBC Executive have engaged with regular check points, resource commitments, and escalations with vendors

What is Our Current Situation?

- We expect the performance situation tomorrow to be **somewhat improved** but we will not be at normal service in terms of response times and # of users.
  - A limited number of users will have access to ICM Production via the External URL (which uses different web servers).
  - A limited number of users will have access to a read only version of Disaster Recovery instance of ICM. There may be issues with performance/response times of DR.
  - We want people to use Production so we can determine whether our remediation is working.
- s.15 monitoring is not enabled because port mirroring has been turned off (as part of troubleshooting).

Moccia, Margaret SDSI:EX

From: Leslie, Lisa GCPE:EX
Sent: Wednesday, May 7, 2014 9:03 AM
To: Asher, Kathleen SDSI:EX
Cc: Whittier, Joanne GCPE:EX; Pinto, Morningstar GCPE:EX; Kerr, Grant GCPE:EX
Subject: URGENT: Read only description

Importance: High

Hi Kathleen
MTICs urgently needs some bullets that describe what the read only system can do. Can you accommodate in the next couple of minutes? We can do them together over the phone if helpful.

Lisa Leslie
Communications Director
Ministry of Social Development and Social Innovation
250 213-7724

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 11:14 AM
To: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: ICM being taken down at 11:15 for server restart - will be offline for about an hour

Global note going out from help desk

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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 11:15 AM
To: SDSI All Exchange Mailboxes
Subject: PRIORITY ICM System notification 11:15 AM

Importance: High

Description – Ticket 396587 May 7th 11:15 AM Update
We have made changes to our servers and infrastructure to continue to improve performance and stability. This work will require us to restart our servers, which will take approximately an hour.

Instructions to users
Please save your work and log out of ICM. We will notify you when ICM is available.

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Taylor, Sheila A SDSI:EX
Sent: Wednesday, May 7, 2014 11:57 AM
To: Asher, Kathleen SDSI:EX; Galbraith, David J SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: Re: Update on ICM - bullets for MO

Thanks, Kathleen. I told our MO it was coming down at noon and for the noon hour...

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 07, 2014 11:47 AM Pacific Standard Time
To: Sieben, Mark MCF:EX; Dicks, Beverly J MCF:EX; Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: Update on ICM - bullets for MO

What and When:

- ICM was taken down at 11:22am and we anticipate having it back up at 12:22pm (this includes validation testing)

Why:

- We've made a number of network/infrastructure changes to isolate the issue and ensure the system is performing optimally
- Best practices are to restart the system after making these types of changes

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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 11:48 AM
To: Sieben, Mark MCF:EX; Dicks, Beverly J MCF:EX; Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: Update on ICM - bullets for MO

What and When:

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

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Allen, Nancy G MCF:EX
Sent: Wednesday, May 7, 2014 12:17 PM
To: Asher, Kathleen SDSI:EX
Subject: UPDATE: ICM System Tuesday May 7th 12:20 PM

Ok?

Description – Ticket 396587 May 7th 12:20 pm Update

We have completed the restart of our servers, we appreciate your continued patience as we work towards resolving the current situation.

Instructions to users

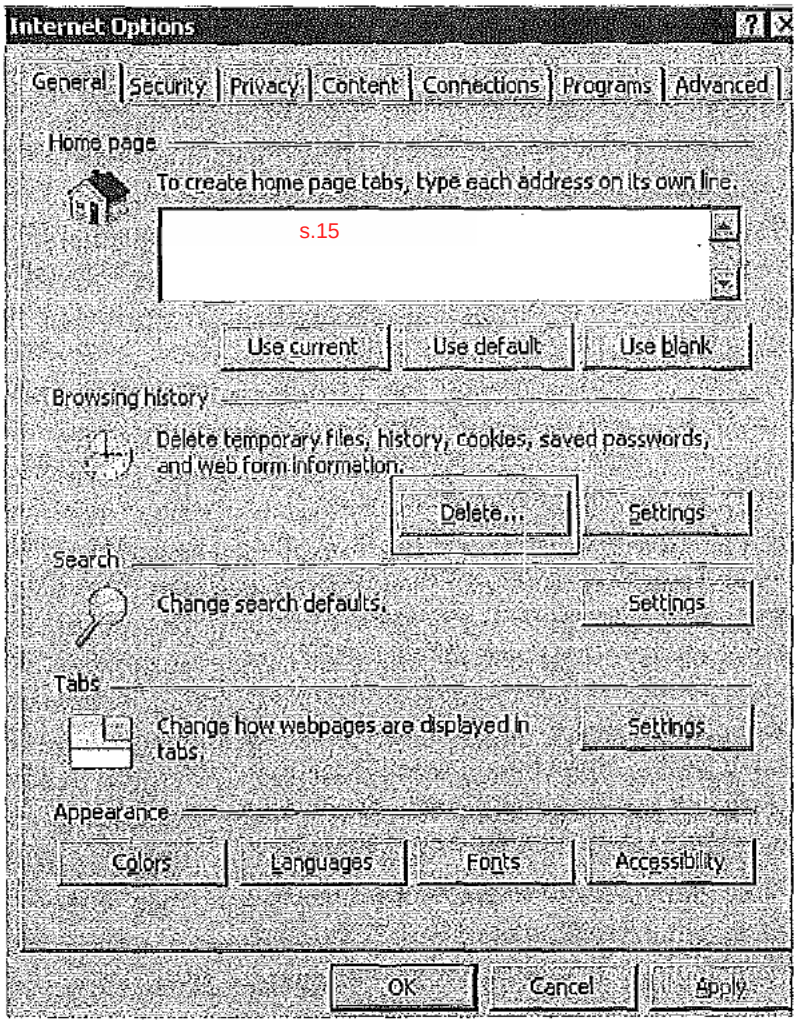
Users can now log into ICM, however in some instances they may have problems viewing the home screen or losing connection.

Instructions to users

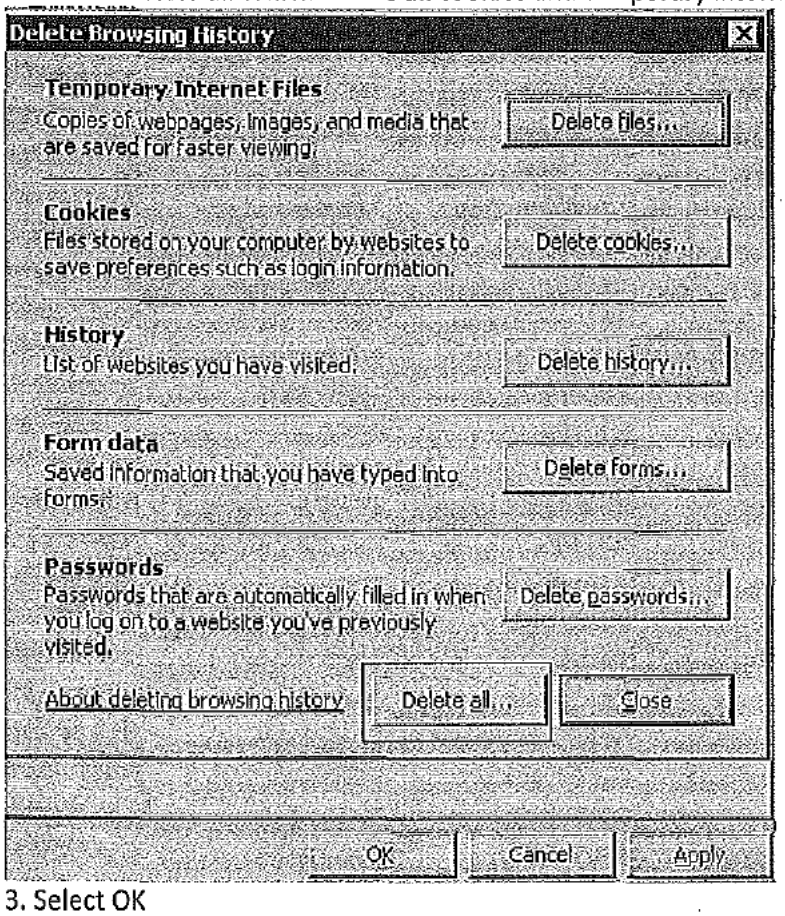
If users do lose connection in ICM after logging back in please verify the data you have entered is there. If users are still experiencing problems, please follow the instructions below:

Step 1:

1.Close all the Internet Explorers (IE)
2.Open IE
3.Click on Tools→Internet Options.
4.Click on 'Delete' as shown below



2.Click on Delete all Which clear's all cookies and temporary internet files.



3. Select OK

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 12:34 PM
To: SDSI All Exchange Mailboxes
Subject: UPDATE: ICM System Tuesday May 7th 12:35 PM

Importance: High

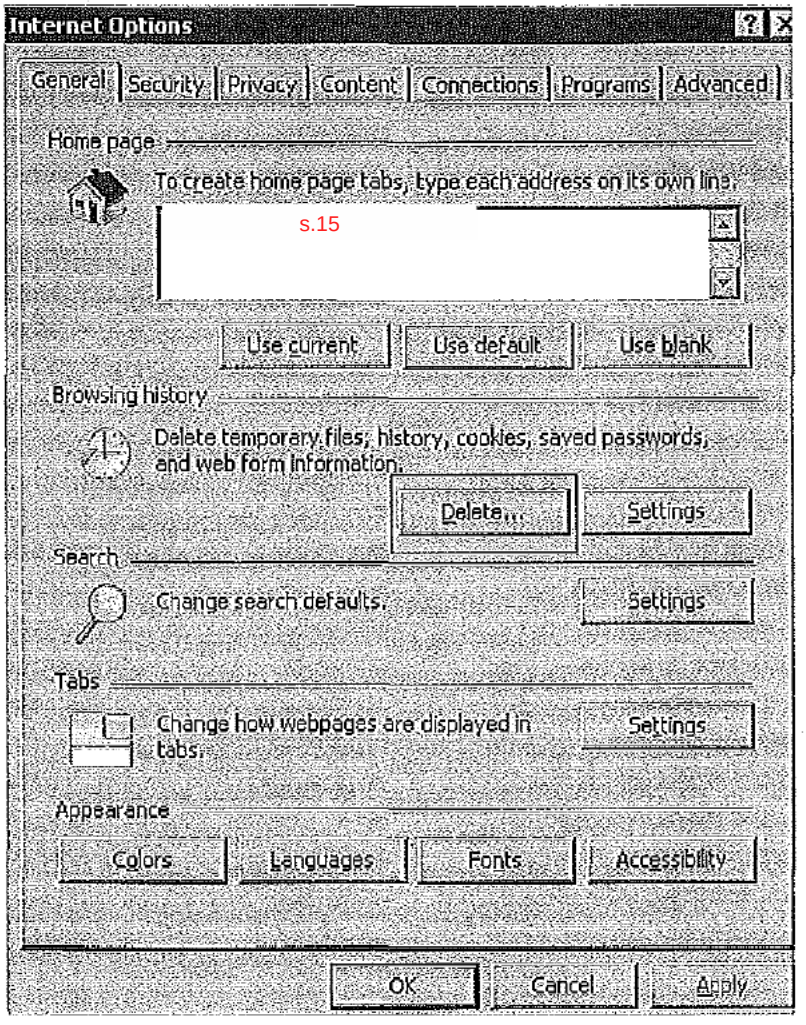
Description – Ticket 396587 May 7th 12:35 pm Update
We have completed the restart of our servers, we appreciate your continued patience as we work towards resolving the current situation.

Instructions to users
Users can now log into ICM.

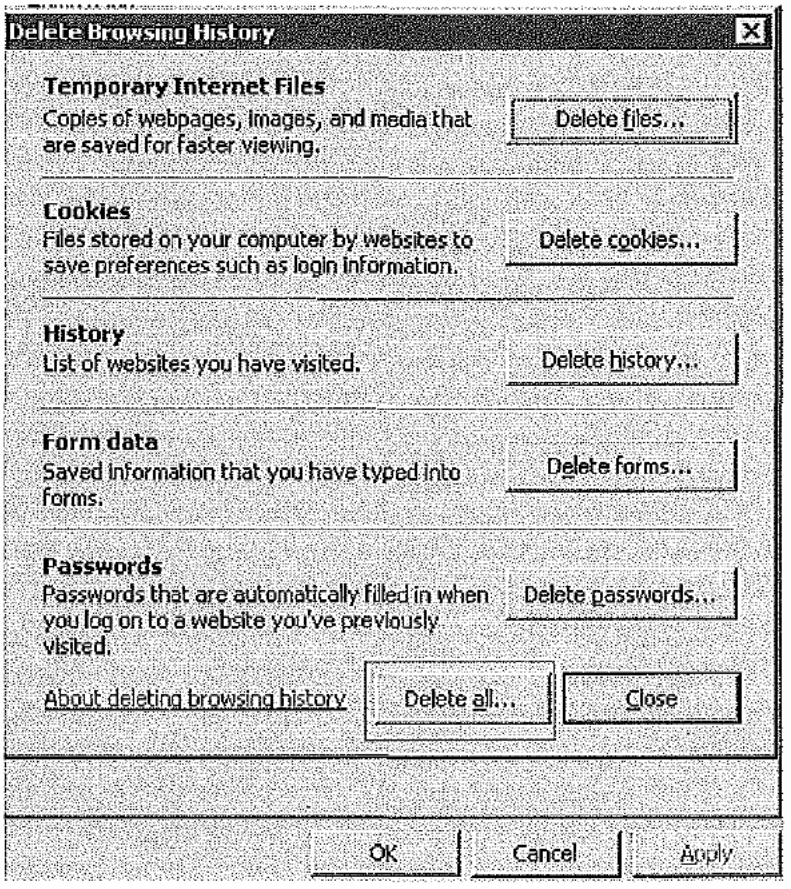
Instructions to users
If users are experiencing problems viewing the home screen, please follow the instructions below:

Step 1:

1.Close all Internet Explorer sessions (IE)
2.Open IE
3.Click on Tools/Internet Options
4.Click on 'Delete' as shown below:



2.Click on Delete all Which clear's all cookies and temporary internet files:



3. Select OK

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 12:38 PM
To: Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: RE: Update on ICM - bullets for MO

We are back up and users have been notified

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'

Office: 250-356-2688 | Cell: s.17

From: Taylor, Sheila A SDSI:EX
Sent: May-07-14 11:57 AM
To: Asher, Kathleen SDSI:EX; Galbraith, David J SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: Re: Update on ICM - bullets for MO

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Sent: Wednesday, May 07, 2014 11:47 AM Pacific Standard Time
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Cc: Barker, Laurie SDSI:EX
Subject: Update on ICM - bullets for MO

What and When:

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Why:

- We've made a number of network/infrastructure changes to isolate the issue and ensure the system is performing optimally
- Best practices are to restart the system after making these types of changes

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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 12:42 PM
To: Sieben, Mark MCF:EX; Dicks, Beverly J MCF:EX
Cc: Barker, Laurie SDSI:EX
Subject: FW: Update on ICM - bullets for MO

We are back up, and users have been notified.

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'

Office: 250-356-2688 | Cell: s.17

From: Asher, Kathleen SDSI:EX
Sent: May-07-14 11:48 AM
To: Sieben, Mark MCF:EX; Dicks, Beverly J MCF:EX; Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: Update on ICM - bullets for MO

What and When:

- ICM was taken down at 11:22am and we anticipate having it back up at 12:22pm (this includes validation testing)

Why:

- We've made a number of network/infrastructure changes to isolate the issue and ensure the system is performing optimally
- Best practices are to restart the system after making these types of changes

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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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 12:44 PM
To: Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX
Subject: CURRENT STATUS PLEASE: access to ICM read only, and external link into ICM ?

Marcin/Rob – can you please update me on current status with read only access, and external access.

Do we have users coming in this way?

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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Wednesday, May 7, 2014 3:44 PM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: ICM Update 3:40 pm - need to take ICM down for 30 minutes

We are having to take ICM down again for approx. 30 minutes.

We need to remove load balancing software and an application server that we believe is causing problems.

Once the system is brought back up we will ask users to logon again so we can validate stability of the system.

A note is going out to users shortly.

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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Wednesday, May 7, 2014 3:45 PM
To: Asher, Kathleen SDSI:EX
Subject: Re: ICM Update 3:40 pm - need to take ICM down for 30 minutes

Load balancing not software

Sent from my iPhone

On May 7, 2014, at 3:44 PM, "Asher, Kathleen SDSI:EX" <Kathleen.Asher@gov.bc.ca> wrote:

> We are having to take ICM down again for approx. 30 minutes.
> We need to remove load balancing software and an application server that we believe is causing problems.
> Once the system is brought back up we will ask users to logon again so we can validate stability of the system.
> A note is going out to users shortly.
> ***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'***
> **Office: 250-356-2688 | Cell:** s.17

Moccia, Margaret SDSI:EX

From: SDSI Support SDSI:EX
Sent: Wednesday, May 7, 2014 3:55 PM
To: SDSI All Exchange Mailboxes
Subject: PRIORITY ICM System notification 3:55

Importance: High

Description – Ticket 396587 May 7th 3:55 PM Update
In order to continue our restoration of normal services to ICM, we need to make some system changes and the system will be unavailable for thirty minutes.

Instructions to users
Please save your work and log out of ICM for 30 minutes, **please log back into ICM after this time.**

Please contact the SDSI Service Desk at (604) 660-1636 or send an email to sdsihdsup@gov.bc.ca if you have any questions.

Thank you,
SDSI Service Desk
Social Sector Information Services Division (SSISD)

Moccia, Margaret SDSI:EX

From: Goldsmith, Sue MTIC:EX
Sent: Wednesday, May 7, 2014 6:12 PM
To: Barker, Laurie SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: FW: RSP 112852 change restriction in effect all changes must be approved by executive

Here's the official notification that went out (across govt). ☺

From: cschelp@gov.bc.ca [mailto:cschelp@gov.bc.ca]
Sent: May-07-14 5:40 PM
To: SSBC WTS SC PROB LIST
Subject: RSP 112852 change restriction in effect all changes must be approved by executive

Type: Change
Impact: Change Restriction to all MTIC infrastructure

Date: 5/7/2014
Time: 17:38

Subject: RSP 112852 change restriction in effect all changes must be approved by executive

Description: Please be advised effectively immediately, until further notice, all changes to MTIC services or infrastructure are frozen.
All changes must go through Executive approval until further notice.

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-866-660-0811.

Moccia, Margaret SDSI:EX

From: Hughes, Bette-Jo MTIC:EX
Sent: Thursday, May 8, 2014 10:14 AM
To: Asher, Kathleen SDSI:EX
Cc: Barker, Laurie SDSI:EX; Goldsmith, Sue MTIC:EX; Hoel, Lynda M MTIC:EX
Subject: RE: ICM Bullets for MO

Thanks, will let you know if we need anything further

From: Asher, Kathleen SDSI:EX
Sent: May 8, 2014 10:10 AM
To: Hughes, Bette-Jo MTIC:EX
Cc: Barker, Laurie SDSI:EX; Goldsmith, Sue MTIC:EX
Subject: ICM Bullets for MO
Importance: High

Here you go, let me know if you need anything else.

Overall cost of system - confirm 182

- The budget remains at $182m

Chronology:

- Intermittent issues were reported April 28th and we commenced with standard troubleshooting processes
- On Wednesday, April 30th we identified a pattern with performance and created an expanded team including vendors
- On May 1st, a SWAT Team was also established and has been in place ever since
- On May 5th, performance issues were reported as more wide-spread

Who is involved?

- SDSI/CFD Systems Staff
- Shared Services BC / Government Chief Information Office staff
- Computer Associates – interconnectivity software
- Microsoft – responsible for server and web software
- Deloitte – ICM Systems Integrator
- HP Advanced Solutions – government infrastructure hosting
- Oracle/Siebel – application software

What's contingency plan

- SDSI and CFD have invoked their business continuity plans to ensure clients continue to receive services
- Multiple parallel contingency plans and actions are underway.
- We are doing everything possible to stabilize the system and restore it to normal operations

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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Thursday, May 8, 2014 10:30 AM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX
Cc: Barker, Laurie SDSI:EX
Subject: FW: ICM Bullets for MO

Importance: High

For info

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'

Office: 250-356-2688 | Cell: s.17

From: Asher, Kathleen SDSI:EX
Sent: May-08-14 10:10 AM
To: Hughes, Bette-Jo MTIC:EX
Cc: Barker, Laurie SDSI:EX; Goldsmith, Sue MTIC:EX
Subject: ICM Bullets for MO
Importance: High

Here you go, let me know if you need anything else.

Overall cost of system - confirm 182

- The budget remains at $182m

Chronology:

- Intermittent issues were reported April 28th and we commenced with standard troubleshooting processes
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- We are doing everything possible to stabilize the system and restore it to normal operations

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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Zaranski, Marcin SDSI:EX
Sent: Thursday, May 8, 2014 11:36 AM
To: Asher, Kathleen SDSI:EX
Subject: RE: messaging you can share with OIPC

Thank you kindly!

From: Asher, Kathleen SDSI:EX
Sent: May-08-14 11:35 AM
To: Zaranski, Marcin SDSI:EX
Subject: messaging you can share with OIPC

- 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.
- SDSI - 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'

Office: 250-356-2688 | Cell: s.17

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Thursday, May 8, 2014 11:40 AM
To: Sieben, Mark MCF:EX; Taylor, Sheila A SDSI:EX; Galbraith, David J SDSI:EX; Dicks, Beverly J MCF:EX
Cc: Barker, Laurie SDSI:EX; Leslie, Lisa GCPE:EX; Johnston, Karen GCPE:EX
Subject: For Info: Current ICM messaging sent to MO (MTICS)

For info

Kathleen

From: Hughes, Bette-Jo MTIC:EX
Sent: May-08-14 11:28 AM
To: Asher, Kathleen SDSI:EX; Barker, Laurie SDSI:EX
Subject: RE: 11:15 am ICM Update for MO

I will forward to our MO and will let you know – thanks so much for your assistance

---

From: Asher, Kathleen SDSI:EX
Sent: May 8, 2014 11:27 AM
To: Barker, Laurie SDSI:EX; Hughes, Bette-Jo MTIC:EX
Subject: 11:15 am ICM Update for MO

How about this?

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 at this time
- 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 ministries
- 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

Moccia, Margaret SDSI:EX

From: Chiang, Ada OAG:EX
Sent: Thursday, May 8, 2014 2:15 PM
To: Asher, Kathleen SDSI:EX
Cc: Barker, Laurie SDSI:EX; Dover, Cornell OAG:EX
Subject: RE: For info: ICM Update

Hi Kathleen,
Thank you for providing us with an update. We understand the immediate operational issues that the ministry must addressed at this time. We will wait to hear back from Laurie. We appreciate if you can continue to keep us posted in the meantime.

Thanks.

Ada

From: Asher, Kathleen SDSI:EX [mailto:Kathleen.Asher@gov.bc.ca]
Sent: May-08-14 12:51 PM
To: Chiang, Ada
Cc: Barker, Laurie SDSI:EX
Subject: For info: ICM Update

Hi Ada, as you are aware we are dealing with operational issues. Laurie will be in touch when she can, but in the meantime here is some background:

Current Status:

- The system is currently up and is stable at this time
- We've implemented a strategy to limit the number of users at this time
- We've taken this step in order to stabilize the system while we continue to troubleshoot
- The ministries are managing access to ICM for designated staff in an organized fashion to ensure they are focused on critical needs and that they have geographic coverage in both ministries

Background:

- ICM began having intermittent performance issues last week; as it progressed, a dedicated team made up of resources from SSISD staff, Deloitte, SSBC staff, Government of Chief Information Office staff, HPAS, Oracle 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.
- SDSI - 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

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Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Thursday, May 8, 2014 4:37 PM
To: Bibe, Darlene K SDSI:EX; Moccia, Margaret SDSI:EX
Cc: Byers, Rob A SDSI:EX; Barker, Laurie SDSI:EX
Subject: RE: May 15th Article 29 Meeting

Rob and I will talk to Laurie and then we will decide who will be attending and what needs to be prepared. I will get back to Martina once we decide who will be attending.

Kathleen Asher

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From: Bibe, Darlene K SDSI:EX
Sent: May-08-14 4:28 PM
To: Asher, Kathleen SDSI:EX
Cc: Moccia, Margaret SDSI:EX; Byers, Rob A SDSI:EX
Subject: May 15th Article 29 Meeting

Hi Kathleen, Martina Mangion (250 713-7000) called you this afternoon to advise that the Article 29 meeting scheduled for May 12th is no longer tentative and will be going ahead. She will try and get an agenda out on Friday May 9th.

She would like both you and if possible Rob Byers to attend this meeting and give the regular update as well as an update on the system issues. (She also wanted Laurie Barker to attend but I advised that I am not sure if Laurie will be available next week.) I have cc'd Margaret and Rob on this. Margaret will follow up with Rob when he has a moment to see if he is able to do this next Thursday.

When you have a moment...can you please call Martina. I told her that you probably wouldn't get back to her until next week.

Thanks.

Dar

Darlene Bibe
Executive Assistant to Laurie Barker, ADM
Social Sector Information Services Division (SSISD)
'serving the Ministries of Social Development and Social Innovation and Children and Family Development'
Darlene.Bibe@gov.bc.ca
Phone: 250 356-6633
Fax: 250 356-1053

Moccia, Margaret SDSI:EX

From: Truswell, Brad SDSI:EX
Sent: Thursday, May 8, 2014 5:15 PM
To: Asher, Kathleen SDSI:EX
Cc: D'Gal, Judy SDSI:EX; Pinto, Morningstar GCPE:EX
Subject: FW: Messaging for ICM website needed on this page

Importance: High

We should post this message to the ICM site below.

Same as the SDSI public home page.

We are currently experiencing technical issues with all service delivery channels. We apologize for the delay and inconvenience this may cause.

Due to this service disruption, all requests will be prioritized based on need. If you do not have a critical need for services please access services at a later date.

If you have a critical need for services and supports, please call 1 866 866-0800 as you may be eligible to receive the following:

- Food and taxi vouchers;
- Referrals to other community agencies/resources;
- Arrangements for overnight shelter; and
- Contacting landlords if you have an urgent need to secure accommodation.

We are working on a solution and hope to have all service delivery channels back to normal as soon as possible. Thank you for your patience.

Let me know what you think and if you can update.

From: Pinto, Morningstar GCPE:EX
Sent: May-08-14 5:07 PM
To: Truswell, Brad SDSI:EX
Subject: Messaging for ICM website needed on this page
Importance: High

Hi there,
Can we get messaging on this page to highlight the situation http://www.integratedcasemanagement.gov.bc.ca/ ?

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Thursday, May 8, 2014 8:58 PM
To: Asher, Kathleen SDSI:EX; Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX; Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Armstrong, Kevin SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: RE: Minutes from May 8th Executive Meeting on ICM Issues

Do we need to clarify that the 5 hour outage for syncing is to DR and not prod?
Also, for clarification: Additional users were specific to SDSI.

From: Asher, Kathleen SDSI:EX
Sent: Thursday, May 8, 2014 8:52 PM
To: Lum, Wency SDSI:EX; Zaranski, Marcin SDSI:EX; Byers, Rob A SDSI:EX; Powell, Wayne G SDSI:EX; Kukatla, Sucha SDSI:EX; Armstrong, Kevin SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: FW: Minutes from May 8th Executive Meeting on ICM Issues

For info

Kathleen

From: Asher, Kathleen SDSI:EX
Sent: Thursday, May 8, 2014 8:12 PM
To: Sieben, Mark MCF:EX; Taylor, Sheila A SDSI:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Hughes, Bette-Jo MTIC:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Leslie, Lisa GCPE:EX; Johnston, Karen GCPE:EX; Macnaughton, Jason GCPE:EX; Dick, Joan L SDSI:EX; Parhar, TJ S MTIC:EX
Cc: Barker, Laurie SDSI:EX
Subject: Minutes from May 8th Executive Meeting on ICM Issues

Hi everyone, here are the minutes from our meeting this morning. We will have updates on tomorrow's call at 10:30 am (Mark setting up call)

May 8th, 2014 - Executive Committee: ICM Performance Issues

Present:
Mark Sieben, Bev Dicks, Sheila Taylor, Kathleen Asher, Laurie Barker, David Galbraith, Bette-Jo Hughes, Ian Bailey, Sue Goldsmith, Lisa Leslie, Karen Johnston, Jason MacNaughton, Joan Dick, TJ Parhar

Current Status:
Laurie Barker provided current status

- Primary priority is stability
- Secondary focus is moving to production ready state (how system performed prior to performance issues)

- Third priority is root cause analysis
- Root cause update: our focus is s.15 agent and the cache on the ICM web server, we don't have definitive evidence but SSBC has found an issue in the logs which has been confirmed by the Computer Associates experts
- Morning decision was to reduce numbers of users to reduce the load (2 per office – or ensuring geographic representation for SDSI; MCFD has not reduced numbers but has a strategy should we experience any stability issues)
- Number of users on the system has been between 1400 – 1560 users and we understand we have stable performance from our points of contact (Rob, Marcin, Bev and David)
- Active monitoring will continue (infrastructure and health). SMEs on hot stand-by.

Sue Goldsmith:

- Stated that issues with the network have caused multiple outages (Sunday and Wednesday) Sue explained some of the issues have impacted many ministries and multiple applications. The issues with s.15 are limited to ICM.

Thursday, May 8 evening:

- Decision to have an outage of the 'read only' environment in order to complete a manual synchronization of the 'read-only' (DR) environment with production – 5 hour outage from 7:30pm-12:30am
    - Pros: ensures current data snapshot in 'read only' environment (currently data is from Tuesday at noon)

Fri, May 9th morning proposed changes (approved):

- gradual increase of user count in production to a maximum of 1800 late morning (100 users will be added per hour at 9 am; 10 am; 11 am)

Fri, May 9th afternoon proposed changes (approved):

- Enable Microsoft and Computer Associates logging on the read only site for additional information gathering
- Prepare and test scripts on 'read only' site
- Setup replication for 'read only' site to be automated

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Moccia, Margaret SDSI:EX

From: Barker, Laurie SDSI:EX
Sent: Friday, May 9, 2014 8:34 AM
To: Sieben, Mark MCF:EX; Taylor, Sheila A SDSI:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Galbraith, David J SDSI:EX; Zaranski, Marcin SDSI:EX; Dicks, Beverly J MCF:EX; Asher, Kathleen SDSI:EX
Subject: Status

DR replicated as expected

At 8:30 we have 750 users on the internal web server and 102 users through the external web user in production ICM with no performance issues identified

Team is working through status

Will touch base if any new issues surface

Sent from my iPhone

Moccia, Margaret SDSI:EX

From: Lum, Wency SDSI:EX
Sent: Friday, May 9, 2014 10:05 AM
To: Barker, Laurie SDSI:EX
Cc: Asher, Kathleen SDSI:EX
Subject: Fw: SLOW Internet response

FYI

From: cschelp@gov.bc.ca [mailto:cschelp@gov.bc.ca]
Sent: Friday, May 09, 2014 10:02 AM Pacific Standard Time
To: SSBC WTS SC PROB LIST
Subject: SLOW Internet response

Type: Incident
Status: OPEN
Impact: SLOW Internet response

Date: 5/9/2014
Time: 09:59

Subject: SLOW Internet response

Description: IM329845

Be advised that we are experiencing slow response times while using the Internet. This is affecting Ministries and BPS clients who use web based applications. Technical support are working to improve response with no ETR at this time.

Updates will be provided as they are made available

For previous Hot Tickets, refer to this website: https://ssbc-client.gov.bc.ca/hot_ticket/

If you require further information, please contact the Service Desk at 250 387-7000. Non-Provnet customers can call toll-free at 1-866-660-0811.

Moccia, Margaret SDSI:EX

From: Asher, Kathleen SDSI:EX
Sent: Friday, May 9, 2014 4:30 PM
To: Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Barker, Laurie SDSI:EX
Subject: FW: Message from the Deputy Minister

For info

From: Ramsay, Launa P SDSI:EX **On Behalf Of** Taylor, Sheila A SDSI:EX
Sent: May-09-14 4:19 PM
To: SDSI All Exchange Mailboxes
Subject: Message from the Deputy Minister

I would like to thank all staff for their continued commitment and dedication as we work province-wide to get our system running at full capacity, while at the same time ensuring that we are caring for the people we serve.

As the Minister stated in the Legislature, all offices and telephone lines are open to the public during regular hours, and applications will continue to be processed. All offices can be reached via phone by calling 1-866-866-0800. Our frontline staff produced over 1300 cheques yesterday and that is something to be proud of.

The priority now is to maintain system stability while continuing to investigate the root cause of recent issues. We will know more by the end of the weekend as a remarkable team of staff from the SDSI/MCFD systems organization, Shared Services BC, and staff from a number of IM/IT companies continue to work on enhancing system stability to support more users while continuing to troubleshoot.

Thank you again for your dedication and hard work to serve our clients and the people of British Columbia. I am proud of the work being done and am certain this situation will quickly be resolved because of your commitment and perseverance.

Sheila Taylor
Deputy Minister

Moccia, Margaret SDSI:EX

From: MCF Deputy Ministers Office MCF:EX
Sent: Friday, May 9, 2014 4:57 PM
To: MCF All Exchange mailboxes
Subject: Message to Staff

Hello Everyone,

It's been a trying couple of days for many in our child welfare service area as well as in our provincial programs who have not been able to count on a stable, robust information management system to assist with their work. While some staff have not experienced issues with the system, others have experienced intermittent access or ongoing slow performance issues.

I want to make a point of acknowledging all of your efforts in adapting to local and provincial continuity plans in order to continue to provide service to children and families. I also want to assure you that an incredible effort is being made to bring stability back to the system as well as isolate and remedy the problem.

Those who have continued to access ICM during this time have reported that the system has been more stable in the last few days. The priority now is to maintain system stability while continuing to investigate the root cause of recent issues. We will know more by the end of the weekend as a remarkable team of staff from the MCFD/SDSI systems organization, Shared Services BC, and staff from a number of IM/IT companies continue to work on enhancing system stability to support more users while continuing to troubleshoot.

Again, thank you for your individual and collective effort. I recognize it has been a frustrating time for many of us. While things have improved, more needs to be and will be done to address the problem.

Mark

Moccia, Margaret SDSI:EX

From:	Asher, Kathleen SDSI:EX
Sent:	Friday, May 9, 2014 5:23 PM
To:	Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Bailey, Ian D MTIC:EX
Cc:	Barker, Laurie SDSI:EX; Johnston, Karen GCPE:EX; Leslie, Lisa GCPE:EX
Subject:	Minutes from May 9th Executive Meetings on ICM

Minutes from Executive Meetings on ICM, Friday, May 9th 2014 (10:30 am, and 2:30 pm)

Current Status:

- synchronization of read only environment completed successfully and users are accessing it as expected
- ICM Production environment performed as expected throughout the day
- remained below 1800 user sessions from the internal web server and 586 user sessions from the external web server during the morning with no report of performance issues
- added 300 SDSI users;
- all SDSI staff able to access production application; no report of performance issues- stayed under 1800 internal user sessions until 1:15 pm; removed SSISD staff and contacted SDSI and asked 10 users to log off; peak user session were 1864 (internal) and 333 (external)

limited number of users indicating cannot access 'Read Only' Environment; has been investigated and it is firewall issue – we have a work around in place and will have staff available to assist during the change window

Decision approved to proceed with the following plan:

Friday:

- Validate scripts to test load on DR environment
- Synchronize 'Read Only' environment (impact – no access to read only from 7:30 pm – 12:30 am)
- Validate scripts to test load on DR-Victoria (not 'read only')

Saturday:

- 9:00 am - enable logging and tracing tools in Production ICM environment (no anticipated impact)
- CHANGE WINDOW – Run test scripts to test load balance on Production (impact – users may experience performance issues or system could be unstable; 'read only' will be available; **Action: Nancy to communicate on call number to after hours (250-217-4246 or email ICMAfterHours@deloitte.ca should anyone have issues accessing 'read only' environment during change windows)**
- Synchronize 'read only' environment (impact – no access to read only from 7:30 pm – 12:30 am)
- Introduce alternate authentication capability on non-production application server s.15 with the condition the alternate authentication not be introduced into production or enabled without the written approval of Ian Bailey, ADM, Technology Solutions

Sunday:

- Reintroduce switch in order to re-enable application monitoring Monday night (no impact expected)
- Add web server s.15 back into the PRD environment
- Complete load balancing against s.15
- Remove s.15 ; and recycle servers
- USER IMPACT: Production ICM environment will be unavailable during the change window; users to access 'read only'

Other Items:

- Laurie Barker will be unavailable on Saturday (Wency Lum to act)
- Wency Lum to take Sunday off
- Laurie has confirmed availability next week
- Kathleen continues to be on point for Exec communications/GCPE liaison

Action Items:

- Complete - Bev Dicks to validate 2 hour change window for Saturday and Sunday (complete - change window has been confirmed from noon – until 2 pm)
- Complete - Wency to confirm after hours has access to the 'read only' environment (Nancy has confirmed after hours has access to the 'read only' environment).
- Complete - Wency to provide contact number and email for the change window on Saturday and Sunday only to after hours and Bev Dicks
- Complete – Mark to set up a checkpoint for Executive Sunday at 4 pm (complete)

Kathleen Asher

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