

Ministry of Citizens' Services
Fiscal 2021/22 Estimates Briefing

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November 26, 2020

Honourable Lisa Beare
Minister of Citizens' Services
Parliament Buildings
Victoria, British Columbia V8V 1X4

Dear Minister Beare:

Thank you for agreeing to serve British Columbians as Minister of Citizens' Services. You are taking on this responsibility at a time when people in our province face significant challenges as a result of the global COVID-19 pandemic.

COVID-19 has turned the lives of British Columbians upside down. None of us expected to face the challenges of the past number of months, yet British Columbians have demonstrated incredible resilience, time and time again. We will get through the pandemic and its aftereffects by building on this resilience and focusing on what matters most to people.

British Columbians voted for a government focused on their priorities: fighting the COVID-19 pandemic, providing better health care for people and families, delivering affordability and security in our communities, and investing in good jobs and livelihoods in a clean-energy future.

I expect you – and the work of your ministry – to focus on the commitments detailed in our platform, *Working for You*, along with the following foundational principles:

- **Putting people first:** Since 2017, our government has focused on making decisions to meet people's needs. That focus drove our work in our first term and will continue to be our priority. British Columbians are counting on the government to keep them safe and to build an economic recovery that works for everyone, not just those at the top. Keeping people at the centre of everything we do means protecting and enhancing the public services people rely on and working to make life more affordable for everyone.
- **Lasting and meaningful reconciliation:** Reconciliation is an ongoing process and a shared responsibility for us all. The unanimous passage of the *Declaration on the Rights of Indigenous Peoples Act* was a significant step forward in this journey. True

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reconciliation will take time and ongoing commitment to work with Indigenous peoples as they move toward self-determination. Our government – and every ministry – must remain focused on creating opportunities for Indigenous peoples to be full partners in our economy and providing a clear and sustainable path for everyone to work toward lasting reconciliation.

- **Equity and anti-racism:** Our province's history, identity and strength are rooted in its diverse population. Yet racialized and marginalized people face historic and present-day barriers that limit their full participation in their communities, workplaces, government and their lives. Our government has a moral and ethical responsibility to tackle systemic discrimination in all its forms – and every ministry has a role in this work. While our caucus elected a record number of women, more work remains to address gender equity. Delivering on our commitments to address racial discrimination will require a commitment by all of government to ensure increased IBPOC (Indigenous, Black and People of Colour) representation within the public service, including in government appointments. Our efforts to address systemic discrimination must also inform policy and budget decisions by reviewing all decisions through a Gender-Based Analysis Plus (GBA+) lens.
- **A better future through fighting climate change:** In 2018, our government launched our CleanBC climate action plan. CleanBC puts British Columbia on the path to a cleaner, better future by building a low-carbon economy with new clean-energy jobs and opportunities, protecting our air, land and water and supporting communities to prepare for climate impacts. It is every Minister's responsibility to ensure your ministry's work continues to achieve CleanBC's goals.
- **A strong, sustainable economy that works for everyone:** We will continue our work to support British Columbians through the pandemic and the economic recovery by investing in health care, getting people back to work, helping businesses and communities, and building the clean, innovative economy of the future. Our plan will train the workforce of tomorrow, help businesses hire and grow and invest in the infrastructure needed to build our province.

The pandemic has reminded us that we're strongest when we work together. Delivering on our commitments to people will require a coordinated effort with your cabinet and caucus colleagues, supported by the skilled professionals in the public service. You will also support your cabinet colleagues to do their work, particularly where commitments cross ministry lines.

British Columbians expect their elected representatives to work together to advance the broader public good despite their partisan perspectives. That means seeking out, fostering and championing good ideas, regardless of their origin. I expect you to reach out to elected members from all parties as you deliver on your mandate. Further, you will build thoughtful and sustained relationships through public and stakeholder engagement plans that connect with people to incorporate their perspectives early in the policy development process. These plans must include measurable outcomes and ensure active dialogue and ongoing outreach in your ministry's actions and priorities.

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Over the course of our mandate, I expect you will make progress on the following items:

- Work to ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Lead work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.
- Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy, and assume responsibility for BC Stats.
- Support innovation, including in the B.C. tech sector, through open data initiatives.
- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.
- Continue to provide British Columbians with timely access to information and ensure the system provides public accountability.
- Improve access to information rules to provide greater public accountability.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.

Our work as a government must continually evolve to meet the changing needs of people in this province. Issues not contemplated in this letter will come forward for government action and I ask you to bring such matters forward for consideration by the Planning and Priorities Committee of cabinet, with the expectation that any proposed initiatives will be subject to the usual cabinet and Treasury Board oversight. Your ministry's priorities must reflect our government's overall strategic plan as determined by cabinet.

All cabinet members are expected to review, understand, and act according to the *Members' Conflict of Interest Act* and conduct themselves with the highest level of integrity. As a minister of the Crown, your conduct will reflect not only on you but on cabinet and our government. You are responsible for providing strong, professional and ethical leadership within cabinet and your ministry. You will establish a collaborative working relationship with your deputy minister and the public servants under their direction who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. You must ensure your minister's office meets the highest standards for integrity and provides a respectful and rewarding environment for all staff.

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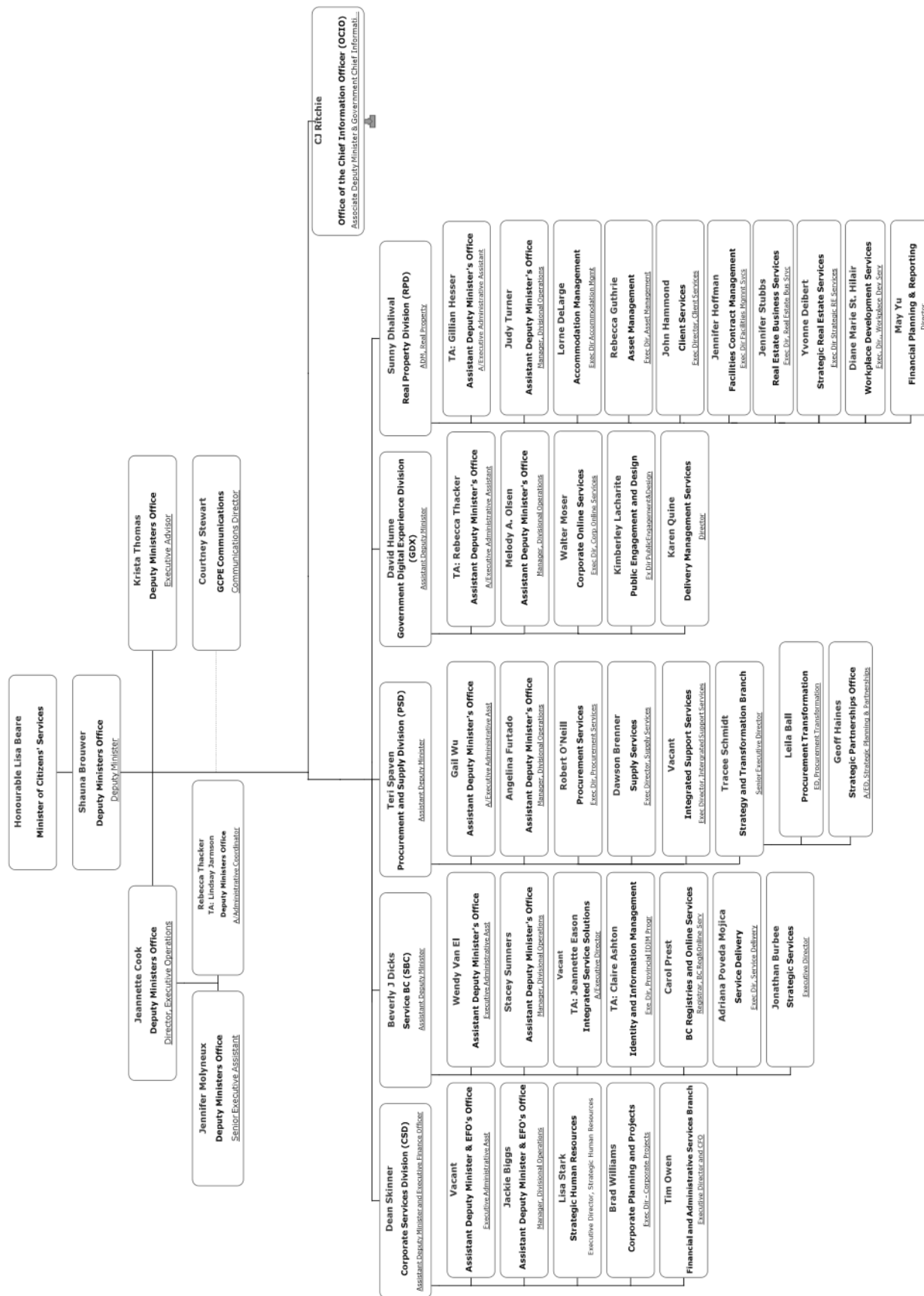
My commitment to all British Columbians is to do my level best to make sure people's lives are better, safer and more affordable. I believe the challenges we face can and will be overcome by working together. By way of this letter, I am expressing my faith that people can expect the same commitment from you.

Sincerely,

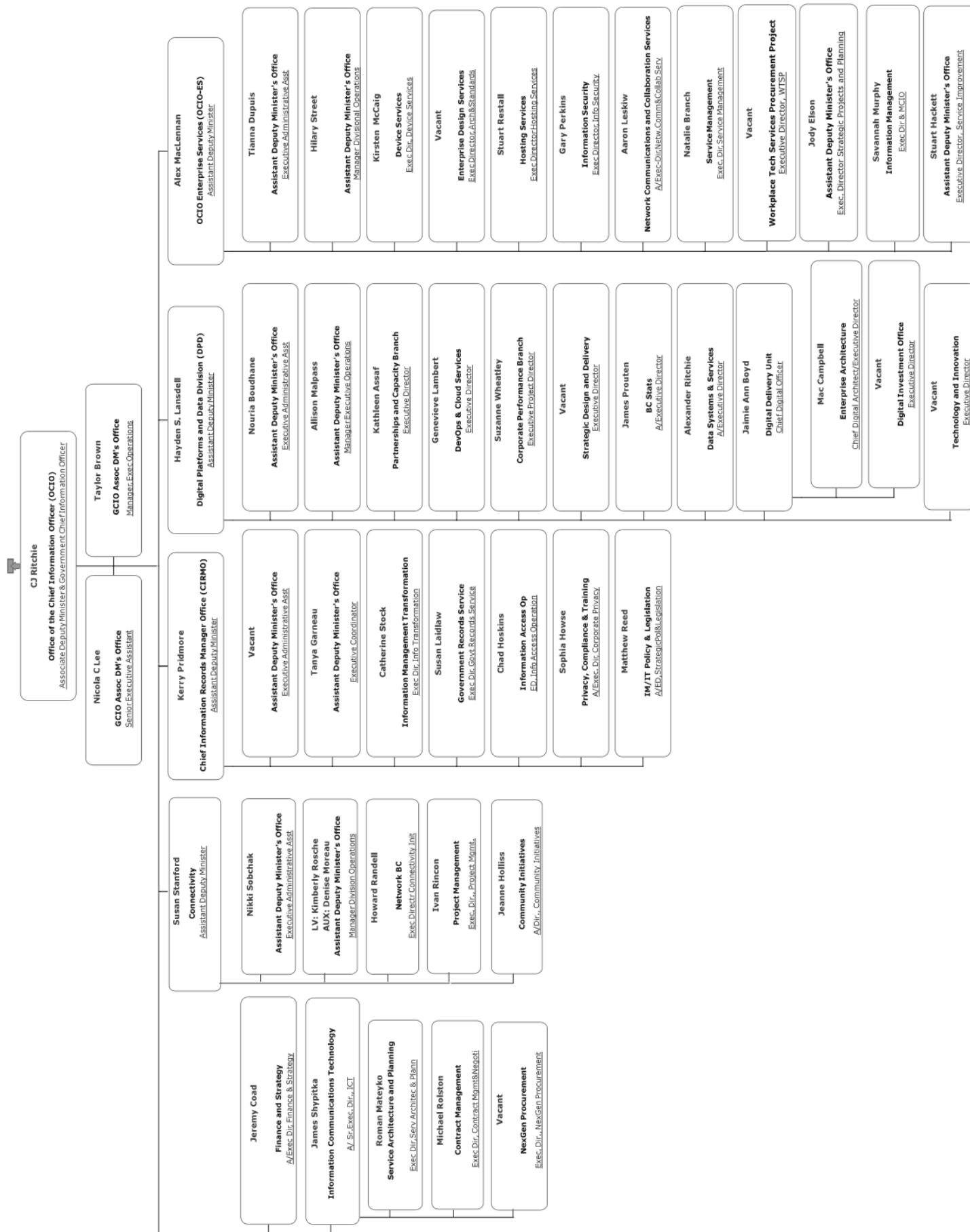
A handwritten signature in black ink, reading "John J. Horgan", followed by a long horizontal flourish.

John Horgan
Premier

Ministry of Citizens' Services



Ministry of Citizens' Services



MINISTRY OF CITIZENS' SERVICES

The mission of the Ministry of Citizens' Services is to enable cost-effective, accessible, and responsive service delivery to the public through multiple access points and provide efficient services to government.

MINISTRY SUMMARY

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	Estimates 2020/21 ¹	Estimates 2021/22
VOTED APPROPRIATION		
Vote 21 — Ministry Operations.....	554,522	604,304
OPERATING EXPENSES	<u>554,522</u>	<u>604,304</u>
CAPITAL EXPENDITURES ²	350,266	389,496
LOANS, INVESTMENTS AND OTHER REQUIREMENTS ³	1,600	1,400
REVENUE COLLECTED FOR, AND TRANSFERRED TO, OTHER ENTITIES ⁴	—	—

NOTES

¹ For comparative purposes, figures shown for the 2020/21 operating expenses; capital expenditures; loans, investments and other requirements; and revenue collected for, and transferred to, other entities are restated to be consistent with the presentation of the 2021/22 *Estimates*. A reconciliation of restated operating expenses and capital expenditures resulting from transfers between ministries is presented in Schedule A.

² A listing of estimated capital expenditures by ministry is presented in Schedule C.

³ A summary of loans, investments and other requirements by ministry is presented in Schedule D.

⁴ A summary of revenue collected for, and transferred to, other entities by ministry is presented in Schedule E.

MINISTRY OF CITIZENS' SERVICES

SUMMARY BY CORE BUSINESS

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	2020/21	2021/22 ESTIMATES		
OPERATING EXPENSES	Net	Gross	External Recoveries	Net
Core Business				
Services to Citizens and Businesses.....	31,083	44,058	(12,530)	31,528
Office of the Chief Information Officer.....	2,670	2,695	—	2,695
Digital Platforms and Data.....	14,949	19,550	(478)	19,072
Information Communication Technologies.....	1,486	14,869	(3,364)	11,505
Procurement and Supply Services.....	4,313	59,244	(51,191)	8,053
Real Property.....	320,368	451,832	(105,862)	345,970
Enterprise Services.....	130,819	159,137	(22,963)	136,174
Corporate Information and Records Management Office.....	21,862	23,489	(1,343)	22,146
Government Digital Experience.....	8,054	8,138	(2)	8,136
Executive and Support Services.....	18,918	19,060	(35)	19,025
TOTAL OPERATING EXPENSES	554,522	802,072	(197,768)	604,304
CAPITAL EXPENDITURES	Capital Expenditures	Capital Expenditures	Receipts and P3 Liabilities	Net
Core Business				
Digital Platforms and Data.....	110,511	110,000	—	110,000
Procurement and Supply Services.....	150	150	—	150
Real Property.....	202,621	246,658	—	246,658
Enterprise Services.....	36,893	32,543	—	32,543
Executive and Support Services.....	91	145	—	145
TOTAL	350,266	389,496	—	389,496
LOANS, INVESTMENTS AND OTHER REQUIREMENTS	Net	Disbursements	Receipts	Net
Core Business				
Real Property.....	1,600	2,500	(1,100)	1,400
TOTAL LOANS, INVESTMENTS AND OTHER REQUIREMENTS	1,600	2,500	(1,100)	1,400

MINISTRY OF CITIZENS' SERVICES

VOTE DESCRIPTIONS

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Estimates
2020/21

Estimates
2021/22

VOTE 21 — MINISTRY OPERATIONS

This vote provides for the programs, operations, and other activities described in the voted appropriations under the following core businesses: Services to Citizens and Businesses, Office of the Chief Information Officer, Digital Platforms and Data, Information Communication Technologies, Procurement and Supply Services, Real Property, Enterprise Services, Corporate Information and Records Management Office, Government Digital Experience, and Executive and Support Services.

SERVICES TO CITIZENS AND BUSINESSES

Voted Appropriations

Service BC Operations.....	30,293	30,737
BC Online.....	789	790
BC Registry Services.....	1	1
	<u>31,083</u>	<u>31,528</u>

Voted Appropriations Description: This sub-vote provides for service delivery to the public through multiple access points, including over-the-counter, telephone, and online; and implementation of cross-government service delivery initiatives to improve service delivery to citizens and businesses. In addition, this sub-vote provides for corporate, personal property, manufactured home, identity and credential management, and business registry services for citizens and the business community. Costs may be recovered from ministries, Crown agencies, boards and commissions, the federal government, other public sector organizations, public and private organizations, and the public for products and activities described within this sub-vote.

OFFICE OF THE CHIEF INFORMATION OFFICER

Voted Appropriation

Office of the Chief Information Officer.....	<u>2,670</u>	<u>2,695</u>
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Voted Appropriation Description: This sub-vote provides for strategic planning and technology governance and direction for government. This includes the development of strategy, standards, policies and programs to support government information management/information technology initiatives.

DIGITAL PLATFORMS AND DATA

Voted Appropriation

Digital Platforms and Data.....	<u>14,949</u>	<u>19,072</u>
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Voted Appropriation Description: This sub-vote provides for strategic planning, governance and leadership for digital initiatives across government, including both technology and data. This scope includes the development of strategy, standards, enterprise architecture, policies, and programs to support government information management and information technology initiatives; review, prioritization, and support for government information management and information technology initiatives and investments; and the promotion and integration of information management and information technology to improve citizen-centred service delivery and public sector modernization. This sub-vote also includes services, advice, and support to government in relation to digital services, infrastructure and the transformation of information management, information technology and business processes. Funding may be provided to organizations to support initiatives described in this sub-vote, as well as other related activities. This sub-vote includes the province's suite of corporate data services, including advice, technology, support, planning, and capacity building for data-driven policy, initiatives, and programming across government and among key external partners. This sub-vote also provides for the production of economic, social, business, and demographic statistical information along with data dissemination, survey, and analytic services for government under the *Statistics Act*. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for activities described within this sub-vote.

MINISTRY OF CITIZENS' SERVICES

VOTE DESCRIPTIONS

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	Estimates 2020/21	Estimates 2021/22
INFORMATION COMMUNICATION TECHNOLOGIES		
Voted Appropriation		
Information Communication Technologies.....	1,486	11,505
<p>Voted Appropriation Description: This sub-vote provides leadership and expertise for the planning, sourcing, policies, and strategies for telecommunications infrastructure across all levels of government, agencies, organizations, private sector partners, and other jurisdictions on behalf of the province. This includes the planning, development, funding, and coordination of programs, initiatives, and investments related to the access to, and expansion of, internet connectivity, cellular services, and other telecommunication services throughout British Columbia, including rural, remote, and Indigenous communities. In addition, the sub-vote provides for the development of the province's position on telecommunications policy and regulations, and cross-ministry sponsorship for response actions in a catastrophic emergency event. Project funding may be supplemented by other levels of government, the private sector, and other parties. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for activities described within this sub-vote.</p>		
PROCUREMENT AND SUPPLY SERVICES		
Voted Appropriation		
Procurement and Supply Services.....	4,313	8,053
<p>Voted Appropriation Description: This sub-vote provides for procurement and supply services as outlined under the <i>Procurement Services Act</i>, including warehousing, product distribution, asset disposition services, mail distribution, print and publications, and intellectual property services to ministries and certain external customers. This sub-vote also provides for procurement transformation and advisory services to government ministries as well as support to a portfolio of strategic contracts and other complex, high-value service contracts across government and, as applicable, broader public sector entities. Costs may be recovered from ministries, Crown agencies, boards and commissions, other public sector organizations, public and private organizations, and the public for products and activities described within this sub-vote.</p>		
REAL PROPERTY		
Voted Appropriation		
Real Property.....	320,368	345,970
<p>Voted Appropriation Description: This sub-vote provides for the delivery of property and real estate services, accommodation, client services, strategic infrastructure planning, supply management, and project coordination services related to facilities, including property management, construction, development, environmental, and technical services. Activities may include the acquisition of land on behalf of government, disposal of or making available land, and provision of services to public agencies in relation to land, as set out in the <i>Public Agency Accommodation Act</i>. This sub-vote also provides for directly-related accommodation to Indigenous peoples resulting from the rental, lease, or disposal of Crown land or other related property. Costs associated with the successful disposal of property are recovered from the proceeds of disposal. Costs may be recovered from revenues from the rental, lease, or disposal of Crown land or other related property. Costs may also be recovered from ministries, public agencies, and other public or private sector organizations or other parties for activities described within this sub-vote.</p>		
ENTERPRISE SERVICES		
Voted Appropriation		
Enterprise Services.....	130,819	136,174
<p>Voted Appropriation Description: This sub-vote provides for strategic infrastructure planning, supply management, operational support and governance; programs in support of digital government and project coordination services related to information technology; corporate business application management; and information technology infrastructure, including network services, device services, security policy and operations, voice and data communications, application hosting, data services, and technical stewardship and standards. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for products and activities described within this sub-vote.</p>		

MINISTRY OF CITIZENS' SERVICES

VOTE DESCRIPTIONS

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	Estimates 2020/21	Estimates 2021/22
CORPORATE INFORMATION AND RECORDS MANAGEMENT OFFICE		
Voted Appropriation		
Corporate Information and Records Management Office.....	21,862	22,146
<p>Voted Appropriation Description: This sub-vote provides for advising government on information management, including information access, information security, records management, and privacy protection. It also provides for strategic corporate information management governance and the general operations of the Corporate Information and Records Management Office, including the administration of the <i>Freedom of Information and Protection of Privacy Act</i>, the <i>Personal Information Protection Act</i>, the <i>Information Management Act</i>, and related standards, policies, and operational tools. This may also include the development of new legislation, executive direction of all legislation for the ministry, and administrative tools to support government's strategic initiatives in information management. This sub-vote also provides for government's information management, including records management services, privacy protection, and information access services to government and government organizations; as well as activities to assure compliance with legislation, standards, policies, programs, and practices; and leading continuous improvement in government's information management practices. Costs may be recovered from ministries, Crown agencies, boards and commissions, other levels of government, and other parties both internal and external to government for activities described within this sub-vote.</p>		
GOVERNMENT DIGITAL EXPERIENCE		
Voted Appropriation		
Government Digital Experience.....	8,054	8,136
<p>Voted Appropriation Description: This sub-vote provides for corporate leadership, cross-government planning, policy development, and innovation in the delivery of common web services for government; service and content design; and citizen engagement activities. Costs may be recovered from ministries, organizations within the government reporting entity, and parties external to government for activities described within this sub-vote.</p>		
EXECUTIVE AND SUPPORT SERVICES		
Voted Appropriations		
Minister's Office.....	652	582
Corporate Services.....	18,266	18,443
	18,918	19,025
<p>Voted Appropriations Description: This sub-vote provides for the office of the Minister of Citizens' Services and for executive direction of the ministry and administrative support services, including legislative and policy support, corporate planning, performance management, corporate human resource strategies, including employee engagement and employee communications; and other administrative services, including financial, information technology, information management, and facility and security management. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for activities described within this sub-vote.</p>		
VOTE 21 — MINISTRY OPERATIONS	554,522	604,304

MINISTRY GROUP ACCOUNT CLASSIFICATION SUMMARY

GROUP ACCOUNT CLASSIFICATION

Salaries and Benefits	173,608	179,055
Operating Costs	641,379	676,682
Government Transfers	3,782	9,250
Other Expenses	121,445	123,227
Internal Recoveries	(184,142)	(186,142)
External Recoveries	(201,550)	(197,768)
TOTAL OPERATING EXPENSES.....	554,522	604,304

MINISTRY OF CITIZENS' SERVICES

LOANS, INVESTMENTS AND OTHER REQUIREMENTS BY CORE BUSINESS

(\$000)

	Estimates 2020/21	Estimates 2021/22
REAL PROPERTY		
STRATEGIC REAL ESTATE SERVICES — Disbursements represent expenditures associated with the development and sale of surplus properties and/or buildings on behalf of the province. Receipts represent a portion of the proceeds of the sale of the properties and/or buildings applied to costs. Administration costs are funded through the ministry's voted appropriations.		
Disbursements.....	3,000	2,500
Receipts.....	<u>(1,400)</u>	<u>(1,100)</u>
Net Cash Requirement (Source).....	<u>1,600</u>	<u>1,400</u>

MINISTRY OF CITIZENS' SERVICES

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VOTE 21 Ministry Operations

Description	Total 2020/21 Operating Expenses	50	51	52	54	Total Salaries and Benefits	55	57	59	60	63	65	67	68	69
Services to Citizens and Businesses	31,083	25,220	207	6,487	—	31,914	—	390	183	961	11,423	1,036	—	20	45
Service BC Operations	30,293	20,720	173	5,344	—	26,237	—	347	87	529	7,622	545	—	—	22
Service BC Online	789	2,286	2	581	—	2,869	—	10	85	432	2,999	109	—	—	—
BC Registry Services	1	2,214	32	562	—	2,808	—	33	11	—	802	382	—	20	23
Office of the Chief Information Officer	2,670	1,601	6	407	—	2,014	—	52	11	492	48	74	—	—	—
Digital Platforms and Data	14,949	11,741	89	2,983	—	14,813	—	98	271	2,257	7,104	274	—	—	—
Information Communication Technologies	1,486	2,582	—	655	—	3,237	—	46	107	871	2,375	39	—	—	—
Procurement and Supply Services	4,313	23,387	597	5,941	—	29,925	—	129	934	3,403	7,294	1,107	—	—	2,542
Real Property	320,368	15,746	34	3,999	—	19,779	—	234	286	334	177	363	—	—	24,199
Enterprise Services	130,819	25,592	159	6,934	—	32,685	—	75	909	3,181	165,495	744	—	—	—
Corporate Information and Records Management Office	21,862	17,390	44	4,417	—	21,851	—	39	768	4,425	1,594	337	—	—	—
Government Digital Experience	8,054	6,272	55	1,594	—	7,921	—	43	18	7	796	62	—	—	—
Executive and Support Services	18,918	11,818	10	3,032	56	14,916	—	83	30	266	2,684	189	—	—	—
Minister's Office	652	350	—	111	56	517	—	38	—	—	10	15	—	—	—
Corporate Services	18,266	11,468	10	2,921	—	14,399	—	45	30	266	2,674	174	—	—	—
Total	554,522	141,349	1,201	36,449	56	179,055	—	1,189	3,517	16,197	198,990	4,225	—	20	26,786

70	72	73	75	Total Operating Costs	77	79	80	Total Govt Transfers	81	83	85	Total Other Expenses	86	88	Total Internal Recoveries	89	90	Total External Recoveries	Total 2021/22 Operating Expenses
—	—	3,023	242	17,323	—	—	—	—	—	—	892	892	—	(6,071)	(6,071)	(400)	(12,130)	(12,530)	31,528
—	—	1,818	—	10,970	—	—	—	—	—	—	801	801	—	(6,071)	(6,071)	(400)	(800)	(1,200)	30,737
—	—	5	237	3,877	—	—	—	—	—	—	9	9	—	—	—	—	(5,965)	(5,965)	790
—	—	1,200	5	2,476	—	—	—	—	—	—	82	82	—	—	—	—	(5,365)	(5,365)	1
—	—	—	—	677	—	—	—	—	—	—	4	4	—	—	—	—	—	—	2,695
—	—	890	43	10,937	—	—	—	—	—	—	12	12	—	(6,212)	(6,212)	(1)	(477)	(478)	19,072
6,416	—	—	—	3,438	—	—	9,250	9,250	—	—	—	—	—	(1,056)	(1,056)	(560)	(2,804)	(3,364)	11,505
30	—	343	4,349	26,517	—	—	—	—	—	—	75,514	75,514	—	(72,712)	(72,712)	(17,092)	(34,099)	(51,191)	8,053
—	—	75,255	309,948	410,826	—	—	—	—	—	—	45,577	45,577	—	(24,350)	(24,350)	(66,932)	(38,930)	(105,862)	345,970
—	—	24,740	—	195,144	—	—	—	—	—	—	304	304	—	(68,996)	(68,996)	(13,871)	(9,092)	(22,963)	136,174
—	—	155	—	7,318	—	—	—	—	—	—	45	45	—	(5,725)	(5,725)	(913)	(430)	(1,343)	22,146
—	—	264	9	1,199	—	—	—	—	—	—	15	15	—	(997)	(997)	(1)	(1)	(2)	8,136
7	—	44	—	3,303	—	—	—	—	—	—	864	864	—	(23)	(23)	(4)	(31)	(35)	19,025
—	—	2	—	65	—	—	—	—	—	—	—	—	—	—	—	—	—	—	582
7	—	42	—	3,238	—	—	—	—	—	—	864	864	—	(23)	(23)	(4)	(31)	(35)	18,443
6,453	—	104,714	314,591	676,682	—	—	9,250	9,250	—	—	123,227	123,227	—	(186,142)	(186,142)	(99,774)	(97,994)	(197,768)	604,304

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Budget Overview

Revised: Date of last revision, May 3, 2021

KEY MESSAGES

- The Ministry of Citizens' Services 2021/22 operating budget has been tabled at \$604.304 million (net), which represents an increase of \$49.782 million, or 9%, compared to the 2020/21 restated budget of \$554.522 million (net).
- The ministry's capital budget for 2021/22 is \$389.496 million, which is a net increase of 11%, or \$39.230 million, compared to the 2020/21 budget.

OPERATING FUNDING

Question: How much did your Ministry's operating budget change this year and why?

Answer: My Ministry's operating budget increased \$49.782 million (or 9%) this year, primarily due to:

- Increase of \$13.530 million for operating costs & amortization (amort) related to prior capital budget approvals, including routine capital investments and environmental upgrades.
- Increase of \$10.000 million to support province-wide Connectivity enhancements.
- Increase of \$9.581 million to support facilities management operating cost obligations.
- Increase of \$4 million for staffing and other operating costs to support IM/IT private cloud data hosting.

- Increase of \$3.670 million to fund amortization and other operating costs associated with new capital plan approvals (\$3.370 million for tenant improvements for strategic building acquisitions and \$0.300 million for warehouse safety & optimization).
- Increase of \$3 million to support BC Bid incremental costs.
- Increase of \$2.400 million to enhance IM/IT data security.
- Increase of \$2.224 million associated primarily with ministry-wide pay and benefits lifts stemming from the Sustainable Services Negotiating Mandate (BCGEU agreement).
- Increase of \$1.442 million for IT operating costs required to support cross-government FTE growth.

CAPITAL FUNDING

Question: How much did your Ministry's capital budget change this year and why?

Answer: The Ministry's capital budget increased by \$39.230 million (or 11%) this year, primarily due to:

- tenant improvements necessary for newly acquired buildings (\$21.6 million)
- renovations to the Vancouver Law Courts Inn (\$11.7 million)
- land acquisitions in Kamloops, Nanaimo, and Victoria to support a number of ministry programs (\$12.3 million)
- Renovations to support correctional centre segregation and accommodation strategies (\$8.8 million);
- Main decreases in the plan include:
- Completion of construction of Abbotsford Courthouse (\$28.8 million)
- Completion of significant stage of government wide workstation (i.e. laptops) refresh (\$7.7 million)

If asked, newly acquired buildings (on behalf of Social Development and Poverty Reduction) are:

- *13545 64th Avenue, Surrey*
- *490 Brunswick Street, Prince George, and*
- *405 Highway 33, Kelowna.*

Community Corrections buildings (on behalf of Public Safety and Solicitor General) are:

- *2810 Grandview Highway, Vancouver*
- *2448 Main Street in West Kelowna community corrections*

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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Budget Details

Revised: Date of last revision, May 3, 2021

Question:

- What are the Budget 2021 operating budget changes per core business area for your ministry?

Answer:

- *See table on next page for all key changes by core business (division)*

Ministry of Citizens' Services
2021/22 Explanation of Changes in Estimates (Core Business)
(\$ in Millions)

Core Business	Estimates 20/21 Restated	Estimates 21/22	Variance	Explanation of Changes
Services to Citizens and Businesses	31.083	31.528	0.445	Budget increase of \$0.4M for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1)
Office of the Chief Information Officer	2.670	2.695	0.025	Budget increase for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1).
Digital Platforms and Data	14.949	19.072	4.123	Budget increase of \$4.0m is primarily for Private Cloud data hosting and minor increase for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1).
Information Communication Technologies	1.486	11.505	10.019	Budget increase of \$10.0m is for Connectivity and minor increase for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1).
Procurement and Supply Services	4.313	8.053	3.740	Budget increase of \$3.0m is support for BC Bid, \$0.3m for amortisation for Warehouse Safety and Optimization investments and the \$0.4m is for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1)
Real Property	320.368	345.970	25.602	Budget increase primarily due to \$9.6m for facilities management cost obligations, \$7.4m for operating costs and amortisation for prior approved capital projects, \$5.053m for routine capital envelope amortisation, \$3.4m for operating and amortisation costs for Tf's for building previously acquired under Strategic Acquisition, and \$0.2M for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1)
Enterprise Services	130.819	136.174	5.355	Budget increase of \$2.4m is for IMIT security, \$1.1m is for operating & amortisation for prior capital approvals, \$1.5m for Gov't wide FTE growth related IT support costs and the \$0.4m is for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1).
Corporate Information Records Management Office	21.862	22.146	0.284	Budget increase for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1).
Government Digital Experience	8.054	8.136	0.082	Budget increase for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1).
Minister's Office	0.652	0.582	(0.070)	Budget decrease primarily for Government wide operating budget reductions for Minister's Office.
Corporate Services	18.266	18.443	0.177	Budget increase for salaries and benefits under the Sustainable Services Negotiating Mandate (Note 1).
CITZ Total	554.522	604.304	49.782	

Note 1: The BCGEU ratified collective agreement was reached under the Sustainable Services Negotiating Mandate to have a wage increase of 2% per year for the next three years, effective April 1, 2019.

Question:

- What are the Budget 2021 operating budget changes per expenditure category for your ministry?

Answer:

- *See table on next page for all key changes by expenditure category (Group Account Classification - GAC)*

Ministry of Citizens' Services 21/22 Explanation of Changes in Estimates (Group Account Classification (GAC) Level) (\$ in Millions)					
Expenditure Category	STOB	Estimates 20/21 Restated	Estimates 21/22	Variance	Explanation of Changes
Base Pay & Overtime	50	137.044	141.349	4.305	Budget increases are primarily due to \$1.1m for Private Cloud data hosting support, \$0.9m for BC Bid costs and the remainder due to the Sustainable Services Negotiating Mandate (Note 1).
Supplemental Salaries	51	1.202	1.201	(0.001)	
Employee Benefits	52	35.308	36.449	1.141	Budget increases are primarily due \$0.3m for Private Cloud data hosting, \$0.2m for BC Bid costs and the remainder due to the Sustainable Services Negotiating Mandate (Note 1).
Legislative Salaries	54	0.054	0.056	0.002	Budget increases primarily due to the Sustainable Services Negotiating Mandate (Note 1).
Salary & Benefits Sub-Total		173.608	179.055	5.447	
Operating Costs	55 - 75	641.379	676.682	35.303	Budget increases primarily due to \$8.3m for facilities management cost obligations, \$7.6m for operating and amortization of prior capital budget lifts, \$5.1m for amortisation lift related to the routine capital envelope, \$3.4m for operating costs for TI's for strategic building acquisitions, \$2.6m for Private Cloud data hosting, \$2.4m SPO recoverable contracts, \$2.4m for IMIT security, \$1.9m to support BC Bid.
Government Transfers	77 - 80	3.782	9.250	5.468	In 2020/21, \$3.782M was the last of three payments from Indigenous Services Canada to Northern Development Initiative Trust (NDIT) supporting BC connectivity. In 2021/22, the Province will fund a three year commitment to support connectivity across BC. The key change is that federal funding ends and BC's provincial funding starts. While a variance of \$5M, it's actually up by \$9M in provincial funding.
Other Expenses	84 - 85	121.445	123.227	1.782	Budget increases primarily due to additional operating costs of \$1.3m for facility management cost obligations and \$0.9 for operating costs associated with capital budget, offset by \$0.4m reduction in Capital Park operating costs and some reduction in Minister Office budget.
Gross Expenditure Total		940.214	988.214	48.000	
Internal Recoveries	88	(184.142)	(186.142)	(2.000)	Recovery budget increases primarily due to recoverable service in SPO contracted services.
External Recoveries	89 - 90	(201.550)	(197.768)	3.782	Recovery budget decrease primarily due to three-year agreement ending with federal government related to connectivity.
Recoveries Total		(385.692)	(383.910)	1.782	
CITZ Net Expenditure Total		554.522	604.304	49.782	

Note 1: The BCGEU ratified agreement was reached under the Sustainable Service Negotiating Mandate to have a wage increase of 2% per year for the next three years, effective April 1, 2019.

Question:

- What are the Budget 2021 capital budget changes for your ministry?

Answer:

- See table below and next page for all key changes by core business (division) and by project

CITZ CAPITAL PLAN DETAILS- BUDGET 2021 (ESTIMATES)

(\$ millions)		20/21 Budget	21/22 Budget	Change
Real Property				
Abbotsford Courthouse Project		\$28.85	\$0.10	-\$28.75
Nanaimo Correctional Centre		\$42.61	\$43.63	\$1.02
Legislative Precinct District Energy System		\$1.00	\$2.00	\$1.00
Strategic Acquisition of Buildings		\$11.50	\$7.90	-\$3.60
Energy Smart Program		\$10.00	\$13.70	\$3.70
EV Charging Stations		\$0.50	\$0.79	\$0.29
Courthouse Improvements		\$3.68	\$6.92	\$3.24
BC Corrections Segregation Strategy Renovations		\$17.23	\$26.04	\$8.81
BC Corrections Accommodation Strategy		\$6.54	\$5.34	-\$1.20
MCFD Multi-Year Action Plan (MYAP) - Port Moody - 220 Brew Street		\$1.29	\$0.98	-\$0.31
MCFD Multi-Year Action Plan (MYAP) - Duncan - 15 Craig Street		\$1.68	\$3.25	\$1.57
MCFD Childcare - Victoria - 395 Waterfront Street		\$5.34		-\$5.34
BC Corrections Fire Hose Refurbishment Program		\$2.00		-\$2.00
SDPR Risk Review related TI's		\$8.55	\$8.55	\$0.00
Camosun Lab Relocation			\$3.56	\$3.56
Vancouver Law Courts Inn Renovation			\$11.66	\$11.66
TI's for Buildings Previously Acquired under Strategic Acquisitions			\$21.59	\$21.59
PSSG Land Acquisition			\$0.75	\$0.75

Kamloops Option to Purchase
Office Furniture
Routine Capital Envelope

	\$11.50	\$11.50
\$1.50	\$1.67	\$0.17
\$60.35	\$76.73	\$16.38
\$202.62	\$246.66	\$44.04

Digital Platforms and Data¹

Transformation & Technology Funding

\$110.51	\$110.00	-\$0.51
\$110.51	\$110.00	-\$0.51

OCIO ENTERPRISE SERVICES

Strategic Transformation & Mainframe Services
Workstation Refresh
Maintenance and Rehabilitation

\$6.49	\$12.19	\$5.70
\$17.80	\$10.09	-\$7.71
\$12.60	\$10.26	-\$2.34
\$36.89	\$32.54	-\$4.35

PROCUREMENT AND SUPPLY SERVICES

Special Equipment

\$0.15	\$0.15	\$0.00
\$0.15	\$0.15	\$0.00

MINISTRY OPERATIONS

Office Equipment
Vehicles

\$0.01	\$0.01	\$0.00
\$0.08	\$0.14	\$0.06
\$0.09	\$0.15	\$0.06

CITZ TOTAL ESTIMATES CAPITAL BUDGET

\$350.27	\$389.50	\$39.23
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¹ Previously the Capital budget was in the Office of the Chief Information Officer.

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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Minister's Office Budget

Revised: Date of last revision, May 3, 2021

Key Messages:

- The budget for operations of my office was reduced by \$70,000 starting in 2021/22 as I look to find efficiencies and contribute budget towards government priorities.
- The operating budget for my office is \$0.582 million for 2021/22, which is a reduction of \$70,000 from last year's budget of \$0.652 million.

Questions and Answers:

1. What are the types of costs paid for out of the Minister's Office, and are there any costs funded from other sources?

- Salaries and benefits for my staff, travel, IT costs, and general office and business expenses are all funded from my office budget.
- My annual basic compensation as a Member of the Legislated Assembly under the Member's Remuneration and Pensions Act is paid for through the Legislative Assembly (\$111,024 annually), while my additional compensation as a Cabinet Minister is funded from my Office budget (\$55,512).
- Additionally, Capital City Allowance for meals, travel and certain eligible living expenses, is funded by the Ministry of Finance.

2. What is the largest cost annually within your office budget?

- Salaries and benefits of my staff is the single largest annual cost, in 2021/22 the budget is \$0.461 million.

- Travel, general office expenses, IT related costs and tech support for my staff and I are the other types of costs covered within my budget. (see table on next page for budget detail)

Ministry of Citizens' Services

	Fiscal 2020/21 Estimates	Fiscal 2021/22 Estimates	Change from FY21 to FY22
Base Salaries & OT	339,000	350,000	11,000
Supplemental Salaries	1,000		(1,000)
Employee Benefits	106,000	111,000	5,000
Legislative Salaries	54,000	56,000	2,000
Salaries & Benefits Sub Total	500,000	517,000	17,000
Public Servant Travel	38,000	38,000	0
Information Systems	16,000	10,000	(6,000)
Office & Business Expenses	11,000	15,000	4,000
Amortization Expense	2,000	2,000	0
Operating Expenses Sub Total	67,000	65,000	(2,000)
Other Expenses	85,000		(85,000)
Other Expenses Sub Total	85,000	0	(85,000)
NET TOTAL	\$652,000	\$582,000	(70,000)

Average FTEs

5.0

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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Budget Tracking (\$ millions)

Revised: Date of last revision, May 3, 2021

Question: How did the Ministry's Estimates Budget change year over year?

Answer: Please see the details below.

2020/21 Estimates	\$551.650
Budget 2020 Restatements:	
<ul style="list-style-type: none"> Transfer-in for BC Stats from the Ministry of Jobs, Economic Development and Competitiveness (Nov 26/20: OIC 602) 	\$0.769
<ul style="list-style-type: none"> Transfer-in for Real Property for building occupancy costs from client ministries 	\$2.103
2020/21 Restated Estimates	\$554.522
Adjustments:	
<ul style="list-style-type: none"> Increases to amortization and other operating costs to support the existing Capital Plan 	\$13.530
<ul style="list-style-type: none"> Increase to fund government transfers and other operating costs to support Connectivity Enhancements 	\$10.000
<ul style="list-style-type: none"> Increase to support government wide facilities management obligations 	\$9.581
<ul style="list-style-type: none"> Increases to staffing and other operating costs to support IMIT private cloud data hosting 	\$4.000
<ul style="list-style-type: none"> Increases to fund amortization and other operating costs associated with new Capital Plan approvals 	\$3.670
<ul style="list-style-type: none"> Increases for staffing and other operating costs to support the new BC Bid application 	\$3.000
<ul style="list-style-type: none"> Increase to enhance IM/IT data security 	\$2.400
<ul style="list-style-type: none"> Increases associated primarily with ministry-wide pay and benefits lifts stemming from the Sustainable Services Negotiating Mandate (BCGEU agreement) 	\$2.224
<ul style="list-style-type: none"> Increase for IT operating costs required to support cross-government FTE growth 	\$1.442

• Increase to fund minor operating costs associated with Abbotsford Courthouse	\$0.100
• Incremental pay and benefits increase for BC Stats transfer-in from JEDC (Nov 26/20: OIC 602)	\$0.039
• Changes in year-over-year operating costs associated with Capital Park #2, Strategic Building Acquisitions and Courthouse Improvements	(\$0.134)
• Reduced operating funding for the Minister's Office due to government-wide reduction initiative.	(\$0.070)
	<hr/>
Total Net Adjustments	\$49.782
2021/22 Estimates	\$604.304

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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ Response to COVID-19

Revised: Date of last revision, April 30, 2021

Questions and Answers:

1) How has The Ministry of Citizens' Services supported British Columbians during the COVID – 19 Pandemic?

Stronger BC – Connecting BC Expansion

- In fall 2020, we expanded the Connecting British Columbia Program with a \$90-million, one-time grant as part of Stronger BC, B.C.'s Economic Recovery Plan.
- This grant supports expanding and improving connectivity with the following targets:
 - 200 rural and Indigenous communities
 - 140 kilometres of new cellular coverage along highways.
 - 14 rest areas
 - four roadside call boxes
- As of March 22, 2021, more than \$60 million of the funding had been committed to 37 projects.
- Most approved projects are expected to be complete by Fall 2021 and create more than 500 jobs during construction and the projects' lifecycle.
- This funding is in addition to the October 2019, \$50-million expansion of the program to support connectivity projects in rural, remote and Indigenous communities.

Stronger BC – Community Information Tool

- Citizens' Services is developing the Community Information Tool, making more services available online.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- This tool will provide communities a more comprehensive view of the landscape so they can target, align, and leverage connectivity, investments, and community well-being needs.

Personal Protective Equipment (PPE) Distribution for COVID Response

- Citizens' Service is leading the warehousing and distribution of Personal Protective Equipment (PPE) and cleaning supplies for sale to non-health sectors.
- We carry out this work as part of the Provincial Supply Chain Coordination Unit's COVID-19 response and manage the products from procurement to the final distribution to customers.
- Through a separate partnership with the Ministry of Health and the Provincial Health Services Authority, Citizens' Services has launched a Health PPE Portal.
- This portal provides equipment such as face shields, masks, gloves and gowns, to 10,000 general practitioners, nurse practitioners and specialists in community clinics.
- Now, more than 4,000 doctors and nurses are getting their supplies shipped out from our CITZ warehouse.

Vaccination Program Support

- On April 6, 2021, the Ministry of Health initiated Phase 3 of the vaccination rollout program with the launch of an online vaccine registration and booking system and a province wide call centre.
- The Ministry of Health has requested Citizens' Services provide specialized assistance to callers who require enhanced support to access registration and booking.
- Enhanced services include:
 - providing translation services in 140 languages

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- supporting callers who have not applied for, have lost, or are not eligible for a Personal Health Number (PHN) with lookup and new PHN creation services
 - following up with call backs to people who need extra phone support to book their vaccine appointment and our Service BC Centres supporting people requiring in-person assistance with registration and booking
- Our translation and PHN look up services are delivered through our contracted service provider MAXIMUS Canada.

Returning Travellers Program and Temporary Foreign Workers

- In March 2020, the Provincial Health Officer issued a self-isolation order directing people returning to or arriving in British Columbia from international destinations, including the United States, to self-isolate.
- Citizens' Services supported this effort with wellness and compliance calls for returning travellers and Temporary Foreign Workers.
- Citizens' Services representatives welcomed travellers back to B.C., provided information around their obligations during their isolation, and ensured they had plans in place and the supports they needed to successfully complete their isolation.
- Citizens' Services continues to make calls to all travellers returning to B.C. from abroad.

COVID-19 Response on gov.bc.ca

- Citizens' Services developed and manages the main web presence for non-health related COVID-19 information and supports the government's COVID-19 website.
- Our current focus is on vaccinations and providing information about registration dates and instructions to British Columbians.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

2) How has Citizens' Services supported the BC Public Service during the COVID – 19 Pandemic?

Ministerial Order on Disclosures to Support COVID Response

- Citizens' Services developed a ministerial order permitting the use of additional communication tools in the public sector during the COVID-19 pandemic which is in effect until May 31, 2021.
- The order was developed with feedback from the Information and Privacy Commissioner.
- This order ensures technology that has proven effective in the response to COVID-19 will remain available to healthcare providers and other frontline workers.

Emergency Management BC

- Citizens' Services plays a key role in B.C.'s COVID-19 Emergency response by supporting Emergency Management BC with technology, procurement, and logistics to help ensure the public sector and social service organizations have the personal protective equipment (PPE) they need to keep our communities safe.
- That work involves:
 - Purchasing – negotiating the best possible deal and finalizing purchase agreements and contracts.
 - Warehousing and distribution – managing inventory, fulfilling approved orders, and picking packing and shipping products across B.C.
 - Technology – developing the supply hub online platform to allow organizations to place orders online.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Workplace Technologies

- Since March 2020, Citizens' Services has supported the BC Public Service by ensuring employees can work and deliver services remotely.
- This has been done by increasing the Virtual Private Network (VPN) capacity to 35,000 employees up from 14,000 employees.
- Citizens' Services continues to work with ministries to ensure employees have the tools they need to safely serve the citizens of the province.
- Among others this includes:
 - Ministry of Justice: The virtualization of courts so citizens have safe access to courts during the pandemic.
 - Ministry of Health: Roll out of validation of the Service BC Card deployment to manage citizens' secure access to COVID-19 test results.
 - Ministry of Children and Family Development: The replacement of old equipment so child protection workers can work virtually with kids at risk.

Government Buildings

- Citizens' Services implemented enhanced cleaning schedules across governments building portfolio, with special focus on high-touch areas (e.g., door handles, elevator buttons), and installed additional sanitizing-gel dispensers in offices with the greatest need.
- Citizens' Services installed plexiglass screens for programs that deliver services directly to the public (e.g., social services and child support services) and buildings with high public access (e.g., courthouses).

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ July 2017 Mandate Letter Achievements

Revised: Date of last revision, April 30, 2021

Questions and Answers:

1) What actions have been taken by your ministry in response to your July 2017 mandate letter?

Procurement

Institute a cap on the value and the length of government IT contracts to save money, increase innovation, improve competition, and help our technology sector grow.

- Released the BC Procurement Strategy. The strategy sets strategic goals and identifies specific actions to modernize BC's procurement system. These include removing barriers for small- and medium-sized businesses and making it easier for companies of all sizes to work with government, with a focus on providing best value, while also creating social, environmental, and economic benefits that are returned to British Columbians.
- Started the Sprint With Us program, which makes it easier for tech companies of all sizes to work with government by reducing the time and effort required to bid on a project. Once selected for a project, tech companies then work closely with a government product manager to solve specific business challenges and create products that government will own and use.
- Launched the Code With Us program, offering developers a fixed price for developing software code that meets specific criteria. Small firms acquire the experience of working with government, and government gets cost-effective solutions that improve programs and services.

Ensure government IT and software development procurement work better for companies that hire locally and have a local supply chain.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Introduced new Social and Environmental Procurement Guidelines, which provide instruction to buyers on how to evaluate social and environmental impact within government procurements.
- Awarded a contract to replace the BC Bid application in December 2017 and launched the first public pilot to test the new system.

Freedom of Information

Improve access to information rules to provide greater public accountability.

- CITZ met with a wide variety of stakeholder groups, including media, academics and school officials, legal experts, health authorities and many others. CITZ held a six-week public engagement in 2018 and contacted Indigenous communities across the province to get their feedback on how to improve access to information to better serve the needs of Indigenous people.
- Made progress on establishing digital archives by completing a Request for Information on digital archiving solutions, and a jurisdictional scan of policy, systems, and best practices.
- Revised the mandatory information management training, which provides public service employees with essential learning and resources. Revisions reflect new Information Management Act requirements, including the recent documenting government decisions directive.

Improve response and processing times for freedom of information requests.

- Achieved significant improvements in government's on-time performance of FOI requests. In 2018/19, government responded to 89% of requests on time (within the statutory timelines). The number of requests made to government continues to increase year-over-year with an increase of 17% compared to the previous fiscal year.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ February 2020 Mandate Letter Achievements

Revised: Date of last revision, April 30, 2021

Questions and Answers:

- 1) What actions have been taken by your ministry in response to your February 2020 mandate letter?

Digital Connectivity

Continue to expand connectivity to communities throughout the province to support new economic opportunities and improved access to government services.

- We expanded high-speed internet services to rural, remote, and Indigenous communities throughout B.C. to increase opportunities to learn, do business, access services, respond to emergencies and stay connected as part of the Connecting British Columbia program.
- We provided communities with planning capacity supports. We also developed a range of learning resources and tools to enable local governments and Indigenous communities to achieve greater benefits through connectivity, through the Connected Communities program.
- These resources included a self-assessment/digital readiness tool, educational videos showcasing the difference connectivity makes in communities, and a community information tool that integrates civic information, government assets, maps, and other digital-infrastructure data to support digital-investment decisions.
- My ministry also launched the new Connectivity in B.C. webpages to provide provincial internet information.
- And we established cross-sector partnerships and joint working groups to identify and realize the social well-being benefits of connectivity.
- In addition, the Ministry participated in community-planning forums and facilitated connectivity workshops and panels.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Procurement

Build on the success of government's new procurement processes to ensure that more local, small and medium-sized companies can do business with government more efficiently while ensuring public funds are spent wisely.

- We published the B.C. Procurement Strategy Update 2020, outlining the work government has been doing in collaboration with businesses and communities, as well as Indigenous peoples, to modernize its procurement system. The update provides an overview of accomplishments for the past year and future initiatives.
- We launched the Procurement Concierge Program to create a new, collaborative way for vendors to engage with the B.C. Government. Since its launch, four Discovery Day sessions have been hosted to bring together buyers and vendors for in-person meetings to explain government issues or problems and present requests for information, so vendor can submit potential solutions to address government challenges.
- In partnership with the Ministry of Indigenous Relations and Reconciliation, the Indigenous Procurement Initiative published a Report presenting the results of engagement with more than 300 Indigenous partners and businesses on how to better support Indigenous businesses and communities to participate in B.C. government procurement opportunities.
- And we hosted engagement sessions with over 1,000 touchpoints in the vendor and buyer communities to understand the challenges and opportunities that exist for small and medium businesses and inform next steps to transform government procurement processes.

Ensure that the process of vetting and awarding government IT contracts is conducted in a manner that saves money, increases innovation, improves competition and helps our technology sector grow and ensure that government IT and software development procurement work better for

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

companies that hire locally, operate sustainably and have a local supply chain.

- We issued over 85 contracts to dozens of small to medium-sized tech companies through the new Sprint With Us and Code With Us programs, which are faster, easier and more transparent than traditional procurement processes.
- CITZ began supporting the Province's COVID-19 Supply Hub with technology, procurement, and supply delivery to triage vendor offers related to personal protective equipment (PPE) and other vital supplies.

Freedom of Information

Improve access to information rules to provide greater public accountability.

- A new ministerial order under the FOIPPA enables the broader use of communications tools for health-care workers and other public-sector staff who are responding to the COVID-19 state of emergency. This order supports the people working on the front lines to protect the health and safety of British Columbians by ensuring they have access to vital software and technology that can help in this fight.

Work to maintain government's successful record of providing British Columbians with timely access to information and ensure the system provides public accountability.

- The Ministry facilitated efficient request processing through standardized practices, streamlined business processes and continuous-improvement methods.
- Between 2016/17 and 2019/20, the timeliness of FOI responses improved by 3% despite a 40% increase in request volume.

Data Security and Privacy

2021/22 Estimates Note

Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Continue to improve government's public sector data security and privacy practices to ensure that British Columbians personal information is safeguarded.

- We amended the Information Management Act to formalize the obligation for all government employees to document their decisions.
- We also completed an Information Management practice review to assess Ministry practices in relation to legislation and policy requirements.

Work with your cabinet colleagues to ensure that public agencies gathering personal information or working with private service providers who gather public information on behalf of government employ the best possible security and privacy practices.

- We consulted with ministry privacy officers and privacy stakeholders across government on the Privacy Impact Assessment process and identified areas for improvement. The Ministry is now working to make the process more streamlined and transparent.

Declaration Act

Ensure that your ministry makes timely progress on the implementation of the Declaration of the Rights of Indigenous Peoples Act, both in identifying priority legislative areas for inclusion in the action plan, and in ensuring that future ministry actions are consistent with the principles set out in the Act.

- The Ministry is working to implement the Declaration on the Rights of Indigenous Peoples Act (November 2019), in all aspects of Ministry business.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ November 2020 Mandate Letter Achievements

Revised: Date of last revision, May 3, 2021

Questions and Answers:

- 1) What actions have been taken by your ministry in response to your November 2020 mandate letter?**

COVID-19 Response

Work to ensure government services remain responsive through the COVID-19 pandemic and recovery.

- Our 65 Service BC centres, the Provincial Contact Centre and the COVID-19 Information Line remain open for business, connecting people in B.C. to hundreds of government programs and services.
- We are also helping people access digital proof of vaccinations through the Health Gateway service that is accessible through the mobile BC Services Card.
- To quickly respond to the scale and urgency of the pandemic, government is working to expand programs and services that people can access using their BC Services Card and mobile card.
- CITZ staff are providing compliance and wellness checks that ensure travellers can effectively maintain their 14-day self-isolation. Staff have made more than 500,000 calls from April 2020 to April 2021.

Online

- CITZ has maintained the online information that British Columbians have counted on to understand provincial restrictions, access benefits and get the support they need. This information has been accessed over 60 million times since the start of the pandemic.
- The Ministry is playing a key role in supporting B.C.'s vaccination program, with the creation of BC's Get Vaccinated pages.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Connectivity

- The Ministry responded quickly to the public health emergency by launching an Emergency Response intake of the Connecting British Columbia program. This intake saw 47 projects funded to improve high-speed internet reliability and performance for people throughout B.C. by September 2020.
- The Ministry is helping keep employees safe and healthy during the COVID-19 pandemic by providing clean and safe facilities. CITZ is also providing technical support for remote access, so government employees can work safely and securely from home.

Digital Connectivity

Lead work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.

- The Stronger BC plan included record investments in connectivity infrastructure for rural and Indigenous communities. Budget 2021 builds on this commitment by providing stable base funding to the Connecting British Columbia program for the first time. Since July 2017, we have launched high-speed internet projects in more than 500 communities, including 87 Indigenous communities.

Cross-Government Data

Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy and assume responsibility for BC Stats.

- We've assumed responsibility for BC Stats.
- We've provided data science expertise on more than 10 different projects or initiatives, including:
 - integrated data projects on Preventing and Reducing Homelessness, Climate impacts and BC Wildfire;

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- COVID chatbot, Statistics Canada income data procurement, and labour market program evaluation project.
- We've supported project teams accessing and using the Data Innovation Program.

Open Data

Support innovation, including in the B.C. tech sector, through open data initiatives.

- In 2021-22, CITZ will update an existing open data policy to ensure that high-value government datasets are made available in the data catalogue.
- In 2021-22, CITZ will co-ordinate engagement between ministries and the B.C. tech sector to identify high-value data and delivery approaches that could best enable innovation in B.C.
- We are modernizing procurement:
 - We're using innovative procurement programs such as Code With Us and Sprint With Us to make it easier for small to medium size tech companies work with government. We've awarded 110 contracts under these programs, which has invested nearly \$19 million into the BC tech sector.
 - Through these programs, we're supporting the vibrant and growing B.C. tech start-up community.
 - CITZ worked with local tech companies on The Community Information Tool. Which is a geographic information system that provides comprehensive visual data to help inform local investment and policy decisions.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Data Security and Privacy

Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.

- We brought clients onto our next-generation big data security analytics platform to detect and respond to security incidents.
- We continue to onboard users to our complimentary external security services, including more than 110 public sector organizations as of December 2020.
- We remediated the findings from the 2019 Internal Directory Audit by December 2020, as committed, improving our processes and tools to make sure only authorized users have access.

Procurement

Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.

- B.C.'s first-ever procurement strategy is removing barriers for small and medium-sized businesses and making it easier for companies of all sizes to work with government.
- Progress on key projects, over the last year, include:
 - Starting user testing on the new BC Bid system for government buyers and suppliers.
 - Issued an additional 15 contracts to small and medium-sized tech companies through Sprint With Us and Code With Us programs.
 - Helped the Ministry of Agriculture expand the scope, scale, and reach of the Feed BC program; and
 - Continued working with the Ministry of Children and Family Development to improve social services procurement processes.

2021/22 Estimates Note Advice to the Minister

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- A key commitment of the strategy is to engage with Indigenous partners and businesses to develop a coordinated government approach to Indigenous procurement. Progress to date on this initiative, includes:
 - The creation of a new project office to support the Indigenous Procurement Initiative.
 - Work underway to create an external advisory committee with representatives from Indigenous partners to develop specific short, medium, and long-term actions.
 - Developing a cultural competency training for BC Government employees who deliver procurement, and
 - Improving and expanding our existing Indigenous business directories.

Freedom of Information

Continue to provide British Columbians with timely access to information and ensure the system provides public accountability.

- Improved FOI response times by almost 10% over the past three years. This has occurred despite an approximately 40% increase in request volumes over this same period.
- Modernizing the FOI system to improve how the Province of BC receives and manages Freedom of Information requests.

Improve access to information rules to provide greater public accountability.

- More government information is available to the public without the need of a Freedom of Information request.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Anti-Racism Initiatives

Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.

- Parliamentary Secretary Rachna Singh is engaging with Indigenous organizations and key stakeholders to get initial feedback and recommendations on approaches government should take in developing race-based data collection legislation and anti-racism legislation.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Reconciliation Summary

Revised: Date of last revision, April 23, 2021

Connectivity:

- The Ministry of Citizens' Services is working to expand high-speed internet services to First Nations communities throughout B.C. in order to increase opportunities to learn, do business, access services, respond to emergencies and stay connected.
- Connectivity has been identified as one of the key elements that supports First Nations self-government.
- Articles 20, 21 and 24 of UNDRIP support the requirement for Indigenous peoples in B.C. to have meaningful access to the internet to support economic activities, healthcare and social services.

Connecting British Columbia Program:

- In fall 2020, we expanded the Connecting British Columbia program with a \$90-million one-time grant as part of Stronger BC: B.C.'s Economic Recovery Plan.
- As of April 15, 2021, \$5.9 million remains available to fund new applications.
- This has been the largest-ever funding opportunity for connectivity projects and the first-time service providers have been able to apply for grants to support investments in cellular.

Highlights:

- Investments from the Connecting British Columbia program are making a difference in Indigenous communities throughout the province.
- Highway 16, or the 'Highway of Tears,' will have complete cellular connectivity in October 2022 after we announced a \$2.25-million grant to Rogers to fill remaining service gaps along the route.

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- A cellular project supported by a \$4.9-million Connecting British Columbia program grant will bring cell service to communities along Highway 14, including Pacheedaht First Nation.
- Improved high-speed internet access is coming to communities within the territory of the Haida Nation, Nuxalk Nation, Ehattesaht First Nation and Klahoose First Nation thanks to

Advice/Recommendations; Government Financial Information
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- Last summer, the Connecting British Columbia program helped with the costs of connecting Williams Lake First Nation to high-speed fibre internet.
- Internet access in South Hazelton is also helping the Gitxsan Development Corporation grow the region's economy and create family-supporting jobs.
- Grants from the Connecting British Columbia program continue to support investments in connectivity benefitting people in Indigenous communities throughout B.C.

Connected Communities Program:

- Connected Communities is a new program that supports the digital readiness of local governments, First Nations and rural communities.
- The ministry works with communities to help them better understand how to achieve the economic, environmental and social benefits that accompany high-speed internet.
- The Connected Communities team works closely with Coastal First Nations (CFN) and its member communities on connectivity-planning priorities to prepare for the launch of the Connected Coast project.

Procurement:

- As part of its commitment to meaningful engagement with Indigenous peoples, the Province is working on an approach that will support more Indigenous businesses in B.C. to participate in procurement opportunities.

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- As a starting point, between January and March 2019, the ministries of Indigenous Relations and Reconciliation and Citizens' Services met with Indigenous partners, businesses, communities and organizations to:
 - Talk about the challenges they face
 - And ask for their insights into how government can improve access to procurement opportunities.
- The "What We Heard" report on these engagement sessions was released to the participants in January 2020.
- Our BC Procurement Strategy Update 2020 also outlines actions to improve First Nations procurement, such as:
 - Setting a foundation of collaboration between the Province and Indigenous peoples.
 - Laying the groundwork for the development of a coordinated government approach to Indigenous procurement in collaboration with Indigenous partners.
- We've made good progress delivering key projects outlined in the update, such as:
 - Creating a new project office to support the Indigenous Procurement Initiative.
 - Working to create an external advisory committee with representatives from Indigenous partners to develop specific short, medium and long-term actions.
 - Getting ready to rollout cultural competency training to B.C. government employees who deliver procurement, and
 - Working to improve and expand our existing Indigenous business directories.
- Government will continue to collaborate with Indigenous peoples as it uses this feedback to help inform the development of a coordinated approach to Indigenous procurement.

Provincial Properties:

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- My ministry is working to advance reconciliation by making government spaces more inviting for Indigenous people and creating a feeling of mutual respect between First Nations and public service employees.
- We are doing this through building design, collaboration, naming opportunities and cultural inclusion.
- We're using Indigenous knowledge to guide building design, artwork choices and signage translations. Examples include:
 - The Capital Park 1 building in Victoria at 525 Superior Street; and,
 - The Healing Spirit House in Coquitlam.
- We're gathering input from local Indigenous communities to create building and interior design elements that reflect themes rooted in traditional stories, landmarks and teachings.
- An example of this is a government office in Surrey (15117-101 Ave.) that showcases the Seven Sacred Teachings theme.
- We're also gathering input from local Indigenous communities to develop appropriate territorial acknowledgements in new office spaces.
- We're working with First Nations to explore Indigenous naming opportunities for provincial buildings. Examples include the Healing Spirit House in Coquitlam and the Vancouver Art Gallery.
- We're creating partnerships with First Nations in areas where provincial government facilities are located, such as the province's lease agreement with the Osoyoos Indian Band for the Okanagan Correctional Centre.
- And we're expanding cultural inclusion by seeking Indigenous participation in public events.
- For example, we held a smudging ceremony at the Ministry of Children and Family Development office in Kelowna and held a naming ceremony for the Healing Spirit House in Coquitlam.

Service BC:

Service BC's Support for the Moose Hide Campaign

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Service BC supports the Moose Hide Campaign to take a stand against domestic and gender-based violence. We help create awareness about this campaign at our 65 Service BC centres throughout the province by:
 - Sharing the campaign message (e.g., on our digital signage, wearing Moose Hide pins, talking with citizens about the campaign)
 - Handing out Moose Hide pins and campaign information
 - And helping people find the appropriate supports in their communities in the event that they, or someone they know, are the victims of violence.
- Service BC employees are also encouraged and supported to participate in the Moose Hide Campaign Provincial Day of Action as a way to honour the BC Public Service's commitment to implement the Truth and Reconciliation Commission of Canada's Calls to Action, the United Nations Declaration on the Rights of Indigenous Peoples and the National Inquiry into Missing and Murdered Indigenous Women and Girls Calls for Justice.

Welcome Signs in Indigenous Languages

- Service BC continues to work with Indigenous artists in the communities where we have Service BC centres to create "Welcome" signs in local Indigenous languages.

Translation Services

- Information through the Service BC Provincial Contact Centre is available in more than 140 languages. This includes a number of Indigenous languages (e.g., Ojibwa, Chipewyan, Dene).

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Ministerial Order on Disclosures to Support COVID Response

Revised: Date of last revision, May 12, 2021

Key Messages:

- Government takes the privacy of British Columbians very seriously.
- This is balanced with protecting people's health and safety during the COVID-19 pandemic.
- A ministerial order permitting the use of additional communication tools in the public sector during the COVID-19 pandemic is currently in effect until December 31, 2021.
- The Information and Privacy Commissioner and his staff have worked with us on this issue and we appreciate their feedback on this order.
- This order ensures technology that has proven effective in the response to COVID-19 will remain available to healthcare providers and other frontline workers.
- For example, persistent chat tools are helping teams working remotely to communicate with each other quickly and efficiently.
- The approach we have taken through this order balances privacy considerations with the needs of a workforce that has been greatly impacted by public-health guidelines during this ongoing state of emergency.
- Citizens' Services will continue to work closely with the Office of the Information and Privacy Commissioner in respect to this order until it is rescinded.

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Questions and Answers:

1) What does the Ministerial Order do?

- The temporary *Freedom of Information and Protection of Privacy Act* (FOIPPA) ministerial order provides more digital communications options for healthcare workers and other public-sector staff who are responding and adapting to the COVID-19 pandemic.
- It broadens the tools and platforms that healthcare workers and public bodies can use to continue to deliver the services and supports that British Columbians count on and to enable greater public-sector collaboration and communication during a time when much of our workforce is operating remotely.

2) Why is this order necessary?

- The pandemic has changed how the Province, healthcare providers and the broader public sector are working.
- It is now necessary for government to temporarily enable the use of technologies that would otherwise be restricted under FOIPPA's current rules.
- The health and safety measures that Provincial Health Officer Dr. Bonnie Henry has put in place throughout the province mean that:
 - Doctors, nurses, first responders and other front-line healthcare providers need access to tools that improve their ability to share information quickly and respond effectively to emerging needs.
 - K-12 schools are using virtual learning and post-secondary institutions are offering lectures online platforms.
 - Thousands of British Columbians are staying at home and working remotely.
- The order helps government respond to the changing needs of British Columbians during the COVID-19 pandemic.

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3) Can you give me some specific examples of how this order will be helpful?

- The order helps to support front-line healthcare workers, public sector staff who are working remotely, and others involved in responding and adapting to COVID-19 by enabling the use of tools they need to communicate and work together.

Example 1:

- Patient-care teams may require multiple communication tools – things like phones, text messaging, chat programs and other methods – during their response to this public health emergency.

Example 2:

- Someone in self-isolation may only know how to use one specific chat app on their phone to communicate with a public health nurse.

Example 3:

- Public-health professionals are playing a critical role in the response to COVID-19. Powers to share and collect personal information will help them conduct their work with fewer hurdles.

Example 4:

- Many post-secondary institutions are using digital learning platforms and virtual exam invigilation. The order ensures students can continue to learn, while staying healthy and safe.

4) This order was meant to be temporary – why have you extended it?

- COVID-19 remains a very real threat to our communities and families.

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- The decision to extend this order was not taken lightly. It considers the need to protect public health and safety while balancing the privacy rights of people in British Columbia.
- Healthcare workers, educators and other frontline staff continue to make use of collaboration and communication technologies enabled by the order in the fight against COVID-19. For example:
 - Schools and post-secondary institutions are using more online and digital learning options to help protect the health and safety of students
 - People are more able to communicate with public health workers using the software they are most comfortable with
 - Reduced barriers help healthcare workers remain nimble as we monitor for outbreaks and take steps to prevent the spread of COVID-19 in our communities.

5) Will this order be extended again in May 2021?

- The Province will continue to monitor the impact of the order and will make decisions to rescind or extend it as needed and as appropriate.
- Protecting people's privacy is a top priority of government and the Ministry of Citizens' Services and this must be balanced with the pressing need to protect the health and safety of our communities.
- The order will remain in effect until May 31, 2021, at which point it may be extended, as needed and as appropriate.

6) Can you guarantee this order will not remain in place permanently?

- This order is temporary.
- It may be some time until the threat of COVID-19 is behind us. For now, we are obligated to do what we can to save lives and help prevent the spread of the virus.

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7) B.C. has strong privacy laws. Does this ministerial order put people's privacy at risk?

- No, the protection of privacy is a top priority for Government.
- So is protecting the health and safety of British Columbians during the COVID-19 pandemic.
- The order is tailored to accomplish this specific aim, while balancing the privacy rights of people.
- The Province actively monitor use of the order and will make decisions to rescind or extend it as needed and as appropriate.
- Technology has evolved considerably and we will work to ensure that we balance the current technology landscape with privacy protections looking to the future.

8) Advocates say storing people's data abroad creates risks by putting our information out of the reach of B.C. and Canadian law. Are you concerned about maintaining our leading privacy protections?

- It is important to balance our privacy protections and the ability to offer current technology that safely enables virtual services to our families and communities.
- The Order clearly states that public bodies must continue to meet information security requirements as laid out in the Act to ensure protections are still in place.
- Inclusive of new abilities under the order, British Columbians can feel secure that their data is protected as we are closely monitoring use of the order.

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- We must do what we can to help British Columbians navigate restrictions and ensure the frontline staff working hard every day to keep us safe have tools they need to be successful.
- Government remains committed to B.C.'s privacy protections.

Contact:

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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Supporting Government Priorities: COVID-19 Response on gov.bc.ca

Revised: May 12, 2021

Key Messages:

- Clear and easily accessible public information is fundamental to a strong public health emergency response.
- The Government Digital Experience Division (GDX) developed and manages the main web presence for non-health related COVID-19 information and supports the government's COVID-19 website.
- This work also mirrors government's paid information campaigns to educate people about how to access supports.
- The website organizes dozens of programs and information campaigns that help people manage through the pandemic.
- COVID-19 related messaging on the government website has been viewed 61 million times between March 18th, 2020 (when gov.bc.ca/covid19 was launched) and April 20th, 2021
- COVID-19 vaccination related information on the government website has been viewed 14.7 million times between February 1, 2021 and April 20, 2021
- Our current focus is on vaccinations and providing information about registrations and booking instructions on how to get vaccinated in high-transmission neighbourhoods and more (as of March 19, 2021).

Questions and Answers:

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1) There have been a few technology failures where the systems could not cope with what should have been predictable demand. Is this website up to the task?

- When the BC Recovery Benefit was launched in December 2020, the gov.bc.ca website provided the landing page with information about the Recovery Benefit and a link to the Ministry of Finance application tool. The gov.bc.ca website and site search were receiving higher than anticipated traffic. This caused intermittent access failures to gov.bc.ca that were resolved quickly.
- The technology that managed the Recovery Grant application process was overseen by the Ministry of Finance.
- The gov.bc.ca infrastructure has been designed to meet exceptional demand and lessons learned from past incidents are applied to ensure that people have access to the information they need, when they need it
- My ministry has successfully implemented further strategies and system improvements to support the vaccine roll-out for British Columbians.

2) What are you doing to support British Columbians whose first language isn't English to ensure everyone is able to access the information and services they need?

- Initially, COVID-19 web content was translated into nine languages.
- More recently, vaccination information for seniors and the vaccination plan is translated into 12 languages.
- As well, the site connects to Service BC who offers multilingual assistance in 140 languages by phone.

3) What kind of information are you providing on the website?

- The available information includes:

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- Vaccination information, phases, instructions, and phone numbers to register.
 - Travel restrictions.
 - Violation tickets.
 - Federal and provincial supports
 - Social interaction and guidelines for gathering outdoors.
 - The provinces restart efforts and economic recovery initiatives.
-
- GDX's efforts compliment the health information provided by the BC Centre for Disease Control (BC-CDC) and HealthLink, the workplace health and safety information provided by WorksafeBC, and Canadian federal benefits.
 - GDX's current focus is on vaccinations, including instructions, schedules, and processes by age groups.

4) How do you ensure the information is easily accessible and understandable?

Our role is to help people find the information and services they need. The key strategies to manage this work include:

- Applying standards, like plain language standards, to ensure people can easily find, understand, and access information and supports.
- Establishing a centralized team that works with ministry program and communication staff and health officials to deliver against the established standards.
- Continuous research and testing. GDX has a small research group that tests information and services directly with people to understand their needs and challenges as they try to navigate government. This intelligence is used to make improvements.

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- Ongoing collaboration to ensure alignment with multiple agencies involved in communicating with the public, including BC-CDC, HealthLink, Ministry of Health, governments social media team and Service BC.
- Exploring use of new technologies like virtual assistants/chatbots is another way to make it easier for people to find information they are looking for. This work includes providing a common chatbot experience that is used by gov.bc.ca, BC-CDC, HealthLink BC, BC Cancer and Interior Health websites.

Contact:

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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Enabling Remote Work for the Public Service

Revised: Date of last revision, April 30, 2021

Key Messages:

- Since March 2020, the Ministry has been instrumental in supporting the BC Public Service to work from home and deliver services remotely.
- Prior to the pandemic, working remotely had not been a standard practice across the BC Public Service. Most employees worked from a permanent office location.
- Prior to the pandemic, an average work week had fewer than 4,000 people using VPN, and, anecdotally, fewer than 1,000 people worked from home daily.
- After the BC Government declared a state of emergency on March 18, 2020, VPN was expanded to support up to 35,000 employees to connect remotely daily.
- The Office of the Chief Information Officer (OCIO) continues to work with ministries to ensure that employees have the tools they need to safely serve the citizens of the province.
- Among others this includes:
 - Ministry of Justice: The virtualization of courts so citizens have safe access to courts during the pandemic.
 - Ministry of Health: Roll out of validation of the Service BC Card deployment to manage citizens' secure access to COVID-19 test results.
 - Ministry of Children and Family Development: The replacement of old equipment so child protection workers can work virtually with kids at risk.

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Questions and Answers:

1) How much did government spend on enabling public servants to work remotely?

- As result of the upgrade to the Virtual Private Network and other technology requirements, the province incurred an estimate of \$1.77 million in additional costs.
- Existing infrastructure supported the province's ability to quickly react to the evolving needs of an expanded remote workforce.
- The province has, however, seen an estimate of \$2.5 million in cost savings due to employees working remotely due to a significant decrease in printing.

2) How is government ensuring that public servants are accessing citizens' information securely while working remotely?

- The protection of government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information.
- Government has a dedicated team of professionals to combat cyber-attacks and additional staff in ministries.
- Government employees receive mandatory training on their responsibilities to protect government information and have access to secure remote access tools.

3) What is this government doing to ensure public servants can work remotely during the pandemic?

- Systems have the capacity to handle thousands of remote workers at any given time.
- In May 2020, this service reached its peak of 24,000 connections in one week by employees.

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- Employees use communication programs such as Microsoft Teams, Skype and teleconferencing for meetings.

Contact:

Alex MacLennan	Assistant Deputy Minister	OCIO – Enterprise Services Division	250 507-6361
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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Supporting Government Priorities: Economic Restart

Revised: March 21, 2021

Key Messages:

- The Province's \$10-billion COVID-19 response is protecting people's health and livelihoods and investing in stronger communities and a bright future.
- We are giving families and people in B.C. a much-needed lift through our Recovery Benefit.
- Starting December 18, approximately 3.7 million eligible British Columbians began applying for and receiving the benefit.
- I'm happy to report that British Columbians received more than \$1 billion by the end of February.
- I'm proud that staff in my ministry are playing a critical role in helping British Columbians access this funding.
- The Government Digital Experience (GDX) team developed and manages the main web presence for non-health-related COVID-19 information and supports (gov.bc.ca/COVID19).
- The website organizes dozens of programs and information campaigns established to help people manage through the pandemic.
- Information includes federal and provincial supports, economic recovery initiatives, guidelines to help people celebrate holidays safely, the Province's restart efforts, and vaccination plans.

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Minister Responsible: Hon. Lisa Beare

COVID-19 related information available through gov.bc.ca/covid19 has been viewed 61M times between March 18th, 2020 and April 20th, 2021

Questions and Answers:

1) What is the minister doing to support the economic restart?

- Access to information about services people need is fundamental to people getting help.
- Gov.bc.ca/covid19 has supported millions to find information that helps them access benefits and grant programs, and information about PHO provincial restrictions that are helping us all stay safe.

2) Why did so many have trouble accessing the Economic Recovery Benefit on its launch day?

- Over 2.2 million people, quadruple our normal daily volume, attempted to access the benefit simultaneously, putting stress on our systems. This problem was compounded by an incorrect web address published in the media.
- Despite the challenges, our team was able to recover quickly, making the program's web page fully available within three hours.

3) Information on services can be hard to find for businesses. What are you doing to improve access?

- Recognizing the number of programs available, our team redesigned how COVID-19-related services for businesses are organized online. We launched that change on February 11, 2021.
- We know these services are well used. We saw over 19,000-page views in one month between February 11 and March 20, 2021.

4) Government consulted on its StrongerBC plan through an engagement on COVID-19 Economic Recovery. What were the results?

- The Minister of Finance and the Premier oversaw that consultation.

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- Government reached out to all British Columbians for feedback on how they have been experiencing the Restart Plan and to gather their ideas to ensure that the province recovers in a way that builds B.C. back even better than before.
- I can tell you that more than 50,000 people participated.
 - 11,805 online questionnaires submitted
 - 996 emails received
 - 17,295 telephone townhall participants
 - 23,475 citizens reached through virtual townhalls
 - 135 written submissions received
 - 200 voicemail responses
- COVID-19 economic aspects, COVID-19 health aspects and cost of living/affordability were the most important issues for British Columbians.
- By consulting widely and listening carefully, this input was used to help guide government as it moved forward with next steps.
Actions like:
 - Making sure we're ready for future threats and that people can always get the care they need, including mental health services.
 - Growing B.C.'s manufacturing capacity and protecting our access to essential supplies and food security.
 - Filling training and apprenticeship opportunities so that good jobs don't go unfilled.
 - Growing an economy that is innovative and clean and exporting made-in-B.C., low-carbon services, products, and technologies to the world.
 - Moving forward on meaningful reconciliation with Indigenous peoples, so that we can all benefit from B.C.'s success.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Building services that all communities need to thrive — from new roads, hospitals, and schools to highspeed Internet.

Contact:

David Hume

ADM

Government Digital
Experience Division

250 589-9043

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Personal Protective Equipment (PPE) Distribution for COVID Response

Revised: Date of last revision, April 28, 2021

Key Messages:

- The Supply Services branch in the Procurement and Supply Division leads the warehousing and distribution of Personal Protective Equipment (PPE) and cleaning supplies for sale to non-health sectors.
- They carry out this work as part of the Provincial Supply Chain Coordination Unit's COVID-19 response.
- Supply Services uses a 'just in time' warehousing and distribution model.
- It has contracted third party logistics company 18 Wheels to provide additional capacity.
- Together, they're managing and distributing millions of critical supplies sold through EMBC's COVID-19 Supply Hub, such as face masks, gloves, face shields, goggles, gowns and hand sanitizer.
- Supply Services manages the product from procurement to the final distribution to customers.
- Using the existing warehouse management system, they track all inventory flowing in and out.
- Inventory pulled out of the 18 Wheels warehouse (following quality assurance) either goes directly to customers, or to the Distribution Centre in Victoria, where orders received are picked, packed, and shipped.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Significant product inventories continue to be available.
- The Provincial Supply Chain Coordination Unit is reducing inventory through bulk pricing deals as it looks to wind down the Supply Hub in the fall.
- Through a separate partnership with the Ministry of Health and the Provincial Health Services Authority, Supply Services has launched a Health PPE Portal.
- This portal provides equipment such as face shields, masks, gloves and gowns, to 10,000 general practitioners, nurse practitioners and specialists in community clinics.
- The Health PPE Portal allows community practitioners to order a variety of critical PPE supplies, at no cost to them.
- Eligible practitioners can order three months worth of supplies at a time.
- They have an allotted amount of PPE per quarter, and this allocation is managed by the Supply Services team.
- Orders are picked, packed, and shipped out of the Distribution Centre Victoria.
- Now, more than 4,000 doctors and nurses are getting their supplies shipped out from our CITZ warehouse.

2021/22 Estimates Note Advice to the Minister

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Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) How confident are you that you'll be able to sell all the PPE? What happens if you don't?

- Any questions on PPE inventory reduction strategy, pricing, and quality assurance/control should be directed to EMBC.
- Any questions on PPE expenditures should be directed to the Ministry of Health.

2) How much supply is government holding in the warehouse?

- As of April 1st, 18 Wheels is holding approximately 5,923 pallets of EMBC COVID-19 Supply Hub inventory.
- As of April 1st, the Distribution Centre Victoria is holding anywhere between 450-500 pallets of PPE for both the COVID-19 Supply Hub and Health PPE Portal project.
- Any questions on PPE inventory reduction strategy, expenditures, pricing, and quality assurance/control should be directed to EMBC
- Questions around the value of the Health PPE inventory should be directed to Ministry of Health.

3) What does it cost each month to warehouse the PPE at 18 Wheels?

- Warehousing charges from 18 Wheels fluctuates monthly, depending on the amount of inventory in the warehouse.
- For March 2021, the warehouse charge was approximately \$118,051 for 5,923 pallets of EMBC COVID-19 Supply Hub Inventory

4) How long is the EMBC COVID-19 Supply Hub active?

- The Supply Hub will close on September 30, 2021.

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Ministry: Ministry of Citizens' Services
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5) When does the contract with 18 Wheels end?

- The contract is currently set to expire on September 30, 2021.

6) How many orders have gone through the Health PPE Portal?

- As of April 28, 2021, there have been 7,997 orders from 4,832 practitioners.

Contact: Geoff Haines, Program Executive Director, 250-507-8739

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Supporting Emergency Management BC with COVID-19 Response

Revised: Date of last revision, March 10, 2021

Key Messages:

- The Ministry of Citizens' Services plays a key role in B.C.'s COVID-19 Emergency response.
- We support Emergency Management BC with technology, procurement and logistics to help ensure the public sector and social service organizations have the personal protective equipment (PPE) they need to keep our communities safe.
- That work involves:
 - Purchasing – negotiating the best possible deal and finalizing purchase agreements and contracts.
 - Warehousing and distribution – managing inventory, fulfilling approved orders, and picking packing and shipping products across B.C.
 - Technology – developing the supply hub online platform to allow organizations to place orders online.
- Note: CITZ sells the products to non-health sectors on behalf of the Provincial Health Services Authority, through an Asset Purchase and Services Agreement.

Questions and Answers:

**** Direct questions on inventory strategy, pricing, and quality assurance to PSSG/EMBC.**

Direct questions on PPE expenditures to the Ministry of Health. **

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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1) How did government decide who to buy products from for the Supply Hub?

- In the face of global shortages, the Province moved quickly to secure new sources of PPE through a number of international, national and domestic suppliers.
- In some cases, this has required innovative partnerships under tight timelines to secure these goods.
- B.C. companies of all sizes have been stepping up to help fulfil an urgent need – re-focusing their operations to start making masks, sanitizers, and other protective equipment.
- That's a strength B.C. looks to capitalize on through the BC Procurement Strategy.

2) How has CITZ managed the volume of products?

- Supply Services normally uses a 'just in time' warehousing and distribution model, and it has contracted third party logistics company 18 Wheels to provide additional capacity.

3) What role is CITZ playing now, as EMBC moves to shut down the Supply Hub down in September?

- CITZ continues to:
 - manage and support the Supply Hub portal
 - lead vendor contract management
 - manage inventory, warehousing and distribution
 - track sales, managing invoices and payments

4) How is it that CITZ has the authority to sell to Supply Hub customers?

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- CITZ sells the products to non-health sectors on behalf of the Provincial Health Services Authority (PHSA), through an Asset Purchase and Services Agreement.

5) How was the Supply Hub platform developed?

- The Supply Hub was developed in a partnership between the Digital Technology Supercluster, the Business Council of B.C. and B.C.-based tech firm Traction on Demand.
- It was initially designed to provide a single point of entry to triage and prioritize the thousands of offers and donations for essential supplies coming into the province from business and other organizations at the onset of COVID-19.
- Then it was expanded to support PPE and cleaning supply orders from organizations beyond the health sector.

Contact: Geoff Haines, Program Executive Director, 250-507-8739

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Service BC Vaccination Program Support

Revised: Date of last revision, May 12, 2021

Key Messages:

- The Ministry of Health is responsible for leading BC's Immunization plan and is the program lead for online and call center support.
- On April 6th the Ministry of Health initiated Phase 3 of the vaccination rollout program with the launch of an online vaccine registration and booking system and a province wide call centre.
- Health has requested Service BC to provide specialized call centre assistance to those who require enhanced support to access registration and booking.
- Enhanced services include:
 - providing translation services in 140 languages
 - supporting callers who have not applied for, have lost, or are not eligible for a Personal Health Number (PHN) with lookup and new PHN creation services
 - following up with call backs to people who need extra phone support to book their vaccine appointment and our Service BC Centres supporting people requiring in-person assistance with registration and booking
- Our translation and PHN look up services are delivered through our contracted service provider MAXIMUS Canada
- As Health is the lead ministry for this program, any further questions should be referred to the Ministry of Health.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) What are the details of Service BC's contract with Maximus Canada?

- I am able to provide general information about the master contract with Maximus. For specific details regarding the vaccination program, I would refer you to the Ministry of Health as the program lead.
- In 2016, Service BC and Maximus Canada entered into a contract to deliver the Service BC Provincial Contact Centre.
- The contract outcomes focus on improving service delivery, while ensuring best value for money. This is achieved through consolidation, expansion, and service transformation of contact centres across government.
- The contract duration is five years, plus two optional one-year extensions. The contract is in its fifth year, and year six has been awarded.
- Maximus is committed to quality service and has exceeded the key performance standard of 80% for citizen satisfaction rates.
- Another important measure of satisfaction is "First Call Resolution", which is the ability to resolve the caller's issue on the first call. I'm happy to report that Maximus consistently exceeds the performance standard of over 80%.
- Maximus also achieves their telephone service factor measure which is 80% of the calls answered within 60 seconds.

2) What are the details of the TELUS contract?

- The Ministry of Health is responsible for leading BC's Immunization plan and holds the contract with TELUS.

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- Service BC does provide Contact Centre and in-person support for specialized services to those who require enhanced support in registration and booking. These specialized support services are provided through Service BC's outsourced contract with MAXIMUS Canada.
- As the Ministry of Health is the lead ministry for this initiative, I will defer any questions about the TELUS contract to the Ministry of Health.

Sophia Howse	Executive Director Supporting COVID Response	250-2130-7855
Jeremy Moss	A/Executive Director, Integrated Solutions Operations	250-888-0389

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Stronger BC - Community Information Tool

Revised: Date of last revision, March 4, 2021

Key Messages:

- The Province's \$10-billion COVID-19 response is protecting people's health and livelihoods and investing in stronger communities and a bright future.
- From the beginning of the pandemic, our government has been there to support the people most in need and has taken action to help hard-hit industries while we build a strong economic recovery.
- We will continue to be responsive to the needs of people, businesses and communities to see them through the pandemic and into a strong economic recovery that supports all British Columbians.

Community Information Tool (CIT)

- As more services are offered online, communities need to integrate digital capabilities and capacity into their plans—especially if they are rural.
- We recognize the need for communities to have the information to do this planning at their fingertips.
- Through this tool, we can help give communities a more comprehensive view of the landscape so they can target, align and leverage connectivity, investments and community well-being needs.
- We've heard from communities that are trying to take advantage of economic opportunities, whether resource-based or through tourism or the growth of technology companies.

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Ministry: Ministry of Citizens' Services
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- The new Community Information Tool (CIT) is one of several resources that will be made available to communities to help them with this work.
- The tool brings data together that allows users to search information by community or filtered to understand deeper socio-economic trends.
- The tool provides an evidence-based approach to help communities plan their digital needs and how to leverage community assets.
- What makes it unique is that it brings together rich data sources that will provide helpful information in a visual, or map, format that can inform investment and policy decisions.

Questions and Answers:

1) How much did it cost to develop the tool?

- The Community Information Tool (CIT) was created by Ministry staff in 2019 as a comprehensive visual tool designed to support connectivity investment decisions by incorporating community asset information with digital and other infrastructure data.
- Under Stronger BC, the Ministry was provided \$700,000 to expand the Community Information Tool to support investment decisions by incorporating industrial land (and other land use) data to support investment decisions throughout the province.

2) How will the tool support investments in the province?

- Integration of BC Assessment industrial lands data brings a more enhanced data set that supports investment activities.

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- With the use of this tool, we can better target, align and leverage connectivity, investments and community well-being needs with a more comprehensive view of the landscape.
- In addition, the data brought together within the tool allows users, including local governments and investors, to access information through an advanced query function to inform decisions and provide insights to socio-economic trends.

3) When will the Community Information Tool be released?

- The Community Information Tool will be available for public access later this spring once final development and user testing is completed.

Contact: ADM, ED or Director

Susan Stanford

ADM

Connectivity

250-580-7459

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Stronger BC - Restoring Confidence App

Revised: Date of last revision, March 20, 2021

Key Messages:

- The Province's \$10-billion COVID-19 response is protecting people's health and livelihoods and investing in stronger communities and a bright future.
- As part of StrongerBC, government developed the Restoring Confidence application.
- The app is available to all businesses to help them comply with the Public Health Officer's direction to have a COVID-19 safety plan available to the public.
- To use the app, a business creates a profile, generates a safety plan if they don't already have one, and then uploads their safety plan to the app.
- Once uploaded, the business receives a "Local Business Poster" that they can post at their business or on their website.
- The poster contains an image called a QR code that consumers can scan with their mobile device to easily view the business' plan to see what measures the business has taken to protect staff and consumers.

Questions and Answers:

1) When was this project completed?

- The application was launched in September 2020 and promoted by the BC Restaurant and Food Services Association to its membership.

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Ministry: Ministry of Citizens' Services
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- Further development of the application was halted when focus turned to vaccine planning in December 2020.
- The application continues to be available for use by retail locations.

2) Was the initiative successful?

- Yes. Over six months more than 300 restaurants and food establishments joined the application.
- The BC Restaurants and Food Services Association was working in partnership with the government and received positive feedback from its members.

3) Will any part of this solution be used in the future?

- The province acquired a strong knowledge base on the use of QR codes and a technology that may be used in other applications.
- Ministry of Health has retained the systems that may be reused in future economic initiatives.

4) Was all the approved funding spent?

- No. The initiative spent \$300,000 of the allocated \$2 million.
- The rest of the money was made available to other economic recovery initiatives.

Contact:

Susan Stanford

ADM

OCIO-Connectivity

250-580-7459

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Returning Travellers Program and Temporary Foreign Workers

Revised: Date of last revision, May 12, 2021

Key Messages:

- In March 2020, the Provincial Health Officer issued a self-isolation order directing people returning to or arriving in British Columbia from international destinations, including the United States, to self-isolate.
- Unless exempt, all international travellers returning to BC need to declare a self-isolation plan.
- A self-isolation plan is a legal commitment to self-isolation, enforceable under the Quarantine Act and Public Health Act.
- All Temporary Foreign Workers arriving in B.C. for seasonal farm work are required to self isolate in government-managed accommodations for 14 days before being transported to their farm.
- Emergency Management BC requested Service BC's support with wellness and compliance calls for returning travellers and Temporary Foreign Workers.
- Service BC Customer Service Representatives (CSRs) welcome travellers back to B.C., provide information around their obligations during their isolation, and ensure they have plans in place and the supports they need to successfully complete their isolation.
- Return travellers and Temporary Foreign Workers have expressed gratitude and appreciation on how they are received and treated during these difficult times.

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- **Service BC's culture of service with heart puts travellers at ease and results in high compliance rates.**
- **Since April 2020, Service BC customer service representatives (CSRs) have made more than 500,000 initial and follow up calls to travellers and more than 15,000 initial and follow up calls to Temporary Foreign Workers, completing an average of 1,800 calls per day.**
- **In June 2020, the Provincial Government transitioned enhanced border checks and responsibility for the returning traveller program to the Federal Government.**
- **In British Columbia, Service BC continues to make calls to all travellers returning to BC from abroad.**
- **It is anticipated the program will remain in place for the duration of the state of emergency.**

Questions and Answers:

1. Why do the BC return traveller calls continue to be handled at a provincial level when other provinces have transitioned to the federal process?

- **British Columbia's response to COVID-19 and the returning traveller program has resulted in B.C. leading the way across Canada and influenced subsequent measures taken by the federal government and other provinces.**
- **Service BC's culture of service with heart aligns with Dr. Henry's message since the beginning of the pandemic.**
- **Our local approach provides travellers with an added layer of trust in the process and local knowledge of community resources available to support the return travellers.**

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2. Who decided it was going to remain at the Provincial level?

- Service BC's local approach provides travellers with an added layer of trust in the process and local knowledge of community resources available to support the return travellers.
- And I'm very proud our approach was recognized as value-add and so continues to be held at the Provincial level.
- Service BC Customer Service Representatives welcome travellers back to B.C., provide information around their obligations during their isolation, and ensure they have plans in place and the supports they need to successfully complete their isolation.
- Service BC plays supporting to this initiative. Questions pertaining to the details of this agreement would be deferred to Emergency BC as program lead.

3. How much is it costing to run the program, and who is paying for it?

- As Service BC is plays a supporting role on this initiative, any financial questions about the program would be deferred to EMBC as program lead.

4. How are the wellness checks completed, and how is compliance enforced?

- Service BC Customer Service Representatives conduct wellness checks by phone.
- During these checks, travellers are welcomed back to B.C. and are provided information around their obligations during their isolation.
- Staff confirm plans are in place and that travellers have the supports they need to successfully complete their isolation and submit their at-home COVID test.

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- Compliance enforcement is handled by the Public Health Agency of Canada (PHAC).
- If a traveller is noncompliant, this information is referred to PHAC via a secure file transfer system.
- PHAC then determines the level of enforcement action required and completes a referral to the appropriate enforcement agency.

5. Does Service BC do the verification for compliance checks for 14-day quarantine for those who drive over the border into BC?

- Service BC Customer Service Representatives perform wellness checks for people that arrive to the province via air or land, and who have submitted their isolation plan.

Contact:

Adriana Poveda Executive Director Service Delivery 778 698-2090

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Send Video Supporting Health Gateway

Revised: Date of last revision, April 30, 2021

Key Messages:

- The BC Services Card is our most advanced identity service and allows easy access to multiple online services, when and where people want to use them.
- During COVID-19, an increasing number of British Columbians need to access services online to respect physical distancing guidelines.
- We have worked with ministries across government to meet this expectation by making more online services available to British Columbians.
- One of the available online services is Health Gateway, which the Ministry of Health launched in December 2019. This provides patients a single place to view their health information.
- British Columbians can use a mobile BC Services Card to access Health Gateway, and other online services.
- In September 2020, as part of the Ministry of Health's response to the pandemic, COVID-19 test results were made available on the Health Gateway.
- The Ministry of Citizens' Services was proud to partner with the Ministry of Health to ensure that there was capacity to support an expected surge in mobile card activations.
- We hired over 80 additional Service BC staff in communities throughout the province to ensure resources were in place for people looking to verify their identities and activate their mobile card.

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- I'm proud of the diligence shown by staff in my ministry to mobilize and deliver services that meet British Columbian's needs.
- They are embracing the Service BC motto of "Service with Heart."

Questions and Answers:

1) If a person does not have a smart phone, how can they access their COVID results?

- Most online government services that use the mobile BC Services Card for identity verification also have other options for accessing the service by telephone, online and in-person.
- To see how they can access the online government service without a mobile card, people can visit the program ministry's website they wish to access or contact the ministry directly.
- For COVID test results, BC residents without a smart phone can consult the BC Centre for Disease Control website and arrange to use one of their alternate service options, such as online, telephone or regional health portals.

2) How does a person setup a mobile BC Services Card?

- The BC Services Card is our most advanced identity service and allows easy access to multiple online services, when and where people want to use them.
- To set up a mobile card, people download the BC Services Card app and go through a one-time verification step where their identity is confirmed.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Using our convenient Verified by Video services, the individual can submit a short video of themselves or call an agent, eliminating the need for a visit to a physical encounter.

3) How many people have activated their mobile BC Services card?

- During COVID-19, an increasing number of British Columbians needed to access services online to meet physical distancing guidelines.
- As a result, we have experienced significant growth in mobile card activations.
- Prior to the pandemic our daily activations ranged between 800 and 1,000.
- We are processing between 2,500 and 3,000 daily activations, and in April, reached a milestone of 475,000 total activations.
- To date, British Columbians who have activated their mobile card have accessed online government services over 1.2 million times.
- Caseload modelling based on people's expectations would indicate that approximately 2.2 million British Columbians are expected to access government services online.
- While our milestone reflects a 300% increase in daily activations. It is recognized there remains a significant lift to meet our anticipated target of 2.2 million activations.

4) What services do British Columbians access through the Health Gateway?

- Health Gateway provides patients with access to their electronic health record.
- In September 2020, as part of the Ministry of Health's response to the pandemic, COVID-19 test results were made available.

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- As well, your record of vaccination can also be accessed through the Health Gateway.
- Please refer any questions related to Health Gateway to Ministry of Health. The Ministry of Health is the program owner for Health Gateway.

5) How much did it cost to hire additional staff? Was it enough to meet expected volumes? Were they hired on a temporary or permanent basis?

- Service BC hired 80 additional staff throughout communities in our Province to meet the anticipated public demand increase on activations to support the Health Gateway project.
- The Ministry of Health is responsible for all costs associated with the hiring of the 80 additional staff. Any questions related to this are best directed to the Ministry of Health.

Contact:

Sophia Howse

Executive Director IDIM

250-213-7855

BROADBAND ACCESS 50/10 Mbps

May 2021

Legend

Rural Communities (875) Access to 50/10 Mbps Internet

- Underserved (262)
- Pending Last-Mile Project (188)
- Incremental Project* (79)
- Served (346)

Rural First Nations (266) Access to 50/10 Mbps Internet

- Underserved (76)
- Pending Last-Mile Project (62)
- Incremental Project* (27)
- Served (101)

*25 Mbps last-mile or transport fibre project



Ministry of
Citizens' Services

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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Connectivity Facts and Figures

Revised: Date of last revision, May 4, 2021

Internet in BC

Internet Access

Federal (ISED) Timelines and Speed Target

- The federal government has set the target to deliver 50/10 connectivity to 98% of Canadians to high-speed internet by 2026 and all Canadians by 2030.

Federal (CRTC) Measures Household Connectivity

- 94% of all British Columbians households have access to the 50/10 Mbps standard.

Provincial (CITZ) Connectivity Status Measures - Communities

The Province tracks progress at a 'named community' level. The named communities are derived from a federal list and allow progress to be tracked in specific areas and by Indigenous and local government (civic) level, as a measure of connectivity status.

Tracking connectivity status at a 'named community' level allows for a common measure that is understood and easily communicated and measured by both service providers and local government:

	# Named Communities	Communities access to 50/10 (Current)	Communities access to 50/10 (when planned project complete)
Urban Civic	84	100%	100%
Urban Indigenous	17	100%	100%
Rural Civic	875	40%	61%
Rural Indigenous	266	38%	60%

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TOTAL	1242	39%	60%

- There are 1,242 communities in B.C. segmented by rural / urban and Indigenous/local government

Service Plan: Connecting British Columbia Program Performance Measurement – Benefiting communities

- Measures the number of rural, remote, and Indigenous communities that have benefitted from investments in high-speed internet
- Definition of community: Refers to rural and remote communities, including named places such as districts, Indigenous communities, municipalities, towns, villages as well as incorporated areas and strategic landing sites required for a network to operate.
- Communities may require one or more projects to be wholly served at 50/10 Mbps

Fiscal	Forecast or Target	Actual
2019/20	479 communities	479 communities
2020/21	525 (Forecast)	TBD: Number being finalized
2021/22	570 (Target)	TBD

Investment summary:

- \$180 million since 2017
- 155 projects: 98 projects in progress (inflight); 57 projects completed
- 64,271 total households: 49,879 households in progress and 14,392 households completed
- Project completion dates of 98 projects in progress (inflight):
 - 2021: 53
 - 2022: 12
 - 2023: 18
 - 2024: 15

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- \$10 million in Budget 2015 (FY 2014/15 and FY 2015/16) to establish the Connecting British Columbia program.
 - \$10 million has been spent by the program,
 - leveraging \$20 million from other sources,
 - for 30 internet projects,
 - Phase 1 is complete.
- \$40 million in Budget 2017 (FY 2017/18) to expand the Connecting British Columbia program.
 - \$40 million has been committed by the program to date,
 - leveraging approximately \$103 million from other sources.
- \$50 million in Budget 2019 (FY 2018/19) to expand the Connecting British Columbia program.
 - Committed more than \$26 million to 16 approved, multi-year projects,
 - leveraging \$68 million from other sources,
 - Completed a short-term COVID-19 Response Intake, which funded 47 applications at \$1.225 million, leveraging more than \$1.2 million from other sources,
 - Received 19 applications seeking more than \$22 million of provincial funds and contingent on federal co-funding decisions,
 - Approximately \$363 thousand remaining.
- \$90 million in Budget 2020 (FY 2020/21) to expand the Connecting British Columbia to an additional 200 communities, at least 140km of new cellular highway kilometers and connectivity at rest areas (see below for Cellular in BC details).
 - Substantially allocated. \$5.25 million remaining.

Cellular in BC

- Introduced funding for new highway cellular coverage and connectivity at rest areas for the first time ever. Allocated \$15 million under Phase 4 Economic Recovery Intake for this purpose.
- \$14.9 million allocated to connect 429 highway kilometers and 27 rest areas, including 252 kilometers and three rest areas along Highway 16 (Highway of Tears).
- 4,100 of unserved B.C. highways do not have access to commercial power.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Connectivity Expansion in BC

Revised: Date of last revision, April 30, 2021

Key Messages:

- Working to connect all people in British Columbia, regardless of where they live, is a priority for our government.
- Everyone depends on high-speed internet to learn, do business, stay healthy, access services and keep in touch with loved ones.
- The high cost of connectivity infrastructure in and around rural and remote communities in B.C. is one of the key barriers to expanding internet services.
- The Connecting British Columbia program helps solve that problem by paying for a significant portion of the cost for this infrastructure.
- Since 2017, the Province has invested \$180 million in the Connecting British Columbia program. So far, the program has funded 155 projects.
- In Fall 2020, the Connecting British Columbia program was expanded with a \$90-million one-time grant, as part of StrongerBC, the province's economic recovery plan.
- This grant supports expanding and improving connectivity with the following targets:
 - 200 rural and Indigenous communities
 - 140 kilometres of new cellular coverage along highways.
 - 14 rest areas
 - four roadside call boxes

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Continued investment in the Connecting British Columbia program will move us closer to a future where all people in B.C. have reliable and affordable broadband.
- Most of the approved projects are expected to be complete by Fall 2021 and create more than 550 jobs during construction and the projects' lifecycle.
- This funding is in addition to the October 2019, \$50-million expansion of the program to support connectivity projects in rural, remote and Indigenous communities.
- There is also the Connected Coast project that will provide the infrastructure that coastal communities require to participate in the modern economy and benefit from the delivery of digital services.

Connecting British Columbia program highlights:

- \$2.25-million grant from the Connecting British Columbia program towards the completion of highway cellular coverage on Highway 16. (April 2021)
- \$4.9-million grant from the Connecting British Columbia program for cell coverage along Highway 14 between Sooke and Port Renfrew. (April 2021)
- Nearly \$1.2 million in grants were disbursed through the COVID-19 Rapid Response Intake for 47 projects, benefitting 9,300 households (September 2020);
- Construction of a 40-kilometre, fibre-optic line between Whistler and Mount Currie has been completed. This line brings high-speed internet to the community of Mount Currie, the Lil'wat Nation and the Ts'zil Learning Centre (October 2020).

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- **\$3.2 million project to connect homes and workplaces in Keremeos (June 2020).**

Current funding:

- **The Connecting British Columbia program continues to accept funding applications for connectivity projects.**
- **Most of the \$90 million has been committed to cellular and broadband projects throughout the province. There is approximately \$5.25 million left for new applications.**
- **The Connecting British Columbia program will remain open for proposals until the funding is fully committed.**
- **Northern Development Initiative Trust administers the program on behalf of the province.**

Questions and Answers:

1) How much money is remaining?

- **As of April 30, 2021, out of the \$90 million Economic Recovery Intake, \$5.25 million remains available for funding applications.**
- **Out of the \$50M Phase 3 funding, only \$343 thousand remaining available for funding applications.**
- **Specific questions regarding the status of funding must be directed to Northern Development Initiative Trust in its role as fund and program administrator.**
- **The \$40 million from 2017 has been fully allocated to transport and last-mile projects.**

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2) What are the timelines for project completions?

- To date, the program has funded 155 projects benefitting 64,271 households. 98 projects are in progress and 57 projects are completed. Most builds are scheduled to complete in 2021 all the way to 2024.

3) Why has the program extended the completion date for some projects?

- For the StrongerBC Economic Recovery Intake, all projects are expected to be completed by October 31, 2021.
- To leverage funding from the federal Universal Broadband Fund, some projects will be eligible for an October 31, 2022, project completion date. Specifically, for:
 - Completing cellular coverage along Highway 16 between Smithers and Prince Rupert.
 - Applications submitted to the federal Universal Broadband Fund Core intake, and for which the projects are unable to meet the StrongerBC program's required October 31, 2021 project completion date.

4) How is the Economic Recovery Intake performing against its targets?

- First, let me say that this investment will benefit approximately 200 rural and Indigenous communities and acknowledges the critical role that broadband service plays for people in rural communities. It will also increase the cellular service along highways and provide connectivity at more rest areas.
- As of April 30, 2021, the intake has allocated funding to 53 projects that will benefit:

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- 182 communities and locales, including 62 Indigenous communities with better high-speed internet
 - 27 rest area with new internet connectivity, and
 - bring 429 kilometers of new cellular coverage along highways
- The 53 approved projects are expected to support more than 550 jobs during construction and the project lifecycles.

5) Why is the Province taking so long to announce projects funded by the program? What is the hold up? We are seeing flyers distributed in some communities and trucks rolling in.

- Economic Recovery Intake announcements are ongoing and more to come.
- The Northern Development Initiative Trust, Province and the federal government are continuously reviewing applications received by the Universal Broadband Fund for co-funding opportunities with the Connecting British Columbia program.
- We are announcing projects along the way and expect project announcements over the course of the year.

6) What plans are in place to improve connectivity in the Cariboo region?

- My ministry continues to work with the federal government, regional and local governments, and internet service providers to identify opportunities to expand and sustain connectivity in rural and Indigenous communities to ensure equitable access to internet services for all British Columbians.
- Recently the All Nations Trust Company working with a service provider completed a major project in the Cariboo expanding fibre to homes in 14 Indigenous communities representing nine First Nations.

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- Additionally, provincial, and federal funding programs have received applications from service providers wanting to expand connectivity in the Cariboo region. We look forward to additional new investments in this area of the province in the coming year.

7) Why did the Province propose \$40 million over the next 3 years to fund connectivity projects when other provinces and the federal government are committing billions of dollars?

- The Province has committed millions of dollars to investing in connectivity across the Province. Last September we committed \$90 million to the StrongerBC Economic Recovery Intake.
- The Province's \$180 million investment since 2017 is making a difference. The investment has funded a total 155 projects, with 98 projects in progress or inflight and 57 projects completed.
- The 98 projects will reach completion between 2021 and 2024.

a) If asked: ***Quebec recently negotiated a deal with the federal government that secured \$413M of the Universal Broadband Fund to connect 99% of households in the province. How did they go about doing this and would the Province consider this type of arrangement with the federal government?***

- b) Working to connect all people in British Columbia, regardless of where they live, is a priority for our government.
- c) Connectivity is a national challenge. We have been working closely with the federal government to expand broadband throughout British Columbia.
- d) The federal government has been matching contributions for BC projects through the \$750-million Canadian Radio-telecommunication Commission Broadband fund, the \$2.75-billion Universal Broadband fund and the Connect to Innovate Program.
- e) The \$180 million in provincial funding put in place has 98 projects that will improve connectivity to almost 50,000 homes and expand capacity to new parts

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of the province to support community last mile projects and further expansion of highway cellular.

- f) This includes the \$90-million expansion of the Connecting British Columbia Program as part of StrongerBC, where, as of April 30, 2021, has allocated \$84.75 million to 53 projects, leveraging almost \$73 million from other sources, including federal programs.
- g) Additional projects are being reviewed for possible joint funding with the federal Universal Broadband Fund.
- h) Other examples of support from our federal partners include:
 - \$34 million federal contribution to the \$45.4-million Connected Coast Network project.
 - \$11.4 million federal contribution for Shaw's work building transport fibre between Whistler and Cache Creek, and from Prince George to Dawson Creek. (Total value: \$24.9 million).
 - \$3.1 million federal contribution (CRTC) for Columbia Basin Broadband Corporation's work building transport fibre along Highways 3B/3 and 6 between Trail and Nelson. (Total value: \$4.9 million).
 - \$1.7 million federal contribution (CRTC) for Columbia Basin Broadband Corporation work building transport fibre along Highway 95/95A between Kimberley and Wasa. (Total value: \$2.6 million).

8) What exactly will the \$40 million over three years be spent on? What is the plan?

- Provincial and federal funding programs leverage each others' funds when possible. The \$40 million is base funding and as federal decisions are made, we anticipate there will be further opportunities to co-fund projects.
- In the meantime, the Province is focused on assisting the private sector to ensure construction can start as soon as possible on approved projects.

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9) What is the Province doing to address inconsistencies with the national broadband map, affecting funding eligibility?

- We are working with all levels of government and the private sector to explore opportunities to improve internet access throughout B.C. and to address those gaps.
- The Ministry, the Union of BC Municipalities, and Northern Development Initiative Trust are responding collaboratively to concerns regarding federal mapping data with an independent study of differences between the broadband Internet speeds experienced in some BC communities, and the 50/10 Mbps speed identified by the federal government.
- The study will produce information on internet speeds in rural and remote communities, informing dialogue between provincial and federal and Indigenous governments, regional and local governments, internet service providers, and stakeholders such as Northern Development Initiative Trust.
- Data gathering and analysis will occur over the spring and summer months, with a report expected in the Fall 2021.

Contact: ADM, ED or Director

Howard Randell Executive Director Network BC 250 415 6867

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Connected Communities BC

Revised: Date of last revision, March 4, 2021

Key Messages:

- **Connectivity supports economic growth, environmental sustainability, and social well-being in our communities.**
- **As we work to connect all British Columbians to high-speed internet, it is critical that we explore how connectivity can improve lives and make our province more competitive.**
- **In October 2020, the Province made a record \$90-million contribution to the Connecting British Columbia program as part of Stronger BC: B.C.'s Economic Recovery Plan.**
- **This is an incredible opportunity for rural and Indigenous communities to move forward on projects to connect their homes and businesses.**
- **The Province is ready to support communities in this important work, whether they are in the beginning stages of planning or have one final step to be connected.**

Questions and Answers:

1) How does the Ministry support communities and local governments expand their connectivity?

- **The Connected Communities program helps rural, remote and Indigenous communities plan for connectivity projects.**
- **The program helps them navigate the various funding programs, technologies and service providers needed to increase internet speeds for their residents, visitors, and businesses.**

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- Connected Communities creates tools, works with rural operations and Indigenous Relations and Reconciliation, and directly engages communities and regional districts in support of their connectivity planning.

2) What about issues that have been raised with the broadband speed map that defines communities eligible for connectivity funding?

- Communities across British Columbia have voiced concerns that federal data on broadband Internet speeds, which is used to determine eligibility for connectivity funding programs, may not accurately reflect the speeds experienced in homes, businesses, and other locations at the community level.
- Connected Communities, UBCM, and Northern Development Initiative Trust are responding collaboratively to these concerns with an independent study of differences between the broadband Internet speeds experienced in some BC communities, and the 50/10 Mbps speed identified on the federal government's National Broadband Internet Service Availability Map. The study will produce information on internet speeds in rural and remote communities. It will be used to support analysis and inform dialogue between NDIT, Indigenous and local governments, internet service providers, the Province, and the federal government. Data gathering and analysis will occur over the spring and summer months, with reporting of study results expected in fall 2021.

3) How is the Province helping First Nations with connectivity planning and investments?

- The Ministry supports communities through hands-on support for connectivity planning so they can build capacity to benefit from digital infrastructure investments.
- Connected Communities works with communities to advance digital priorities through efforts such as the Coastal First Nations MoU, 7 Generations Partnership Gathering, Ministries of Indigenous Relations and Reconciliation and Jobs, Economic Recovery and Innovation's Joint Office priorities related to the DRIPA Action Plan.
- The Ministry, through Connected Communities, provides ongoing support to regional district-led connectivity collaboration through the Regional Connectivity Knowledge Network (RCKN). This network enables capacity building through peer-to-peer knowledge-sharing, training, mentoring and relationship building and collaboration, with an emphasis on inclusive relationships with Indigenous connectivity leads.

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Contact: Susan Stanford, ADM

Jeanne Holliss	Acting, Executive Director	Community Initiatives	250 516-3848
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April 2020 – COVID-19 Rapid Response Intake

The COVID-19 pandemic highlighted the critical need to expand internet access to underserved households and locations in rural and remote areas of British Columbia.

- The Connecting British Columbia program responded in April 2020 with a timely call for applications for incremental projects that could be implemented quickly to upgrade equipment on existing networks and expand rural connectivity bandwidth and coverage where needed.
- The short-term intake was announced on April 24, 2020, for projects where immediate equipment upgrades could be made to improve internet speed. Projects were to be completed by June 30, 2020 to receive funding from the program.
- 47 applications were received benefiting 122 locations were completed by June 30, 2020
- \$1.225 million was disbursed leveraging more than \$1.2 million from other sources, which totals more than \$2.431 million in partner funding towards network equipment upgrades.
- The COVID-19 Response Intake provided support for network upgrades that had a positive impact in weeks or months, as opposed to traditional network projects that usually require years to complete.

March 2021 – Connected Coast – Coastal Communities

CityWest Cable, one of the proponents behind Connected Coast, has received conditional approval for more than \$10 million in grant funding towards coastal last-mile projects. Additionally, Shaw Cable has been approved for up to \$341,100 for projects improving high-speed internet access on Mayne, Pender and Galiano islands. The benefit of some of these projects will be multiplied with the completion of Connected Coast.

- CityWest will receive more than \$10 million to enhance connectivity in areas including **Haida Gwaii (Skidegate, Old Massett, Queen Charlotte and Masset), Bella Coola, Quadra Island, Cortes Island and Zeballos.**
- Shaw Cable has been approved for up to \$341,100 for projects to improve high-speed internet access on Mayne, Pender and Galiano islands.
- This work will position communities like Masset, Skidegate, Bella Coola, Masons Landing and Zeballos to take full advantage of the completion of the Connected Coast transport fibre project.

March 2021 – Supporting the Tourism Sector

The Province is supporting the tourism sector's recovery with connectivity investments in Panorama Mountain Resort, Raft River and Horsefly:

- TELUS Communications Inc. (Mascon) is receiving up to \$468,092 (\$372,535 for **Panorama Mountain Resort plus \$95,557 for Raft River** from the Connecting British Columbia program towards connectivity projects in Panorama Mountain Resort and Raft River.
- A.B.C. Allen Business Communications Ltd. (now owned by TELUS) is receiving up to \$176,681 from the Connecting British Columbia program.
- These areas are growing tourism destinations due to the recreation and sightseeing opportunities they provide visitors. Tourism is a critical part of their local economies.
- Improving the performance and reliability of internet access in these areas will support the sector's recovery by creating new opportunities to market the communities online.
- People in B.C.'s tourism sector have been profoundly impacted by the COVID-19 pandemic, especially with the extended provincial health orders and non-essential travel recommendations.
- Investing in connectivity for places like Panorama, Horsefly and Raft River will help the tourism sector rebound stronger than ever from the COVID-19 pandemic.

March 2021 – Stronger BC – Economic Recovery Intake – Highway Cellular for Wells and Perow

People in the northern communities of **Wells and Perow** will benefit from investments in cellular connectivity thanks to contributions from the Connecting British Columbia program.

- TELUS will receive up to \$844,000 for community connectivity and some highway cellular infrastructure in Wells and up to \$911,000 for similar work in Perow.
- Additionally, TELUS will receive up to \$3.7 million to improve high-speed internet access in 10 communities in the Similkameen along Highway 3.

Connectivity Stories – Estimates Notes 2021

- The Perow project will extend cellular coverage by an added 8km along Highway 16, benefitting approximately 269 households in the area.
- People in Wells will see an additional 6km of cellular service added to Highway 26 benefitting approximately 239 households in the area.
- A rest area (Jack-of-Clubs Lake) will also benefit from the expanded connectivity.
- People in the Lower Similkameen Indian Band communities of Lower Similkameen 2, Chopaka 7, Chopaka 8, Blind Creek 6, Alexis 9 and Ashnola 10 will benefit from improved high-speed internet access. The Upper Similkameen Indian Band community of Chuchuwayha 2 is also included in the work.
- Project Completion: Fall 2021

March 2021 – Stronger BC – Economic Recovery Intake – Highway 14

The Highway 14 corridor is popular among tourists and this investment in cellular services will help grow the region's economy while making travel safer by enhancing access to emergency services, GPS and roadside assistance.

- Rogers Communications is receiving up to \$4.9 million from the Connecting British Columbia program for a project to expand cellular services along Highway 14 between Sooke and Port Renfrew.
- People will soon be able to use their mobile devices as they travel along this 70-km stretch of road that includes communities like Shirley, Otter Point, Jordan River, San Juan and the Pacheedaht (Pah-CHEE-dot) First Nation.
- The investment is part of Stronger BC: B.C.'s Economic Recovery Plan, which resulted in a one-time \$90 million grant to the Connecting British Columbia program.
- Project completion: Fall 2021

April 2021 – Stronger BC – Economic Recovery Intake – Highway 16

The Highway of Tears Symposium Recommendation Report recommended that cell phone coverage be extended along the entire length of the highway to minimize or eliminate no-signal areas.

- The Connecting British Columbia program will provide Rogers up to \$2.25 million toward the estimated \$11.6-million cost to fill remaining cellular service gaps on Highway 16, specifically between Smithers and Prince Rupert. The federal government's Universal Broadband Fund is also contributing \$2.25 million.

Connectivity Stories – Estimates Notes 2021

- Completion of the project will mean the 'Highway of Tears' between Prince Rupert and Prince George will have complete cellular connectivity, enhancing safety and convenience of travel along the route.
- The investment is part of Stronger BC: B.C.'s Economic Recovery Plan, which resulted in a one-time \$90 million grant to the Connecting British Columbia program.
- Project completion: Fall 2022

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Anti-Racism Initiatives - Policy and Guidance on Data Use for Race-Based Analysis

Revised: Date of last revision, March 4, 2021

Key Messages:

- When it comes to the collection of race-based data, this is not something the Province has done in the past.
- We know it is the right thing to do and we need to make sure it is done the right way.
- That means collecting, managing and using the data in a way that respects B.C.'s privacy laws and embodies world-leading best practices for data privacy and security.
- We are working towards a strategy for collecting this information in a safe and appropriate way.
- This work requires careful consideration so that we protect peoples' privacy, collect only what is necessary, and ensure analysis is done in a way that communities trust.
- We need to protect vulnerable populations from further discrimination, while allowing data to drive some much-needed change.
- We will be consulting with Indigenous leaders and racialized communities every step of the way.

If asked about the urgent need to collect data now:

- This data is going to be critically important to help us break down systemic barriers, so we need to ensure we set up

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respectful, safe and collaborative processes to collect, use and store this data.

- We will act quickly but cautiously, working with community groups along the way.
- Where there is a clear need for help, this government won't wait for data collection to act.

If asked about how we are consulting Indigenous communities:

- We have committed through B.C.'s *Declaration on the Rights of Indigenous Peoples Act* to ensure Indigenous communities are partners in decisions that affect them.
- We will be consulting with Indigenous communities throughout the province on appropriate ways to collect, use and store data that may affect them.

If asked about the following, defer to Minister of Attorney General:

- Which organizations Parliamentary Singh has met with to date.
- What anti-racism initiatives are underway.
- Why the Province's anti-racism goals cannot be achieved under the *Multiculturalism Act*.

Questions and Answers:

1) What is race-based data?

- This is information about an individual's racial identity. The categories of racial identity tend to shift and change over time.

2) Is government already collecting any race-based data?

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- A ministry may be collecting demographic data that is appropriate and directly related to delivering a program or service to an individual.
- For example, the Ministry of Health collects and reports on Indigenous health.
- However, the B.C. government does not collect demographic data on the population as a whole, deferring primarily to Statistics Canada.

3) Why is government planning to collect race-based data?

- Over time, there has been both demand for, and resistance to, more access to race-based data.
- The demand for race-based data has been recently heightened by the pandemic. Government has been challenged to identify how different racialized groups have fared in terms of both health and employment. Government must ensure these inequities are addressed as B.C. moves towards economic recovery.
- B.C.'s Multicultural Advisory Council, the BC Human Rights Commissioner and the BC Representative for Children and Youth have all called for disaggregated demographic data to better understand racism and inequity in B.C.

4) Why has government not yet started collecting race-based data, as recommended by the Office of the Human Rights Commissioner?

- Collecting this data isn't straightforward. The nature of this data means there are differing perspectives on what identity markers should be collected and differing levels of comfort across communities in providing this data.
- Work is underway to introduce new anti-racism legislation for British Columbia, that will allow race-based data collection.

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- The Human Rights Commissioner has called for the meaningful involvement of marginalized communities and inclusive, equitable consultation on anti-racism legislation has begun but takes time.
- Under the Declaration on the Rights of Indigenous Peoples Act, the Province is drafting new laws in consultation and cooperation with the Indigenous peoples of British Columbia.
- We need a comprehensive framework to ensure that when new personal data is collected from British Columbians, we have agreement on how the data will be used, how it will be kept safe and secure, how we will protect people's privacy and who will be able to access the data, under what circumstances.
- We are developing this framework in consultation with Indigenous leaders and racialized communities, with the Information and Privacy Commissioner and the Human Rights Commissioner, and more broadly with the public.

5) The BC Human Rights Commissioner recommended aligning with principles from the Data Innovation Program. What is this program?

- The Data Innovation Program is managed by the Ministry of Citizens' Services. It is a data integration and analytics program, meaning it can link data from different ministries across government, de-identify this data and make it available in a secure environment for population-level research projects.
- The program is based on the Five Safes, world-leading best practices for managing safe access to confidential or sensitive data.

LEGISLATION

6) Is new legislation necessary to collect race-based data?

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- New legislation would set a government-wide expectation for consistent collection of race-based data for the purpose of measuring and reducing systemic racism.
- Currently, government's collection, management and use of personal information is guided by statutes like the *Freedom of Information and Protection of Privacy Act* and the *Statistics Act*.

7) Will government collect any race-based data BEFORE introducing legislation [as recommended by the OHRC]?

- Before government can collect new race-based data, there are several important questions that must be answered regarding the intended use, collection, housing and storage of data.
- It is unlikely government will be able to collect new race-based data before 2022.
- There is ongoing work within government to determine whether programs perpetuate inequality and we will be working to incorporate race into these analyses.

RACE-BASED DATA USE

8) Who will have access to race-based data?

- First and foremost, we need to consult with Indigenous leaders and racialized communities, and more broadly with the public, to hear their perspectives and priorities and to achieve agreement on this question.

9) How will racialized communities be protected from harm?

- We know that collecting race-based data must be done with great care to avoid further discrimination and bias, while maximizing the power of data to drive much-needed systemic change.
- That's why we are consulting with Indigenous leaders and racialized communities, as well as the BC Human Rights Commissioner and

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Information and Privacy Commissioner, to identify and address any potential for harm at every stage of research, including collection.

Contact: ADM, ED or Director

Kathleen Assaf	Executive Director	Partnerships & Capacity Branch	250-208-1979
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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Information Security

Revised: Date of last revision, March 14, 2021

Key Messages:

- The protection of government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information.
- Governments must take steps to protect themselves from online attacks no matter the source or the strategy.
- Cyber criminals are becoming increasingly sophisticated and that requires us to be even more vigilant and up to date with technology.
- In British Columbia, we have the Office of the Chief Information Officer, which provides government with strategic leadership in IT security.
- Our team of experts have systems to protect our networks that operate 24 hours a day, 7 days a week, including:
 - Firewalls
 - Intrusion Prevention systems
 - And anti-virus software
 - Vulnerability scanning program.
- It is important for us to be vigilant because many government records hold sensitive information, including the personal information associated with citizens and businesses.
- My ministry works hard in collaboration with ministries and other organizations to ensure that information is protected

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Questions and Answers:

1) How long has it been since the province experienced a cyber-attack?

- Government has people, processes, and technology in place to prevent, detect, and respond to cyberattacks.
- No organization globally is immune to attack.
- For example, on April 20, 2021, the OCIO Security team responded to alerts that employee's accounts were compromised.
- The attacker used these accounts to send malicious emails to a large number of external recipients.
- The OCIO Security team identified and protected the affected accounts.
- OCIO Security contained the issue and notified all recipients that they received email that is illegitimate and should be ignored.
- Government continues to invest and upgrade our cybersecurity tools to prevent, detect, and respond to cyber attacks.

2) Public and private sector bodies are targeted with increasing scams and cyber-attacks. What is government doing to prevent cyber-attacks?

- Government has a dedicated team of professionals to combat cyberattacks.
- Each year the government invests and upgrades our cybersecurity tools to prevent, detect, and respond to cyberattacks.

3) What support is government providing to assist the public sector and protect British Columbian's data?

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- Government shares significant tools and resources to assist other organizations and individuals so they know what to do to prevent cybercrime.
- Government published the “Defensible Security” framework in 2017 to help organizations know what to do and how to do it.
- In addition, government holds conferences, publishes information and videos on the government website.

4) We have heard of other organizations in the province being subject to cybersecurity attacks. Is the Province at risk?

- Government has a dedicated team of professionals to combat cyberattacks.
- Each year the government invests and upgrades our cybersecurity tools to prevent, detect, and respond to cyberattacks.
- Government has people, processes, and technology in place to prevent, detect, and respond to cyberattacks.

5) What was the role of your ministry in the recent cybersecurity incident at the Legislative Assembly?

- Government assisted with communicating the incident to the Legislative Assembly and offered assistance
- The Legislative Assembly accepted help and OCIO provided resources and subject matter expertise to lead through the incident, determine and contain the source of the problem, and recover the systems.
- My Ministry is supporting the Legislative Assembly as they continue their work to modernize their systems.

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- It is important to note that the Legislative Assembly is independently responsible for its own resources and information management.
- We are supporting the legislative assembly in an advisory capacity.

Contact:

Gary Perkins Executive Director Information Security 250 387-7590

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Data Storage Costs

Revised: Date of last revision, March 22, 2021

Key Messages:

- The Office of the Chief Information Officer's Enterprise Services Division (OCIO-ES) provides many technology services to ministries that are essential to their ongoing operations and business delivery.
- Ministries rely on Enterprise Services' Hosting Services to keep their business applications available 24 hours a day, 7 days a week.
- Hosting Services, including computing, storage, and security services, and are provided through the agreement with third-party company ESIT [e-sit] Advanced Solutions.
- In 2020, the Province completed negotiations with Advanced Solutions for a three-year renewal of Managed Hosting Services from April 2021 until March 2024 with a forecasted savings of \$4.7 million per year.
- With increased digitization in government there is a corresponding increase in data storage requirements.
- For context, there are over 5 Petabytes (PB) of data (a petabyte is the same as one million gigabytes) stored within the two Province Data Centres in Kamloops and Calgary.
- The two Province Data Centres offer secure and stable access to the data that supports over 1,600 province applications that support ministry services to British Columbians.

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Questions and Answers:

1) How much does government spend per year on storage services per year?

- Core government spends approximately \$18.5 million per year on storage services.
- This includes the cost of the services through Advanced Solutions and the amortization costs for the required storage infrastructure.

2) What is the rate of data growth within core government?

- The rate of data growth is approximately 10% per year, in line with the industry trend of 12.5%.

3) Are you doing anything to further reduce costs?

- The Ministry provides advice, guidance, and additional reporting to support data management and associated storage costs.
- Hosting Services is working with ministries on projects to migrate to more cost-effective storage options that take advantage of new lower-cost technology.
 - For example, we are working with the Ministry of Attorney General to reduce the storage costs for approximately 200,000 gigabytes (GB) of documents used by BC Prosecution Services.
- Hosting Services has negotiated storage rate reductions with the service provider, Advanced Solutions, that take effect April 1, 2021.

4) Why did the province choose to renew the Managed Hosting Services contract with Advanced Solutions for a three-years instead of re-procuring services?

- The province chose to renew the Managed Hosting Services contract with Advanced Solutions because the contractor is

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performing well and the province was able to negotiate rate reductions, including storage services rates, that take effect April 1, 2021.

- Based on utilization, the Province expects to save approximately \$4.7 million per year based on the negotiated rate reductions.

Contact:

Genevieve Lambert	A/Executive Director	Hosting Services Branch	250 217-6296
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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Digital Framework and Government Modernization

Revised: Date of last revision: March 17, 2021

Key Messages:

- Governments around the world are embracing digital tools to better serve citizens.
- Technology has created new opportunities, as well as new expectations, for how governments provide services.
- The COVID-19 pandemic has reinforced the importance of providing simple, reliable digital services to the people of British Columbia.
- A digital government uses modern technology to provide excellent services to people.
- It also uses the culture and practices of the modern age to deliver services that are deserving of people's trust.
- The Government of British Columbia is investing in digital government to improve the services that people count on.

Questions and Answers:

1) What is the Government of B.C. doing to embrace digital government?

- With support and leadership from the Ministry of Citizen Services (CITZ), the Government of B.C. is adopting digital tools and practices.
- We're making good progress. For example, we are providing many services online and investing in digital identity.
- Government launched its Digital Framework in 2019.

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- It guides our work to transition towards digital government.
- Although it continues to evolve, the framework is based on the priorities of delivering excellent digital services, providing sound stewardship of data and information, becoming digital inside, and being connected outside.
- Government is delivering on the commitments made in the initial Digital Framework.
- That said, we are working to continuously improve digital services.
- CITZ has worked with partners across government and the broader technology ecosystem to develop principles for digital change.
- These principles guide government's priorities in improving and delivering digital services.

2) Why is government interested in modernizing its digital services?

- Digital approaches are critical to the success of every government initiative.
- These initiatives include, for example, applications that make sure child protection workers have the right information, or that allow mine inspectors to upload compliance data.
- Government priorities also include digital services that allow people to access to COVID-19 test results or apply for the B.C. Recovery Benefit.
- There are many benefits associated with investing in digital government.
- They include improving people's experiences, reducing costs, supporting an active technology ecosystem within the B.C.

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economy, and managing the risks that can be associated with major technology projects.

3) How has digital government helped respond to COVID-19?

- Government provided a suite of digital services in response to COVID-19.
- For example, the Ministry of Health launched the COVID-19 Self-Assessment application, a self-serve tool for information on COVID-19 symptoms.
- Another example is from Emergency Management B.C., which created a Supply Hub.
- This platform enabled critical sectors to purchase surplus Personal Protective Equipment from core government.

Contact: Jaimie Boyd, Chief Digital Officer, OCIO, 250-888-3354

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Data Innovation Program and Data Science Service

Revised: Date of last revision, March 4, 2021

Key Messages:

- Data is a critical part of finding solutions to pressing challenges.
- Data analysis from programs across government tells us whether our programs are helping people.
- In the past, data was shared on an ad-hoc basis between ministries, and it was often analyzed with personal information included.
- The Data Innovation Program (DI Program) puts public sector data to work for people by providing a trusted approach for safe analysis.
- The DI Program improves privacy protection and empowers data-driven decision making and policy innovation.
- This includes applying privacy and security protections, such as:
 - Applying transparent, consistent rules about who can access data and for what research purposes;
 - Removing sensitive information like names, birthdates and street addresses;
 - Ensuring all analysis takes place inside a secure environment that has strong technology, process and legal controls.
- The program is being delivered in partnership with UBC's Population Data BC.

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- **The Data Science Partnerships Program (DSP) helps ministries share data to better understand complex challenges.**
- **The program can evaluate whether or not government programs have an impact, such as those supporting people with mental health or substance use challenges, and services for children with special needs.**
- **This program adds data science capacity to government and supports data projects on challenges facing British Columbians.**
- **The Province has also launched a Data Science Fellowship program to recruit new talent with high-demand skills.**

Questions and Answers:

1) Did government integrate data in the past? How is the Data Innovation Program (DIP) different?

- Data has always been shared between ministries when needed.
- However, in the past, this process was slow and inconsistent.
- There was no single framework to ensure uniform standards of privacy, data integrity and data use, which meant more time was spent on processes than on getting to better insights.
- The DI Program gives us a secure and consistent way to deliver analytics and population-level research.

2) What data is the program using?

- The DI Program uses data provided voluntarily by B.C. ministries and agencies.
- This includes: income and work data; social development data; children and families data; health data; justice data; and education data.

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3) How is government using this integrated data?

- Government researchers can apply to the DI Program to begin a population-level research project.
- To be approved, projects must have a clear benefit to the public, a valid statistical purpose, sound study design and methodology.
- Integrated data projects typically explore complex issues such as child and youth mental health service use, or whether patients with primary care physicians have different health outcomes than those who don't have a family doctor.

4) Who can access data through the DIP?

- Only approved government analysts and academic researchers can access the data.

5) How does government decide what projects to undertake?

- Data projects must be in the public interest, meaning there is some opportunity to reduce harm or improve wellbeing for people.
- BC Stats' Director of Statistics decides what projects are in the public interest.
- To be approved, projects must have a clear benefit to the public, a valid statistical purpose, sound study design and methodology.

6) How does this program actually benefit British Columbians?

- Through both the DI Program and Data Science Partnerships program, government researchers can access the data they need to develop better policies and programs for British Columbians.
- To be approved, their projects must demonstrate clear public benefit and have executive-level ministry support.
- This ensures all projects are based on government priorities.

7) How are vulnerable populations of British Columbians protected from harms at the individual or community level?

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- Protection of privacy for all populations is considered at each step.
- The criteria for data access and other controls and protections reduce any risk of data misuse, while promoting access to data to maximize benefits for British Columbians.

8) Are you using cloud services? How much of this data is stored online?

- No. The data is stored in a secure facility located in B.C. It is only accessible through a secure platform.

Contact: ADM, ED or Director

Hayden Lansdell

ADM

Digital Platforms and
Data Division

250 415-0118

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: BC Cloud Initiative

Revised: Date of last revision, March 14, 2021

Key Messages:

- Cloud technology represents the next great shift in supporting government to deliver better services to people in British Columbia.
- Adopting the cloud would allow government to use modern tools and systems to improve how we deliver the supports and services British Columbians count on.
- The COVID-19 pandemic has resulted in an increase in the use of cloud services due to the urgent need for online services.
- Many of the most common tools we use for communicating with people and for improving and streamlining government processes have already moved to cloud, or soon will.
- The Province is taking a coordinated approach to cloud, empowering ministries and organizations to work together.
- This will help us explore cloud solutions, when appropriate, with the necessary due diligence, and always with the needs of people at the core.

Questions and Answers:

1) How is the BC government enabling the use of cloud?

- The B.C. government is piloting a service model that enables ministries to build and launch applications using cloud services.
- The B.C. government worked with the federal government to order cloud services that comply with British Columbia's legislation and policy.

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- Learnings from early users of the service model will help shape options for corporate access to cloud services that will be based on ministry and people's needs.

2) Why is the B.C. government working with the federal government?

- The B.C. government is using the federal government's existing compliance and contract work and learning from their experience of developing a Cloud Brokerage.
- Joining the federal Cloud Brokerage enables the Province to benefit from the procurement process the Government of Canada conducted.

3) What cloud vendors are being used in the B.C. government?

- The B.C. government is currently developing a service model to enable access to cloud services.
- The first service order to support this was with Amazon Web Services (AWS), and further service orders with other cloud vendors are anticipated to be completed in the coming months.
- Ministries continue to access cloud on a case-by-case basis and are engaging with a variety of cloud vendors.

4) How is the B.C. government ensuring the security and privacy protection of information when using cloud?

- Protecting people's private information is a top priority.
- The Province has rigorous privacy and security assessment processes and policies to ensure data is protected.
- This includes the processes to adopt cloud services.

5) When is cloud going to be available for all ministries?

- Ministries can access cloud on a case-by-case basis as long as their use is compliant with B.C.'s legislation and policy.

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- The Province is piloting a service model that enables ministries to build and deploy applications using cloud services.
- The Province worked with the federal government to order cloud services for use in the service model that comply with British Columbia's legislation and policy.
- Through learnings from early adopters, the Province aims to increase corporate access to cloud services in the coming months.

6) What happens with the Province's use of cloud when the ministerial order expires?

- The Ministerial Order authorizes public bodies to disclose personal information outside Canada in a way that, under normal circumstances, would not be supported by the Freedom of Information and Protection of Privacy Act (FOIPPA).
- This order has been issued in the public interest.
- During the COVID-19 public health emergency, the use of such tools by the B.C. public sector is essential for maintaining operations and supporting the Provincial Health Officer.
- The order took effect on March 26, 2020 and expires on May 31, 2021, unless otherwise rescinded or extended by the Minister of Citizens' Services.
- Ministries will be supported to ensure that their projects remain compliant with B.C.'s legislation after the ministerial order expires.

Contact: ADM, ED or Director

Genevieve Lambert	Executive Director, DevOps and Cloud Services	Digital Platforms and Data Division	250 217-6296
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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Digital Investment Portfolio

Revised: Date of last revision, March 4, 2021

Key Messages:

- People and businesses expect government to deliver services digitally.
- Whether it's childcare benefits or responding to the COVID-19 pandemic, we use digital channels to deliver many of our services.
- Each year, government makes significant investments in information management and information technology (IM/IT).
- These investments support the services and programs that British Columbians count on.
- The IM/IT capital budget for government is managed by our Digital Investment Board.
- It's a committee of Deputy Ministers, chaired by the Deputy Minister of Citizens' Services. It has representation from across government.
- Digital investments enable government to replace aging systems with improved technology.
- These systems help ministries deliver the services people need.

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- The minor IM/IT capital investment budget is roughly \$110 million per year.
- This budget funded parts of government's essential services during the COVID-19 pandemic, such as:
 - The BC Emergency Benefits for Workers, which enabled online applications and financial relief to workers who lost income due to COVID-19; and
 - The Mental Health and Substance Use Virtual Care project, which supports emergency responders and youth, two particular groups impacted by COVID-19.
- Beyond COVID-19, this budget funds diverse digital solutions to address government priorities. Examples include:
 - The Student Information Management System, which enables student performance monitoring and proactive loan management;
 - The Justice Electronic Delivery Initiative, allowing for digital access to justice services;
 - The Platforms, Products and Services initiative, facilitating government's use of emerging technology solutions; and
 - The Health Information Exchange, a project to facilitate to exchange of health information between people who use the health system and various providers, including health authorities.

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Ministry: Ministry of Citizens' Services
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Questions and Answers:

1) How does government decide on the right value for the envelope?

- The size of the envelope is established through an annual intake process.
- This process identifies demand for IM/IT capital from across government.
- Based on this demand, the ministry provides a recommendation on the size of the envelope that is then set by Treasury Board.

2) How has the size of the IM/IT Minor Capital envelope evolved over time?

- The IM/IT Minor Capital envelope has increased over the years. The largest recent increase was in 2019/20 when an additional \$20 million per year was approved.
- That increase reflected the growing number of new digital priorities across government.
- The ministry expects demand for IM/IT capital to remain at roughly \$110 million per year, reflecting the ongoing importance of digital services across government.

3) What is the status of the 2021/22 IM/IT Minor Capital envelope?

- As of March 15, 2021, the OCIO has 60 projects slated for funding.
- Government is working to refine and potentially approve over 20 more projects that were submitted during this year's capital intake.

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4) How are you supporting government's emerging priorities with an envelope that is already mostly allocated?

- The ministry leads a comprehensive, annual process to identify digital projects that align with priorities.
- Teams sometimes find efficiencies as they work to deliver projects. Based on historical spending patterns, the ministry allocates any funds that become available to top priority projects.
- The ministry closely monitors approved projects funded through the envelope.

5) How has the COVID-19 crisis impacted projects in the IT capital envelope? (2020 question)

- The pandemic certainly impacted delivery of some initiatives – the reality is we had to shift some of our teams to building applications that supported COVID response.
- The reality is, however, IT projects are getting smaller and smaller and are delivered in less time – that means that there was an impact but not in a way that led to project risk or project failure.
- Despite the pandemic, we believe all projects in the envelope are on track.

Contact: Jaimie Boyd, Chief Digital Officer, OCIO, 250-888-3354

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Sprint With Us

Revised: Date of last revision, March 4, 2021

Key Messages:

- **Sprint With Us is an innovative procurement tool developed and operated by the ministry.**
- **It has received international awards for making it easier for B.C.'s innovative technology start-ups to partner with government to solve public challenges.**
- **Through Sprint with Us, government can procure an entire delivery team for terms up to two years and \$2 million.**
- **These procurements take vastly less time than typical approaches and are often completed in two to four weeks.**
- **To date, the program has issued over 100 procurements supporting more than \$17 million of government business for B.C. tech companies.**
- **Sprint with Us allows government to address priority challenges in just days.**
- **Some examples include Cannabis Licensing, CleanBC implementation, Health information access and Education systems modernization.**

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) Government spends close to \$700 million on information technology (IT) – \$17 million seems like small potatoes. Why has Sprint With Us not been more broadly adopted?

- As with other shifts in how we manage IT in government, we wanted to make sure this program worked for companies.
- We are at the stage now of scaling to support more opportunities for B.C. tech companies and will be working with representatives from the tech sector to identify more opportunities.

2) Do you anticipate expanding the scope of Sprint With Us?

- Yes.
- Throughout the coming year, we foresee extending the suite of tools to support more teams across government and to provide greater opportunities for B.C. tech companies.

3) Sprint With Us is open to the market beyond B.C. – what are you doing to specifically support the B.C. tech sector?

- Given the closely-knit way in which we require these teams to work with public service counterparts, the vast majority of successful companies come from B.C.
- Sprint With Us has proven to be an attraction for companies looking to grow their presence in B.C.
- The founders of Button, the team that is working with us to support Clean BC outcomes, came to us from Toronto.
- After a few months seeing how we work in the Province, they relocated and pivoted their entire company model to working with government here in B.C.
- *[Minister can provide anecdote about her recent visit to Button]*

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4) Most of these contracts are being won by Victoria-based companies – what are you doing to support companies in regions outside the Capital?

- Even before COVID, we were already working to support teams in different regions of the province.
- For example, over the last couple of years, we've partnered with the Kamloops Innovation Center and have built relationships with the Kamloops tech ecosystem.
- What's more, the company that worked with us to design and develop our own Digital Marketplace, Real Folk, is a team with members in various Vancouver Island communities outside Victoria.

Contact: ADM, ED or Director

J-P Fournier

Director

Exchange Lab

250-896-4702

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: B.C. Data Catalogue

Revised: Date of last revision, March 18, 2021

Key Messages:

- **Accessing government data is critical in helping find solutions to pressing challenges.**
- **The B.C. Data Catalogue is where people can go to find and access government data to inform decision-making and improve policy, services and programs.**
- **Making sure data is available to people and companies in B.C. increases transparency on government services and helps increase B.C. tech sector innovation.**
- **The B.C. Data Catalogue makes more than 3,000 datasets available to government and public users.**
- **The catalogue provides access to data from all 20 ministries and more than 27 public agencies.**
- **Users can find data on themes such as COVID-19 in the province and data that helps people understand the state of the environment.**
- **Government programs use the B.C. Data Catalogue to proactively release data to improve transparency and reduce the administrative burden of responding to FOI requests.**
- **In 2021/22, the Ministry of Citizens' Services will coordinate engagement between ministries and the B.C. tech sector to identify government data that can help increase innovation.**

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Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) What data is available in the B.C. Data Catalogue?

- The B.C. Data Catalogue makes data available from all ministries and more than 27 public agencies. This includes data on: natural resources, finance, the economy, health, justice, education, transportation, and social services.
- The catalogue has data licensed under the Open Government License – British Columbia that enables free and open use of the data with a few conditions to protect government and users.
- There are also datasets licensed under similar open licenses from Crown agencies.

2) How will government meet the target increases of the number of datasets available in the catalogue to 3000 in FY21/22, 3050 in FY22/23, and 3100 in FY23/24?

- The ministry is investing in new tools to make it easier for program areas to share data.
- The ministry will be prioritizing an update to the existing Open Data Policy to ensure that high value government datasets are made available in the data catalogue.
- The ministry is developing new tools and services and working with ministries and public bodies to help program areas share datasets that are not yet available in the catalogue.

3) How does privacy and data security get managed?

- The B.C. Data Catalogue only hosts datasets that have been de-identified, where data is stripped of any information that could potentially identify individuals.
- Datasets are reviewed by Ministry privacy and security officers before being loaded into the catalogue for access.

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- Reviews take place to ensure that data doesn't have personal information and that appropriate security controls are in place.

Contact: ADM, ED or Director

Alex Ritchie

A/Executive
Director

Data Systems and
Services

250-882-2227

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: BC Bid Replacement

Revised: Date of last revision, March 15, 2021

Key Messages:

- Creating a new BC Bid– the ‘virtual’ face of government procurement – is a key part of B.C.’s Procurement Strategy.
- Work is underway to replace the 25-year-old system, which no longer meets the needs of buyers and suppliers.
- The new BC Bid will make it easier for businesses of all sizes to access and respond to government opportunities.
- It will save buyers and vendors time and money and is scheduled to be launched in late 2021.

If asked why the BC Bid replacement project has been delayed:

- BC Bid is a primary interface between buyers and vendors in B.C. government procurement.
- Replacing it is a big job.
- It’s critical that government get this right, which means taking time to test it with the people who use it and adjusting to meet their needs.
- The Province is working diligently to complete this work over the coming months.

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Questions and Answers:

1) How much does B.C. spend each year on goods and services?

- The B.C. government spends nearly \$7 billion a year on a wide range of goods and services, supporting the delivering of the high-quality programs that people count on.
- BC Bid is government's online procurement tool for accessing and competing on public sector procurement opportunities.

2) Why does BC Bid need to be replaced?

- BC Bid is used by both core government and hundreds of publicly funded organizations, such as Crown corporations, health authorities and municipalities.
- The current application is 25 years old and no longer meets the needs of buyers and suppliers.

3) What are some of the benefits with the new BC Bid?

- The new application will be easy to use and improve user experience for both buyers and suppliers. Benefits include:
 - Modern design and search capability, making it easier for suppliers to find and respond to government opportunities.
 - Greater automation and process improvements within the system.
 - Standardized templates and workflows for government buyers, increasing efficiencies by reducing errors and time spent on manual tasks.
 - Increased access to data, improving government's ability to strategically manage procurement and generate best value from B.C. government procurements.

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4) How is the BC Bid Replacement project working to support the Service Plan goal of increasing the number of suppliers registered with the Province's BC Bid sourcing application?

- We expect the increased functionality, ease of use and outreach to vendors to result in an increase in the number of suppliers registered in BC Bid.
- The new BC Bid system includes many features that will make it easier for suppliers to do business with government, including:
 - Easier navigation and improved search functionality to find opportunities that fit their business.
 - Online, self-serve access to subscribe to and renew eBidding accounts and opportunity subscriptions.
 - The ability to submit eBids for certain opportunities, directly within the system.
 - A dashboard to manage contracting opportunities and communicate with government buyers.
- Suppliers have been involved in the development of the system by providing user experience feedback. Prior to launch, all currently registered suppliers will get an invitation and instructions to onboard to the new application.
- As we approach launch, the BC Bid team will work to ensure vendors, industry and business associations across B.C. are aware of the many benefits to them - and are encouraged to use the new system.

5) What company is government working with to replace BC Bid?

- CGI has been awarded the contract to implement the new BC Bid.

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6) Why is it taking so long to replace BC Bid?

- Replacing BC Bid is a big job. It's the primary interface between buyers and vendors in B.C. government procurement.
- It is not just about putting a new IT system in place, we are modernizing our procurement processes at the same time and ensuring we have robust security in place.
- We spend over \$7 billion annually through procurement – it is critical that government get this right, which means taking time to test it with the people who use it and adjusting to meet their needs.

7) What has caused delays?

- There are numerous factors that influenced the project schedule. Getting it right means checking our progress regularly and adjusting to what we learned, as well as addressing circumstances that impacted delivery. We took a thoughtful approach to transitioning one of the most important applications in government. Examples:
 - a. **Working through the details gave us a deeper understanding of the project's complexity**
 - The project launched in January 2019 with a goal of going live with a new system the following year (January 2020).
 - By Fall of 2019, government completed a successful pilot that identified change impacts and complexities to be addressed before implementation.
 - Each ministry has unique procurement practices; no single approach will work to shift everyone to a new system.
 - Team reviews and user acceptance testing indicated more time was needed for design and development work.
 - The new BC Bid is scheduled to be launched in late 2021.

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Minister Responsible: Hon. Lisa Beare

b. We needed to provide greater support for key stakeholders to help with this significant change

- Government procurement is not centralized. This means that procurement processes are not the same across government. Moving to a standard approach to procurement impacted each ministry in a different way. The project team has considered all the different ways that procurement is managed within each ministry.
- Working collaboratively with each ministry partner, we uncovered and addressed complexities, determined impacts of change, and developed tools, training and support for each partner.
- Some ministries have unique and complex needs – and we continue to work together to implement a new BC Bid that meets our business needs, legal requirements, financial accountabilities, and trade obligations.
- We set up the BC Bid Change Network to engage with Ministry partners about the development, transition, and change.

c. Like the rest of the world, we were impacted by an unprecedented global pandemic

- The COVID-19 pandemic disrupted productivity as the team adapted to new, virtual, ways of working.
- Resources that might have been assigned to the BC Bid team were unavailable, as they were supporting the COVID-19 response.
- Team leaders have been working with available resources, enhancing internal governance to support productivity, and stepping up project management rigor to keep the project on track.

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- A rigorous work plan has helped focus our resources to get to a launch this fall.
- In fact, the BC Bid team is now working diligently to train Ministry partners on all the features of this new tool.

8) How much has government paid CGI in additional fees as a result of the delays?

- The cost of the contract remains within 1% of the original amount.

9) Why has your ministry not responded to a recent FOI request for information on CGI's contract?

- B.C. is committed to providing timely and helpful FOI service to the people of British Columbia.
- Some FOI requests government receives can be large, complex and time consuming for staff to process.
- Applying fees, where appropriate, helps preserve FOI resources for people who use the system so they can access the information they need.
- I understand the applicant's initial request was quite broad.
- It included more than 22,000 pages involving multiple project teams over a period of almost three years.
- Ministry staff are working with the applicant to narrow the scope of the request.
- I understand that they have worked together to reduce the fee by a significant amount.

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10) Is everything that CGI promised being delivered in the application at launch?

- At launch, we are getting a product that delivers the key benefits we targeted, including:
 - Modern design and search capability, making it easier for suppliers to find and respond to government opportunities.
 - Greater automation and process improvements within the system.
 - Standardized templates and workflows for government buyers, increasing efficiencies by reducing errors and time spent on manual tasks.
 - Increased access to data, improving government's ability to strategically manage procurement and generate best value from B.C. government procurements.
- Remaining requirements will be developed following go-live.

These include:

- Specialized reports to meet the needs of certain ministries.
 - Additional integrations with existing systems.
 - Spend analytics, so we're ready to assess the data we'll begin collecting in the new system.
 - Discussion forums for additional methods for communicating with vendors.
- It is expected that as we learn and adapt to a modern procurement application, that improvements and upgrades will take place on an ongoing basis.

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11) How much will it cost to complete the work?

- The focus of the current contract has been to deliver the product required for launch. We're in the process of developing the plan for any requirements to be delivered after launch.
- BC Bid will move into an operational state after launch later this year. Operational costs will continue ongoing and be incorporated into our program budgets. Costs for the next three years are expected to continue to remain within the forecasted budget.
- By selecting iValua, we have purchased a 'Software as a Service' product that supports ongoing advancements from the software developer. We will continue to benefit from this model to evolve our product over time.

Contact: Leila Ball Executive Director Procurement 250-217-0849
Transformation Office

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Indigenous Procurement Initiative

Revised: Date of last revision, March 4, 2021

Key Messages:

- Together with Indigenous partners, we're developing an approach to help more Indigenous businesses in B.C. participate in government procurement opportunities.
- In 2019, the ministries of Indigenous Relations and Reconciliation and Citizens' Services met with Indigenous partners, businesses, communities, and organizations to:
 - Talk about the challenges they face,
 - And ask for their insights into how government can improve access to procurement opportunities.
- The Province carefully and thoughtfully reviewed and compiled all the information gathered and created a draft report on what we heard.
- The report is guiding our work to develop short, medium, and long-term recommended actions to develop a coordinated approach to procurement with Indigenous businesses and to increase Indigenous business participation in government's procurement opportunities.
- Our BC Procurement Strategy Update 2020 also outlined actions to improve Indigenous procurement, such as:
 - Setting a foundation of collaboration between the Province and Indigenous peoples.
 - Laying the groundwork for the development of a coordinated government approach to Indigenous procurement in collaboration with Indigenous partners.

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- **We've created a new project office to support the Indigenous Procurement Initiative and are making progress on key projects outlined in the update, such as:**
 - **Creating an external advisory committee with representatives from Indigenous partners to develop short, medium and long-term actions.**
 - **Deploying cultural competency training to B.C. government employees who deliver procurement, and**
 - **Working to improve and expand our existing Indigenous business directories.**

Questions and Answers:

1) How many Indigenous businesses does the Province currently contract with?

- There is no comprehensive list of Indigenous businesses in B.C.
- As a result, it is not currently possible to know how many Indigenous businesses currently have contracts with the Province.
- The Province's work to improve and expand existing Indigenous business listings will help address this gap in data.

2) When will Indigenous businesses start seeing visible changes?

- The external advisory committee needs to be formed before changes can be made.
- This will help ensure Indigenous voices and perspectives are heard and involved in determining what changes the Province should make and how to make those changes in an appropriate way.

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- The external advisory committee will be created when the Province and its Indigenous partners are able to do so safely and without impacting COVID-19 response and recovery.

3) How will this work help Indigenous businesses recover from COVID-19?

- Once the external advisory committee can be formed, the Province will work with that committee to identify and implement projects to reduce barriers to Indigenous businesses' participation in government procurements.
- In the meantime, Indigenous Procurement Initiative staff are helping ministries reduce barriers in their procurements on a case-by-case basis.

Contact: ED

Tracee Schmidt

Senior Executive
Director

Strategy and
Transformation Branch

250 217-7279

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Procurement Concierge Program

Revised: Date of last revision, April 29, 2021

Key Messages:

- The *BC Procurement Strategy* maximizes government's buying power to drive economic growth in communities throughout the province, create good jobs and take advantage of made-in-B.C. innovation.
- We are removing barriers for small and medium-sized businesses and making it easier for companies of all sizes to work with government.
- The Procurement Concierge Program is one of the key ways we are improving the way government buyers and vendors work together.
- The program allows industry experts to propose potential solutions to government business challenges before starting a formal bidding process.
- It gives vendors a clear path to engage with government about innovative solutions that ministries may not be aware of.
- We are also engaging vendors directly to learn about new products and services that may meet government's needs.
- Since its launch in January 2019, the Program has held eight Discovery Day Sessions, four of which were virtual, to learn from vendors what is available in the marketplace to solve specific government business problems.

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Questions and Answers:

1) How many vendors have registered to participate in these events?

- There have been 159 vendors who registered to participate in these events.
- Some of these companies have participated several times.
- Total number of registrations for all events was 309.

2) How many Requests for Information (RFI) have been posted?

- There have been 18 RFIs posted.

3) How many RFIs have moved to procurement?

- Of the posted RFI's, 10 RFIs have already moved to procurement, 2 procurements are currently in development.
- It's important to note that those who did not move to procurement still received value out of the process.
- That's because the RFI either identified that the business did not understand the marketplace or the marketplace provided information that made the business rethink its strategy, which includes cancelling, postponing or doing more research before posting for procurement.

4) How does the Concierge program allow industry experts to propose potential solutions to government business challenges before starting a formal bidding process?

- The Concierge program is in the process of developing an unsolicited proposals approach.
- This would allow vendors to submit ideas or solutions for issues or concerns that government has not previously procured for, and Concierge would match the vendor with the ministry who would benefit from the solution.

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- Full program roll-out is expected in Fall 2021.

Contact: Robert O'Neill, Executive Director, PSB 250-217-8470

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Procurement Strategy

Revised: Date of last revision, March 15, 2021

Key Messages:

- We are making it easier for small and medium sized businesses to work with government so they can benefit from the economic opportunities created through government contracts.
- Launched in 2018, B.C.'s first-ever procurement strategy focuses on providing best value, while also creating social, environmental and economic benefits for people.
- This is a big change that will take place over the coming years and affect all government ministries.
- It provides a clear path forward to transform government procurement and create social, environmental and economic benefits for people and businesses in B.C.
- The strategy continues to ensure that all ministries conduct open, fair and transparent processes when purchasing goods and services.
- The BC Procurement Strategy Update 2020 outlined the work government has been doing to update its procurement practices, in collaboration with businesses, communities and Indigenous peoples.
- Achieving the goals of the BC Procurement Strategy is even more important as the Province takes steps to create a resilient economy and a strong recovery during the global COVID-19 pandemic.

If asked how new contracts align with the strategy:

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- **Ministries are encouraged to include social, economic and environmental benefits where it makes sense in their procurement processes for new contracts.**
- **My ministry is involved in the planning processes for several large re-procurements and advising how to apply the principles under the new strategy.**
- **My ministry is also working to train procurement staff across government to put the principles of fair and open procurement into practice.**
- **We continue to talk with stakeholders to ensure B.C.'s new procurement approach works for businesses and organizations.**

Social Procurement Guidelines

- **Government purchasing can have a range of impacts beyond generating revenue for government suppliers and getting the Province what it needs to provide services for people.**
- **Social purchasing is about re-evaluating how government thinks about value for money – that is, basing purchasing decisions on more than just cost.**
- **The Province's social-impact guidelines provide clarity on how government ministries can consider social value when purchasing services.**
- **For example, up to 10% of the score can be awarded to proponents that propose social-impact enhancements like skills training or new job opportunities for people who are underrepresented in the workforce.**
- **10% of the total score is enough to make an impact in the procurement outcome.**

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Questions and Answers:

1) What is procurement?

- Procurement is the process by which government acquires goods, services and construction from the vendor marketplace. It is a critical tool for the delivery of government services and fulfilling ministry mandate objectives.

2) How is procurement conducted in the BC Government?

- Canadian public-sector procurement must be fair, open and transparent. These requirements are created by a legal framework that includes federal and provincial legislation, national and international trade agreements, and Canadian contract law and jurisprudence.
- All procurement opportunities are posted publicly on BC Bid, the government's online sourcing platform; vendors may submit tenders in response to posted procurement solicitations.

3) What are the goals of the procurement strategy?

- To realize **best value** and **increased benefit** to British Columbians by using procurement strategically and promoting innovation.
- To make it **easier to do business** with government with simpler, more intuitive processes.
- To create **more opportunity for businesses of all sizes**, adapting practices towards supporting, growing and sustaining a community of suppliers.
- To build **greater capacity** for procurement in the BC public service through enhanced training and support for practitioners.

4) What progress have you made on the strategy so far?

Progress to date:

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- Engaged with more than 300 Indigenous partners and businesses on how to better support participation by Indigenous businesses and communities in B.C. Government procurement;
- Launched the Procurement Concierge Program, a collaborative way for vendors to engage with government and suggest innovative solutions to government's business challenges;
- Awarded a contract to replace the BC Bid system and launched the first public pilot to test how it works;
- Issued more than 100 contracts to dozens of small- to medium-sized tech companies through the Sprint With Us and Code With Us programs;
- Helped the Ministry of Agriculture expand the scope, scale and reach of the Feed BC program; and,
- Working with Ministry of Children and Family Development to improve social services procurement processes.

5) How does the B.C. Procurement Strategy help build a strong, sustainable economy?

- Government purchases almost \$7 billion in goods and services each year – this is a powerful economic driver in B.C.
- B.C.'s Procurement Strategy lays out the path forward that will make it easier for small and medium-sized businesses throughout B.C. to work with government.

6) You say that the Province spends \$7 billion on goods and services, what do you buy?

- Each year, the Province spends an estimated \$7 billion dollars on goods and services.
- Procurement is an integral part of public sector service delivery, supporting the provision of public services by all B.C. Government ministries.

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- These purchases occur in every sector, and every ministry, and range from telecommunications, to office products, to complex IT systems, to goods and services essential for wildfire and flood relief efforts.
- Our ability to track and monitor the Province's procurement spend will continue to improve as we take action to modernize the systems that support B.C. Government procurement, including implementing a new BC Bid application.

7) How will the strategy create good jobs?

- Government is making it easier for businesses to work with government by creating simpler and more transparent processes so they can take advantage of the \$7 billion government spends each year on behalf of British Columbians.
- Programs such as Sprint With Us and Code With Us are making it easier for tech companies of all sizes from across the province to work with government by reducing the time, effort and cost of bidding on contracts allowing the companies to focus on delivering the innovative services.

8) How is the strategy harnessing made-in-B.C. innovation?

- Programs like Code With Us and Sprint With Us are making it easier for small start-up tech companies to bid on government procurement opportunities.
- The Procurement Concierge Program enables government to embrace market-driven innovation by allowing industry experts to propose potential solutions to government business challenges prior to starting the formal procurement process.
- Through these programs, the Province can take better advantage of made-in-B.C. technology and services.

9) What are the social procurement guidelines?

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- Purchasing has a range of impacts beyond generating revenue for government suppliers and getting the Province what it needs to provide services for people.
- Social impact purchasing allows us to do more for people and communities when we spend public dollars.
- Our new social impact guidelines provide clarity on how government ministries can consider social value when purchasing services.
- Social impact elements that may be considered, on a case-by-case basis in a procurement and measured through a contract, include supplier diversity and workforce development.
- This means creating opportunities for Indigenous Peoples, employment equity seeking groups, people with disabilities and offering apprenticeships, skills training and other developmental support to employees, contractors or volunteers, including diverse supplier groups.

10) What has been the uptake on the social procurement guidelines?

- The primary audience for the guidelines is B.C. government buyers; the guidelines provide practical guidance and example criteria that buyers can copy-and-paste into procurement documents.
- The Social Impact Procurement guidelines are focused on procurements under \$75,000 and recommend, where appropriate, awarding up to 10% of the total evaluation points to vendors that demonstrate they have met or exceeded social impact criteria that are set out in the procurement.
- B.C. uses a decentralized procurement model, which means that each ministry is following defined policy and processes and has the authority to purchase on its own behalf. Therefore, ministries assess social criteria on a case-by-case basis.

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- The CITZ Facility Management Procurement is an example where social impact criteria were used. The contract had the following social benefits:
 - Living wage policies for subcontractors
 - Environmental and energy management programs
 - Local supplier emphasis
 - 11 new union positions created

11) The BC Procurement Strategy talks about using procurement strategically to improve social and environmental outcomes. What does this mean and how will you be measuring it?

- This is about making sure the money we are already spending on the goods, services and IT that government needs are being spent in ways that meet our business needs, provide value, but also improves social and environmental outcomes.
- My ministry developed social and environmental guidelines to support ministries embed these concepts into their procurements.
- We have also embedded social criteria into large procurements like the new facilities deal.
- Last year, just as COVID was sweeping the globe, we trained our procurement specialist in social procurement.
- I continue to meet with the vendor community to learn how we are doing. We are not there yet – there is more we can do. Changing the system is broad and complex and with all the changes that businesses are experiencing right now, we are being thoughtful about how we make changes.
- Our new BC Bid system will allow us to have better data and over time I expect we will be able to have better measures on how we are doing.

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Contact: Tracee Schmidt, Senior ED, Strategic Transformation, PSD 250-217-7279

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Supply Services Overview

Revised: Date of last revision, March 15, 2021

Key Messages:

- **Supply Services provides full-service inventory management and product distribution to and on behalf of ministries, Crown corporations and other government-funded organizations.**
- **Supply Services consists of five cost-recovery business lines:**
 - **The Queen's Printer**
 - **BC Mail Plus**
 - **Distribution Centre Victoria**
 - **Asset Investment Recovery**
 - **Product Distribution Centre**
- **These business lines serve the Provincial Government, the broader public sector and the public.**
- **Services include: mail, scanning, office products, branded items, printing, digital publishing, surplus asset disposal, electronic media destruction and warehousing.**
- **Products and services are provided while maintaining government standards for procurement, privacy, and security.**
- **Supply Services is seen as a trusted partner by ministries and other government sectors.**

Questions and Answers:

- 1) Did Supply Services have to shut down any services due to the pandemic?**
 - **Approximately 75% of the staff in Supply Services continued to come to work at their normal location ensuring that the services they provide their customers continued without interruption.**

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- The only change in service was to close the Cash and Carry sales at Asset Investment Recovery operations due to pandemic restrictions. Items that would typically be sold via Cash and Carry were listed and sold online via BCAuction.

2) Why don't you let the private sector do the work Supply Services does?

- Over the years, all the lines of business within Supply Services have gone under review to ensure they provide best overall value to government.
- As these lines of business are fully cost re-coverable, they are motivated to be innovative and provide best value, often in partnership with the private sector.
- A simple example would be how the Queen's Printer uses its expertise to coordinate the purchase of printing on behalf of government from the private sector.

3) What is Supply Services budget and how many staff does it have?

- Supply Services is a full cost-recovery operation except for a budget allocation (\$702,000) to cover the publication of legislative material on the BC Laws website.
- Operating on a cost-recovery basis, Supply Services had total recoveries of \$127.5 million (fiscal 2019/20) and a staff count of 328 employees.

Contact: Dawson Brenner, Executive Director, Supply Services, PSD,
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Teri Spaven Assistant Deputy Minister Procurement and Supply 778 698-2446

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Workstation Support Services Contract Overview

Revised: Date of last revision, April 30, 2021

Key Messages:

- On June 17, 2020, we issued a Notice of Intent (NOI) to extend our current Workplace Technology Services agreement with IBM until September 30, 2022, with the option of two six-month extensions (September 30, 2023).
- This extension ensures there are no disruptions in services for British Columbians.
- The ministry has since issued a Notice of Planned Procurement (NoPP) on March 16, 2021 and two Requests for Qualification (RFQ) on April 30, 2021.
- The current contract has been separated into two procurements:
 - Service Desk services, with an estimated value of \$10 million per year; and
 - Managed Workplace Technology Services (MWTS), with an estimated value of \$23.2 million per year.

Alignment with BC's Procurement Strategy

- Our approach to procurement, including the division of the current contract into two bundles, aims to make it easier for companies of all sizes to work with government.
- This approach will also help us better respond to the everyday needs of people, providing them the services they want and need.

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- **We're focused on providing the best value, while also creating social, environmental and economic benefits for people and communities.**
- **We will also vet and award government IT contracts in a way that saves money, increases innovation, improves competition and helps our technology sector grow.**

Questions and Answers:

1) Why did the Province split this procurement into two procurements?

- Dividing the contract into two bundles promotes many benefits, including:
 - providing an opportunity for vendors who specialize in the particular bundles to compete.
 - increasing competition (could attract businesses of all sizes) in terms of price, delivery models and approaches.
- Service providers may participate in one or both opportunities.

2) When will the new contracts be in place?

- The Request for Qualifications for both procurements was released on April 30, 2021.
- Once the qualified pool of vendors has been evaluated and determined, they will be invited to participate in a competitive procurement process.
- The procurement is scheduled for contract finalization on or before the expiration of the current contract.

3) What is the impact to Information Systems Management Corporation (ISM) employee workforce?

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- We are in the procurement phase and are unable to comment on details.
- The Public Service Agency is engaging the union regarding these procurements and will apply policies outlined in the collective agreement.

4) Who is the current provider of Workstation Technology Services?

- **The current service provider is IBM Canada Ltd. The contract started December 2004 and expires September 30, 2022 with the option of two – six-month extensions.** The cost of the current contract is an estimate of \$44 million annually.
- In Fiscal 2020/21, the cost was \$50 million as a result of an additional \$10 million purchased for hardware to support the province's response to the COVID-19 and continue the current workstation refresh project.
- IBM uses a subsidiary workforce, Information Systems Management (ISM), with partners such as Microserve and Tecnet. In total, there are 44 B.C. companies engaged in providing the services.

5) Is the cost of Hardware also included in the future MWTS contract?

- In the future Managed Workplace Technology Service's contract hardware may be purchased from the service provider.
- Being able to purchase hardware through this future contract provides the flexibility required to meet government's business and financial needs.
- The cost of hardware is not included in the current estimate of \$23.2 million per year.

Alex MacLennan

Assistant Deputy
Minister

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Freedom of Information and Protection of Privacy Act
Amendments

Revised: Date of last revision, May 3, 2021

Key Messages:

- The privacy of British Columbians is extremely important to me and to staff within the Ministry of Citizens' Services.
- British Columbia has a robust access to information and privacy framework that enables transparency and accountability.
- We have the strictest data-residency requirements in the country, and updates to the *Freedom of Information and Protection of Privacy Act* (FOIPPA) were needed to make the legislation compatible with basic office technologies.
- These changes ensure that British Columbians' information is protected when government uses tools like email or spam filtering.

If asked when further changes are coming:

- We are committed to making progress on improving access to information rules.
- We will achieve this through policy measures and legislation if necessary.

Questions and Answers:

1) What did the 2019 amendments accomplish?

- In October 2019, the Act was amended to enable certain aspects of using Canada-based cloud technology in B.C.

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- These amendments do not authorize public bodies to use all cloud services – just those that store data in Canada and otherwise meet the requirements of the new sections and the rest of the Act.
- Services also need to meet the organization's business, security, and system requirements.
- These amendments have been very well received by public bodies covered by the Act.

2) You did a lot of engagement on the Act in 2018. What came of this?

- In 2018, the Ministry of Citizens' Service conducted an online public engagement to seek comments from experts and members of the public regarding information access and privacy in the BC public sector.
- The ministry also held a series of face-to-face engagements with the Office of the Information and Privacy Commissioner and key stakeholders including the BC Freedom of Information and Privacy Association.
- In addition, a mail-out to over 200 Indigenous communities across the province in winter 2018/19 sought feedback on the unique impacts of FOI on Indigenous peoples.
- Through this engagement, the Ministry received a lot of valuable feedback that we have been able to incorporate into our policies and business processes.
 - For example, we heard that government should be more transparent, and in response, we have issued several new proactive disclosure directives.

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3) Previous Special Committees of the Legislative Assembly reviewing FOIPPA made a number of recommendations. What have you done to address these recommendations?

- Previous Special Committees reviewed FOIPPA in 2003/2004, 2009/2010 and 2015/2016.
- The 2015/16 Special Committee made 39 recommendations.
- Government has reviewed these recommendations in depth.

Contact: Kerry Pridmore, ADM

Kerry Pridmore

Assistant Deputy
Minister

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Improving Access to Information Rules

Revised: Date of last revision, May 3, 2021

Key Messages:

- One of the Ministry of Citizens' Services' top priorities is to make the FOI system work better for British Columbians.
- British Columbians need to know that the information they require from government – often their own personal records – can be obtained in a timely manner.
- To that end, ministry staff have been working to improve the system and help people get their records faster:
 - In recent years there has been a considerable improvement in response times, despite a 41% increase in request volume in the last two fiscal years.
 - (If asked) To date, in fiscal 2020/21 the on-time response rate is 85%.
- Many improvements have been made to FOI rules to make government more accountable.
- For example, we brought the *Information Management Act* into force, enshrining in law the duty public servants have to make records of their key business decisions.
- We rolled out mandatory information management training for government employees.
- And we've announced a new set of five proactive disclosures under FOI to further demonstrate our commitment to transparency:

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- Estimates notes for ministers
 - Corporate transition binder prepared for Premier
 - Transition binders prepared for incoming ministers
 - Deputy ministers' travel expense summaries
 - Summaries of purchasing card and business transaction account expenditures
-
- People throughout B.C. depend on the FOI system to do their jobs – from media and political parties, to researchers, lawyers, businesses, and private citizens.
 - We also must consider that the legislation impacts the operations of more than 2,900 public bodies in B.C.
 - The *Freedom of Information and Protection of Privacy Act* (FOIPPA) impacts thousands of public-sector entities around the province, including health authorities, Crown corporations, school boards and local governments.
 - We need to take a whole-of-government approach to ensure that citizens can access information in a timely, consistent manner.

Questions and Answers:

1) What is government doing to improve the access to information rules?

- Improving access to information rules is a priority for this government.
- This includes improvements in both policy and process changes that drive greater transparency and accountability.
- Several process changes have been made that make it easier for people to access important records from government.

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- For example, we've created a new online form so people have a more streamlined process for submitting personal or general FOI requests.
- Last spring, the BC Services card was integrated with the online request form so people could use their mobile BC Services Card to file an FOI request.
- This year, government is beginning a multi-year project to modernize services, with the goal of simplifying processes and improving response times.
- Government continues to consider ways to improve its access to information rules.

2) What is government doing to make it easier for people to obtain government information?

- In December 2020, government's Open Information program was expanded to include the corporate transition binder, ministry transition binders and ministry estimates notes.
- This means these records will now be public by default without the need for an FOI request.
- Overall, government has now established 13 proactive disclosure categories, resulting in over 5,000 information releases per year.
- These 13 categories include:
 - Minister's travel expenses
 - Ministers' and deputy ministers' calendars
 - Summaries of information about directly-awarded contracts
 - Summaries of open and closed FOI requests
 - Records released in response to FOI requests

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- Summaries of information about contracts with values over \$10,000
- Summaries of information about alternative service delivery contracts
- Gaming grants paid to community organizations
- Purchasing card and business transaction account expenditures
- Deputy ministers' travel expense summaries
- Ministers' transition binders
- Corporate transition binder
- Estimates notes
- These are disclosures that would normally be routed through the FOI process.
- Despite that, demand for services continues to increase and we will continue to explore other categories of records that provide public value.

Contact:

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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Improving Response and Processing Time for Freedom of Information Requests

Revised: Date of last revision, May 3, 2021

Key Messages:

- This government is committed to improving response and processing times for Freedom of Information (FOI) requests.
- People need to know that they can receive information from government – often their own personal records – in a timely manner.
- Government has been hard at work to improve the system and help people get their records faster.
- However, there are some challenges:
 - British Columbia receives a high volume of FOI requests – more than Alberta, Saskatchewan and Manitoba combined.
 - These requests continue to grow in number, size and complexity.
 - The Province saw a 41% increase in request volume between 2017/18 and 2019/20, with over 13,000 requests received in 2019/20, the highest year on record.
 - And, in the last three fiscal years, 2018/19 to 2020/21), the Opposition has submitted approximately 14,600 requests (68% of all general requests) at an approximate cost of \$44 million to process.
- A number of improvements have been made to FOI rules to make government more accountable, including:
- Amendments to the Information Management Act formalized public servants' obligation to document their decisions;

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- **Service improvements mean journalists and others have more exclusive time with the records they request;**
- **Similarly, applicants like investigative reporters can now file requests without worry that others will see what they're searching for.**
- **Citizens' Services is also working on several improvements to the system, including:**
 - **Updating FOI training materials to ensure staff understand their duty to assist applicants and emphasize transparency and openness;**
 - **Working with ministries to consider ways to make more records available to the public without an FOI request;**
 - **Exploring the use of an online file-transfer system to get records to requestors quickly and securely; and**
 - **Examining the use of new technologies to make responding to FOI requests more efficient and secure, and to help with large-volume requests.**

Questions and Answers:

1) Government's on-time rate has dropped from previous highs. Why is that the case?

- **The Province saw a 41% increase in request volumes between 2017/18 and 2019/20, with over 13,000 requests received in 2019/2020 alone, an all-time high.**

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- These requests continue to grow in number, size and complexity.
- We are receiving the highest number of general requests ever, with some particular requestors accounting for an extremely high number of requests.
- In the last three fiscal years, 2018/19 to 2020/21, the Opposition submitted more than 9,700 requests (68% of all general requests) at an approximate cost of \$32 million to process.

2) What steps have you taken to improve timeliness of FOI responses?

- Government has been hard at work to improve the system and help people get their records faster.
- The Province saw a 41% increase in request volumes between 2017/18 and 2019/20, with over 13,000 requests received in 2019/2020 alone, an all-time high.
- Despite these increases, government has been able to maintain high rates of compliance.
- Processing times this fiscal year have been impacted as these requests continue to grow in size and complexity.
- Despite challenges with the COVID-19 pandemic, we have been able to provide excellent service to citizens, responding to 85% of requests on-time.
- Information Access Operations (IAO) is exploring new technologies to make responding to FOI requests more efficient and secure.

3) We have seen a large increase in the number of fee estimates received in response to FOI requests submitted by the Opposition this year. Why are you using fees as a barrier to access?

- Our government is committed to transparency and openness with regards to government records.
- Only 1% of requests result in fees being collected.
- Some of the FOI requests government receives can be large, complex and time-consuming for staff to process.

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- Applying fees where appropriate can help reduce overly broad requests so that effective service can be provided to all applicants.
- FOIPPA allows for fees to be charged for the time it takes to prepare records for disclosure and when there is more than three hours of search time.
- FOIPPA also allows for fees to be waived in situations where the information relates to a matter of public interest, or the applicant can show they're unable to afford the fee.

4) Government had been ordered to create records of file and folder lists from the Privacy Commissioner for each Minister. It then issued a substantial fee in response to this order, why are you using fees to block access?

- B.C. is committed to transparency and openness with regards to government records.
- I want to thank the information and privacy commissioner for his recommendations on this issue.
- Currently, there are no clear guidelines in FOIPPA for managing these types of requests.
- Screenshots or lists of files and folders on cell phones or computers are not records generated during the course of government business.
- Our staff felt there was not a requirement to create these records.
- We have accepted the ruling and will respond to this request through the normal FOI process.
- The public service works hard to ensure government follows the intent of the legislation when processing requests for types of records that did not exist when FOIPPA was created.
- FOIPPA allows public bodies to charge for time to produce a record. Responding to this request requires 90 hours of work to develop a technical solution.
- Two programs need to be created to generate these records – one will take 40 hours and the other will take 50 hours.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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- This solution was required to compile the records as quickly and effectively as possible, while reducing the staff time required to create these records.
- Legislation allows fees to be applied when the search time required for a request exceeds three hours.
- Applying fees where appropriate helps preserve FOI resources for people who use the system to access the information they need.

Contact: ADM, ED or Director

Kerry Pridmore

Assistant Deputy
Minister

CIRMO

778 698-1591

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Digital Archives

Revised: Date of last revision, May 3, 2021

Key Messages:

- The *Information Management Act* (IMA) establishes a digital archive to preserve and make available government's digital records of permanent value.
- The digital archives will complement and coordinate with the Royal BC Museum's archives, which will continue to hold and make available the permanent physical archival records of the Government of British Columbia.
- Digital archives holdings will be available to people and researchers across B.C. and around the world over the Internet.
- The digital archives are a key component of our work to digitize government services, making them more efficient and accessible.
- A digital archives will also help prevent electronic degradation, hardware and software obsolescence and the risk of natural and human-caused disaster.
- It will ensure that our heritage is preserved and made available to the public, in an accessible format, far into the future.
- Once created, this project will make British Columbia a leading jurisdiction in preserving and providing access to its digital heritage.
- We continue to develop expertise and gather information on the requirements for a successful digital archive.

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- **Ministry employees have consulted with digital archives experts in other leading jurisdictions, including the United Kingdom, the Netherlands, Australia, and the United States.**
- **Additional consultations have occurred with internal stakeholders, including the Royal BC Museum.**
- **Key planning documents have been created in support of this project, including functional and technical requirements, an operating model and a preliminary cost estimate. The ministry has capital approved for this project. Project initiation is contingent on operating funding approval.**

Questions and Answers:

1) When will the Digital Archives be operational?

- CIRMO has done considerable research on modern approaches, standards and technology for creating a successful “trusted digital repository,” and has completed key planning and requirements documentation.
- It is estimated that digital collections will become available through the archives in the next few years, contingent on the timing of operating funding approval.

2) What is happening to these historically important records now?

- Digital records of permanent historical value remain in the custody of ministries at this time.
- Government's records management policies and practices direct that these records be fully retained (not destroyed)
- Physical records of permanent historical value continue to be transferred to BC Archives (part of Royal BC Museum).

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3) It has been five years since the IMA was brought into force. Why hasn't more progress been made to date on the establishment of a Digital Archive?

- When IMA came into force, the costs that would be associated with establishing a Digital Archive were not well understood.
- By its very nature, the Digital Archive will be an on-going program that will require on-going operational funding.
- Before we create a Digital Archive technical solution, we need to secure and allocate the funding required to operate it into the future.
- Over the past five years, the Ministry of Citizens' Services has faced many competing pressures and priorities for its finite operating resources, including connectivity, increased demand for technology, real estate, and more.
- The ministry has had to make difficult decisions about how to prioritize Digital Archives related to these other pressures.

Contact:

Susan Laidlaw Executive Director Government Records Service 778-678-2097

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: BC Services Card Onboarded Services

Revised: Date of last revision, April 30, 2021

Key Messages:

- Government is committed to improving the supports and services people count on.
- The BC Services Card is a trusted identity credential that allows British Columbians to access online and in-person government services, knowing that their privacy is respected, and their data is secure.
- As of March 2021, there are approximately 4.8 million cardholders throughout the province.
- In 2018, Service BC built the capacity for partner ministries to integrate with the mobile card for online identity verification, making it easier for people to access government services online.
- This past year has seen significant partner uptake of the mobile Services Card.
- There are now 23 participating services that rely on BC Services Card login to provide access to services online and eliminate the need to visit physical offices.
- These include services from the federal government, as well as from the BC Ministries of Health; Attorney General; Education; Citizens' Services; Public Service Agency; and Forests, Lands, Natural Resource Operations and Rural Development.

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- In addition to the services launched to support government's COVID-19 response, we continue to onboard services that people need to access now and beyond the pandemic including:
 - **Health – Vancouver Island Health Authority Citizen Access:** People can use their BC Services Card to securely interact with patient health services offered by the Vancouver Island Health Authority, such as scheduling appointments and secure messaging between the patient and their care team.
 - **Citizens' Services – Freedom of Information Request Online:** People can use their BC Services Card online to securely identify themselves and electronically receive the documentation produced by Government as part of an individual (personal) Freedom of Information request.
- The Service BC team is planning to add another 16 ministry programs within the next fiscal year and we will continue to work with ministries to integrate the BC Services Card to bring more online services to British Columbians.

Questions and Answers:

1. What key onboardings have supported CITZ's COVID-19 response?

- Service BC prioritized making it easier for people to access government services online to help keep them safe during the pandemic.
- Service BC launched the Book an Appointment app during the pandemic. Residents can navigate the online application to find the nearest Service BC location, select from the services and time slots available to book an appointment and authenticate their identity using the BC Services Card. This has enabled Service BC to manage the number of people visiting the Service Centers at any given time,

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which assisted in implementing the physical distancing guidelines in our waiting rooms.

- British Columbians have been able to access Federal emergency relief benefits using their BC Services Card to access the Canada Revenue Agency website to apply for the federal Canada Emergency Response Benefit, and Employment and Social Development Canada to access such programs as Employment Insurance, Old Age Security and Canada Pension Plan. This online identity authentication significantly reduced the time frame for BC residents to receive their benefit.
- The integration of the BC Services Card with the Health Gateway service has been critical to BC's COVID-19 response allowing individuals to access their COVID test results and their proof of vaccination.

2. How secure is the BC Services Card?

- The BC Services Card has robust security features to protect data and personal information.
- The BC Services Card is the one of the most trusted forms of digital identity in Canada, achieving level 3 assurance designation from the Treasury Board Secretariat of Canada.
- Other than the information printed on the card, there is no additional personal information about the cardholder embedded within it.
- The mobile BC Services Card app requires a user to unlock their mobile device using TouchID, PIN, FaceID or other standard processes. This is known as two-factor authentication and provides stronger security than common user ids and passwords.

3. How do British Columbians activate their mobile BC Services Card to access online services?

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- Verify by Video, launched in June 2019, allows residents using the BC Services Card mobile app to verify their identity without making an in-person visit. British Columbians can securely use the app on their iOS or Android mobile device and interact with a call centre agent in real time or send a video.
- With the launch of the mobile BC Services card and remote verification options, the number of in-person authentications has decreased significantly in recent months to less than 1% of verifications. This has been an especially important service during the pandemic, as it has reduced the need for in-person office visits.
- Approximately 475,000 residents have activated their mobile BC Services Card.
- To date, British Columbians who have activated their mobile card have accessed online government services over 1.2 million times.

4. *Why do you need to have a smart device to use the mobile BC Services Card?*

- Service BC is committed to ensuring all British Columbians have equal access to government services both in-person and online.
- People have growing expectations of being able to conduct their personal business using mobile services. Government meets that expectation with the mobile BC Services Card.
- The nature of a mobile service implies the ability to use a mobile device, such as a smart phone or tablet.
- Most online government services that use the mobile BC Services Card for identity authentication, also have other options for accessing the service, both online and in-person.

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- Individuals that do not have access to a mobile device, smartphone or tablet can contact the government service provider directly.
- There remains an in-person verification option available at Service BC centres and agents can further support by providing contact information from the list of alternate ways a person can access online services.
- We have Service BC Centres in 65 communities across our Province, both rural and urban where people can access over 400 government services.

Contact:

Claire Ashton

Acting Executive
Director

IDIM

(250) 818-8825

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: BC Services Card Digital Activation

Revised: Date of last revision, May 12, 2021

Key Messages:

- The BC Services Card ensures British Columbians can access in-person and online services from government in a secure, timely way.
- There are approximately 4.8 million active physical cardholders, and more than 475,000 people have activated a mobile card.
- People can use their mobile card to access a variety of online government services, including Health Gateway for COVID test results and vaccination records and federal services such as the Canada Revenue Agency My Account.
- We are continually expanding BC Services Card usage so people can conveniently access a wider range of government services in-person and online – all with one secure card.
- Currently, B.C. residents can access 23 government services with the BC Services Card, and a further 16 programs are expected to be added in 2021-22.
- To activate a mobile card, people download the BC Services Card app and go through a one-time verification step where their identity is confirmed.
- Using our Verified by Video services, people can submit a short video of themselves or call an agent to have their identity verified. Both processes eliminate the need to visit a Service Centre.

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If asked about security and privacy:

- The BC Services Card has robust security features to protect the data and personal information of British Columbians.
- The BC Services Card and mobile card have achieved level 3 assurance, which means they are among the most trusted forms of identity in Canada.
- Each service provider only has limited access to the information needed to deliver their specific service.
- Just as a police officer can't see your health records, your doctor can't access your driving record.
- The mobile BC Services Card app requires a user to unlock their mobile device using TouchID, PIN, FaceID or other standard processes. This is known as two-factor authentication and provides stronger security than common user ids and passwords.

Questions and Answers:

1. What is the mobile BC Services Card?

- The mobile BC Services Card is a digital representation of your physical BC Services Card
- It enables British Columbians to access online government services using a secure and trusted digital identity credential, recognized as a level 3 trust assurance by the federal government
- For ministries and partners, this means they can have a high level of confidence and trust that the person who is accessing their online service is who they claim to be.
- For British Columbians, this level of identity trust means that they can complete secure transactions with government online.

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- The BC Services Card app is rated quite high by the public. We have achieved 4.8 out of 5-stars on the Apple App Store and 4.1 out of 5 on the Google Play Store.

2. How has the availability of a mobile BC Services Card impacted the service experience for British Columbians with government during COVID-19?

- The integration of the BC Services Card with the Health Gateway service (launched in December 2019) has been critical to B.C.'s COVID-19 response.
- Individuals can access their COVID-19 test results and the BC Services Card will also be used to support the Province's vaccination program.
- Throughout the public health emergency, people have been able to access Federal and Provincial emergency relief benefits using their BC Services Card.
- The launch in February 2020 with the Canada Revenue Agency (CRA) meant that British Columbians were able to use their mobile BC Services Card to log into CRA to apply for the federal Canada Emergency Response Benefit (CERB).
- In September 2020, another federal program, Employment and Social Development Canada (ESDC), launched, which allows B.C. residents to access such programs as Employment Insurance, Old Age Security and Canada Pension Plan.

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3. *Why do you need to have a smart device to use the mobile BC Services Card?*

- Service BC is committed to ensuring all British Columbians have equal access to government services, both in-person and online.
- People have growing expectations of being able to conduct their personal business using mobile services.
- Government meets that expectation with the mobile BC Services Card.
- The nature of a mobile service implies the ability to use a mobile device, such as a smart phone or tablet.
- Most online government services that use the mobile BC Services Card for identity authentication, also have other options for accessing the service, both online and in-person.
- Individuals that do not have access to a mobile device, smartphone or tablet can contact the government service provider directly.
- There remains an in-person verification option available at Service BC centres and agents can further support by providing contact information from the list of alternate ways a person can access online services.
- We have Service BC Centres in 65 communities across our Province, both rural and urban where people can access over 400 government services.

Claire Ashton

Acting Executive
Director

IDIM

(250) 818-8825

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Improved Online Services

Revised: Date of last revision, April 30, 2021

Key Messages:

- The Province is committed to providing people in BC with improved access to the supports and services they count on.
- This includes looking at the various ways people interact with us – telephone, online and in-person – and seeing where we can improve the quality of the overall service experience.
- For example, Service BC has implemented new communication channels, including video chat and text at the Provincial Contact Centre.
- Service BC has also launched a convenient and easy-to-use website for booking online appointments at any of our 65 Service BC Centres throughout the province.
- The Book an Appointment App – accessible online through the Service BC website – is designed to improve the service experience and to support physical distancing requirements.
- The mobile BC Services Card, our most advanced identity service, enables easy access to multiple online services.
- A year ago, we expanded the Verify by Video mobile card activation service with the launch of Send Video to meet the demand of digital users due to the COVID19 pandemic.
- Send Video allows you to submit a short video and photo to Service BC at a time and place of your convenience.
- These continuous improvements and initiatives mean we are well positioned to meet the expectations of the people we serve well into the future.

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Questions and Answers:

1) How has Service BC supported the business community with self-service?

- Corporate Registries supported online access by enabling businesses with electronic meeting attendance, temporarily pausing companies' dissolution status for failure to file annual reports and supporting filing of electronic affidavits.
- Cooperatives can now file their annual reports, director changes and address changes quickly and easily online, replacing paper-based reporting, and allowing the payment of filings online with a credit card.
- BC Registries and Online Services also recently launched Names Online services. This service improves timeliness for customers, makes it easier for businesses to understand whether their name will be approved thereby creating greater transparency.

2) What about people who cannot access services online?

- Service BC is committed to ensuring government services remain accessible to the people of British Columbia.
- We have Service BC Centres in 65 communities across our Province, both rural and urban where people can access over 400 government services.
- We have a centralized Provincial Contact Centre that can help people from anywhere in BC, and in 140 languages.
- We are also improving the mobile BC Services Card app to better support B.C. residents with hearing impairments.

Adriana Poveda

Executive Director

Service Delivery

250-216-4617

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Nanaimo Correctional Centre Project

Revised: Date of last revision, April 30, 2021

Key Messages:

- I'm happy to see the Nanaimo Correctional Centre replacement project move forward.
- The new correctional centre will have modern spaces for education and vocational training, rehabilitative programs, and specialized areas for food services, health care and working with those with complex mental health and other needs.
- This project also brings major economic benefits to the region, including 1,000 direct and indirect jobs.
- Construction is set to begin in the spring of 2021 and project completion is anticipated for 2024.

If asked about the procurement process:

- Stuart Olson Construction Ltd. was awarded the contract following a competitive process where the company met all the requirements of our Request for Proposals.
- All phases of the procurement were competitive, open and fair, including the Requests for Qualifications and Request for Proposals.

If asked about community consultation:

- The project team consulted with the City of Nanaimo and the Snuneymuxw [Snah-nay-mo] and Snaw-Naw-As First Nations, as well as a host of others with interest in the facility.

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- **Stakeholder engagement will continue throughout the redevelopment of the Nanaimo Correctional Centre.**

Questions and Answers:

1) What is the total project cost and how much of that is related to construction?

- Construction makes up \$155 million of the total project cost of \$167 million.

2) What are some of the major improvements of the new facility compared to the old one?

- The new facility maintains the capacity of the current centre, and adds a new, 12-room unit for short-term custody for women from Vancouver Island.
- The new facility also includes a wider range of security levels to accommodate individuals from central and northern Vancouver Island who are being held on remand while awaiting a court appearance.
- Safety and security are enhanced through purpose-built and modernized spaces for educational, vocational, certified trades and rehabilitative programming. In addition, specialized areas are provided for food services and health care, and for working with those with complex mental health/other needs.
- Through collaboration with the Snuneymuxw [Snah-nay-mo] and Snaw-Naw-As First Nations on related programming and design elements, the new facility also provides a more therapeutic and normalized living environment along with culturally responsive programming and spaces.

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3) What are the benefits of a correctional centre looking more like a college campus, than a traditional prison facility?

- A campus-style facility allows each space to be purpose-built to offer unique and tailored programming to individuals with various security clearances (open, medium and secure/remanded).
- The design of the centre will also support a more therapeutic and normalized living environment.

Contact: ADM, ED or Director

Del de Medeiros

Director, Capital
Projects

Workplace
Development Services

250-920-8635

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Prince George Youth Correctional Custody Centre

Revised: Date of last revision, March 19, 2021

Key Messages:

- Citizens' Services (CITZ) is responsible for the sustainable stewardship of real estate assets throughout the province.
- CITZ supports unique government programs across a diverse range of uses including courthouses, correctional centres, office buildings, medical centres, and others.
- Prince George Youth Custody Centre (the Centre) is a CITZ-owned purpose-built youth detention facility.
- The Centre currently houses the Ministry of Children and Family Development's (MCFD) Youth Custody Services (YCS) program.
- Due to changes in the youth justice system, youth custody levels are at historical lows and continue to trend downward.

Cabinet Confidences

- CITZ continues to invest in the Centre to maintain critical building systems that support program delivery, occupant comfort, and safety.

2021/22 Estimates Note Advice to the Minister

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Questions and Answers:

1) What is the current value of the Prince George Youth Custody Centre?

- BC Assessment valued the Centre at \$7,114,200 for the 2021 valuation year.
- Replacement value of the Centre is approximately \$21,742,000, excluding land value.

Cabinet Confidences

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Cabinet Confidences

Contact: Sunny Dhaliwal, Assistant Deputy Minister, Real Property, (250) 380-8311

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: IT Asset Management Audit

Revised: Date of last revision, March 4, 2021

Key Messages:

- **Protecting government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information.**
- **Our team of experts have systems to protect our networks that operate 24 hours a day, 7 days a week, including:**
 - **Firewalls**
 - **Intrusion Prevention systems**
 - **And anti-virus software**
 - **Vulnerability scanning program.**
- **It is important for us to be vigilant, as government records hold sensitive information including personal information of our citizens and businesses.**

Audit activity/timeline:

- **In August 2016, the Office of the Auditor General (OAG) announced plans to conduct an audit on Information Technology Asset Management: Cybersecurity Controls.**
- **The OAG worked with ministries and OCIO since March 2019 to ensure the report's findings and recommendations are accurate.**
- **Ministries received preliminary findings and recommendations and responded in May 2020.**
- **The OAG published the public report on January 19, 2021.**
- **Government has accepted the recommendations in the OAG report and is working on fulfilling the recommendations.**

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- **Government will complete the remediation by December 31, 2021.**

Questions and Answers:

1) Why was government found to have insufficient asset management practices?

- Government has examples of good asset management practices in some areas, with exceptions in some ministries.
- Good practices include keeping up-to-date inventories of devices such as servers, laptops, and mobile phones and having policies and standards for how to manage IT assets.
- Ministries did not consistently have processes documented.

2) Based on the audit results it looks like government's current asset management practices pose a risk to government networks, systems, and data. What is this government doing to protect its systems and peoples' information?

- Most assets benefit from strong asset management practices.
- There are also controls such as encryption to prevent unauthorized access to systems and data.

3) When has this government committed to completely fulfilling the recommendations in the report?

- Government will fulfill the recommendations by December 31, 2021
- This will require collaboration with all ministries across government
- The work to address the audit recommendations is already well underway

Gary Perkins Executive Director Information Security 250-387-7590

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Cybersecurity of Teleworking (Planning Stage)

Revised: Date of last revision, March 14, 2021

Key Messages:

- In November 2019, the Office of the Auditor General (OAG) announced plans to conduct an audit on government's Critical Systems Recovery.
- The audit was put on hold due to staffing challenges at the OAG; however, the OAG resumed planning for the audit in May 2020.
- In June of 2020, the OAG changed the focus of the audit to Cybersecurity of Teleworking.
- The Cybersecurity of Teleworking audit is in the planning stages with OAG and may proceed in June 2021.
- What I can say is that we take cybersecurity very seriously.
- Protection of government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information.
- Over \$25 million is spent directly on IT security across government every year.
- And our staff of experts have systems to protect our networks that operate 24 hours a day, 7 days a week, including:
 - Firewalls
 - Intrusion Prevention systems, and
 - Anti-virus software
 - Vulnerability scanning program

2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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Questions and Answers:

1) Is there an audit on the Recovery of Critical Systems underway?

- The OAG changed the focus of the audit to Cybersecurity of Teleworking in June 2020.
- The audit is in the planning stages.

2) What is the status of the Cybersecurity of Teleworking audit?

- The audit is in the planning stages with the OAG.
- Any additional questions regarding the status of the audit and scope should be posed to OAG.

3) How are you preparing for the audit?

- OCIO is working to implement additional security controls for remote employees such as advanced endpoint protection.
- The next step is for the OAG to engage the OCIO.

Contact:

Gary Perkins	Executive Director	Information Security Branch	250-387-7590
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2021/22 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Internal Directory Account Management Audit and Remediation

Revised: Date of last revision, April 30, 2021

Key Messages:

- The Office of the Auditor General (OAG) audited BC Government's Internal Directory Account Management between August 2017 and June 2019.
- The audit report was published in August 2019 and the Office of the Chief Information Officer (OCIO) accepted each of the seven recommendations on behalf of government.
- The OAG concluded:
 - The Office of the Chief Information Officer (OCIO) designed key controls for protecting government information and information assets from unauthorized access.
 - The OAG noted, however, that there were instances where key controls were not implemented, which could increase the risk of unauthorized access to government's information systems.
- The Internal Directory Account Management Audit went to the Public Accounts Committee meeting on November 7, 2019.
- The OCIO led the Internal Directory Audit Remediation project and, working with ministries, implemented the recommendations by December 2020.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

- 1) The results of the audit found that government had insufficient Internal Directory Account Management practices. Why has this occurred?**
 - Government has many strong account management practices.
 - The OAG found that practices were not always documented and identified further opportunities for improvement.
 - We accepted the OAG's recommendations and have addressed them.
- 2) Does this pose a risk to government networks, systems, and data?**
 - No. Government has many controls in place so that a deficiency in one does not lead to unauthorized access to systems, and data.
- 3) What is the status of the audit?**
 - The audit was published August 2019.
 - Remediation of the findings concluded in December 2020.
- 4) Why were the processes for managing accounts not documented and followed?**
 - Ministries are responsible for managing the accuracy of employee accounts.
 - The OAG found that some ministries did not have processes adequately documented.
 - There are additional controls to mitigate risk, such as expiring the account and recovering employee assets and access required to use the accounts.

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- Now that the OAG recommendations are implemented, the processes are documented and there are automated processes in place to disable accounts as soon as possible.

5) What remediation occurred to address the report findings?

- Government took the following actions:
 - Reviewed and updated roles and responsibilities related to internal directory accounts.
 - Ensured that each ministry had documented processes to manage internal directory accounts.
 - Expanded the regular review of accounts to focus on administrators, contractors, and system accounts.
 - Implemented systems to ensure that accounts are disabled when employees are no longer active.

6) How is Citizens' Services and the OCIO ensuring that ministries continue with outcomes from the remediation?

- CITZ worked with each ministry to ensure each had processes in place.
- We will review the processes when working with the ministries this year and will require a confirmation from each ministry that the processes continue to be used.

Contact:

Gary Perkins	Executive Director	Information Security Branch	250-387-7590
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Ministry of Citizens' Services

2021/22 – 2023/24 Service Plan

April 2021



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Published by the Ministry of Citizens' Services

Minister's Accountability Statement



The *Ministry of Citizens' Services 2021/22 – 2023/24 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in black ink, reading "Lisa Beare".

Honourable Lisa Beare
Minister of Citizens' Services
March 30, 2021

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Purpose of the Ministry

Dedicated to making life better for British Columbians, the Ministry of Citizens' Services (the Ministry) delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through Service BC, and delivers the digital face of government at www.gov.bc.ca. In addition, the Ministry supports other ministries to reach out, engage and learn from British Columbians on issues that matter to them, and is guided by a number of pieces of provincial legislation.

To help people connect to government supports and services, including virtual health care and online learning, the Ministry provides leadership, management, facilitation, and support for the expansion of high-speed internet connectivity throughout this vast and diverse province. Internet connectivity supports job growth, a strong and diversified economy, health care and stronger communities.

Providing strategic direction across government, the Ministry is modernizing information-management and information-technology resources to effectively meet the needs of British Columbians. This includes prompt and relevant responses to Freedom of Information (FOI) requests; providing trusted data services to government agencies; and statistical and economic research, information and analysis to businesses and the public sector.

The Ministry manages the Province's real estate assets, technology systems and equipment. It also leverages procurement to increase business opportunities and create rewarding jobs to benefit individuals, families, and communities. Moreover, this Ministry is creating more opportunity for businesses of all sizes to engage in government procurement. With a focus on supporting increased participation by Indigenous businesses and communities in government procurement, the Ministry is working to support a resilient vendor marketplace and increased business opportunities to benefit individuals, families, and communities across the province.

Strategic Direction

In 2021/22 British Columbians continue to face significant challenges as a result of the global COVID-19 pandemic. The Government of British Columbia is continually evolving to meet the changing needs of people in this province. Government has identified five foundational principles that will inform each ministry's work and contribute to COVID recovery: putting people first; lasting and meaningful reconciliation; equity and anti-racism; a better future through fighting climate change and meeting our greenhouse gas reduction commitments; and a strong, sustainable economy that works for everyone.

The COVID-19 pandemic significantly reduced economic activity in B.C. in 2020. The ongoing evolution and economic cost of the pandemic on B.C. and its trading partners remains highly uncertain. The Economic Forecast Council (EFC) estimates a 5.1 per cent decline in B.C. real GDP in 2020 and expects growth of 4.9 per cent in 2021 and 4.3 per cent in 2022. Meanwhile for Canada, the EFC projects national real GDP growth of 4.7 per cent in 2021 and 4.2 per cent in 2022, following an estimated decline of 5.4 per cent in 2020. As such, B.C.'s economic growth is expected to outperform Canada's in the coming years. The pandemic has increased risks to

B.C.'s economic outlook, such as the timing of the global vaccination rollout, extended travel restrictions, a weaker global recovery, and the continued impact of a slower recovery in some sectors of the B.C. economy. Further risks include ongoing uncertainty regarding global trade policies and lower commodity prices.

This 2021/22 service plan outlines how the Ministry of Citizens' Services will support the government's priorities including the foundational principles listed above and selected action items identified in the November 2020 [Minister's Mandate Letter](#).

Performance Planning

Goal 1: Support a strong, sustainable, and innovative economy by making it easier to participate in government procurements and create opportunities for communities across the province.

The Ministry is making it easier for companies of all sizes to do business with government by streamlining processes and modernizing procurement practices. Through engagement across the province, the Ministry will continue to explore how to: improve the procurement experience for businesses, particularly those in rural and Indigenous communities; adopt innovative and advanced technology products; and, further improve BC Registry services.

Objective 1.1: Create opportunities for small, medium, and large businesses to access government procurements.

Key Strategies

- Create culturally appropriate procurement practices and help build procurement capacity for Indigenous businesses, communities and government employees through the [Indigenous Procurement Initiative](#).
- Enhance the [Procurement Concierge Program](#) to match government requirements with market innovations.
- Invest in continued upfront planning, engagement, and collaboration with small, medium, and large suppliers in communities across B.C. to make it easier to do business with government.
- Implement a modern, easy-to-use [BC Bid](#) platform for government procurement.

Performance Measure	2017/18 Baseline	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
1.1 Number of suppliers registered with the Province's BC Bid sourcing application ^{1 2}	4,800	5,575	5,800	6,000	6,200

¹ Data source: BC Bid database – monthly BC Bid Subscribers Report.

² Data indicates the number of suppliers who purchased e-Notification and e-Bidding subscriptions. e-Notifications allow suppliers to be alerted when opportunities that match their areas of interests are posted to BC Bid. e-Bidding capabilities allow a supplier to submit their bids electronically through BC Bid.

Linking Performance Measure to Objective

BC Bid is a tool that businesses use to gain access and insight to contract opportunities offered by core government and hundreds of publicly funded organizations, such as Crown corporations, health authorities, and municipalities. The number of suppliers who are registered with BC Bid provides a measure for the breadth of small, medium, and large suppliers who do business with government in communities across British Columbia.

Discussion

This performance measure has been included in the Ministry's Service Plan since 2019/20. Initial baseline targets were set in 2018 and since that time, the Ministry has refined the data to clarify the definition of an active registered user in the BC Bid system. Actuals reported in 2018/19 and 2019/20 are above the baseline and the target; however, this is a result of data refinement, not a substantial increase in users. As users of BC Bid do not need an account to review and bid on opportunities, suppliers who have paid for subscriptions is an indicator of those who are active registered users.

Objective 1.2: Enhance the experience for businesses when interacting with government.

Key Strategies

- Ensure government services for businesses remain responsive through the COVID-19 pandemic and recovery.
- Reduce and automate processes across ministries to simplify procurement interactions between government buyers and suppliers.
- Refine service and technology enhancements for extra-provincial business registration.
- Streamline and simplify BC Registry services to make it easier for British Columbians to start up and maintain a business in B.C.

Performance Measure	2011/12 Baseline	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
1.2 Satisfaction with services to businesses provided by Service BC. ^{1 2}	89%	At least 90%	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25

¹ Data source: [BC Stats](#).

² The margin of error is $\pm 2\%$ at the 95% confidence level.

Linking Performance Measure to Objective

Biennial survey results reflect the overall experience that business representatives have when requesting or receiving support from Service BC.

Discussion

Service BC strives to reach a business satisfaction score of at least 90%, which indicates Service BC met businesses' needs in a convenient and timely manner. Business satisfaction levels are evaluated using an arms-length survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

Goal 2: Provide greater public accountability by improving access to government information, while ensuring the protection of privacy.

Access to, use, and protection of government information and data is the foundation of a functioning democracy and is a fundamental duty of public servants. Government information, including the use of data, allows for evidence-based decision making and innovation that meets the needs of British Columbians. The Ministry is undertaking several measures to fulfill this commitment and enhance privacy, security and access to information and data in B.C.

Objective 2.1: Enhance public access to government records.

Key Strategies

- Review and improve access to information rules.
- Improve response and processing times for Freedom of Information requests.
- Engage with and support government bodies in creating and maintaining government information.

Performance Measure	2016/17 Baseline	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
2.1 Percent of on-time Freedom of Information requests. ¹	80%	85%	85%	90%	90%

¹ Data source: AXIS System, the Ministry's internal Freedom of Information tracking system.

Linking Performance Measure to Objective

The percentage of on-time responses to Freedom of Information (FOI) requests is an essential way for government to measure the effectiveness of its access to information program. This measure is of significant interest to the public and provides an indication of government's annual performance in responding to FOI requests within the timelines defined in the *Freedom of Information and Protection of Privacy Act*.

Discussion

Government has received near all-time highs for requests over the last few years – FOI requests increased by 40% between 2016/17 and 2019/20. A recent trend over time is displayed on page 5 of government's *2017/18 & 2018/19 Report on the Administration of FOIPPA*.

Government also releases a high volume of records without the need for an FOI request, including executive calendars, travel expense summaries and contract summaries. In December 2020, transition binders and estimates notes were added to the list of records released proactively.

The Ministry is planning a multi-year project to improve and modernize FOI services. Work will focus on improving timelines and making access to information services easier for citizens.

Targets represent realistic results given the increased demand, volume, and complexity of FOI requests.

Objective 2.2: Improve the use, management, sharing and protection of data for all British Columbians.

Key Strategies

- Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy.
- Support innovation through open data initiatives.
- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing, and analysis of race-based data.
- Establish and promote data-driven partnerships.

Performance Measure	2017/18 Baseline	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
2.2 Number of datasets in B.C. Data Catalogue. ¹	2,750	2,900	3,000	3,050	3,100

¹ Data source: DataBC Website - <https://catalogue.data.gov.bc.ca/dataset>.

Linking Performance Measure to Objective

By working with departments across government and the broader public sector to increase the amount of data sets in the B.C. Data Catalogue, the Ministry is ensuring greater public accountability and improving access to government data, resulting in evidence-based decision making. The availability of data and mapping expertise helps other government departments and agencies deliver on their mandates.

Discussion

The targets for the number of data-sets for 2021/22 and 2022/23 have been increased due to increased profile of the value of data through the B.C. Data Council and its dedicated engagement efforts. B.C.'s Data Council is a cross-government group of data experts that support an all-of-government approach to management of public sector data to facilitate data use by government, academia, the private sector, and citizens.

The Ministry is planning to develop a qualitative based performance measure, capturing the baseline within the three-year period of this service plan.

Goal 3: Make life better for British Columbians by delivering the services that people count on.

Rapid social change, technological innovation, climate change and rising citizen expectations are changing the way government does business. The Ministry is focused on delivering better services for people regardless of where they live in the province, providing easy to use online services, making better use of data, and improving engagement with British Columbians. Connectivity is the ability to affordably connect to the internet and access the information and services people need when and where they need them. The Ministry will work to ensure everyone, including those living in rural and Indigenous communities, has access to high-speed internet services and can fully participate in the digital economy.

Objective 3.1: High-speed internet is expanded with increased bandwidth in rural and Indigenous communities.

Key Strategies

- Support the expansion of high-speed internet services (broadband) to underserved rural and Indigenous communities.
- Leverage funds from other levels of government and the private sector to support investments in transport and last-mile digital infrastructure.

Performance Measure	2018/19 Baseline	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
3.1 Number of rural, remote, and Indigenous communities ¹ that have benefitted from investments in high-speed internet. ^{2 3 4}	417	525	570	620	685

¹ Data source: Government of Canada: Geolocated placenames dataset:

<https://open.canada.ca/data/en/dataset/fe945388-1dd9-4a4a-9a1e-5c552579a28c>.

² Data source: Ministry of Citizens' Services (Network BC) internal analysis.

³ The definition of 'community' refers to rural and remote communities and includes named places such as districts, Indigenous communities, municipalities, towns, villages as well as incorporated areas and strategic landing sites required for a network to operate. Communities may require one or more projects to be wholly served at the Canadian Radio-television and Telecommunications Commission Universal Service Objective of 50 Megabits per second download and 10 Megabits per second upload.

⁴ Figures represent a cumulative number of communities.

Linking Performance Measure to Objective

The Province helps develop strategies and programs that enable the private sector to expand broadband infrastructure in rural, remote, and Indigenous communities. This performance measure demonstrates the level of success in expanding the number of communities benefiting from broadband internet investments.

Discussion

The targets presented for the next three fiscal years are based on information received from different sources and are subject to change; factors like weather conditions, terrain and the remoteness of each community can affect the build process. This measure does not consider the take-up usage or subscription rate (i.e., end-user) of how many users there are and does not include access to cellular service. There are multiple factors that may impact the Province's ability to realize these targets, as this initiative depends on several factors, including the ability to coordinate funding sources from federal and local governments and the private sector.

Objective 3.2: Government services are accessible, effective, and efficient.

Key Strategies

- Ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Increase social and environmental benefits from the goods and services government purchases.
- Expand the integration of in-person government services in communities.
- Expand the usage of the BC Services Card for government programs.
- Improve the quality of citizens' experience with government – in person, by telephone and online.
- Make government buildings smarter¹, more energy efficient and increase their accessibility.

Performance Measure	2012/13 Baseline	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
3.2 Citizen satisfaction with Service BC Centres and Contact Centre. ^{1 2}	90%	At least 90%	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25

¹ Data source: BC Stats.

² The margin of error is $\pm 1\%$ at the 95% confidence level. Citizen satisfaction is calculated as a weighted average of the in-person and telephone survey results based on the volume of citizens served by each channel.

Linking Performance Measure to Objective

This measure is based on biennial surveys that focus on the overall citizen experience when people access government programs and services, either in person through the province's 65 Service BC Centres or by telephone through the Service BC Provincial Contact Centre. The measure shows how satisfied people are with overall quality when they access government programs and services.

¹ Smarter buildings are those which combine extensive data collection with advanced, integrated, and predictive digital control systems to achieve environmental benefits, improve comfort, occupant experience and reduce costs.

Discussion

Service BC strives to reach at least 90% satisfaction, which indicates citizens' needs were met in a convenient and timely manner. Resident satisfaction levels are evaluated using an arms-length survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

In the [Ministry of Citizens' Services 2020/21 – 2022/23 Service Plan](#), the 2019/20 forecast and 2021/22 target were inadvertently published as “At least 90%”. The last correct targets noting that this measure is based on biennial surveys was published in the [Ministry of Citizens' Services 2019/20 Annual Service Plan Report](#).

Financial Summary

Core Business Area	2020/21 Restated Estimates ¹	2021/22 Estimates	2022/23 Plan	2023/24 Plan
Operating Expenses (\$000)				
Services to Citizens and Businesses	31,083	31,528	31,528	31,528
Office of the Chief Information Officer	2,670	2,695	2,695	2,695
Digital Platforms and Data	14,949	19,072	23,072	23,072
Information Communication Technologies	1,486	11,505	11,505	21,505
Procurement and Supply Services	4,313	8,053	8,053	7,053
Real Property	320,368	345,970	347,142	347,675
Enterprise Services	130,819	136,174	135,989	135,748
Corporate Information and Records Management	21,862	22,146	22,146	22,146
Government Digital Experience	8,054	8,136	8,136	8,136
Executive and Support Services	18,918	19,025	19,034	19,044
Total	554,522	604,304	609,300	618,602
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Digital Platforms and Data	110,511	110,000	110,000	110,000
Procurement and Supply Services	150	150	150	150
Real Property	202,621	246,658	187,334	132,745
Enterprise Services	36,893	32,543	31,152	31,154
Executive and Support Services	91	145	131	131
Total	350,266	389,496	328,767	274,180

Core Business Area	2020/21 Restated Estimates ¹	2021/22 Estimates	2022/23 Plan	2023/24 Plan
Other Financing Transactions (\$000)				
Strategic Real Estate Services program				
Receipts	(1,400)	(1,100)	(600)	(500)
Disbursements	3,000	2,500	2,300	2,300
Net Cash Requirements (Source)	1,600	1,400	1,700	1,800
Total Receipts	(1,400)	(1,100)	(600)	(500)
Total Disbursements	3,000	2,500	2,300	2,300
Total Net Cash Requirements (Source)	1,600	1,400	1,700	1,800

¹ For comparative purposes, amounts shown for 2020/21 have been restated to be consistent with the presentation of the 2021/22 Estimates.

* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

Capital Expenditures

The Nanaimo Correctional Centre Project is reported by the Ministry of Public Safety and Solicitor General, as the project lead for reporting purposes. The capital budget for this project resides with the Ministry of Citizens' Services.

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