

## **Sims, Jinny CITZ:EX**

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**From:** Mulholland, Lauren GCPE:EX  
**Sent:** Friday, July 28, 2017 4:24 PM  
**To:** Sims, Jinny PREM:EX  
**Cc:** Bourke, Brynn PREM:EX; Kot, Jill MTIC:EX; Ahmed, Sarf MTIC:EX; Whittier, Joanne GCPE:EX; Mulholland, Lauren GCPE:EX; Zaharia, Sarah GCPE:EX  
**Subject:** As Requested: Ministry KMs  
**Attachments:** KM\_CITZ\_July 28\_FINAL.doc

Minister, please find attached the Key Message package about the ministry.

The last page offers a few KMs in response to questions about stories in the news:

1. Creep Catchers and
2. Data privacy and NAFTA talks.

These KMs are for use only if you were to be asked about these issues.

Also, please remind your staff to send all media requests to GCPE:

Lauren Mulholland 250 889-3922 or  
Joanne Whittier 250 893-5650

We don't have any requests for interviews as yet but if a request comes in, we'll let you know.

Many thanks,  
Lauren

## **Ministry of Citizens' Services**

### **KEY MESSAGES**

**Confidential**

**July 28, 2017**

#### **General Key Messages:**

- **The Ministry of Citizens' Services is the backbone of government – as such, it plays a critical and responsive role in supporting British Columbians, as well as businesses, government ministries and broader public sector organizations.**
- **Specifically, the ministry:**
  - **Delivers high quality, accessible services to British Columbians through 62 Service BC offices across the province.**
  - **Supports businesses by making it easier for them to do business with government.**
  - **Sets the direction on information management and administers information management, privacy and access legislation and policies.**
  - **Manages government property and real estate, and oversees major cross-ministry information technology projects.**

**Mandate letter commitments:**

- 1. 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.***
- Modern IT systems keep government systems secure and provide the accurate and efficient services British Columbians depend upon.**
- This is a priority for government and I will be discussing options with ministry staff over the coming weeks.**
- Our focus will be to increase opportunities for innovation and help our tech sector to grow.**
- I will be working closely with my colleague, the Minister of Job, Trades & Technology on these opportunities.**

***If asked if government will be breaking any contracts or trade agreements:***

- We will work with existing contract frameworks and will comply with all trade agreement.**
- However, we will work towards finding opportunities within existing contracts to innovate and provide better value for British Columbians.**

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

- We are working on opportunities to make it easier for B.C. companies to do business with government.
- I'm looking forward to making an announcement regarding new initiatives later this year.
- Our focus is to ensure our local B.C. talent has the opportunity to be hired on any projects we undertake.

***3. Improve access to information rules to provide greater public accountability.***

- I will be looking for all opportunities to ensure government transparency.
- Government is committed to strengthening all elements of access to information.
- The Ministry of Citizens' Service will examine the processes, policies, regulation and legislation related to access to information, in order to provide greater public accountability.
- The ministry will continue to focus on proactive disclosure as a means of providing citizens with information of interest to them, without the need for an FOI request. The ministry proactively discloses more information than ever before.
- We've introduced a new service approach to reinforce that the duty to assist FOI applicants is an important public service and not merely a legislated obligation.

- We are exploring new technologies to make responding to FOI requests and protecting privacy more efficient and secure.
- We have an updated Open Information website that provides enhanced search functionality and improved accessibility.

#### ***4. Improve response and processing times for freedom of information requests.***

- On-time performance, which measures whether a request is closed within the timelines defined in legislation, remains a critical priority for government.
- Updates on corporate FOI performance are posted publicly in the BC Data Catalogue on a quarterly basis.
- The ministry proactively discloses information such as calendars, travel expenses and contracts.
- Government has also implemented new FOI software that is capable of creating efficiencies in case management, redactions and the secure release of records.
- Government is continuing to explore new technologies to assist with processing large-volume requests.

#### **Secondary Points:**

- B.C. receives more FOI requests per year than Alberta, Saskatchewan and Manitoba combined and this takes up a lot of staff time to gather and review information.
- FOI requests continue to grow in number, size and complexity.

- **Having said that, B.C. is working to improve its on-time response rate and expanded proactive disclosure to reduce the need for some routine access requests.**

## **Key Messaging by program area for Ministry of Citizens' Services**

### **Service BC**

- **Providing high-quality timely service to British Columbians is a priority for government.**
- **Service BC provides one-stop services for a full range of provincial government services including driver licencing and testing, medical services plan, residential tenancy, vital statistics and many others.**
- **Service BC has a 97% citizen satisfaction rate (FY 2016).**
- **Service BC's 62 offices around the province deliver over 600 government services and programs in person, online and over the phone, to residents, businesses and visitors, on behalf of more than three dozen ministries and public organizations.**

### **Secondary Points:**

- **Almost 100 of Service BC's staff are nationally certified to manage and deliver responsive services to citizens, keeping a clear focus on an outstanding service experience and on what citizens expect from government services.**
- **Service BC staff speak over 10 different languages.**
- **Service BC in-person staff process over 1.5 million transactions per year, and our Contact Centre handles over 600,000 calls each year, making a real difference in the lives of everyday British Columbians.**

- **Working collaboratively and on behalf of our partners, Service BC delivers supports to British Columbians, including vulnerable populations such as new immigrants, individuals in gender transition, and individuals dealing with bereavement.**

### **BC Services Card**

- **BC Services Cards have been issued to 3.6 million B.C. residents.**
- **The BC Services Card replaces the former CareCard and can be combined with the B.C. driver's licence.**
- **Enhanced security features make the new services card a more secure form of ID than its predecessor, the CareCard, and will help protect British Columbians' privacy and identity.**
- **We anticipate that most British Columbians will have a BC Services Card by 2018.**

### **Connectivity**

- **High-speed Internet provides British Columbians in rural and remote communities with better opportunities to learn, do business, access services and stay connected.**
- **A \$50 million Connecting British Columbia program has been created to expand rural high-speed internet access.**
- **To date, \$10 million has been invested benefiting more than 40,000 households in over 200 communities.**
- **We will be looking for additional opportunities to work with other levels of government and the private sector, including large and small Internet service providers to improve connectivity throughout B.C.:**



- **TELUS has provided more than 1,700 kilometers of additional cellular coverage along unconnected primary and secondary highway segments as part of our non-monetary agreement.**
- **376 designated public schools have been upgraded to high-speed fibre-optic cables to enable faster access to information for our youngest learners.**
- **The First Nations-led Pathways to Technology project has connected 197 First Nations.**
- **This year, five rest areas along provincial highways will have wifi installed, with 20 more being delivered in the coming years.**
- **Over 4,500 households in B.C.'s most remote areas were connected for the first time through the BC Broadband Satellite Initiative.**

### **Procurement**

- **We are working to make it easier for businesses to access government procurement opportunities by simplifying our procurement processes, creating opportunities to share ideas, and encouraging business growth.**
- **The ministry is working on modernizing BC Bid, with the needs of small, medium and large businesses in mind. We plan to have it up and running by 2019.**
- **Government will be updating its procurement policy in the fall to enable some of these new activities.**
- **Other changes introduced to make procurement easier for B.C. companies include:**

- **We have introduced a simplified short-form Request for Proposals and made the standard application easier to use.**
- **Vendors are now being provided with up to three years advance notice about hundreds of potential upcoming contract opportunities.**
- **Government releases summaries of contract award information for opportunities issued on BC Bid.**
- **An easy to read public website with over 250 pages of guidance, videos and templates shares information about how government buys goods and services including tutorials for vendors.**

#### **Procurement and Trade agreements:**

- **As we take bold new actions to make procurement easier for B.C. companies, it's important to keep in mind they must be consistent with national trade agreements such as the Agreement on Internal Trade, the New West Partnership signed between Alberta, Saskatchewan, Manitoba and B.C., and international trade agreements.**
- **These trade agreements establish equal treatment for all Canadian persons, goods, services and investments and ensure that interprovincial policies and practices do not create obstacles to trade.**
- **These agreements ensure a fair and open marketplace for all companies to participate.**
- **The Province seeks the right company with the skills to deliver the services and within the required time frames and cost.**

- **While companies from any jurisdiction may submit proposals, these companies have to comply with Government of B.C. applicable policies and legislation including compliance with privacy requirements.**

#### **Information access and privacy**

- **Our government will work towards more transparency and openness with regards to government records.**
- **We have a strong culture of privacy protection and freedom of information, championed by committed public servants.**

#### **International data storage and personal information**

- **The premise that this government works on is that our data is hosted in Canada.**
- **Our data is not accessible under the security provisions of the Patriot Act in the United States.**
- **Furthermore, our data hosting facilities are not only protected from outside access but are also in earthquake-free zones and safely hosted in Canada.**

## **IN THE NEWS:**

### ***If asked about NAFTA free trade talks and data privacy***

- The premise that this government works on is that our data is hosted in Canada.
- Our data is not accessible under the security provisions of the Patriot Act in the United States.
- Furthermore, our data hosting facilities are not only protected from outside access but are also in earthquake-free zones and safely hosted in Canada.

### **If asked about Creep Catchers (a private organization bound by the Personal Information Protection Act)**

- Government developed and maintains the privacy legislation (PIPA) that governs organizations such as Surrey Creep Catchers.
- It is the job of the Information and Privacy Commissioner, as independent overseer of the legislation, to enforce privacy legislation.
- There is a framework in place to allow organizations to request a judicial review of any OIPC order; this is handled through the courts.
- PIPA was developed with the intention of balancing an individual's right to privacy and the need of organizations to collect, use and disclose personal information to meet their business needs.