

Grieve, Katie CITZ:EX

From: Brouwer, Shauna CITZ:EX
Sent: December 18, 2020 10:16 AM
To: Stewart, Courtney GCPE:EX
Subject: what browser are you using ? mine is not working FW: URGENT: recovery benefit site questions

From: MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>
Sent: December 18, 2020 10:09 AM
To: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>; Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>
Subject: FW: URGENT: recovery benefit site questions

FYI.

Services have been restored and teams are investigating root cause.

a

Sent from my Galaxy

----- Original message -----

From: "Stewart, Courtney GCPE:EX" <Courtney.Stewart@gov.bc.ca>
Date: 2020-12-18 10:06 a.m. (GMT-08:00)
To: "Branch, Natalie J CITZ:EX" <Natalie.J.Branch@gov.bc.ca>, "Cormack, Garrett CITZ:EX" <Garrett.Cormack@gov.bc.ca>
Cc: "Leslie, Lisa GCPE:EX" <Lisa.Leslie@gov.bc.ca>, "Lowe, Sonia GCPE:EX" <Sonia.Lowe@gov.bc.ca>, "Hume, David CITZ:EX" <David.Hume@gov.bc.ca>, "Moser, Walter CITZ:EX" <Walter.Moser@gov.bc.ca>, "MacLennan, Alex CITZ:EX" <Alex.MacLennan@gov.bc.ca>
Subject: RE: URGENT: recovery benefit site questions

Thanks, Natalie. I just checked and it's working for me, too. Great news.

C

From: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>
Sent: December 18, 2020 10:03 AM
To: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>; Cormack, Garrett CITZ:EX <Garrett.Cormack@gov.bc.ca>
Cc: Leslie, Lisa GCPE:EX <Lisa.Leslie@gov.bc.ca>; Lowe, Sonia GCPE:EX <Sonia.Lowe@gov.bc.ca>
Subject: RE: URGENT: recovery benefit site questions

Hi Courtney

More information is coming in as I am typing. At this time the sites are all back online now. There was a peak in load that caused some degradation / slowness, however this has now subsided and services are available.

We are investigating still and more information is being gathered. I am not aware (OCIO) of any extra servers added = as per below- but can advise things are working at this time.

Natalie

From: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>
Sent: December 18, 2020 10:00 AM
To: Cormack, Garrett CITZ:EX <Garrett.Cormack@gov.bc.ca>
Cc: Leslie, Lisa GCPE:EX <Lisa.Leslie@gov.bc.ca>; Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Lowe, Sonia GCPE:EX <Sonia.Lowe@gov.bc.ca>
Subject: URGENT: recovery benefit site questions
Importance: High

Hi Garrett,

Writing you about the recovery benefit site being overloaded. And have some urgent questions I'm hoping you can answer for us:

- In 10 minutes can the premier say we increased server capacity by 5 times? We understand that there are 30 servers designated to handle capacity for the recovery benefit.
- Do you have an estimated time for a fix?
- Any advice as to what we can say the problem is?

Thanks,

Courtney



Courtney Stewart

Communications Director | Government Communications and Public Engagement

Ministry of Citizens' Services

Ph: 778-698-8755 | Cell: 250-920-5104

courtney.stewart@gov.bc.ca

Grieve, Katie CITZ:EX

From: Brouwer, Shauna CITZ:EX
Sent: December 18, 2020 10:25 AM
To: Wanamaker, Lori PREM:EX
Subject: I did not see this prior from finance FYI Fwd: Benefit stats/lines

Sent from my iPhone

Begin forwarded message:

From: "Stewart, Courtney GCPE:EX" <Courtney.Stewart@gov.bc.ca>
Date: December 18, 2020 at 10:21:00 AM PST
To: "Brouwer, Shauna CITZ:EX" <Shauna.Brouwer@gov.bc.ca>, "MacLennan, Alex CITZ:EX" <Alex.MacLennan@gov.bc.ca>, "Hume, David CITZ:EX" <David.Hume@gov.bc.ca>
Subject: FW: Benefit stats/lines

FYI – this was just sent to PO.

C

From: Leslie, Lisa GCPE:EX <Lisa.Leslie@gov.bc.ca>
Sent: December 18, 2020 10:19 AM
To: Smith, George PREM:EX <George.Smith@gov.bc.ca>; Smith, Jimmy GCPE:EX <Jimmy.Smith@gov.bc.ca>; Lawson, Liam FIN:EX <Liam.Lawson@gov.bc.ca>
Cc: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>; Lowe, Sonia GCPE:EX <Sonia.Lowe@gov.bc.ca>
Subject: Benefit stats/lines

As of 10:05 am:

There is a great deal of interest in the recovery benefit, which shows a great deal of need. The benefit application system is working but a high volume means people will have to be patient. Some people are accessing the application with no problems at all. In fact, in the first hour and a half more than 14,800 British Columbians had successfully applied. And right now, there are more than 12,000 active users. While some other people are having to wait until the online process allows them access we ask them to be patient. The applications are up and running. It is just a bit slow. Keep refreshing your page and we hope to have it moving faster soon.

Lisa Leslie
Communications Director
B.C. Ministry of Finance
250-213-7724

Grieve, Katie CITZ:EX

From: Brouwer, Shauna CITZ:EX
Sent: December 18, 2020 10:24 AM
To: MacLennan, Alex CITZ:EX
Cc: Stewart, Courtney GCPE:EX
Subject: Not sure it is up Benefit stats/lines

Alex can you confirm

Sent from my iPhone

Begin forwarded message:

From: "Stewart, Courtney GCPE:EX" <Courtney.Stewart@gov.bc.ca>
Date: December 18, 2020 at 10:21:00 AM PST
To: "Brouwer, Shauna CITZ:EX" <Shauna.Brouwer@gov.bc.ca>, "MacLennan, Alex CITZ:EX" <Alex.MacLennan@gov.bc.ca>, "Hume, David CITZ:EX" <David.Hume@gov.bc.ca>
Subject: FW: Benefit stats/lines

FYI – this was just sent to PO.

C

From: Leslie, Lisa GCPE:EX <Lisa.Leslie@gov.bc.ca>
Sent: December 18, 2020 10:19 AM
To: Smith, George PREM:EX <George.Smith@gov.bc.ca>; Smith, Jimmy GCPE:EX <Jimmy.Smith@gov.bc.ca>; Lawson, Liam FIN:EX <Liam.Lawson@gov.bc.ca>
Cc: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>; Lowe, Sonia GCPE:EX <Sonia.Lowe@gov.bc.ca>
Subject: Benefit stats/lines

As of 10:05 am:

There is a great deal of interest in the recovery benefit, which shows a great deal of need. The benefit application system is working but a high volume means people will have to be patient. Some people are accessing the application with no problems at all. In fact, in the first hour and a half more than 14,800 British Columbians had successfully applied. And right now, there are more than 12,000 active users. While some other people are having to wait until the online process allows them access we ask them to be patient. The applications are up and running. It is just a bit slow. Keep refreshing your page and we hope to have it moving faster soon.

Lisa Leslie
Communications Director
B.C. Ministry of Finance
250-213-7724

FOI request FW: still challenges FW: TECHNICAL BRIDGE: INC0175123 - Reverse Proxy Servers AXIAL.dmz and YETI.dmz not responding

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Sent: January 11, 2021 5:18:49 PM PST

From: Brouwer, Shauna CITZ:EX
Sent: December 18, 2020 12:36 PM
To: Wanamaker, Lori PREM:EX
Subject: still challenges FW: TECHNICAL BRIDGE: INC0175123 - Reverse Proxy Servers AXIAL.dmz and YETI.dmz not responding

There has been a notification put up on the page about the challenges and also mentioning the June 2021 timeframe.

All hands are on deck a few moments ago we had 126,000 concurrent users per Alex.

It is slow but people are getting thru – not at an acceptable level yet.

Shauna

From: MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>
Sent: December 18, 2020 12:32 PM
To: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>; Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Subject: FW: TECHNICAL BRIDGE: INC0175123 - Reverse Proxy Servers AXIAL.dmz and YETI.dmz not responding
Latest update. Some progress but still a tonne of stress being loaded onto the reverse proxies.
Team working on near term options.

A

From: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>
Sent: December 18, 2020 12:28 PM
To: MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>; Restall, Stuart CITZ:EX <Stuart.Restall@gov.bc.ca>
Cc: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; McCaig, Kirsten CITZ:EX <Kirsten.McCaig@gov.bc.ca>; Whitney, Terry CITZ:EX <Terry.Whitney@gov.bc.ca>; Smith, Steve F. CITZ:EX <Steve.F.Smith@gov.bc.ca>; Beaton, Cindy M CITZ:EX <Cindy.Beaton@gov.bc.ca>; Erickson, Carol A CITZ:EX <Carol.Erickson@gov.bc.ca>

Subject: RE: TECHNICAL BRIDGE: INC0175123 - Reverse Proxy Servers AXIAL.dmz and YETI.dmz not responding

UPDATE: DEC 18 2020 – 12:20

- CPU's have been added – reduction of connections impact by 20%
- Teams are now concentrating on capacity for the reverse proxy and possibilities we may have (129k connections at this point)
 - Standing up new reverse proxy server is going to take a day
 - We are working through other potential options at this point (other servers)

FIN: Report that post 11:30 their connections are rising

NEXT STEPS:

- Ask GCPE to connect to our call so that we can learn what the application server side is working on / changing
 - Work through the capacity for Reverse Proxy and alleviating the pressure on AXIAL / YETI
-

From: Branch, Natalie J CITZ:EX
Sent: December 18, 2020 10:46 AM
To: MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>; Restall, Stuart CITZ:EX <Stuart.Restall@gov.bc.ca>
Cc: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; McCaig, Kirsten CITZ:EX <Kirsten.McCaig@gov.bc.ca>; Whitney, Terry CITZ:EX <Terry.Whitney@gov.bc.ca>; Smith, Steve F. CITZ:EX <Steve.F.Smith@gov.bc.ca>; Beaton, Cindy M CITZ:EX <Cindy.Beaton@gov.bc.ca>; Erickson, Carol A CITZ:EX <Carol.Erickson@gov.bc.ca>

Subject: TECHNICAL BRIDGE: INC0175123 - Reverse Proxy Servers AXIAL.dmz and YETI.dmz not responding

EBW IMPACT: Friday December 18 – 10:30am

Issue/Symptoms: Servers AXIAL and YETI overburdened with traffic causing Government websites to be unresponsive.

Update from Walter Moser: Our web application servers for government are getting hit quite hard as well, some of our 9 servers exhausted their Database connections and our team is restarting those impacted servers now (this is for the landing page or gov.bc.ca/recoverybenefit, not the actual benefit application which is hosted by the finance team)

Finance: Technical analyst is on the call with us.

Sites impacted:

<https://www.bcregistryallservices.gov.bc.ca/sofi>

<https://onestop.gov.bc.ca/>

<https://www.bcregistrynames.gov.bc.ca/>

<https://www2.gov.bc.ca/gov/content/economic-recovery/recovery-benefit>

Scope: Any websites that use Reverse Proxy servers AXIAL and YETI.

Reporting Clients: FIN, CITZ, TRAN

Primary Resolver Group: ISB WAM/ADMS

Secondary Resolver Group: ADSL

Alerts Sent:

- We have **not** put an alert up regarding this outage – we are not sure where this traffic is coming from at this point
 - We will put something up regarding the sites impacted being ‘busy’ but will not share too much information.

Investigative findings:

- ISB WAM/ADSL identified an apache process generating high load on application services (HTTPS) affecting CPU usage on AXIAL and YETI.
- Apache processes stopped at ~9:00AM. (They appeared to belong to CSNR and DataBC – however CSNR stated not testing/load testing was scheduled today – (Security are continuing to investigate).
 - Test sites have been ‘blocked’ in order to stop traffic
- Impacted websites appear to be up as of ~9:30AM however some residual issues may be present (sporadic)
- Currently investigating residual issues on FIN applications that support the BC COVID Recovery Benefit program.
- Currently investigating source of impactful traffic to confirm whether or not its normal traffic.
- The CPU for load balancing is high, ADSL are investigating the VIPs with FIN to confirm the configuration is not contributing to the issue
- ADSL and FIN are now testing in the VIP Test infrastructure

Next Steps:

- Technical teams are continuing to identify the traffic that is being seen continue to investigate/remediate any residual issues present.

FOI request FW: BC RB: OCIO Update

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Sent: January 11, 2021 5:15:45 PM PST

From: MacLennan, Alex CITZ:EX
Sent: December 18, 2020 5:08 PM
To: Ritchie, CJ CITZ:EX ; Brouwer, Shauna CITZ:EX
Subject: FW: BC RB: OCIO Update
Importance: High

Just providing as an FYI. Basic message is that teams are continuing to work to build more capacity, and resources will be available over the weekend if required.

Thanks

Alex

From: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>

Sent: December 18, 2020 5:03 PM

To: Teo, HB FIN:EX <HB.Teo@gov.bc.ca>

Cc: Thibadeau, Ryan FIN:EX <Ryan.Thibadeau@gov.bc.ca>; Restall, Stuart CITZ:EX <Stuart.Restall@gov.bc.ca>; Smith, Steve F. CITZ:EX <Steve.F.Smith@gov.bc.ca>; Beaton, Cindy M CITZ:EX <Cindy.Beaton@gov.bc.ca>; Erickson, Carol A CITZ:EX <Carol.Erickson@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>; Moser, Walter CITZ:EX <Walter.Moser@gov.bc.ca>; Albert, Steve CITZ:EX <Steve.Albert@gov.bc.ca>; Hume, David CITZ:EX <David.Hume@gov.bc.ca>; Kelsey, David M CITZ:EX <David.Kelsey@gov.bc.ca>; Argue, James D CITZ:EX <James.Argue@gov.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>

Subject: RE: BC RB: OCIO Update

Importance: High

Hi HB.

Further updates are made available on the current status. Please note that we have received a number of emails from FIN with regards to our response efforts, this communication is to ensure the messaging is accurate and that it is understood, that there were several issues occurring today – and the remediations that were put in place accordingly.

1. Reverse Proxy (OCIO ADMS) – Traffic on AXIAL and YETI

- a. These two servers run the apache services for our Authentication Device Management Services group. Both Servers reached 100% utilization early this morning.
- b. Traffic was seen from both CSNR and Data BC, investigations began into what this traffic was and why it was maxing out these Reverse Proxy (RP) servers.
- c. Data BC identified that SnowPlow, which is an analytics platform integrated with eTax Benefit application (and also the COVID-19 application) were sending a heavier than normal volume of requests through the reverse proxy servers. These requests use the following hostname spt.apps.gov.bc.ca.
- d. Effective 13:30 Data BC entered a DNS entry for spt.apps.gov.bc.ca so that the traffic for the host would traverse directly to the API Nodes, operated by DataBC, responsible for SnowPlow API Workloads, (bypassing the RP).
- e. At the same time – ADMS tuned the two servers' configuration in order to reduce the traffic and service restoration.
- f. Significant improvement was seen and both AXIAL and YETI were handling normal server volume.
- g. **Although not deemed necessary, ADMS are building additional capacity to add over the weekend IF necessary to the Reverse Proxy, out of an abundance of caution.**

2. Load Balancer (OCIO Hosting Services) – CPU at 100%

- a. ADSL were monitoring all traffic and could see connections as high as 169k, this surpassed more than **twice** the volume that is utilized for governments email
- b. ADSL added CPU capacity to the F5 Load balancer around 11:35am and it reduced CPU from 100% to 80%, and was processing accordingly
- c. **ADSL are looking into options of extra capacity should it be required for the weekend.**

3. Application Issues (unable to get past Step 8)

- a. We are not seeing any reports directly but on our call we heard that citizens were unable to complete their application. (Our testing proved positive and completed but with some resubmission necessary)
 - b. **We asked Nav from FIN to investigate internally and to please come back with any other areas for investigation should this be deemed to be something outside the Application / application management layer.**
4. **Gov.bc.ca and gov.bc.ca/recoverybenefit web availability**
- a. Intermittent page load issues have resolved. Stable operations as of mid-day today
 - b. **A cached page for the recoverybenefit landing page has been placed on our app servers to limit back-end database connections (refresh is every 10 minutes if the landing page is updated, so there may be a 10-15 minute delay before new content is visible by the public)**
5. **FIN Extra Resource Request**
- a. An email was sent with regards to requesting on-call resources for FIN RBA response for Network and ADSL.
- i. Of note the issues today were 3 fold and each of these teams are on-call and available ordinarily. They are triggered by calling the **77000 Service Desk. This is important and the quickest way to invoke response - not all resources monitor email.**
- ii. IF FIN are observing outages or increased degradation with the application on the weekend, they are to place a call with 77000 and state this is for the BC Recovery Benefit, and a call will be made to me 24/7 for co-ordination.
- iii. GDX will be available for gov.bc.ca (gov.bc.ca/recoverybenefit) web support
- The call to 77000 (250 387 7000) this weekend is important for expedited response, so your assistance in ensuring all reports start here is appreciated.
- Many thanks
Natalie

From: Branch, Natalie J CITZ:EX

Sent: December 18, 2020 11:50 AM

To: Teo, HB FIN:EX <HB.Teo@gov.bc.ca>

Cc: Thibadeau, Ryan FIN:EX <Ryan.Thibadeau@gov.bc.ca>; Restall, Stuart CITZ:EX <Stuart.Restall@gov.bc.ca>; Smith, Steve F. CITZ:EX <Steve.F.Smith@gov.bc.ca>; Beaton, Cindy M CITZ:EX <Cindy.Beaton@gov.bc.ca>; Erickson, Carol A CITZ:EX <Carol.Erickson@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>

Subject: ERB: OCIO Update

Hi HB

I wanted to share the latest information with you from our findings thus far this morning:

1. There seems to be some significant traffic on systems which initially appears to be unrelated to the Benefit.
 - a. This impacted our authentication servers which then impacted access to websites
 - b. We are exploring the source, but have blocked it for the time being.
2. Sheer volume of requests.
 - a. Both from the previous mentioned source and the recovery benefit traffic has put lots of pressure on load balancing between Kamloops and Calgary.
 - b. To give you an idea, this is about twice as much processing power as government email.
 - c. The teams are working on configuration changes to make load balancing more efficient.
3. The web application servers for government were hit hard
 - a. 9 servers exhausted their Database Connections and GCPE, worked to restart the servers and are up and running
 - b. This was the landing page on gov.bc.ca/recoverybenefit, not the actual recovery benefit application

NEXT STEPS:

- OCIO Hosting Services are now working to add 2 additional CPU Cores to the Load Balancer in Kamloops
- OCIO Hosting Service is reviewing configuration of the Load Balancer for possible performance improvements
- Reverse Proxy servers are 100% utilized and investigation into cause of traffic and potential remediation is in progress

Our team (and Nav, from FIN) is convened and working currently to ensure we are mitigating the traffic as best we can. Further updates will follow as we work through the incident.

Thank you

Natalie

Natalie Branch
A/Executive Director
Service Management Branch
Office of the Chief Information Officer – Enterprise Services
W209E 4000 Seymour Place, Victoria
Mobile: 250 818 5763

Fleurant, Kathleen CITZ:EX

From: Stewart, Courtney GCPE:EX
Sent: December 18, 2020 8:58 AM
To: Brouwer, Shauna CITZ:EX; Lansdell, Hayden CITZ:EX; Ritchie, CJ CITZ:EX; Dicks, Beverly J CITZ:EX; Pridmore, Kerry CITZ:EX; Skinner, Dean C CITZ:EX; Hume, David CITZ:EX; MacLennan, Alex CITZ:EX; Smith, Krystal CITZ:EX; Lawal, Cassandra CITZ:EX; Copeland, Alison CITZ:EX; Fleurant, Kathleen CITZ:EX; Hubley, Holly CITZ:EX; Dhaliwal, Sunny CITZ:EX; Schmidt, Tracee CITZ:EX; Stanford, Susan JEDC:EX; Beare, Lisa CITZ:EX
Subject: Today's Emerging Issues

Hi all,

Here's today's rundown:

CLIPS:

- Several stories on the OIPC's ruling that the province is not required to provide community specific transmission data. His ruling was in response to a request from multiple FNs for more data on COVID-19.
- Canada's large telecoms want the Supreme Court to weigh in on the CRTC's decision to lower the rates the telecoms can charge smaller ISPs for access to their networks. This system is designed to encourage competition in the market. In August 2019, the CRTC lowered the rates and the telecoms have been trying to fight it ever since.
- David Sidoo has finished his three month prison term for his role in the college admissions scandal. His name was removed from the football field at UBC's Thunderbird Stadium (formerly known as David Sidoo Field.)

GCPE HQ/PO UPDATES:

- As of 8:30am today, people can apply for the COVID recovery benefit.
- Sage and HQ passed along thanks to the shops for the support provided during session.
- Spring session begins March 1.
- This was the last morning call with HQ until January 11.
- ISSUES: not expecting much today. Passed along thanks for support for issues managers during session.
- PJH doing more year end interviews today and tomorrow.
- PHO statement today. PHO and Minister Dix are holding a facebook live through Global.

PRIORITIES:

- Proactive disclosures IB with MO. It's scheduled to go out next Tues., Dec. 22 at 8:30 am.
- Connectivity NR going Shauna, the minister's office and Ministry of Finance today for approval. It's scheduled for Tues., Dec. 22 at 9am.
- Grants-in-lieu of property taxes NR going through approvals. It's been tentatively scheduled for Dec. 30 release.
- GIL NR and mobile service card oped being pitched today

- Waiting to hear back from health on the status of ice rinks, with the amended sports order allowing public skating if it's not considered an event.

ANNOUNCEMENTS TODAY:



DRAFT AND CONFIDENTIAL

Inside Government

Friday, December 18, 2020

Events, Speeches & Releases

Fri Dec 18	Lead	Activity/Details	RLS	CC ID#
s.13				
7:30 AM	CFD	Regional news release -- Child care announcement with BC Housing and Atira Women's Resource Society in Port Coquitlam (RESULTS)	BCGov NR	CFD- 100241
s.13				
7:50 AM	CFD	Regional news release -- Child care announcement for Vernon and Coldstream (RESULTS)	BCGov NR	CFD- 100215
8:30 AM	FIN	Provincewide information bulletin -- Applications for the B.C. Recovery Benefit and Recovery Supplement open today (COVID-related)	BCGov IB	FIN- 101037
9:00 AM	AG	Regional information bulletin -- Construction complete on Community Housing Fund project in Nanaimo. The project will provide 23 rental homes for people with substance use and mental health challenges (RESULTS)	BCGov NR	AG- 101023
1:00 PM	TRAN	Regional news release -- Opening of new Delta nature boardwalk as part of Highway 91/17 upgrade project which is now complete. Various quotes included	BCGov NR	TRAN- 100752
1:30 PM	EMLI	Hold for possible Columbia River Treaty year-end opinion editorial	BCGov OpEd	EMLI- 100853
2:30 PM	SDPR	Regional news release -- CEP: Web Design and Development training - Port Alberni (participants start Dec. 21, 2020)	BCGov NR	SDPR- 100577
3:00 PM	HLTH	Provincewide statement only -- Joint PHO/HLTH release on COVID-19 cases in British Columbia. Materials also translated into Traditional Chinese. Timing is approx.	Joint STMT	HLTH- 100912

Hubley, Holly CITZ:EX

From: s.22
Sent: December 18, 2020 12:27 PM
To: Minister, CITZ CITZ:EX; Minister, FIN FIN:EX; OfficeofthePremier, Office PREM:EX
Subject: BC Recovery Benefit online application

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

THIS TOOK FAR LONGER THAN 15 MINUTES, MORE LIKE AN HOUR AND A HALF.

Pages keep dropping and had to click the return arrow or reload. Would not take answers on some pages. Would have been helpful if the diagram of cheque numbers on the main web page was also on the page where those numbers were to be filled in.

<https://www.etax.gov.bc.ca/btp/BCRBP/> /
drop restore
<https://www.etax.gov.bc.ca/btp/BCRBP/> /
<https://www.etax.gov.bc.ca/btp/BCRBP/> /#2
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#3
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#2
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#2 will not take no on last question
<https://www.etax.gov.bc.ca/btp/BCRBP/> /#1 drop
<https://www.etax.gov.bc.ca/btp/BCRBP/> /#1
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#1
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#1
<https://www.etax.gov.bc.ca/btp/BCRBP/> /#0 refuse to take yes for filing
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#2
<https://www.etax.gov.bc.ca/btp/BCRBP/> /#1
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#1
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#2
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#3
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drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#2
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#4
<https://www.etax.gov.bc.ca/btp/BCRBP/> /#7
drop <https://www.etax.gov.bc.ca/btp/BCRBP/> /#7
drops if questions not done in sequence

There was plenty of time from the time this bribe was legitimated as a recovery benefit, to COMPETENTLY program the application. IF the programmers are competent. Or is it due to policy in your ministry that the BC government web pages are disorganized, late for corrections (such as newly elected ministers) and fail just like this whenever there is a deadline?

Further, the BC government directory is repeatedly dropping offline as well. Is that further incompetence or are you all trying to hide from the public?

s.22