

## Service Management

---

From: Branch, Natalie J CITZ:EX s.15  
:  
To: Fedoruk, Christine LASS:EX, Derby, David LASS:EX  
Cc: Perkins, Gary CITZ:EX  
Sent: November 30, 2020 9:02:29 AM PST  
Hi both.

s.22

Please may I ask for a picture from you both on what the asks are currently for LASS and also a timeline of priorities for the next few weeks. This will allow us to plan the priorities and attain any help we need to get things done.

I will then set up a cadence to review and see where we can help / track and plan.

Thanks  
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

## **Overview\_ Confirming the plan(s) .msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Fedoruk, Christine LASS:EX, Derby, David LASS:EX, Michael.Allsop@leg.bc.ca

**Sent:** December 1, 2020 2:35:19 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REQUEST

Hi folks – hoping you can make this time, if not please propose a better time and I will try to accommodate.

Tomorrow is a busy day but I can make: 09:00 – 09:30

Thanks

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Microsoft Teams meeting

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## **FW\_ Overview\_ Confirming the plan(s) .msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Fedoruk, Christine LASS:EX, Derby, David LASS:EX, Allsopp, Michael

**Sent:** December 1, 2020 4:06:28 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REQUEST

Hi all.

Realizing this meeting invite was sent out last minute today – could you please propose a suitable time tomorrow to connect please.

I am free at 09:00 for 30 minutes

Thanks

Natalie

-----Original Appointment-----

From: Branch, Natalie J CITZ:EX

Sent: December 1, 2020 2:35 PM

To: Branch, Natalie J CITZ:EX; Fedoruk, Christine LASS:EX; Derby, David LASS:EX; Allsopp, Michael LASS:EX

Subject: Overview: Confirming the plan(s)

When: December 1, 2020 3:30 PM-4:15 PM (UTC-08:00) Pacific Time (US & Canada).

Where: Microsoft Teams Meeting

Hi folks – hoping you can make this time, if not please propose a better time and I will try to accommodate.

Tomorrow is a busy day but I can make: 09:00 – 09:30

Thanks

---

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---

## RE: Overview: Confirming the plan(s)

---

From: Branch, Natalie J CITZ:EX s.15  
:

To: Derbk, David, Fedoruy, Christine LASS:EX, Allsopp, Michael LASS:EX  
Sent: December 1, 2020 8:20:05 PM PST

Thanks David – I'll check in with Christine and get some information and then we can meet during tomorrows 2 calls and after as necessary

Thanks David

---

**From:** Derby, David <David.Derby@leg.bc.ca>  
**Sent:** December 1, 2020 8:19 PM  
**To:** Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>; Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>  
**Subject:** Re: Overview: Confirming the plan(s)

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

2:00pm would work better for me. I need to meet with ITD at 9am.

David

Sent from my iPhone

---

**From:** Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>  
**Sent:** Tuesday, December 1, 2020 7:23:03 PM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Derby, David <David.Derby@leg.bc.ca>; Allsopp, Michael <Michael.Allsopp@leg.bc.ca>  
**Subject:** Re: Overview: Confirming the plan(s)

Hi Natalie,

I would be available at 9 a.m. tomorrow as well. I apologize that I missed today's invite.

Christine

---

**From:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Sent:** Tuesday, December 1, 2020 4:06 PM  
**To:** Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>; Allsopp, Michael <Michael.Allsopp@leg.bc.ca>  
**Subject:** FW: Overview: Confirming the plan(s)  
**When:** Tuesday, December 1, 2020 3:30 PM-4:15 PM.  
**Where:** Microsoft Teams Meeting

Hi all.

Realizing this meeting invite was sent out last minute today – could you please propose a suitable time tomorrow to connect please.

I am free at 09:00 for 30 minutes

Thanks  
Natalie

-----Original Appointment-----

**From:** Branch, Natalie J CITZ:EX

**Sent:** December 1, 2020 2:35 PM

**To:** Branch, Natalie J CITZ:EX; Fedoruk, Christine LASS:EX; Derby, David LASS:EX; Allsopp, Michael LASS:EX

**Subject:** Overview: Confirming the plan(s)

**When:** December 1, 2020 3:30 PM-4:15 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

Hi folks – hoping you can make this time, if not please propose a better time and I will try to accommodate.  
Tomorrow is a busy day but I can make: 09:00 – 09:30

Thanks

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## Microsoft Teams meeting

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## **Accepted\_Mtg with Natalie Branch.msg**

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**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Ryan-Lloyd, Kate LASS:EX

**Sent:** December 2, 2020 4:20:57 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REPLY



## Getting some time together

---

From: Branch, Natalie J CITZ:EX s.15  
:  
To: Derbk, David LASS:EX  
Cc: Allsopp, y ichael LASS:EX, FedoruM Christine LASS:EX  
Sent: December 2, 2020 4:24:08 Py PST  
Hi David.

Could you give me some times to connect with you tomorrow please?  
I couldn't make 2pm work today as I have client conflicts.

I'd like to get some data together to provide another overview for Kate.

I will do my best to move the calendar around to accommodate tomorrow

Thanks  
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

## RE: Suggested Process for IT Requests and Request Categorization

---

From: Branch, Natalie J CITZ:EX s.15  
:

To: Fedoruk, Christine  
Sent: December 3, 2020 8:51:18 AM PST

Hmmm I need to understand the hierarchy at the Leg.

David is the IT Director correct?  
What is your role and who do you both report to?

s.13; s.22

I have a 9am with Kate – I didn't get a response from David yesterday on asking for time in his calendar.

I need to get injected in so I can help and provide an update to Kate on the recommendations.

Do you have an org chart of who reports to who and roles? It will be interesting to understand the dynamics.

Thanks Christine – I will be on the calls today (one I will be travelling) but will be taking notes  
Natalie

---

**From:** Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>  
**Sent:** December 3, 2020 8:44 AM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Subject:** Fw: Suggested Process for IT Requests and Request Categorization

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

Good morning, Natalie

I wanted to cc you on the approach Mica Strong is proposing for managing Members' help desk requests, below. He took the initiative to propose this.

s.13; s.22

s.13; s.22

David advised us of his plans in yesterday's management team meeting.

C.

---

**From:** Chalmers, Jennifer <Jennifer.Chalmers@leg.bc.ca>  
**Sent:** Wednesday, December 2, 2020 4:36 PM  
**To:** Strong, Mica <Mica.Strong@leg.bc.ca>; Nowakowski, Melissa <Melissa.Nowakowski@leg.bc.ca>  
**Cc:** Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>; Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>  
**Subject:** RE: Suggested Process for IT Requests and Request Categorization

This makes sense to me. Let me float it by an MLA or two this evening to see if this will work from their perspective.

Thanks!

j

---

**From:** Strong, Mica

**Sent:** December 2, 2020 2:09 PM

**To:** Chalmers, Jennifer <[Jennifer.Chalmers@leg.bc.ca](mailto:Jennifer.Chalmers@leg.bc.ca)>; Nowakowski, Melissa <[Melissa.Nowakowski@leg.bc.ca](mailto:Melissa.Nowakowski@leg.bc.ca)>

**Cc:** Ryan-Lloyd, Kate <[Kate.Ryan-Lloyd@leg.bc.ca](mailto:Kate.Ryan-Lloyd@leg.bc.ca)>; Derby, David <[David.Derby@leg.bc.ca](mailto:David.Derby@leg.bc.ca)>; Fedoruk, Christine <[Christine.Fedoruk@leg.bc.ca](mailto:Christine.Fedoruk@leg.bc.ca)>

**Subject:** Suggested Process for IT Requests and Request Categorization

Hi Jennifer and Melissa,

During this busy time, our Service Desk staff are doing their best to prioritize and respond to calls as quickly as possible. However, we could use some help with prioritizing incoming incidents. To do so, I suggest the following approach:

- Identify Caucus Technology stewards (most likely LA's) who can act as the first point of contact for MLA technology related requests. Let all Members know that their technology related requests should be sent to their steward. The steward will categorize incoming requests according to the list below and use this category as the subject line for an email to [helpdesk@leg.bc.ca](mailto:helpdesk@leg.bc.ca). Please include contact details and relevant information in the body of the email.
  - MLA CRITICAL
  - MLA CO\CA SETUP (Note: CO=Constituency Office CA=Constituency Assistant)
  - NEW MLA ONBOARDING
  - MLA NEW EQUIPMENT
  - MLA CALENDAR\ACCESS REQUEST
  - MLA GENERAL (for general requests and non-urgent issues)

s.15

**Important:** Permissions\Access Change requests need to come from a person who has the authority to make these requests.

Please let me know your thoughts on this approach. Suggestions are encouraged and appreciated.

Thank you,

Mica Strong

## **Meeting Cadence \_ Priority 'Buckets' \_ State of the Nation.msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Fedoruk, Christine, Derby, David

**Sent:** December 3, 2020 6:02:04 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REQUEST

Hi both – need to connect

- \* Providing Kate with a state of the nation – including short term / long term timelines (so that communications can be sent / expectations set)
- \* Ensure we are tracking updates on calls to Priorities
- \* Include those 'entities' that are requesting work / priorities from us are on a daily cadence
- \* Keep staff on the priorities/timelines

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[s.15; s.17](#)

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## RE: Getting some time together

---

From: Branch, Natalie J CITZ:EX s.15  
:  
To: Derbk, David  
Cc: Allsopp, y ichael LASS:EX, FedoruM Christine LASS:EX  
Sent: December 3, 2020 6:30:55 Py PST

Yes you should have this – please forward to Michael Allsopp - thanks

---

**From:** Derby, David <David.Derby@leg.bc.ca>  
**Sent:** December 3, 2020 5:07 PM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Cc:** Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>  
**Subject:** RE: Getting some time together

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

Hi Natalie,  
Did you send the invite for 2pm Friday?

David

---

**From:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Sent:** December 2, 2020 4:24 PM  
**To:** Derby, David <David.Derby@leg.bc.ca>  
**Cc:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>; Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>  
**Subject:** Getting some time together

Hi David.

Could you give me some times to connect with you tomorrow please?  
I couldn't make 2pm work today as I have client conflicts.

I'd like to get some data together to provide another overview for Kate.

I will do my best to move the calendar around to accommodate tomorrow

Thanks  
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

## **Accepted\_Mtg with Natalie Branch (1).msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Ryan-Lloyd, Kate LASS:EX

**Sent:** December 3, 2020 6:44:01 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REPLY

## **FW\_ Service Desk Management - Current State.msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Russell, Jonathan CITZ:EX, Mclean, Keegan MTIC:EX

**Sent:** December 3, 2020 9:51:06 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REQUEST



Hi Jonathan – please join this call in the am.

This is our discovery call – I will provide context if I am able prior if not definitely post call.

Keegan I include you in case you can join to listen in and then I'll let you know if we also need your help.

Thanks

Natalie

-----Original Appointment-----

From: Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>

Sent: December 3, 2020 8:19 PM

To: Fedoruk, Christine; Strong, Mica LASS:EX; Allsopp, Michael LASS:EX; Branch, Natalie J CITZ:EX

Cc: Derby, David LASS:EX

Subject: Service Desk Management - Current State

When: December 4, 2020 9:30 AM-10:30 AM (UTC-08:00) Pacific Time (US & Canada).

Where:

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

Good evening,

We have received a commitment tonight from OCIO for additional resources to help clear the service desk backlog as quickly as possible. We are calling a lay-of-the-land meeting tomorrow morning on the service desk backlog and ticket and call management. Please forward to the Tecnet staff who have been contracted and are on site, as they are essential participants. David, my apologies, but for your team members on this invite, this meeting needs to take precedence over the daily team scrum.

With many thanks,

Christine

## **Accepted\_Mtg with Natalie Branch (2).msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Ryan-Lloyd, Kate LASS:EX

**Sent:** December 4, 2020 9:00:24 AM PST

**Priority:** Normal (5)

**Calendar Item Type:** REPLY

## **DRAFT note to all MLAs and their staff**

---

From: Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
To: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
Sent: December 4, 2020 9:11:14 AM PST

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

Good afternoon Christine and Scott:

Here is an initial draft of the email to all Members, with a copy to caucus and constituency staff. I have used Scott's latest update and tried to adapt here and there, given the audience.

Would you be so kind as to edit the details below and also let me know if there is a link to a list of caucus super users that would be appropriate to share? Or perhaps if there are fewer caucus super users, I can just add their names here.

Could you also add a brief list of equipment for MLAs – or is there a link to that info that can be inserted?

Happy to send to David and the whole team, once I have all the details in place. Do you see anything else that should be adapted for these clients?

Many thanks!  
Kate

**TO: ALL MEMBERS OF THE LEGISLATIVE ASSEMBLY**  
**CC: CAUCUS AND CONSTITUENCY STAFF**  
**BCC: David, Christine, Artour, Scott etc.**

Dear Members:

s.13

Sincerely,  
Kate

**Kate Ryan-Lloyd**

Clerk of the Legislative Assembly | [Legislative Assembly of British Columbia](#) | Room 221, Parliament Buildings |  
Victoria, BC V8V 1X4 | Tel: 250.356.2895 | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)  
Pronouns (she; her; hers)

**Kate Ryan-Lloyd**

Clerk of the Legislative Assembly | [Legislative Assembly of British Columbia](#) | Room 221, Parliament Buildings |  
Victoria, BC V8V 1X4 | Tel: 250.356.2895 | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)  
Pronouns (she; her; hers)

## **Updates & Tecnet Resourcing - Techexcel ( ).msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Fedoruk, Christine, Allsopp, Michael LASS:EX

**Sent:** December 4, 2020 11:14:51 AM PST

**Priority:** Normal (5)

**Calendar Item Type:** REQUEST

Update:

- \* Tecnet Conversations / weekend working / resource #'s

- \* SW Help (temp licenses and can Tecnet take on the conversations to provision?)

We will be as brief as we can so you can get on with your tasks Michael

---

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## RE: Tecnet Requests

---

From: Branch, Natalie J CITZ:EX s.15  
:

To: Van Heyst, Matthew, Fedoruk, Christine LASS:EX  
Cc: Derby, David LASS:EX, Marc Schafers  
Sent: December 4, 2020 1:48:45 PM PST

GREAT! On workplace tools – I have a separate decision email in with management on this one – sit tight. Thank you!!

---

**From:** Van Heyst, Matthew s.22  
**Sent:** December 4, 2020 1:48 PM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>  
**Cc:** Derby, David LASS:EX <David.Derby@leg.bc.ca>; Marc Schafers s.22  
**Subject:** RE: Tecnet Requests  
**Importance:** High

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

Natalie,

- **On Prem Deskside Technicians** - I have a call into the team to see if we can pull 1 or 2 techs to send down today and Monday. They were dedicated to a office setup for BC Gov but I'm assuming we can push that work out if needed (I don't think there are anyone in the building anyways). I'm still getting details around this. Can you get me Pierre's contact so they connect with him.
- **Workstation/iPad/iPhone – Package Delivery** – Yes Tecnet has been supporting this initiative for the past 15 or so years where product was delivered to our Victoria and Burnaby depots and we would image, ship and return product with our service network. We can do whatever is needed here to support the need.
- **Service Desk Support Services** - we can get an additional 5 plus 3 immediately committed and can add more as required. Speaking with Marc there is just some logistics around getting the tech setup in TechExcel and VPN access.

Regards,  
Matthew Van Heyst

s.22

---

**From:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Sent:** December 4, 2020 1:28 PM  
**To:** Van Heyst, Matthew s.22 Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>  
**Cc:** Derby, David LASS:EX <David.Derby@leg.bc.ca>; Marc Schafers s.22  
**Subject:** Tecnet Requests

Hi Matt.

As discussed – here are the items where we need your help please. Things are changing rapidly.

- **On Prem Deskside Technicians**

s.22  
○

Many have moved offices

and have been waiting a couple of days to be reconnected.

- Matt will confirm who is available and timeline (Today/Monday?)
- Likely will need to review the requests for assistance in order to have Tecnet assist.

- **Workstation/iPad/iPhone – Package Delivery**

- Is it possible for Tecnet to use their technician network to help to deliver the workplace tool packages for Constituency offices/MLA's throughout the province?
  - Matt is awaiting more information from me – I will send a separate email to Christine/David / Kate on this item specifically.
  - This is doable – but I feel a bigger decision is needed here.

- **Service Desk Support Services**

- As discussed earlier, the more hands the merrier to deal with the PW reset / Outlook migration and mobile sync
  - Matt is working on this and the licenses currently (he will be putting the order in, in the next hour to ensure his staff have the access)
  - Matt is canvassing agents to work both Saturday and Sunday (or until we are in a good state) this weekend
    - LASS should likely communicate out to be available.
    - **There is a workaround of office.com – where email is available via browser for any device (need this messaging out!)**
  - Agents to assist with canvassing MLA/Constituency offices on connectivity status – allowing Mica to fall back to Infrastructure / back up work
    - Matt will work with Marc on site to ensure that this is taken over. Mica will need to provide an oversight on who/what
  - LASS are looking to set up Zoom sessions for resetting passwords (to ease some of the burden)
    - Then secondary sessions to sync mobile / outlook online

THANK YOU MATT! We appreciate your assistance very much.

Thanks  
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



## RE: Workplace Tools - Delivery/provision

---

From: Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
To: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
Cc: Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>, Derby, David <David.Derby@leg.bc.ca>, MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>, Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>, Fedoruk, Christine LASS:EX, Derby, David LASS:EX  
Sent: December 4, 2020 2:11:16 PM PST

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

Thanks, Natalie. I support the recommendation.

I understood that Tecnet's role this year was similar to previous transition years, in that our team configured the devices and Tecnet assisted with regional delivery and setup.

Regardless, if the proposed approach alleviates pressures on the team to better utilize their skills and time elsewhere, I am all in.

Thanks so much,  
Kate

### Kate Ryan-Lloyd

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Pronouns (she; her; hers)

---

**From:** Branch, Natalie J CITZ:EX  
**Sent:** December 4, 2020 1:47 PM  
**To:** Derby, David LASS:EX <David.Derby@leg.bc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>; 'Kate Ryan-Lloyd' <Kate.Ryan-Lloyd@labc.ca>  
**Cc:** MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>  
**Subject:** Workplace Tools - Delivery/provision  
**Importance:** High

Hi all.

I have been working with Tecnet VP on the requests we had earlier on in our call. One thing I feel LASS may wish to 'reconsider' is the following:

- Provision of workplace tools
  - Tecnet have managed the project to provision IT post election over the last 15 years
  - Tecnet have 'received, imaged and deployed' these packages
  - They have relationships with most constituency offices / MLA's and are aware of their nuances
  - Their Victoria and Burnaby offices handle the wide spread nature of delivery
- This year LASS decided that in house staff could provision this due to bench availability
  - Assumption is that this was made prior to the incident that has consumed ITD
  - Is this still feasible / should this be revisited?

Tecnet are available to complete whatever LASS require of them and of course this can include their delivery network. However, at this point we can also have Tecnet take ownership of the entire project at this point, relieving some pressure.

Obviously I am not ofay day to day business and forgive me for intruding – however based on the ask for delivery assistance and that the laptops are not received yet - I raise whether LASS wish to revisit the decision to take this in house, based on the pressures already on the team.

Tecnet are standing by either way to help with delivery OR help with the entire provision.

Please advise.

Many thanks  
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

## RE: Workplace Tools - Delivery/provision

---

From: Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
To: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
Cc: Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>, Fedoruk, Christine LASS:EX  
Sent: December 4, 2020 3:58:10 PM PST

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

Good news .s.15 . She is reporting that they are ok for Monday.  
They have some remaining issues, but is happy to have them resolved within the Service Desk queue.

### Kate Ryan-Lloyd

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Pronouns (she; her; hers)

---

**From:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Sent:** Friday, December 4, 2020 1:48 PM  
**To:** Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
**Cc:** Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>  
**Subject:** FW: Workplace Tools - Delivery/provision  
**Importance:** High

Forwarding as I had used the wrong address - apologies

---

**From:** Branch, Natalie J CITZ:EX  
**Sent:** December 4, 2020 1:47 PM  
**To:** Derby, David LASS:EX <[David.Derby@leg.bc.ca](mailto:David.Derby@leg.bc.ca)>; Fedoruk, Christine LASS:EX <[Christine.Fedoruk@leg.bc.ca](mailto:Christine.Fedoruk@leg.bc.ca)>;  
'Kate Ryan-Lloyd' <[Kate.Ryan-Lloyd@labc.ca](mailto:Kate.Ryan-Lloyd@labc.ca)>  
**Cc:** MacLennan, Alex CITZ:EX <[Alex.MacLennan@gov.bc.ca](mailto:Alex.MacLennan@gov.bc.ca)>; Perkins, Gary CITZ:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)>  
**Subject:** Workplace Tools - Delivery/provision  
**Importance:** High

Hi all.

I have been working with Tecnet VP on the requests we had earlier on in our call. One thing I feel LASS may wish to 'reconsider' is the following:

- Provision of workplace tools
  - Tecnet have managed the project to provision IT post election over the last 15 years
  - Tecnet have 'received, imaged and deployed' these packages
  - They have relationships with most constituency offices / MLA's and are aware of their nuances
  - Their Victoria and Burnaby offices handle the wide spread nature of delivery
- This year LASS decided that in house staff could provision this due to bench availability
  - Assumption is that this was made prior to the incident that has consumed ITD
  - Is this still feasible / should this be revisited?

Tecnet are available to complete whatever LASS require of them and of course this can include their delivery network. However, at this point we can also have Tecnet take ownership of the entire project at this point, relieving some pressure.

Obviously I am not ofay day to day business and forgive me for intruding – however based on the ask for delivery assistance and that the laptops are not received yet - I raise whether LASS wish to revisit the decision to take this in house, based on the pressures already on the team.

Tecnet are standing by either way to help with delivery OR help with the entire provision.

Please advise.

Many thanks  
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

## RE: Legislative Assembly MLA Service Desk Queue: Weekend work

---

From: Branch, Natalie J CITZ:EX s.15  
:

To: Schafers, Marc, Fedoruk, Christine LASS:EX  
Cc: Derby, David LASS:EX, Allsopp, Michael LASS:EX, Strong, Mica LASS:EX, Van Heyst, Matthew, XT:Kierkegaard, Kim TECI:IN  
Sent: December 4, 2020 5:19:55 PM PST

Thanks Marc. Matt gave me a call on this prior to walk through. Update on o/s tickets is no issue, we will have daily cadence however on status of MLA's.

Similarly we will keep an eye on the status of Think's completion of the exchange migration.

I am about to send LASS an update as far as I am able to provide, in order to update communications to MLA/constituent offices. I will ensure you receive this information also.

Thanks and invites to follow  
Natalie

---

**From:** Schafers, Marc <Marc.Schafers@leg.bc.ca>  
**Sent:** December 4, 2020 4:17 PM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>  
**Cc:** Derby, David LASS:EX <David.Derby@leg.bc.ca>; Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>; Strong, Mica LASS:EX <Mica.Strong@leg.bc.ca>; Van Heyst, Matthew s.22  
XT:Kierkegaard, Kim  
TECI:IN s.22  
**Subject:** Legislative Assembly MLA Service Desk Queue: Weekend work

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

Hello Natalie and Christine,

I want to give you more information on how we plan on addressing the MLA support for the weekend. The LA Service Desk has generated a spreadsheet with the names of ALL (~87 members) of the MLA's, whom we will be calling over the weekend. We will open a new ticket for each call and we'll confirm any outstanding email (workstation & mobile), password, and Docuware issues and update the spreadsheet with the results.

Any outstanding issues that cannot be fixed during our weekend call, will be tracked and addressed during regular business hours on Monday. If all issues are resolved by the end of the weekend call, the new ticket will be updated with pertinent information and closed. The last step will be to groom the Service Desk queue and close all tickets associated with each MLA, which is expected to be done on Monday. Once this process is complete, we'll have a much clearer view of the queue and work needing to be completed in the coming days.

I will gladly update you on the status of the queue, however, I ask that I have until Monday to give you useful information on how many tickets are remaining after this weekends' work.

Please let me know what questions you have.

Warm regards,  
Marc

**Marc Schafers**  
Information Technology Department  
Legislative Assembly of British Columbia  
Email: [Marc.Schafers@leg.bc.ca](mailto:Marc.Schafers@leg.bc.ca)  
Cell:s.22

## Status Update

---

From: Branch, Natalie J CITZ:EX s.15  
s.15

To: Kate Ryan-Lloyd, Fedoruk, Christine LASS:EX, Derby, David LASS:EX

Cc: Allsopp, Michael LASS:EX, Steele, Ryan LASS:EX, Clare, Scott LASS:EX,  
Sogomonian, Artour LASS:EX, Hood, Ian LASS:EX, Perkins, Gary CITZ:EX,  
MacLennan, Alex CITZ:EX

Sent: December 4, 2020 5:29:26 PM PST

Attachments: Operational Readiness Dec 7 Status.docx

Hi Kate.

I had hoped to have gotten this update to you earlier today, however some good progress was made on assistance for this weekend.

All, please find attached an update on status as far I am able to determine today. Hopefully this is accurate, however feel free to update me further Christine / David (especially on VPN/Maximiser)

I am hoping this will help inform updates to the Members communication and be able to set expectations, although timelines are not present for IT provision as there are still many unknowns with the deliveries. It may be prudent to ask Tecnet to take this as a project, as they will be able to use previous project methods/contacts to ensure all aspects are taken care of and provide updates/timelines to you all accordingly. I leave this with Ryan/Ian/David and Matt @ Tecnet to discuss

Kate also within this document is a high level overview of the security incident from Gary – which may help to set context in your members communication. Edits may be necessary.

I will set up Service Desk update calls for 10 and 3 both Saturday and Sunday and will send updates thereafter to keep you informed prior to Monday.

Should you need anything – please do not hesitate to contact me on my cell. It's a pleasure to work with you all, our colleagues at Think and Tecnet too.

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

Page 32 of 85 to/à Page 33 of 85

Withheld pursuant to/removed as

s.15



## RE: Status Update

---

From: Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
To: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>, Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>, Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>, Derby, David <David.Derby@leg.bc.ca>, Fedoruk, Christine LASS:EX, Derby, David LASS:EX  
Cc: Allsopp, Michael <Michael.Allsopp@leg.bc.ca>, Ryan Steele <Ryan.Steele@leg.bc.ca>, Clare, Scott <Scott.Clare@leg.bc.ca>, Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>, Hood, Ian <Ian.Hood@leg.bc.ca>, Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>, MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>, Allsopp, Michael LASS:EX, Steele, Ryan LASS:EX, Clare, Scott LASS:EX, Sogomonian, Artour LASS:EX, Hood, Ian LASS:EX  
Sent: December 4, 2020 5:52:03 PM PST

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

Great – thank you, Natalie. This is a very helpful overview and security summary report.

s.15

s.15 Big kudos to the team for working through that list in such a timely way.

That leads me to think that the remaining email issues could be related primarily to constituency office staff, and the priority Service Desk categorization seems to be working. Many thanks to all.

I am open to having Tecnet take on a larger role with Members devices – and will leave this to the team to determine best fit. If anyone needs any guidance from me on anything, please do let me know.

Many thanks,  
Kate

### Kate Ryan-Lloyd

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Pronouns (she; her; hers)

---

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

**Sent:** Friday, December 4, 2020 5:29 PM

**To:** Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>; Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>

**Cc:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>; Ryan Steele <Ryan.Steele@leg.bc.ca>; Clare, Scott <Scott.Clare@leg.bc.ca>; Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>; Hood, Ian <Ian.Hood@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>

**Subject:** Status Update

Hi Kate.

I had hoped to have gotten this update to you earlier today, however some good progress was made on assistance for this weekend.

All, please find attached an update on status as far I am able to determine today. Hopefully this is accurate, however feel free to update me further Christine / David (especially on VPN/Maximiser)

I am hoping this will help inform updates to the Members communication and be able to set expectations, although timelines are not present for IT provision as there are still many unknowns with the deliveries. It may be prudent to ask Tecnet to take this as a project, as they will be able to use previous project methods/contacts to ensure all aspects are taken care of and provide updates/timelines to you all accordingly. I leave this with Ryan/Ian/David and Matt @ Tecnet to discuss

Kate also within this document is a high level overview of the security incident from Gary – which may help to set context in your members communication. Edits may be necessary.

I will set up Service Desk update calls for 10 and 3 both Saturday and Sunday and will send updates thereafter to keep you informed prior to Monday.

Should you need anything – please do not hesitate to contact me on my cell. It's a pleasure to work with you all, our colleagues at Think and Tecnet too.

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

## **Status update\_MLA Connectivity.msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Marc Schafers, Van Heyst, Matthew, Steele, Ryan LASS:EX, Allsopp, Michael LASS:EX,  
Fedoruk, Christine LASS:EX, Derby, David LASS:EX

**Sent:** December 4, 2020 5:58:41 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REQUEST

Thank you I made this 11 to give the SD some time to get going tomorrow and have something to report.

Thanks

Natalie

---

Microsoft Teams meeting

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[s.15; s.17](#)

Learn More [s.15; s.17](#)  
[s.15; s.17](#)

---

## **Status Update\_MLA Connectivity (3).msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Fedoruk, Christine LASS:EX, Parfitt, Darren LASS:EX, Steele, Ryan LASS:EX, Derby, David LASS:EX, Van Heyst, Matthew

**Sent:** December 4, 2020 5:59:52 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REQUEST

And the afternoon sessions

THANKS!

---

Microsoft Teams meeting

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[s.15; s.17](#)

Learn More [s.15; s.17](#)  
[s.15; s.17](#)

---

## Re: DRAFT EMAIL - NEED YOUR HELP

---

From: Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
To: Derby, David <David.Derby@leg.bc.ca>, Derby, David LASS:EX  
Cc: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>, Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>, Clare, Scott <Scott.Clare@leg.bc.ca>, Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>, Fedoruk, Christine LASS:EX, Clare, Scott LASS:EX, Sogomonian, Artour LASS:EX  
Sent: December 4, 2020 9:06:23 PM PST

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

Awesome. Thanks

### Kate Ryan-Lloyd

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On Dec 4, 2020, at 9:03 PM, Derby, David <David.Derby@leg.bc.ca> wrote:

Hi Kate,  
Lenovo ThinkPad X1 Carbon Ultrabook  
11" iPad Pro  
iPhone 11  
Private wifi (Niagara) will be available for LABC issued laptops  
Guest Wifi (Oswego) for LABC issues iPhones and iPads will be available however we will require a new password to connect. Instructions to request the new password will be provided.  
Let me look up the specifics for Maximizer and get back to you.

David

Sent from my iPhone

**From:** Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>

**Sent:** Friday, December 4, 2020 8:44:58 PM

**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>; Clare, Scott <Scott.Clare@leg.bc.ca>

**Cc:** Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>

**Subject:** DRAFT EMAIL - NEED YOUR HELP

Hi Natalie, Christine, David and Scott-

I am struggling to complete this email and really need your help. I have no idea what to say in the yellow parts below. Could you please send me final text so I can send out this note?

- Will public wifi available on Monday?
- What is the summary of equipment to be given to each MLA –do I have the models correctly noted **Lenovo Carbon laptop, Iphone 11 and Ipad pro**
- Is the maximizer info still the best info we have?

**TO: ALL MEMBERS OF THE LEGISLATIVE ASSEMBLY**  
**CC: CAUCUS AND CONSTITUENCY STAFF**  
**BCC: David, Christine, Artour, Scott etc.**

Dear Members:

s.13; s.15



Sincerely,  
Kate

**Kate Ryan-Lloyd**

Clerk of the Legislative Assembly | [Legislative Assembly of British Columbia](#) | Room 221, Parliament Buildings | Victoria, BC V8V 1X4 | Tel: 250.356.2895 | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)  
Pronouns (she; her; hers)

## Re: Status Update

---

From: Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
To: Derby, David <David.Derby@leg.bc.ca>, Derby, David LASS:EX  
Cc: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>, Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>  
Sent: December 4, 2020 9:11:47 PM PST

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

Does this include wifi in the constituency offices? Or just on prem?

### Kate Ryan-Lloyd

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Pronouns: she; her; hers.

On Dec 4, 2020, at 9:06 PM, Derby, David <David.Derby@leg.bc.ca> wrote:

Definite on wifi. s.15

David

Sent from my iPhone

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

**Sent:** Friday, December 4, 2020 9:04:05 PM

**To:** Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>; Derby, David <David.Derby@leg.bc.ca>

**Subject:** Fwd: Status Update

This note :)

David is this a possible or a definite?

Thanks

Sent from my iPhone

Begin forwarded message:

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

**Date:** December 4, 2020 at 9:03:08 PM PST

**To:** "Fedoruk, Christine LASS:EX" <Christine.Fedoruk@leg.bc.ca>, "Derby, David LASS:EX" <David.Derby@leg.bc.ca>

**Cc:** "Cabrera, Jay LASS:EX" <Jay.Cabrera@leg.bc.ca>

**Subject:** Fwd: Status Update

Hi folks

Kate is looking for a couple of items

What number will be left for members to contact Service Desk of a voicemail is left via check in tomorrow?

Also update of public Wifi - will it be up for Monday?

Thanks

Sent from my iPhone

Begin forwarded message:

**From:** "Derby, David" <David.Derby@leg.bc.ca>  
**Date:** December 4, 2020 at 6:35:06 PM PST  
**To:** "Ryan-Lloyd, Kate LASS:EX" <Kate.Ryan-Lloyd@leg.bc.ca>, "Branch, Natalie J CITZ:EX" <Natalie.J.Branch@gov.bc.ca>, Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>, "Fedoruk, Christine LASS:EX" <Christine.Fedoruk@leg.bc.ca>  
**Cc:** "Allsopp, Michael LASS:EX" <Michael.Allsopp@leg.bc.ca>, "Steele, Ryan LASS:EX" <Ryan.Steele@leg.bc.ca>, "Clare, Scott LASS:EX" <Scott.Clare@leg.bc.ca>, "Sogomonian, Artour LASS:EX" <Artour.Sogomonian@leg.bc.ca>, "Hood, Ian LASS:EX" <Ian.Hood@leg.bc.ca>, "Perkins, Gary CITZ:EX" <Gary.Perkins@gov.bc.ca>, "MacLennan, Alex CITZ:EX" <Alex.MacLennan@gov.bc.ca>  
**Subject:** Re: Status Update

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

One more item trying to get done this weekend is the Oswego wifi network guest password change to bring this service back on-line. Jay was working on this.

Sent from my iPhone

**From:** Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
**Sent:** Friday, December 4, 2020 5:52:03 PM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>; Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>  
**Cc:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>; Ryan Steele <Ryan.Steele@leg.bc.ca>; Clare, Scott <Scott.Clare@leg.bc.ca>; Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>; Hood, Ian <Ian.Hood@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>  
**Subject:** RE: Status Update

Great – thank you, Natalie. This is a very helpful overview and security summary report.

s.15

s.15

Big kudos to the team for working through that list in such a timely way.

That leads me to think that the remaining email issues could be related primarily to constituency office staff, and the priority Service Desk categorization seems to be working. Many thanks to all.

I am open to having Tecnet take on a larger role with Members devices – and will leave this to the team to determine best fit. If anyone needs any guidance from me on anything, please do let me know.

Many thanks,  
Kate

**Kate Ryan-Lloyd**

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Room 221, Parliament Buildings | Victoria, BC V8V 1X4 | Tel: 250.356.2895  
| Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)  
Pronouns (she; her; hers)

---

**From:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Sent:** Friday, December 4, 2020 5:29 PM  
**To:** Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>; Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>  
**Cc:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>; Ryan Steele <Ryan.Steele@leg.bc.ca>; Clare, Scott <Scott.Clare@leg.bc.ca>; Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>; Hood, Ian <Ian.Hood@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>  
**Subject:** Status Update

Hi Kate.

I had hoped to have gotten this update to you earlier today, however some good progress was made on assistance for this weekend.

All, please find attached an update on status as far I am able to determine today. Hopefully this is accurate, however feel free to update me further Christine / David (especially on VPN/Maximiser)  
I am hoping this will help inform updates to the Members communication and be able to set expectations, although timelines are not present for IT provision as there are still many unknowns with the deliveries. It may be prudent to ask Tecnet to take this as a project, as they will be able to use previous project methods/contacts to ensure all aspects are taken care of and provide updates/timelines to you all accordingly. I leave this with Ryan/Ian/David and Matt @ Tecnet to discuss

Kate also within this document is a high level overview of the security incident from Gary – which may help to set context in your members communication. Edits may be necessary.

I will set up Service Desk update calls for 10 and 3 both Saturday and Sunday and will send updates thereafter to keep you informed prior to Monday.

Should you need anything – please do not hesitate to contact me on my cell. It's a pleasure to work with you all, our colleagues at Think and Tecnet too.

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

## **Fwd: Legislative Assembly Network Update - December 4**

---

From: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
To: Fedoruk, Christine LASS:EX  
Cc: Allsopp, Michael LASS:EX  
Sent: December 5, 2020 9:07:59 AM PST

Would it be prudent to provide this comm to the service desk for messaging?

N

Sent from my iPhone

Begin forwarded message:

**From:** "Ryan-Lloyd, Kate" <Kate.Ryan-Lloyd@leg.bc.ca>  
**Date:** December 4, 2020 at 9:38:31 PM PST  
**To:** "Ryan-Lloyd, Kate LASS:EX" <Kate.Ryan-Lloyd@leg.bc.ca>  
**Cc:** "Derby, David LASS:EX" <David.Derby@leg.bc.ca>, "Clare, Scott LASS:EX" <Scott.Clare@leg.bc.ca>, "Fedoruk, Christine LASS:EX" <Christine.Fedoruk@leg.bc.ca>, "Sogomonian, Artour LASS:EX" <Artour.Sogomonian@leg.bc.ca>  
**Subject:** Legislative Assembly Network Update - December 4

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

**TO: ALL MEMBERS OF THE LEGISLATIVE ASSEMBLY**  
**CC: CAUCUS AND CONSTITUENCY STAFF**

Dear Members:

s.13; s.15

Sincerely,  
Kate

**Kate Ryan-Lloyd**

Clerk of the Legislative Assembly | [Legislative Assembly of British Columbia](#) | Room 221, Parliament Buildings | Victoria, BC V8V 1X4 | Tel: 250.356.2895 | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)  
Pronouns (she; her; hers)

## Call backs

---

From: Natalie.J.Branch@gov.bc.ca, Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
To: Marc Schafers<sup>s.22</sup>, Matthew Van Heyst,  
Christine Fedoruk <Christine.Fedoruk@leg.bc.ca>, David Derby <David.Derby@leg.bc.ca>, Artour Sogomonian <Artour.Sogomonian@labc.ca>, Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>, Fedoruk, Christine LASS:EX, Derby, David LASS:EX  
Sent: December 5, 2020 9:35:36 AM PST

Marc can you please confirm that when reaching out to MLa's and reaching voicemail that we are leaving a telephone number to call back (preferably one that gets back to that agent).

Also Matt, you have on your radar to speak with Ryan/Ian/David on Monday regarding Tecnets tasks on IT equipment deployment - I know we spoke about this potentially being larger than just delivery (making sure they are enrolled and ready to use prior). However as LASS were indicating to do this themselves this year - a conversation to confirm the what was to happen Monday. Just want to confirm it will be in hand

Thanks  
Natalie

Sent from my iPhone



## RE: Legislative Assembly MLA Service Desk Queue: Weekend work

---

From: Branch, Natalie J CITZ:EX s.15  
:

To: Schafers, Marc, Fedoruk, Christine LASS:EX  
Cc: Derby, David LASS:EX, Allsopp, Michael LASS:EX, Strong, Mica LASS:EX, Van Heyst, Matthew, XT:Kierkegaard, Kim TECI:IN  
Sent: December 5, 2020 10:56:04 AM PST

Thanks Marc

We have a call at 11 if you are able to join – but this is ok too, realize you are getting going right now.

I believe Maureen is also enabling O365 so that you have call back numbers to use

Thanks

Natalie

---

**From:** Schafers, Marc <Marc.Schafers@leg.bc.ca>

**Sent:** December 5, 2020 10:10 AM

**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>

**Cc:** Derby, David LASS:EX <David.Derby@leg.bc.ca>; Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>; Strong, Mica LASS:EX <Mica.Strong@leg.bc.ca>; Van Heyst, Matthew s.22 XT:Kierkegaard, Kim TECI:IN s.22

**Subject:** Re: Legislative Assembly MLA Service Desk Queue: Weekend work

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

Hello Natalie and Christine,

As of 10 am today, the tech team is online and completing training in the ticketing system.

Calls to MLAs will begin shortly and will progress through the day.

I'll send another update at 3pm.

Please call me if you have any questions.

Warm regards,  
Marc

Get [Outlook for Android](#)

---

**From:** Schafers, Marc <Marc.Schafers@leg.bc.ca>

**Sent:** Friday, December 4, 2020, 16:17

**To:** Branch, Natalie J CITZ:EX; Fedoruk, Christine

**Cc:** Derby, David; Allsopp, Michael; Strong, Mica; Van Heyst, Matthew; Kierkegaard, Kim

**Subject:** Legislative Assembly MLA Service Desk Queue: Weekend work

Hello Natalie and Christine,

I want to give you more information on how we plan on addressing the MLA support for the weekend. The LA Service Desk has generated a spreadsheet with the names of ALL (~87 members) of the MLA's, whom we will be calling over the weekend. We will open a new ticket for each call and we'll confirm any outstanding email (workstation & mobile), password, and Docuware issues and update the spreadsheet with the results.

Any outstanding issues that cannot be fixed during our weekend call, will be tracked and addressed during regular business hours on Monday. If all issues are resolved by the end of the weekend call, the new ticket will be updated with pertinent information and closed. The last step will be to groom the Service Desk queue and close all tickets associated with each MLA, which is expected to be done on Monday. Once this process is complete, we'll have a much clearer view of the queue and work needing to be completed in the coming days.

I will gladly update you on the status of the queue, however, I ask that I have until Monday to give you useful information on how many tickets are remaining after this weekends' work.

Please let me know what questions you have.

Warm regards,  
Marc

**Marc Schafers**  
Information Technology Department  
Legislative Assembly of British Columbia  
Email: [Marc.Schafers@leg.bc.ca](mailto:Marc.Schafers@leg.bc.ca)  
Cell:s.22

## Re: Status Update

---

From: Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
To: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
Cc: Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>, Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>, Derby, David <David.Derby@leg.bc.ca>, Allsopp, Michael <Michael.Allsopp@leg.bc.ca>, Ryan Steele <Ryan.Steele@leg.bc.ca>, Clare, Scott <Scott.Clare@leg.bc.ca>, Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>, Hood, Ian <Ian.Hood@leg.bc.ca>, Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>, MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>, Fedoruk, Christine LASS:EX, Derby, David LASS:EX, Allsopp, Michael LASS:EX, Steele, Ryan LASS:EX, Clare, Scott LASS:EX, Sogomonian, Artour LASS:EX, Hood, Ian LASS:EX  
Sent: December 5, 2020 8:10:46 PM PST

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

Thanks very much for the update, Natalie - and special thanks to everybody for the work today. It's great to know that each MLA received a call, even if there were the voice mails as well. Good to know also that the team will reconnect again tomorrow. I also agree that we should defer the migration of the mailboxes - until after the session - it will be done by the late afternoon of Thursday December, 17. Many thanks!

### **Kate Ryan-Lloyd**

Clerk of the Legislative Assembly | [Legislative Assembly of British Columbia](#) | [Room 221, Parliament Buildings](#) | [Victoria, BC V8V 1X4](#) | Tel: [250.356.2895](#) | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#) | Pronouns: she; her; hers.

On Dec 5, 2020, at 4:00 PM, Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca> wrote:

### **UPDATE: Saturday December 5<sup>th</sup> – 15:00 Call**

- All MLA's have now received a call from the LASS Helpdesk to review their connectivity issues/status.
- There were a lot of connections but also a large amount of voicemails left (not many calls coming back in at this point)
- Agents have been reduced from 10 to 5 and skeleton will remain until 5pm for those that may call back.

### **SUNDAY:**

- A team of 5 will start at 09:00 and we will check in at 11 on progress and whether they continue to be available or very skeleton until 5pm.
- Teams will also review tickets and ensure duplicates / status updates are closed off (reducing backlog)
- Spreadsheet will be updated with status of each MLA and any outstanding issues to be worked through.
- Messaging has been provided to the desk on the questions of IT delivery – that this will be communicated next week upon review with Tecnet / LASS

### **DECISION:**

- There are still around 108 mailboxes that are needing to be migrated, they are the larger sized and take some time to complete (as an example 2 completed from yesterday afternoon to now! Example size 40gb!).
  - Christine will be speaking to David regarding his recommendation to 'suspend' migration in order to not cause impacts to returning members mailboxes and to connect with MLA's next week on a suitable time to complete their migration.
- Deployment of IT conversation / planning will take place on Monday between Tecnet / LASS in order to determine the scope of activities for each team and delivery timelines. We will be updated on this accordingly.

Thanks to the team!  
Natalie

---

**From:** Branch, Natalie J CITZ:EX  
**Sent:** December 4, 2020 5:29 PM  
**To:** 'Kate Ryan-Lloyd' <Kate.Ryan-Lloyd@labc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>; Derby, David LASS:EX <David.Derby@leg.bc.ca>  
**Cc:** Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>; Steele, Ryan LASS:EX <Ryan.Steele@leg.bc.ca>; Clare, Scott LASS:EX <Scott.Clare@leg.bc.ca>; Sogomonian, Artour LASS:EX <Artour.Sogomonian@leg.bc.ca>; Hood, Ian LASS:EX <Ian.Hood@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>  
**Subject:** Status Update

Hi Kate.

I had hoped to have gotten this update to you earlier today, however some good progress was made on assistance for this weekend.

All, please find attached an update on status as far I am able to determine today. Hopefully this is accurate, however feel free to update me further Christine / David (especially on VPN/Maximiser) I am hoping this will help inform updates to the Members communication and be able to set expectations, although timelines are not present for IT provision as there are still many unknowns with the deliveries. It may be prudent to ask Tecnet to take this as a project, as they will be able to use previous project methods/contacts to ensure all aspects are taken care of and provide updates/timelines to you all accordingly. I leave this with Ryan/Ian/David and Matt @ Tecnet to discuss

Kate also within this document is a high level overview of the security incident from Gary – which may help to set context in your members communication. Edits may be necessary.

I will set up Service Desk update calls for 10 and 3 both Saturday and Sunday and will send updates thereafter to keep you informed prior to Monday.

Should you need anything – please do not hesitate to contact me on my cell. It's a pleasure to work with you all, our colleagues at Think and Tecnet too.

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

## Re: Seasoned advice welcome

---

From: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
To: Fedoruk, Christine LASS:EX  
Sent: December 6, 2020 2:41:05 PM PST  
Agree

Mica was freed up so not sure who gave him the directive to stay on SD for the week?

So we need to find that person as then I think we will be able to sort that out :)

Sent from my iPhone

On Dec 6, 2020, at 12:19 PM, Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca> wrote:

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

Here's additional background from David's perspective. We'll be continuing our conversation today, but this is largely about when and how to dovetail back in other organizational priorities. Those team members are champing at the bit to get back, but it requires reassurance and a good acuity on when this can occur. I'll do what I can to help David.

C.

[11:51 AM] Derby, David

Annibale needs Rick and Mica back in Infrastructure ASAP for backup, DRP, server admin and network stuff

[11:52 AM] Derby, David

Mica wants to go back to Infrastructure but feels compelled to stay on SD team lead at least to get by this first week and assist Marc TecNet

[11:53 AM] Derby, David

Michael wants to focus on Coordinator #2 role and needs Graham and Maureen full time. Needs to abandon TL SD TecNet Integration/onboarding  
Edited

[11:55 AM] Fedoruk, Christine

None of this has to do with OCIO's work with us, from what I can see. This has to do with strategic decisions around resumption of other projects based on current organizational priorities for primary resumption and session. Have you been looking at the strategic priorities and level-setting them? What information would assist you to do this?

---

**From:** Fedoruk, Christine  
**Sent:** December 6, 2020 11:01 AM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Subject:** RE: Seasoned advice welcome

Thanks, Natalie. I agree with you and suspect it's a top-down gap. I am going to try to speak with those he identified, particularly Mike A., as he has a very clear and frank understanding of things.

Thank you for your thoughts, and logging in now  
C.

---

**From:** Branch, Natalie J CITZ:EX <[Natalie.J.Branch@gov.bc.ca](mailto:Natalie.J.Branch@gov.bc.ca)>  
**Sent:** December 6, 2020 10:33 AM  
**To:** Fedoruk, Christine <[Christine.Fedoruk@leg.bc.ca](mailto:Christine.Fedoruk@leg.bc.ca)>  
**Subject:** Re: Seasoned advice welcome

Morning

Interesting for sure. I haven't given any direction to those mentioned s.13  
s.13

s.13; s.22

s.13; s.22

Staff on our call are appreciative - I hadn't heard of any issues 🤔

I would like to understand the example more as other than the service desk call scenario we haven't given conflicting directions. s.13

I think tomorrow's management meeting we have an agenda and we ensure folks update to that agenda (list of outstanding items to be done).

Chat soon  
N

Sent from my iPhone

On Dec 6, 2020, at 9:44 AM, Fedoruk, Christine <[Christine.Fedoruk@leg.bc.ca](mailto:Christine.Fedoruk@leg.bc.ca)> wrote:

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

P.S. I've just sent the following to David via chat. He s.22  
will try to get back to me later today.

[9:35 AM] Fedoruk, Christine  
Good morning, David.s.22  
s.22

[9:36 AM] Fedoruk, Christine  
For your linchpin people--Jay, Annibale, Mike A. and Mica--have you asked them what the one thing is that would help them the most right now?

[9:37 AM] Fedoruk, Christine

I'm also wondering if I could support you in describing why we have this ongoing relationship with OCIO right now, and within that framework, who they can expect to receive direction from, why, and on what.

[9:37 AM] Fedoruk, Christine

I do see a role for you in explaining this to folks, and I wonder if you feel comfortable and like you have the right information to share with them on this at the moment.

[9:38 AM] Fedoruk, Christine

Also, I suspect your folks are still communicating directly with, for example, CLG members, and I'm wondering if those requests need to go through one of us--e.g, you, me, Natalie or Gary.

[9:39 AM] Fedoruk, Christine

Finally, when I said we were reporting up through Gary on security, that was how I've framed it in my mind to help me understand the process. That is not formal, and in fact, it's just a useful personal understanding. We're relying on their resources to assist where we don't have them.

[9:40 AM] Fedoruk, Christine

I said finally, but I do have one thing to add. Where I fit into the mix relative to your team is likely confusing. As the would be Digital Information Officer, I've seen myself as riding shotgun with you and stepping in as another leadership resource where there is a gap. Is this helpful? Do we need to better define this for folks?

---

**From:** Fedoruk, Christine

**Sent:** December 6, 2020 9:35 AM

**To:** Branch, Natalie J CITZ:EX <[Natalie.J.Branch@gov.bc.ca](mailto:Natalie.J.Branch@gov.bc.ca)>

**Subject:** Seasoned advice welcome

**Importance:** High

Good morning, Natalie

I hope you both had a good evening.

s.13; s.22

Where this intersects with our efforts with OCIO, I'm wondering if we should, however briefly, take things up a level at our next meeting and revisit the working relationship so that everyone feels comfortable and clear not only on direction but also on why these relationships remain in place.

I'm going to do some work on the organizational side, as I suspect some pressure still is coming directly from departments. I also know many of the team well.

Please let me know what you think,  
Christine

<[image001.jpg](#)>

<[image002.png](#)>

<[image003.png](#)>

**Christine Fedoruk, MIM | Director, Digital Information Strategy and Governance**

Digital Information Office, Legislative Assembly of British Columbia

Room 119, Parliament Buildings, Victoria, B.C. V8V 1X4

Direct Line: 250-356-2963 | Mobile **s.22**

[Christine.Fedoruk@leg.bc.ca](mailto:Christine.Fedoruk@leg.bc.ca)

*Pronouns: she/her/hers*

## RE: Status Update

---

From: Branch, Natalie J CITZ:EX s.15  
:

To: Cabrera, Jak, Fedoruy, Christine LASS:EX, Derbk, David LASS:EX  
Sent: December 6, 2020 3:51:20 PM PST

Great stuff Jay!  
Thank you

---

**From:** Cabrera, Jay <Jay.Cabrera@leg.bc.ca>

**Sent:** December 6, 2020 1:08 PM

**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>; Derby, David LASS:EX <David.Derby@leg.bc.ca>

**Subject:** RE: Status Update

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

Hi Natalie,

Firewall rules for the public wifi were applied just this morning. Ryan will be onsite this afternoon to test.

We'll update teams once confirmed.

Cheers... Jay

---

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

**Sent:** December 4, 2020 9:03 PM

**To:** Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>

**Cc:** Cabrera, Jay <Jay.Cabrera@leg.bc.ca>

**Subject:** Fwd: Status Update

Hi folks

Kate is looking for a couple of items

What number will be left for members to contact Service Desk of a voicemail is left via check in tomorrow?

Also update of public Wifi - will it be up for Monday?

Thanks

Sent from my iPhone

Begin forwarded message:

**From:** "Derby, David" <David.Derby@leg.bc.ca>

**Date:** December 4, 2020 at 6:35:06 PM PST

**To:** "Ryan-Lloyd, Kate LASS:EX" <Kate.Ryan-Lloyd@leg.bc.ca>, "Branch, Natalie J CITZ:EX" <Natalie.J.Branch@gov.bc.ca>, Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>, "Fedoruk, Christine LASS:EX" <Christine.Fedoruk@leg.bc.ca>

**Cc:** "Allsopp, Michael LASS:EX" <Michael.Allsopp@leg.bc.ca>, "Steele, Ryan LASS:EX" <Ryan.Steele@leg.bc.ca>, "Clare, Scott LASS:EX" <Scott.Clare@leg.bc.ca>, "Sogomonian, Artour LASS:EX" <Artour.Sogomonian@leg.bc.ca>, "Hood, Ian LASS:EX" <Ian.Hood@leg.bc.ca>, "Perkins, Gary



CITZ:EX" <Gary.Perkins@gov.bc.ca>, "MacLennan, Alex CITZ:EX" <Alex.MacLennan@gov.bc.ca>  
**Subject: Re: Status Update**

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

One more item trying to get done this weekend is the Oswego wifi network guest password change to bring this service back on-line. Jay was working on this.

Sent from my iPhone

---

**From:** Ryan-Lloyd, Kate <Kate.Ryan-Lloyd@leg.bc.ca>  
**Sent:** Friday, December 4, 2020 5:52:03 PM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>; Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>  
**Cc:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>; Ryan Steele <Ryan.Steele@leg.bc.ca>; Clare, Scott <Scott.Clare@leg.bc.ca>; Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>; Hood, Ian <Ian.Hood@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>  
**Subject:** RE: Status Update

Great – thank you, Natalie. This is a very helpful overview and security summary report.

s.15

s.15 Big kudos to the team for working through that list in such a timely way.

That leads me to think that the remaining email issues could be related primarily to constituency office staff, and the priority Service Desk categorization seems to be working. Many thanks to all.

I am open to having Tecnet take on a larger role with Members devices – and will leave this to the team to determine best fit. If anyone needs any guidance from me on anything, please do let me know.

Many thanks,  
Kate

**Kate Ryan-Lloyd**

Clerk of the Legislative Assembly | [Legislative Assembly of British Columbia](#) | Room 221, Parliament Buildings | Victoria, BC V8V 1X4 | Tel: 250.356.2895 | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)  
Pronouns (she; her; hers)

---

**From:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Sent:** Friday, December 4, 2020 5:29 PM  
**To:** Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>; Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Derby, David <David.Derby@leg.bc.ca>  
**Cc:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>; Ryan Steele <Ryan.Steele@leg.bc.ca>; Clare, Scott <Scott.Clare@leg.bc.ca>; Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>; Hood, Ian <Ian.Hood@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>  
**Subject:** Status Update

Hi Kate.

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All, please find attached an update on status as far I am able to determine today. Hopefully this is accurate, however feel free to update me further Christine / David (especially on VPN/Maximiser) I am hoping this will help inform updates to the Members communication and be able to set expectations, although timelines are not present for IT provision as there are still many unknowns with the deliveries. It may be prudent to ask Tecnet to take this as a project, as they will be able to use previous project methods/contacts to ensure all aspects are taken care of and provide updates/timelines to you all accordingly. I leave this with Ryan/Ian/David and Matt @ Tecnet to discuss

Kate also within this document is a high level overview of the security incident from Gary – which may help to set context in your members communication. Edits may be necessary.

I will set up Service Desk update calls for 10 and 3 both Saturday and Sunday and will send updates thereafter to keep you informed prior to Monday.

Should you need anything – please do not hesitate to contact me on my cell. It's a pleasure to work with you all, our colleagues at Think and Tecnet too.

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

## FW: Gary's address

---

From: Branch, Natalie J CITZ:EX s.15  
s.15  
To: Sogomonian, Artour LASS:EX, Kate Ryan-Lloyd  
Sent: December 7, 2020 12:35:53 PM PST

Hi Artour

Here below is Gary's address (Hilary from our ADMO checked in with him and he agreed to the following being shared)

Assistant Deputy Minister's Office  
OCIO-Enterprise Services Division  
E209A - 4000 Seymour Place  
PO BOX 9412  
STN PROV GOV

As requested Kate my home address is

s.22

Thanks  
Natalie

## Status Update - Monday December 7th

---

From: Branch, Natalie J CITZ:EX s.15  
s.15

To: Ryan-Lloyd, Kate LASS:EX

Cc: Kate Ryan-Lloyd, Fedoruk, Christine LASS:EX, Derby, David LASS:EX, Allsopp, Michael LASS:EX, Steele, Ryan LASS:EX, Clare, Scott LASS:EX, Sogomonian, Artour LASS:EX, Hood, Ian LASS:EX, Perkins, Gary CITZ:EX, MacLennan, Alex CITZ:EX, Van Heyst, Matthew

Sent: December 8, 2020 12:10:17 AM PST

Attachments: Members Unsuccessful Contact.docx

**UPDATE: Monday December 7<sup>th</sup> 2020**

**Service Desk Update (courtesy of Tecnet – Matt is copied on this note for updates going forward with regards to both Service Desk and IT Package Deployment Activities)**

- The following table identifies the types of issues that are being reported day to day – messaging on equipment still the highest value communication
- Other is typically a unique issue that requires help – i.e. ‘need help scanning’
- Tecnet are looking to streamline the report for future updates – for reference those Members SD have not been able to connect with are attached.
- Marc Schafers and Jason Sherwood are currently operating in a fulltime capacity for LASS
- In addition to Marc and Jason as dedicated LASS resources we are providing 2 more resources from other Tecnet teams for SD support through end of day Wednesday (Dec 9<sup>th</sup>) to be re-evaluated then.
- Ben Sheridan begin as a dedicated resources starting Wednesday Dec 9<sup>th</sup>.
- **Types of requests being received at the Service Desk – high level:**

Issue Category	Count
Docuware	7
<b>Equipment request</b>	<b>21</b>
Leg Email connectivity	5
WIFI/Internet connectivity	6
Gov email connectivity	2
Other	12
Phone issues	7
No Contact	18
No issues	18
MLA contacted but Not available to talk	1
Teams Support	2
MINCAL	1

### **Tecnet LASS Deskside support**

- Tecnet has provided Russ Colley and Joel Stephens to support the LASS team with deskside support activity as needed for the rest of the week (if required). To be re-evaluated at the end of the week on ongoing support requirements.

### **MLA Equipment Image, ship deploy**

- We met with Lenovo twice this morning to get a handle on next steps for deploying Autopilot. Confirmed that Lenovo has submitted the request to get connected in the LASS Autopilot tenant. Microsoft activation

can take up to 3 weeks. We've escalated with Microsoft on multiple fronts to try and speed up the process. Ryan Steele has opened a Microsoft premier support ticket as well for this.

- Matt has reached out to Microsoft contacts (Premier Engineer Ed Capko and Vancouver Region representatives)
- Natalie also sent a note to Microsoft connections with a request to expedite the support (we are at Microsoft's mercy!)
- Once Microsoft activates Lenovo for LASS Autopilot, workstations can start being assigned to the tenant and we can begin reimage work.
- **Next steps:** Confirm timeline to Microsoft Activation
  - Tecnet to pickup equipment from LASS and bring to the Tecnet deployment warehouse – **when should we arrange pickup?**
  - Tecnet to begin imaging (once Microsoft has activated Lenovo)
  - Tecnet tasks will include
    - Reimaging Laptops
    - Affixing asset tags to the devices as per LASS specifications
    - Preparing and shipping packages to Tecnet local technicians for onsite deployment
    - Scheduling and installing individual packages for specific MLA and staff.
    - Updating Asset Win database as equipment changes occur (asset in / asset out) – **to confirm process**

Notably we will have more information in the next day or two from Microsoft/Lenovo and that will determine the timelines for delivery to members. At this point we are running out of runway as the holiday season nears and we may be looking at the new year for members to receive their workstations.

I know that Artour is wishing to communicate by end of week on this item particularly and as the SD tickets advise us – this is top of mind for Members.

Unfortunately not having the workstations already and the need to work through the autopilot is root cause of the delay. More updates will be provided by Matt to this email thread daily as this is worked through

Thank you  
Natalie

---

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

**Sent:** December 6, 2020 9:52 PM

**To:** Ryan-Lloyd, Kate LASS:EX <Kate.Ryan-Lloyd@leg.bc.ca>

**Cc:** Kate Ryan-Lloyd <Kate.Ryan-Lloyd@labc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>; Derby, David LASS:EX <David.Derby@leg.bc.ca>; Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>; Steele, Ryan LASS:EX <Ryan.Steele@leg.bc.ca>; Clare, Scott LASS:EX <Scott.Clare@leg.bc.ca>; Sogomonian, Artour LASS:EX <Artour.Sogomonian@leg.bc.ca>; Hood, Ian LASS:EX <Ian.Hood@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>

**Subject:** Re: Status Update

Thank you Kate

Christine / Matt / Ryan / David / Ian and Michael are meeting hopefully in the morning - to go through logistics

We will have an update for you at the noon meeting

Thank you  
Sent from my iPhone

On Dec 6, 2020, at 6:58 PM, Ryan-Lloyd, Kate <[Kate.Ryan-Lloyd@leg.bc.ca](mailto:Kate.Ryan-Lloyd@leg.bc.ca)> wrote:

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

Many thanks, Natalie and everyone who has continued to work through the weekend on our priorities. It is great to know that the majority of Members can connect and that we have a better understanding of the issues to be tackled this week. This is great progress! It is also understandable that we were not able to reach them all.

The past four weeks have been challenging and intense. I am s.13  
s.13 very open to other options to get this work done. I support relying more on Tecnet wherever it makes sense to do so, including the setup and distribution of the equipment. We need to support our hard working team! If the decision to rely more on Tecnet does not need to wait until tomorrow morning, let's move on it now.

The remaining question is likely the details so that we can scope the next deliverables for Tecnet: we will need a clear understanding of our current status, equipment ETA and configuration and distribution work to be done – along the lines which you have provided below, Natalie. I am grateful to David and Christine for their guidance with these details. Will we still retain someone from LASS to oversee the project and Tecnet deliverables?

Many thanks and well done, everyone!

Looking forward to our 12 noon meeting tomorrow,  
Kate

**Kate Ryan-Lloyd**

**Clerk of the Legislative Assembly** | [Legislative Assembly of British Columbia](#) | Room 224,  
Parliament Buildings | Victoria, BC V8V 1X4 | Tel: 250.356.2895 | Fax: 250.356.8172 | Follow  
us on [Facebook](#) and [Twitter](#)

---

**From:** "Branch, Natalie J CITZ:EX" <[Natalie.J.Branch@gov.bc.ca](mailto:Natalie.J.Branch@gov.bc.ca)>

**Date:** Sunday, December 6, 2020 at 4:48 PM

**To:** Kate Ryan-Lloyd <[Kate.Ryan-Lloyd@labc.ca](mailto:Kate.Ryan-Lloyd@labc.ca)>, Christine Fedoruk  
<[Christine.Fedoruk@leg.bc.ca](mailto:Christine.Fedoruk@leg.bc.ca)>, "Derby, David" <[David.Derby@leg.bc.ca](mailto:David.Derby@leg.bc.ca)>

**Cc:** "Allsopp, Michael" <[Michael.Allsopp@leg.bc.ca](mailto:Michael.Allsopp@leg.bc.ca)>, Ryan Steele <[Ryan.Steele@leg.bc.ca](mailto:Ryan.Steele@leg.bc.ca)>,  
"Clare, Scott" <[Scott.Clare@leg.bc.ca](mailto:Scott.Clare@leg.bc.ca)>, Artour Sogomonian <[Artour.Sogomonian@leg.bc.ca](mailto:Artour.Sogomonian@leg.bc.ca)>,  
"Hood, Ian" <[Ian.Hood@leg.bc.ca](mailto:Ian.Hood@leg.bc.ca)>, "Perkins, Gary CITZ:EX" <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)>, Alex  
MacLennan <[Alex.MacLennan@gov.bc.ca](mailto:Alex.MacLennan@gov.bc.ca)>, "Van Heyst, Matthew"

s.22

**Subject:** RE: Status Update

**Resent-From:** <[Kate.Ryan-Lloyd@labc.ca](mailto:Kate.Ryan-Lloyd@labc.ca)>

**UPDATE: Sunday December 6<sup>th</sup> – 15:00 Call**

**Attendees:** Tecnet – Matt / Marc. LASS: Ryan Steele / Christine OCIO: Natalie

- **Marc provided an update on the Service Desk work today.**
  - More connections were made today
  - Majority can connect but there were issues identified that will need to be worked through this week

- A lot of folks are still asking 'when' phones/workstations will be delivered, Service Desk have the messaging that a communication will be sent this week
- An update on the results of this weekend work will be made available tomorrow from Tecnet
- There are some members that were contacted twice, without success.
- **Ryan and Matt conversed on the Exchange Migration**
  - Exchange work to sync to online will continue in the background (no impact to clients)
  - Returning MLA's will have their mailboxes – no-one is without email at this point
  - Assistants may have an issue with connecting to Minister Calendar, however there is a workaround that Ryan has provided to Maureen/ the desk to assist.
  - The migrations will be 'scheduled' with remaining MLA's in order to not be impactful. (By doing this in this fashion, it means as the mailbox is migrated to online, staff can ensure that mobile sync is occurring and all works seamlessly)
- **Deskside Support – Monday**
  - Tecnet will work with the LASS Service Desk to call in Deskside techs from Tecnet as needed/necessary tomorrow
- **Public Access Wifi**
  - Jay has updated to state that Firewall rules have been updated and that Ryan Steele is currently testing on site.
    - Further updates to be provided in Teams on the successful completion / confirmation

#### MONDAY:

- **Priority Decision:** discussion needs to occur with regards to the IT equipment/deployment work (and associated tasks / carrier confirmations etc) **tomorrow morning**. This discussion will include Tecnet / LASS staff and the plan needs to be determined on 'who' is going to be undertaking the deployment of the laptop/iphone/peripherals and iPads.
  - Notably Tecnet can assist, but will need to know
    - What has been ordered and when deliveries are anticipated
    - Priorities (new MLA's)
    - Actions required with new SW being utilized for updates via SCCM
      - Testing for Ryan and team
      - Deployment strategies/plan
    - Plans for iPhones and carriers
    - Scheduling of the deployment with MLA/CO's
    - Liaison with SD and outstanding technical issues that may impact deployment success

s.13

#### Discuss:

s.13

it is important as we head into another new week with net new challenges - that asks are coming through a 'buffer' for prioritization with other tasks underway

- Christine and David will be working to be the funnel for asks from all quarters – ensure that asks are not going directly to technical staff and therefore priorities getting changed.
- **Please direct all net new asks to Christine/David, who will track and review against current priorities**

- Suggestion that once per day update calls are undertaken for Management
  - David/Christine to bring updates on outstanding items and/or decisions required
  - Technicians to update a Teams document which has each issue once per day
    - Christine is looking into this and will be speaking to David.
      - This ensures all updates are latest and accurate
      - That the techs are asked only once per day to add updates directly into the document

Great work from all teams this weekend – they have been working so hard for so long, we need to ensure that we are taking care of one another.

Thanks  
Natalie

---

**From:** Branch, Natalie J CITZ:EX  
**Sent:** December 5, 2020 4:00 PM  
**To:** 'Kate Ryan-Lloyd' <[Kate.Ryan-Lloyd@labc.ca](mailto:Kate.Ryan-Lloyd@labc.ca)>; Fedoruk, Christine LASS:EX <[Christine.Fedoruk@leg.bc.ca](mailto:Christine.Fedoruk@leg.bc.ca)>; Derby, David LASS:EX <[David.Derby@leg.bc.ca](mailto:David.Derby@leg.bc.ca)>  
**Cc:** Allsopp, Michael LASS:EX <[Michael.Allsopp@leg.bc.ca](mailto:Michael.Allsopp@leg.bc.ca)>; Steele, Ryan LASS:EX <[Ryan.Steele@leg.bc.ca](mailto:Ryan.Steele@leg.bc.ca)>; Clare, Scott LASS:EX <[Scott.Clare@leg.bc.ca](mailto:Scott.Clare@leg.bc.ca)>; Sogomonian, Artour LASS:EX <[Artour.Sogomonian@leg.bc.ca](mailto:Artour.Sogomonian@leg.bc.ca)>; Hood, Ian LASS:EX <[Ian.Hood@leg.bc.ca](mailto:Ian.Hood@leg.bc.ca)>; Perkins, Gary CITZ:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)>; MacLennan, Alex CITZ:EX <[Alex.MacLennan@gov.bc.ca](mailto:Alex.MacLennan@gov.bc.ca)>  
**Subject:** RE: Status Update

**UPDATE: Saturday December 5<sup>th</sup> – 15:00 Call**

- All MLA's have now received a call from the LASS Helpdesk to review their connectivity issues/status.
- There were a lot of connections but also a large amount of voicemails left (not many calls coming back in at this point)
- Agents have been reduced from 10 to 5 and skeleton will remain until 5pm for those that may call back.

**SUNDAY:**

- A team of 5 will start at 09:00 and we will check in at 11 on progress and whether they continue to be available or very skeleton until 5pm.
- Teams will also review tickets and ensure duplicates / status updates are closed off (reducing backlog)
- Spreadsheet will be updated with status of each MLA and any outstanding issues to be worked through.
- Messaging has been provided to the desk on the questions of IT delivery – that this will be communicated next week upon review with Tecnet / LASS

**DECISION:**

- There are still around 108 mailboxes that are needing to be migrated, they are the larger sized and take some time to complete (as an example 2 completed from yesterday afternoon to now! Example size 40gb!).
  - Christine will be speaking to David regarding his recommendation to 'suspend' migration in order to not cause impacts to returning members mailboxes and to connect with MLA's next week on a suitable time to complete their migration.



- Deployment of IT conversation / planning will take place on Monday between Tecnet / LASS in order to determine the scope of activities for each team and delivery timelines. We will be updated on this accordingly.

Thanks to the team!  
Natalie

---

**From:** Branch, Natalie J CITZ:EX  
**Sent:** December 4, 2020 5:29 PM  
**To:** 'Kate Ryan-Lloyd' <Kate.Ryan-Lloyd@labc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>; Derby, David LASS:EX <David.Derby@leg.bc.ca>  
**Cc:** Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>; Steele, Ryan LASS:EX <Ryan.Steele@leg.bc.ca>; Clare, Scott LASS:EX <Scott.Clare@leg.bc.ca>; Sogomonian, Artour LASS:EX <Artour.Sogomonian@leg.bc.ca>; Hood, Ian LASS:EX <Ian.Hood@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>  
**Subject:** Status Update

Hi Kate.

I had hoped to have gotten this update to you earlier today, however some good progress was made on assistance for this weekend.

All, please find attached an update on status as far I am able to determine today. Hopefully this is accurate, however feel free to update me further Christine / David (especially on VPN/Maximiser) I am hoping this will help inform updates to the Members communication and be able to set expectations, although timelines are not present for IT provision as there are still many unknowns with the deliveries. It may be prudent to ask Tecnet to take this as a project, as they will be able to use previous project methods/contacts to ensure all aspects are taken care of and provide updates/timelines to you all accordingly. I leave this with Ryan/Ian/David and Matt @ Tecnet to discuss

Kate also within this document is a high level overview of the security incident from Gary – which may help to set context in your members communication. Edits may be necessary.

I will set up Service Desk update calls for 10 and 3 both Saturday and Sunday and will send updates thereafter to keep you informed prior to Monday.

Should you need anything – please do not hesitate to contact me on my cell. It's a pleasure to work with you all, our colleagues at Think and Tecnet too.

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

Page 67 of 85 to/à Page 69 of 85

Withheld pursuant to/removed as

s.15 ; s.17

## RE: Warning: phishing attempts

---

From: Branch, Natalie J CITZ:EX<sup>s.15</sup>  
s.15

To: Van Heyst, Matthew, Schafers, Marc

Cc: Cabrera, Jay LASS:EX, Fedoruk, Christine LASS:EX, Derby, David LASS:EX, Tony Woods, Ryan Hennessy

Sent: December 8, 2020 9:53:20 AM PST

Attachments: image004.png, image002.png, image001.jpg

Thanks Matt.

Question for LASS – do you have an internal facing web presence where an alert can be posted up?

Thanks

---

**From:** Van Heyst, Matthew s.22  
**Sent:** December 8, 2020 9:09 AM  
**To:** Schafers, Marc <marc.schafers@leg.bc.ca>  
**Cc:** Cabrera, Jay LASS:EX <Jay.Cabrera@leg.bc.ca>; Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>; Derby, David LASS:EX <David.Derby@leg.bc.ca>; Tony Woods<sup>s.22</sup> Ryan Hennessy  
**Subject:** Warning: phishing attempts  
**Importance:** High

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

@Schafers, Marc, based on the information in teams I've drafted a quick correspondence you can send to all legislative email accounts.

Et a al, I don't have a copy of the email (we shouldn't forward it) so please let me know if any additional information should be included in the below correspondence for Marc to send out that will help users?

---

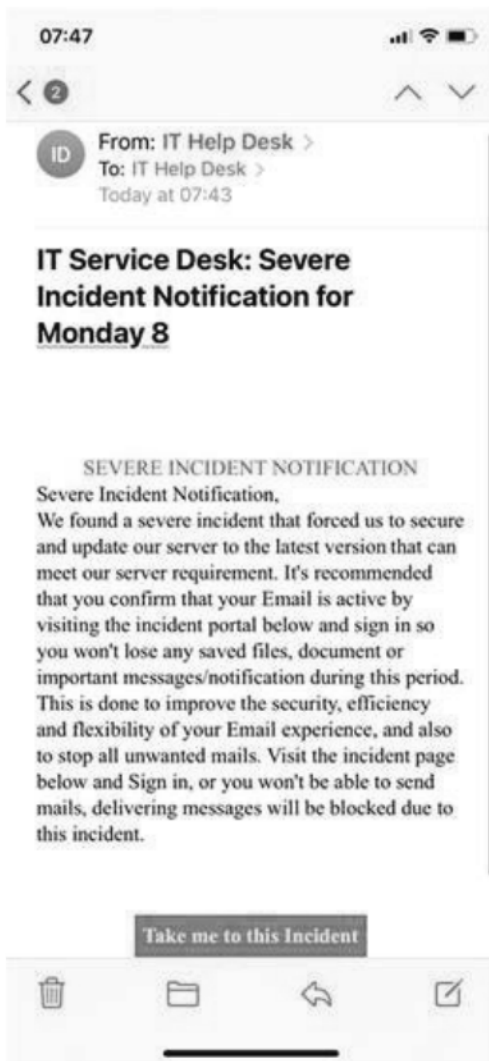
**Attention,**

If you received an email from IT Help Desk or anyone else with the subject **"IT Service Desk: Severe incident notification for Monday 8"** or anything similar to this. Please do not click on any buttons or hyperlinks in that email.

**DO NOT CLICK on the links in e-mails like this.** Do not forward them to anyone. Contact the Help Desk for a remote session to inspect the e-mail if you are suspicious of it, or have inadvertently clicked on a link within it.

**Press Shift + delete to permanently delete this message.**

An example of this email looks like this:



Regards,  
Matthew Van Heyst



The *real* people behind technology support  
s.22

## RE: Deployment Strategies - Need to connect

---

From: Van Heyst, Matthew s.22  
To: Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
Cc: Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>, Derby, David LASS:EX <David.Derby@leg.bc.ca>  
Sent: December 8, 2020 12:54:27 PM PST

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

Now is good, let's connect.

Regards,  
Matthew Van Heyst  
s.22

---

**From:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Sent:** December 8, 2020 12:53 PM  
**To:** Van Heyst, Matthew s.22  
**Cc:** Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>; Derby, David LASS:EX <David.Derby@leg.bc.ca>  
**Subject:** Deployment Strategies - Need to connect

Hi Matt.

We have just come off the noon meeting and need to connect with you as soon as possible 🙏

Thanks  
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

## **Touchbase Tecnet.msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Fedoruk, Christine LASS:EX, Derby, David LASS:EX, Van Heyst, Matthew, Steele, Ryan  
LASS:EX, Hood, Ian LASS:EX

**Sent:** December 8, 2020 1:03:41 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REQUEST

---

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting [s.15; s.17](#)  
[s.15; s.17](#)

Learn More [s.15; s.17](#)  
[s.15; s.17](#)

---

## Annibale sent a message

From: Patella, Annibale in Teams <noreply@email.teams.microsoft.com>  
To: natalie.j.branch@gov.bc.ca, Branch, Natalie J CITZ:EX  
Sent: December 10, 2020 12:39:14 AM PST  
Attachments: ATT00002.png, ATT00006.png, ATT00004.png, ATT00007.png, ATT00008.png, ATT00005.png, ATT00003.png, ATT00001.jpg

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

**Hi,**

Your teammates are trying to reach you in **Microsoft Teams**.

AP

**Annibale sent a message in Clk, DIO, OCIO + ITD Chat**

Fedoruk, Christine Derby, David Was Patella, Annibale able to confirm the impact to users on extending? ...

**Reply in Teams**

**Install Microsoft Teams**

now



This email was sent from an unmonitored mailbox. Update your email preferences in Teams. Profile picture > Settings > Notifications.

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Read our [privacy policy](#)





**RE: Incident 2012209 - s.15**

---

From: Branch, Natalie J CITZ:EX s.15  
:

To: Fedoruk, Christine, Sogomonian, Artour LASS:EX  
Sent: December 10, 2020 12:51:37 PM PST

Christine

When we are a little more settled with tracking as per our last chat and are in business as usual – I will provide you our Incident management processes (over and above Service Desk!) so that you can review and implement what you see as necessary for LASS. (Or have all the ITD onboard to the protocols)

We will share all we can to help!

---

**From:** Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>  
**Sent:** December 10, 2020 12:48 PM  
**To:** Sogomonian, Artour LASS:EX <Artour.Sogomonian@leg.bc.ca>; Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Subject:** RE: Incident 2012209 -s.15

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

Thank you.s.13

C.

---

**From:** Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>  
**Sent:** December 10, 2020 12:47 PM  
**To:** Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>; Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Subject:** FW: Incident 2012209 -s.15

FYI

---

**From:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>  
**Sent:** Thursday, December 10, 2020 8:49 AM  
**To:** Sogomonian, Artour <Artour.Sogomonian@leg.bc.ca>  
**Cc:** Derby, David <David.Derby@leg.bc.ca>; Strong, Mica <Mica.Strong@leg.bc.ca>; Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; Cabrera, Jay <Jay.Cabrera@leg.bc.ca>  
**Subject:** RE: Incident 2012209 -s.15

Contact information for s.15 is below.  
Jay – over to you?  
Mike

---

**From:** Groves, Joanna <Joanna.Groves@leg.bc.ca>  
**Sent:** Thursday, December 10, 2020 8:47 AM  
**To:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>  
**Cc:** Vasilev, Susan <Susan.Vasilev@leg.bc.ca>; Yano, Brady <Brady.Yano@leg.bc.ca>  
**Subject:** RE: contact information for s.15

Hi Michael,

The personal email I have is s.22

He can also be reached at s.22

**Joanna Groves** | Operations Director | New Democrat BC Government Caucus  
T: 250-952-0542 C: 250-886-5172 E: [joanna.groves@leg.bc.ca](mailto:joanna.groves@leg.bc.ca)

---

**From:** Sogomonian, Artour <[Artour.Sogomonian@leg.bc.ca](mailto:Artour.Sogomonian@leg.bc.ca)>  
**Sent:** Thursday, December 10, 2020 1:14 AM  
**To:** Allsopp, Michael <[Michael.Allsopp@leg.bc.ca](mailto:Michael.Allsopp@leg.bc.ca)>  
**Cc:** Derby, David <[David.Derby@leg.bc.ca](mailto:David.Derby@leg.bc.ca)>; Strong, Mica <[Mica.Strong@leg.bc.ca](mailto:Mica.Strong@leg.bc.ca)>; Perkins, Gary CITZ:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)>; Cabrera, Jay <[Jay.Cabrera@leg.bc.ca](mailto:Jay.Cabrera@leg.bc.ca)>  
**Subject:** Re: Incident 2012209 -s.15

I agree with this approach. Can also try to connect with s.15 to get through to s.15

Artour

On Dec 9, 2020, at 22:20, Allsopp, Michael <[Michael.Allsopp@leg.bc.ca](mailto:Michael.Allsopp@leg.bc.ca)> wrote:

Was just typing a reply to this message as well. s.15

s.15 I was also in the process of sending an email to NDP Caucus asking if they had contact information for s.15 but we could also of course contact the MLA directly. We only have s.15; s.17

Mike

---

**From:** Derby, David <[David.Derby@leg.bc.ca](mailto:David.Derby@leg.bc.ca)>  
**Sent:** Wednesday, December 9, 2020 10:17 PM  
**To:** Sogomonian, Artour <[Artour.Sogomonian@leg.bc.ca](mailto:Artour.Sogomonian@leg.bc.ca)>  
**Cc:** Strong, Mica <[Mica.Strong@leg.bc.ca](mailto:Mica.Strong@leg.bc.ca)>; Perkins, Gary CITZ:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)>; Cabrera, Jay <[Jay.Cabrera@leg.bc.ca](mailto:Jay.Cabrera@leg.bc.ca)>; Allsopp, Michael <[Michael.Allsopp@leg.bc.ca](mailto:Michael.Allsopp@leg.bc.ca)>  
**Subject:** RE: Incident 2012209 -s.15

Artour,  
Do you have alternate contact info?

David

---

**From:** Cabrera, Jay <[Jay.Cabrera@leg.bc.ca](mailto:Jay.Cabrera@leg.bc.ca)>  
**Sent:** December 9, 2020 6:46 PM  
**To:** Allsopp, Michael <[Michael.Allsopp@leg.bc.ca](mailto:Michael.Allsopp@leg.bc.ca)>  
**Cc:** Derby, David <[David.Derby@leg.bc.ca](mailto:David.Derby@leg.bc.ca)>; Strong, Mica <[Mica.Strong@leg.bc.ca](mailto:Mica.Strong@leg.bc.ca)>; Perkins, Gary CITZ:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)>  
**Subject:** Incident 2012209 -s.15

Hi Michael,

s.15 might be compromised as I got the following report from Microsoft. I  
s.15 I can't find a phone  
number to call. Do you have alternate means of communicating to the user? I assumed this person

works for the previous s.15  
s.15 I will continue with the investigation.

<image001.png>

Thank you.

Best regards,  
Jay

**Jay Cabrera**

Security Analyst, Information Technology Department

Legislative Assembly of British Columbia | 431 Menzies Street | Victoria, BC V8V 1X4

Email: [Jay.Cabrera@leg.bc.ca](mailto:Jay.Cabrera@leg.bc.ca) | Tel: 250-356-6619 | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)

## RE: LABC ITD Vacation Calendar

---

From: Branch, Natalie J CITZ:EX s.15  
To: Allsopp, Michael  
Cc: Derby, David LASS:EX, Allsopp, Michael LASS:EX, Van Heyst, Matthew, Fedoruk, Christine LASS:EX  
Sent: December 10, 2020 6:46:46 PM PST  
Attachments: LABC ITD Vacation Calendar.xlsx

Thanks Michael.

For clarity I am not working on any solutions for LASS on coverage. However Matt Van Heyst is looking at ensuring Service Desk Operations are handled.

Further conversation on sharing of knowledge scripts to make this as successful as possible is necessary – so Tecnet are able to pick up and ensure tickets are assigned appropriately / process followed (if not available who will be on hand to assist).

Matt is likely already on this – thanks for the attached. David and Matt will likely need to keep in contact with regards to the coverage LASS will have and where leaning on Tecnet may be possible.

Could you please confirm the days which LASS Service Desk is closed?

Thanks  
Natalie

---

**From:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>  
**Sent:** December 10, 2020 3:37 PM  
**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>  
**Cc:** Derby, David LASS:EX <David.Derby@leg.bc.ca>; Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>  
**Subject:** LABC ITD Vacation Calendar

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

Hi Natalie,  
David asked me to forward you a copy of our staff vacation calendar for December. I have also included January as well. For lack of a better idea, I have provided screenshots for each month pasted into separate worksheets in the attached Excel workbook. Let me know if you have a preference for a different format.  
Regards,  
Mike

**Michael Allsopp**  
Service Desk Team Lead, Information Technology Department  
[Legislative Assembly of British Columbia](#) | 431 Menzies Street | Victoria, BC V8V 1X4  
Email: [ServiceDesk@leg.bc.ca](mailto:ServiceDesk@leg.bc.ca) | Tel: 778-401-6323 | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)

This message and any attached documents, is only for the use of the intended recipient(s), may contain confidential information. Any unauthorized review, use, retransmission, or other disclosure is strictly prohibited. If you have received this message in error, please notify the sender immediately, and then delete the original message. Thank you.

Page 80 of 85

Withheld pursuant to/removed as

s.22

## RE: LABC ITD Vacation Calendar

---

From: Branch, Natalie J CITZ:EX s.15  
:

To: Derby, David, Allsopp, Michael LASS:EX  
Cc: Allsopp, Michael LASS:EX, Van Heyst, Matthew, Fedoruk, Christine LASS:EX  
Sent: December 10, 2020 7:01:52 PM PST

Good to know – for my own clarity – what times are the LASS Service Desk open please?

---

**From:** Derby, David <David.Derby@leg.bc.ca>

**Sent:** December 10, 2020 6:51 PM

**To:** Branch, Natalie J CITZ:EX <Natalie.J.Branch@gov.bc.ca>; Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>

**Cc:** Allsopp, Michael LASS:EX <Michael.Allsopp@leg.bc.ca>; Van Heyst, Matthew s.22

Fedoruk, Christine LASS:EX <Christine.Fedoruk@leg.bc.ca>

**Subject:** Re: LABC ITD Vacation Calendar

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

Matt and I will work on backfill of LABC ITD coverage. The SD is only closed on the Stat holidays. We continue with regular and after hours support over the holidays.

David

Sent from my iPhone

---

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

**Sent:** Thursday, December 10, 2020 6:46:48 PM

**To:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>

**Cc:** Derby, David <David.Derby@leg.bc.ca>; Allsopp, Michael <Michael.Allsopp@leg.bc.ca>; Van Heyst, Matthew s.22  
Fedoruk, Christine <Christine.Fedoruk@leg.bc.ca>

**Subject:** RE: LABC ITD Vacation Calendar

Thanks Michael.

For clarity I am not working on any solutions for LASS on coverage. However Matt Van Heyst is looking at ensuring Service Desk Operations are handled.

Further conversation on sharing of knowledge scripts to make this as successful as possible is necessary – so Tecnet are able to pick up and ensure tickets are assigned appropriately / process followed (if not available who will be on hand to assist).

Matt is likely already on this – thanks for the attached. David and Matt will likely need to keep in contact with regards to the coverage LASS will have and where leaning on Tecnet may be possible.

Could you please confirm the days which LASS Service Desk is closed?

Thanks  
Natalie

---

**From:** Allsopp, Michael <Michael.Allsopp@leg.bc.ca>

**Sent:** December 10, 2020 3:37 PM

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

**Cc:** Derby, David LASS:EX <[David.Derby@leg.bc.ca](mailto:David.Derby@leg.bc.ca)>; Allsopp, Michael LASS:EX <[Michael.Allsopp@leg.bc.ca](mailto:Michael.Allsopp@leg.bc.ca)>  
**Subject:** LABC ITD Vacation Calendar

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

Hi Natalie,

David asked me to forward you a copy of our staff vacation calendar for December. I have also included January as well. For lack of a better idea, I have provided screenshots for each month pasted into separate worksheets in the attached Excel workbook. Let me know if you have a preference for a different format.

Regards,

Mike

**Michael Allsopp**

Service Desk Team Lead, Information Technology Department

Legislative Assembly of British Columbia | 431 Menzies Street | Victoria, BC V8V 1X4

Email: [ServiceDesk@leg.bc.ca](mailto:ServiceDesk@leg.bc.ca) | Tel: 778-401-6323 | Follow us on [Facebook](#), [Twitter](#) and [Instagram](#)

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## **Accepted\_ IT Recovery - Management Team.msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Ryan-Lloyd, Kate LASS:EX

**Sent:** December 11, 2020 12:08:05 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REPLY



## **Accepted\_ IT Recovery - Management Team (10).msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15

**To:** Ryan-Lloyd, Kate LASS:EX

**Sent:** December 11, 2020 12:13:36 PM PST

**Priority:** Normal (5)

**Calendar Item Type:** REPLY

## **Declined\_ IT Recovery - Management Team.msg**

---

**From:** Branch, Natalie J CITZ:EX s.15  
s.15  
**To:** Ryan-Lloyd, Kate LASS:EX  
**Sent:** December 11, 2020 2:55:49 PM PST  
**Priority:** Normal (5)  
**Calendar Item Type:** REPLY