

## INFORMATION NOTE

### ADVICE TO MINISTER BEARE

**Date:** May 21, 2021

**REF #** 115174

**ISSUE:** UBCM and Connectivity

#### **BACKGROUND:**

The Connected Communities program, now a Branch within the Connectivity Division, was created in 2018 to support the advancement of connectivity in the Province by working with partners such as UBCM to support the digital readiness of local governments and ensure they are well-positioned to attract and secure public and private sector connectivity investments.

- The collaboration between Connected Communities and UBCM focuses on awareness and education, building the foundational understanding local governments require to proactively participate in local and regional connectivity planning.
- Key relationships have been built through-hosting connectivity forums at the 2018, 2019 and 2020 UBCM Conventions, and through participating in Local Government Association meetings and the regional Electoral Area Forum.
- These engagements have led to further invitations that support local planning and a place-based approach to ensure community connectivity needs are reflected in their planning.
- Through this approach, community leaders are developing the capacity to make informed connectivity-related decisions and collaborating more broadly, UBCM is developing capacity to be an informed advocate and partner on policy change, and the Province, as a trusted advisor is invited to participate in connectivity discussions that result in early identification of emerging concerns and able to respond proactively.

On February 2, at the UBCM Electoral Area Forum, the Province was made aware of a barrier involving access to federal Universal Broadband Funding. Within weeks, UBCM and Connected Communities had launched a Broadband Internet Service Speed Study to understand the factors contributing to the barrier as a step toward resolution.

- To date, 39 communities and 9 regional districts have self identified to participate in the study.

#### **DISCUSSION:**

Participation in three previous UBCM Conventions and related local government forums have been foundational to current engagements. Connectivity has risen to a top-five priority in many local and regional governments, official community plans are being revisited with connectivity needs in mind, and there is a growing focus on 'local action and informed advocacy'. Additional outcomes include:

- Strategic connectivity planning formally initiated by 10 regional districts with large rural areas.

- Expanding the mandate and membership of the former Columbia Basin Broadband Committee to become the Southeast BC Connectivity Committee (to reflect the growing value of local government leadership, facilitation, and informed advocacy in the connectivity conversation)
- The creation of the Regional Connectivity Knowledge Network (RCKN) in October 2020, which is a direct result of a 'call to action' by an elected official during the Connected Communities Workshop at UBCM Convention 2020. UBCM and Connected Communities have partnered to support and encourage local government peer-to-peer sharing, learning, mentoring, relationship building and collaborations as a path to local action, investment attraction and informed advocacy leading to sustainable local connectivity that serves public interests.

### ***Continued opportunities and collaboration with UBCM***

Connected Communities and UBCM have established a strong alliance and currently partner on the following initiatives:

#### **Regional Connectivity Knowledge Network**

- In only seven months since the inception of the RCKN, participation has grown from six to 35 members, representing 12 regional districts (directors and their connectivity support staff), and three indigenous groups affiliated with more than a dozen nations. Through exploratory learning (speakers facilitated by Connected Communities) local government knowledge has increased and the Network is evolving.
- A newly formed steering committee will guide direction and set priorities, which are anticipated to include collaborations that advance Federal/Provincial/Local Government/First Nations connectivity priorities and policy interests, and a coordinated voice on barriers and solutions to inform UBCM connectivity policy.

#### **Learning Resources**

- A key deliverable for Connected Communities is to develop and share a repository of connectivity preparedness planning tools and resources including highlighting case studies and jurisdictional service delivery models.
- Through the insights provided by the RCKN and communities, Connected Communities has developed a Learning Framework and materials to respond to the educational needs of local governments.
- The repository has been tested with RCKN members and recommendations are to further develop and expand it in partnership with other local government entities such as the Local Government Leadership Academy and CivicInfoBC (currently being explored).

#### **Community Information Tool**

- A series of webinars promoted by UBCM are planned for later this year to support adoption of the Community Information Tool. This will allow Connected Communities to widely promote the tool as well as create ongoing feedback loops through user testing that will inform enhanced tool development responsive to community needs.

#### **Research Initiatives**

- Connectivity is an exceptionally complex regulatory and business environment at a federal, provincial, and municipal level. Connected Communities and UBCM continue to work together to develop research materials and studies to support a comprehensive understanding of the issues including the Broadband Internet Speed Study.

**UBCM Compass Newsletter**

- Connected Communities is currently developing a communications plan for ongoing updates in the UBCM Compass newsletter. This will create opportunities for research study updates, provide highlights and links to key learning resources, program updates and announcements.

***Recommendations for 2021/22***

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## INFORMATION NOTE

### Advice to Minister Beare

**Date:** May 7, 2021

**CLIFF#:** 115121

#### **ISSUE: BC Bid Replacement Project and FOI Request Update**

#### **BACKGROUND:**

On December 24, 2020, an applicant submitted a Freedom of Information (FOI) request related to the BC Bid project. The scope was broadly identified to include all contracts with the current vendor, CGI, as well as all bid and evaluation materials, contract changes and reviews. Standard protocol was followed and an estimate of 77 hours to gather and prepare the materials was provided back to the requestor by January 13, 2021. A fee estimate of \$2,220 for this work was included. On February 12, 2021, a fee waiver was submitted by the requestor and was denied on March 10, 2021 by the Ministry of Citizens' Services (CITZ). (See Appendix A for details.)

Subsequent conversations with the requestor to clarify the scope of the request resulted in a revised FOI request sent to CITZ for new estimate on March 18, 2021. The scope narrowed to focus on the CGI contract for the BC Bid Replacement project and a new estimate of 15 hours and \$360 was returned to the CITZ IAO on March 25, 2021.

On April 9, 2021, a second fee waiver was submitted by the requestor (See Appendix A for details).

#### **DISCUSSION:**

CITZ is denying the applicant's second request for a fee waiver on this file and the applicant was informed of this on May 6, 2021.

The denial is based on the fact that the records that respond to the narrowed request:

- do not contain information of environmental, public health or public safety concern, or financial/contract information that meets the criteria of being in the public interest; and
- include some information that would likely be severed and therefore would not (as the requester intends) contribute to public understanding or debate.

The applicant now has the option to:

- pay the fee;
- narrow the request to further reduce or eliminate the fee; or,
- file a complaint to the OIPC.

#### **NEXT STEPS:**

Further media interest may result, and questions may arise for the Honourable Lisa Beare to address directly. GCPE has prepared an Issue Note for response.

Attachment(s): Appendix A – Activity History for Freedom of Information Request #CTZ-2020-07409  
Appendix B – Contract Award Disclosure on BC Bid  
Appendix C – April 7 Information Note – BC Bid Replacement Project/FOI Request from Media

Contact: Anne McKinnon, Phone #250 588-9241

**Appendix A – Activity History for Freedom of Information Request #CTZ-2020-07409**

1. Received by CITZ Information Access Office (IAO) on December 24, 2020

**Request Details:**

“Any and all agreements or contracts entered since January 1, 2018 with CGI Information Systems and Management Consultants Inc., its subcontractors or associated companies, including but not limited to Ivalua Inc.; Any and all records evaluating proposals or bids received as part of the B.C. Bid Replacement procurement, such as scores, evaluation notes and reasons for award or non-award; Any and all records of modifications to the contract(s) for the B.C. Bid Replacement, including schedule and financial changes; and Any and all records of any audit, investigation or other such assessment, including informal, regarding the progress of the B.C. Bid Replacement project.”

**Original Interpretation:** scope includes all contracts with CGI since January 1, 2018.

**Fee Estimate Response**

- Submitted to requestor around January 13, 2021
  - Estimate for locating/retrieving was 77 hours (including 3 free hours)
  - Cost estimate for 74 hours, \$2,220
2. February 12, 2021, CITZ IAO received a request for a fee waiver on FOI CTZ-2020-07409, which is seeking various records regarding the BC Bid Replacement. Fee waiver was denied on March 10, 2021.
  3. Received by CITZ information Access Office on March 18, 2021, a revised FOI request with a clarification of the scope.

**Request Details:**

- a) Copy of final agreements or contracts, that are part of the BC Bid Replacement project, entered since January 1, 2018 with CGI Information Systems and Management Consultants Inc., its subcontractors or associated companies, including but not limited to Ivalua Inc.; and
- b) Copy of final or summary evaluation for proposals or bids received as part of the B.C. Bid Replacement procurement, such as scores, evaluation notes and reasons for award or non-award; and
- c) Copy of any change orders made to the final contract(s) for the B.C. Bid Replacement, including schedule and financial changes; and
- d) Copy of any final reports resulting from any externally reviewed audit, investigation, or other such assessment, regarding the progress of the B.C. Bid Replacement project.

**Shifted interpretation:** Scope limited to only the CGI contract for BC Bid Replacement.

Revised Fee Estimate Response submitted by BC Bid project office on March 25, 2021 and received by CITZ IAO on April 7, 2021.

**Fee Estimate Response:**

For locating/retrieving material, 15 hours (including 3 free hours). Cost estimate for 12 hours, \$360.

4. April 9, 2021, CITZ IAO received a request for a fee waiver on the revised fee estimate for FOI CTZ-2020-07409. Applicant requested the waiver on the basis of the importance of disseminating information “to benefit the public.” Fee waiver was denied on May 6, 2021.

**Appendix B - Contract Award Disclosure on BC Bid****Contract Award Activities:**

- Following initial evaluation, negotiations originally initiated with top-ranked vendor<sup>s.21</sup>  
s.21
- The second-place vendor was CGI. Negotiations progressed over approximately 3 months and the current contract for \$8.9M was awarded December 14, 2018.
- To April 2021, expenditures are approximately \$7.8M. Budget remains within 1% of original \$8.9M, adding only \$73,000 for unforeseen technical requirements. Current contract expires December 14, 2021.

**Diagram 1: Contract disclosure posted on BC Bid**

Search

Use the default date range to search for awards issued within the last week, or change the date range to narrow or broaden your search.

Tender Number

Organization:

Between  And  (yyyy/mm/dd)

**Search**

*Award Total does not include value of any contemplated extension options. Award values shown may be non-committed estimates and the actual value of work may be different than estimated.*

Solicitation No	Status	Description
 <u>SBPT-05</u>	Awarded	Sourcing and Procurement Spend Analytics Application and Service
Issuing Organization	Location	Contact Email
Ministry of Citizens' Services	Victoria	procurement@gov.bc.ca
Procurement Method	Closing Date	Award Date
Negotiated Request for Proposal	2018/02/08	2018/12/14
Successful Supplier(s)	Supplier Address	Award Total
CGI Information Systems and Management Consultants Inc	737 Yates Street, Victoria Victoria, BC	\$8947610.00

**Appendix C – April 7 Information Note – BC Bid Replacement Project/FOI Request from Media**

## **INFORMATION NOTE**

### **Advice to Minister Beare**

**Date:** April 7, 2021**CLIFF#:** 114904**ISSUE: BC Bid Replacement Project and FOI Request from Media****BACKGROUND:**

BC Bid is government's online marketplace for procuring goods and services and the interface between vendors and government. Modernizing BC Bid is a priority public commitment in the BC Procurement Strategy and will provide a strong foundation for improving how procurement processes deliver benefit for people and businesses in communities across the Province. The new BC Bid solution from Ivalua and CGI will offer modern and consistent experiences for suppliers and provide government with data to support strategic decision-making.

Work on the BC Bid replacement began in January 2019 following successful negotiations with CGI. By Fall of 2019, government completed a pilot that identified change impacts and complexities to be addressed before implementation. Initial timelines had the full BC Bid solution launching in 2020. Due to government-wide financial restrictions, an unprecedented global pandemic, and the complexity associated with changing decades old processes and procedures, the implementation timeline was impacted.

The work of doing procurements across government is decentralized and each ministry has unique procurement practices. As such, there is no single approach that will work for shifting everyone to a new system. The new BC Bid will both modernize and standardize workflows and will result in fundamental changes for not just procurement professionals, but the program owners and approvers. The depth and breadth of the change to decades of static operational practices continues to unfold as the project progresses. The project team has worked collaboratively with each ministry partner to uncover and address complexity, determine the impacts of change, and support successful delivery of this critical service.

A project review conducted in 2020 identified opportunities to improve the implementation approach and incorporate what we heard from ministry partners about the impact of this change. We have taken steps to address resourcing challenges, enhance internal governance and project management rigor, while continuing to prioritize change management with our ministry partners, broader public sector, and the supplier community. A rigorous work plan review has been completed s.13

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**DISCUSSION:**

On December 24, 2020, an applicant submitted a Freedom of Information (FOI) request related to the BC Bid project. The scope was broadly identified to include all contracts with the current vendor, CGI, as well as all bid and evaluation materials, contract changes and reviews. Standard protocol was followed and an estimate of 77 hours to gather and prepare the materials was provided back to the requestor by January 13, 2021. A fee estimate of \$2,220 for this work was included. On February 12, 2021, a fee waiver was submitted by the requestor and was denied on March 10, 2021 by the Ministry of Citizens' Services (CITZ). (See Appendix A for details.)

Subsequent conversations with the requestor to clarify the scope of the request resulted in a revised FOI request sent to CITZ for new estimate on March 18, 2021. The scope narrowed to focus on the CGI contract for the BC Bid Replacement project and a new estimate of 15 hours and \$360 was returned to the CITZ IAO on March 25, 2021. The response to the requestor with the revised estimate is awaiting direction from executive following briefings on this subject.

On March 30, the Government Communications and Public Engagement (GCPE) media relations unit received a request for information about the BC Bid project. Materials were prepared and reviewed for approval to release within 3 working days and were sent to The Tyee requestor by April 6, 2021. Also, on April 6, 2021, and prior to receiving the requested materials, The Tyee published an article about the BC Bid project, citing delivery delays and withholding of information requested through the FOI process.

### NEXT STEPS:

GCPE continues to work with The Tyee to address the outstanding questions and statements within the article, however questions resulting from this article may arise for the Honourable Lisa Beare to address directly.

Some of the statements included in the article that may arise for response:

Article Content	Government Response
<p>Project is more than a year overdue</p> <p>The replacement isn't finished, and there is no indication when it will be</p> <p>The government and the companies involved aren't saying what's caused the delay</p>	s.13
<p>Government has refused to provide information on the project</p> <p>The province is keeping records that would show what went wrong secret.</p>	
<p>The government's announcement [in 2017] gave no indication of what it was spending on the project</p> <p>... a strained working relationship where every change, no matter how minor, added a cost for the government</p>	



Allegations the project had been bungled s.13  
Three big technology companies bid... two pulled out... CGI won by default

The NDP government came to office in 2017 promising to strengthen B.C.'s access to information legislation, a system it heavily criticized in opposition, but appears to have lost interest since forming government.

Attachment(s): Appendix A – Activity History for Freedom of Information Request #CTZ-2020-07409  
Appendix B – Contract Award Disclosure on BC Bid

Contact: Leila Ball, Phone #250 217-0849

## INFORMATION NOTE

### Advice to the Deputy Minister

**DATE:** May 10, 2021

**CLIFF#:** 115113

**ISSUE:** Strategic Investment Fund (SIF) Quarterly Reporting Process Backgrounder

**DESCRIPTION:**

- The SIF quarterly report provides detailed information on fund value, updates on the portfolio of SIF projects, governance structure and decisions in the quarter, and notes on issues and opportunities related to SIF.
- The report is completed approximately three months after the end of the reference quarter due to the time required to receive and interpret financial information supplied by TELUS for the quarterly report.
- The recipients of the report include the members of the Executive Governance Committee.

**BACKGROUND:**

- The Telecommunications Office generates the Strategic Investment Fund quarterly report based on financial information provided by TELUS in its Quarterly Spend Report (QSR).
- The QSR is received within 60 days from the end of the reference quarter. The Telecommunications Office must verify and organize the financial information provided so that it can be presented to TSMA entities in an interpretable format. This requires up to an additional 30 days.
- Once approved, a copy of the report is then distributed by email through the following process:
  - Chair of the Executive Governance Committee, the Deputy Minister of Citizens' Services, sends the report to its members as follows:
    - David Wong, BC Hydro
    - Peter Pokorny, Ministry of Health
    - David Byres, Provincial Health Services Authority
    - Scott MacDonald, Ministry of Education
    - CJ Ritchie, Ministry of Citizens' Services

**Attachments:** TSMA SIF Quarterly Report 31 December 2020  
Outgoing Email to EGC Members

**Contact:** Michael Rolston, Executive Director Contract Management, Information Communication Technologies, 250-812-6041

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# Strategic Investment Fund

## Executive Quarterly Report

For the Quarter ending December 31, 2020

OCIO - Information Communication Technologies (ICT)

**Telecommunications Services Master Agreement - TSMA**

Confidential



## 1. SIF Summary as of December 31, 2020

<i>Vendor</i>	TELUS
<i>Deal Signatories</i>	12 Entities: Government of BC (CITZ), BC Hydro, ICBC, WorkSafeBC, BC Lotteries, and 7 Health Authorities
<i>Term</i>	<ul style="list-style-type: none"> <li>10-years: July 29, 2011 to July 28, 2021</li> <li>Deal renewed for a 2-year extension: July 29, 2021 to July 29, 2023</li> <li>Option to continue projects into the 2-year transition period</li> </ul>
<i>Deal value</i>	<ul style="list-style-type: none"> <li>\$922M at deal signing</li> <li>\$1.6B estimate to the end of the extended term, as of December 31, 2020</li> </ul>
<i>SIF description</i>	<ul style="list-style-type: none"> <li>Intended for the development of strategic, ambitious, and transformative IT related services with significant positive impacts for the citizens of British Columbia</li> </ul>
<i>Fund value</i>	<ul style="list-style-type: none"> <li>\$118.47M estimated value of the fund to end of the extended term (Fund value increased by \$17.78M due to the Deal extension)</li> <li>\$106.98M approved for 17 projects</li> </ul>
<i>Audits</i>	<ul style="list-style-type: none"> <li>Audit 3b: Strategic Investment Fund (SIF) review – response complete</li> <li>Audit 4: Strategic Investment Fund (SIF) Audit #2 scheduled for 2022</li> </ul>
<i>Key decision in Quarter</i>	<ul style="list-style-type: none"> <li>The Executive Governance Committee approved a process to invite and evaluate project applications, leading to allocation of the additional available SIF funding that resulted from the deal extension. The intake is planned to launch in January 2021 and complete in June 2021.</li> </ul>
<i>EGC Approved projects (Active)</i>	<ul style="list-style-type: none"> <li>BC Hydro Dam Safety and IoT</li> <li>BCIB Authentication Initiative</li> <li>s.17</li> <li>ICBC Hazard Perception Awareness Training</li> <li>Health Innovation Hub</li> <li>Home Health Monitoring</li> <li>Integrated Analytics Centre (IAC)</li> <li>ShareEdBC (formerly WonderLab)</li> <li>Mobility Solution for the Social Sector</li> </ul>
<i>Completed projects</i>	<ul style="list-style-type: none"> <li>All Hazards Communication Investment Roadmap: Completed 2019</li> <li>Connected Consultation: Completed 2020</li> <li>COVID-19 Assistance to Vulnerable Populations: Completed 2020</li> <li>ICBC Insights Data Pilot: Completed 2020</li> <li>Keeping Young Adults Connected: Completed 2018</li> <li>Open Innovation Collider Space: Completed 2019</li> <li>Mental Health and Substance Use (MHSU) Virtual Clinic: Completed 2020</li> <li>Provincial Security Operations Centre: Completed 2019</li> </ul>

## 2. Introduction

The Strategic Investment Fund (SIF) is intended for the development of strategic, ambitious, and transformative IT related services with significant positive impacts for the citizens of British Columbia. SIF is defined by the Strategic Relationship Agreement between the Province and TELUS as part of the Telecommunications Deal. The value of SIF is funded from a percentage of the Telecommunications Service Master Agreement (TSMA).

## 3. Fund value

The Telecommunications Office (TO) manages the Strategic Investment Fund as defined in the Strategic Relationship Agreement (SRA). The SRA allows for approved Entity-directed projects to be exclusively implemented through TELUS and funded through SIF, as long as funds exist in SIF and the project or its components are eligible for SIF funding. Any of the deal signatories (entities) can access SIF funds, per approvals by the Executive Governance Committee.

As defined by the SRA, SIF earns value based on a percentage of eligible spend. The SIF is held at TELUS, and no monies are transferred to Deal signatories. The estimated value of the fund can fluctuate with pricing and entity consumption of services.

### 3.1 Fund Contribution by GPS Entity

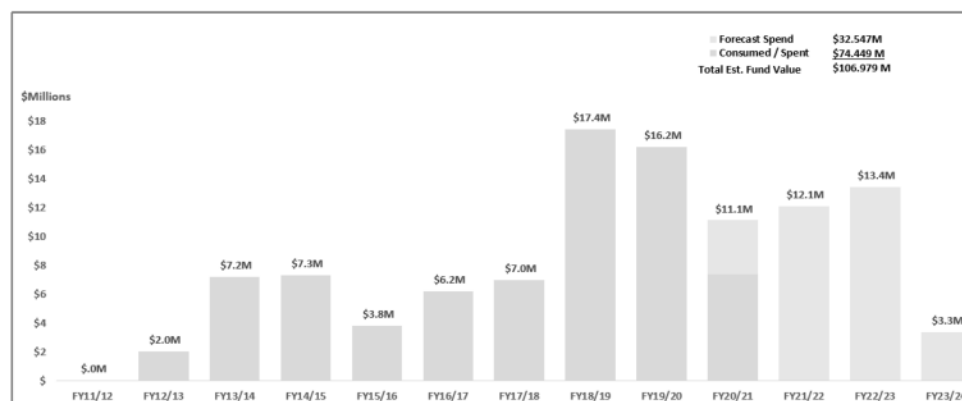
Table 1: SIF Contribution by GPS Entity

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### 3.2 Fund Consumption

SIF is consumed by project and may have one or more participating Entities.

Chart 1: SIF Consumption and Forecast (\$ Million)



### 3.3 Fund Summary

The Telecom Services Deal and the Strategic Relationship Agreement, including SIF, were extended by two years (extension period: July 29, 2021 to July 29, 2023). This increased the estimated value of SIF by \$17.78M, from \$100.69M as at June 30, 2020 to \$118.47M as at September 30, 2020.

Currently \$106.98M is allocated to SIF projects, with \$11.49M remaining for future SIF projects. In December 2020, the Executive Governance Committee approved a process to invite project applications, evaluate and determine future allocations, and ensure SIF will be fully utilized within the terms of the SRA. The intake process is planned to launch in January 2021 and completed in June 2021.

As of December 31, 2020:

Estimated value of SIF to end of the extended term <sup>(1)</sup>	\$118.47M
Number of projects approved for SIF funding	17
Total SIF committed <sup>(2)</sup>	\$106.98M
Total estimated SIF spend	\$74.45M

Note:

- (1) SIF estimates will continue to be adjusted based on Eligible Spend and the rate of SIF consumption to the end of term and negotiated agreements on newly on-boarded services.
- (2) Committed SIF is based on approved concept cases and total potential project funding that will be refined as projects advance through defined business case and implementation phases per SIF Governance decisions.

## 4. Portfolio of SIF Projects

Table 2 provides a list of approved SIF projects, including funding allocated, consumption to quarter end, and planned and actual completion dates.

Table 2: SIF portfolio summary as of December 31, 2020 (\$millions)

	SIF Project Portfolio Summary					
	Approved Allocation*	Date Approved	Status	Amount Consumed	Planned Completion	Actual Completion
BC Hydro Dam Safety & IoT	\$20.35	2017	Underway	\$4.29	TBD-23	
BCIB Authentication	\$1.00	2019	Underway	\$0.81	Jun-21	
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ICBC Hazard Perception Awareness Training	\$1.00	2019	Underway	\$0.00	Dec-21	
Health Innovation Hub	\$4.90	2018	Underway	\$3.16	Jul-21	
Home Health Monitoring	\$40.00	2013	Underway	\$39.17	Mar-21	
Integrated Analytics Centre	\$8.05	2018	Underway	\$2.41	Aug-21	
Mobility Solution for the Social Sector	\$0.50	2019	Underway	\$0.00	Sep-21	
ShareEdBC (WonderLab)	\$10.70	2017	Underway	\$10.13	Jul-21	
All Hazards Comms Investment Roadmap	\$0.52	2018	Complete	\$0.52	Jan-20	Jan-20
Connected Consultation	\$0.48	2018	Complete	\$0.48	Jun-20	Jun-20
COVID-19 Assistance to Vulnerable Populations	\$0.19	2020	Complete	0.19	Sep-20	Sep-20
ICBC Insight Data	\$0.18	2019	Complete	\$0.18	Jul-20	Jul-20
Keeping Young Adults Connected	\$0.02	2018	Complete	\$0.02	Jun-18	Jun-18
MHSU Virtual Clinic	\$4.99	2017	Complete	\$4.99	Sep-20	Aug-20
Open Innovation Collider Space	\$0.47	2018	Complete	\$0.47	Jan-20	Jan-20
Provincial Security Operations Centre	\$0.83	2018	Complete	\$0.83	Jan-20	Jan-20
<b>Total</b>	<b>\$106.98</b>			<b>\$74.45</b>		

\* For completed projects, the approved allocation is matched to the amount consumption at project, so that any under-spending is returned to the SIF as "unallocated" funding available for future projects.

Note: The North Coast Fibre Connection project was approved in 2016 and cancelled in 2019 prior to any spending, and so is not included in this list.

## 5. SIF Governance

SIF is managed by the Telecom Office (TO) within the Information Communication Technologies branch of the Office of the Chief Information Officer (OCIO), Ministry of Citizens' Services. The TO manages the fund on behalf of the 12 GPS Entities and reports to a multi-level operational and executive structure of joint (with TELUS) and internal committees.

### Deal/Fund Governance

Committee	Purpose of Committee	Frequency
<b>Executive Governance</b>	<ul style="list-style-type: none"> <li>EGC is authorized to delegate authority or make funding decisions for SIF projects. It is the highest level of SIF governance and is internal to the GPS entities.</li> </ul>	Quarterly

Committee	Purpose of Committee	Frequency
<b>Committee (EGC)</b>	Members are a representative group of the GPS Entities at the C-level (Deputy Minister).	
<b>Joint Executive Governance Committee (JEGC)</b>	<ul style="list-style-type: none"> <li>Highest level of joint (GPS and TELUS) governance with a mandate to provide executive oversight and strategic direction, and set priorities, as defined in TSMA Schedule K-1. JEGC is co-chaired by the DM Citizens' Services and President of TELUS Enterprise Solutions.</li> </ul>	Semi-Annually or as required
<b>Telecom Sub Committee (TSC)</b>	<ul style="list-style-type: none"> <li>TSC is an internal CIO committee with representatives of the GPS Entities concentrating on the TSMA deal and SIF. A sub-committee of the overall Council of Chief Information Officers, TSC provides direction to Strategic Management Committee and the TO on all items related to SIF with the exception of project funding decisions. TSC will make endorsements/recommendations for funding to EGC.</li> </ul>	Monthly
<b>Strategic Management Committee (SMC)</b>	<ul style="list-style-type: none"> <li>SMC is a joint (GPS and TELUS) executive level committee with membership from the TO, the GPS Entities and TELUS. SMC is responsible for oversight of the portfolio and ensuring projects are on track.</li> <li>SMC is a recommendation body to TSC or an escalation path to the JEGC as required.</li> </ul>	Bi-Monthly
<b>SIF Working Group</b>	<ul style="list-style-type: none"> <li>A joint operational level committee between TELUS and the Telecom Office.</li> <li>Provides project direction &amp; guidance</li> <li>Escalates unresolved issues and approval requests as required to SMC and TSC.</li> </ul>	Weekly

### Project Governance

Committee	Purpose of Committee	Frequency
<b>Executive Project Steering Committee</b>	<ul style="list-style-type: none"> <li><i>Note: Executive Steering Committees are not required for all projects (typically for complex and high-cost projects).</i></li> <li>Project oversight and issue resolution</li> <li>The makeup of this committee is up to the project sponsor but can include internal, TELUS and/or Telecom Office (TO) resources. The TO must have a non-voting membership at a minimum.</li> <li>Funding, scope, contract and items that affect TELUS performance must be reviewed by the TO.</li> </ul>	Monthly or as required
<b>Project Steering Committee</b>	<ul style="list-style-type: none"> <li>Provides business direction, guidance and project management oversight.</li> <li>Receives reports on status of Project deliverables and milestones.</li> <li>Logs/resolves/escalates Project issues, risks and changes</li> <li>Composed of designated members from TELUS, GPS Entity, Project Sponsor(s), and Telecom Office (non-voting at minimum).</li> </ul>	Bi-Weekly or as required



## 5.1 Pending Decisions

	Approved by:	Date:
CITZ requires an increase in appropriation of up to \$5.56 million to access the prepaid expense resulting from past accounting treatment (prior to 2016).	Treasury Board	March 2021
Approval of new SIF Projects per 2021 project intake process approved in December, 2020.	Executive Governance Committee	June 2021

## 5.2 Approved Decisions this Quarter

	Approved by:	Date:
New project intake process (beginning January 2021) to allocate remaining SIF funds.	CCIO Telecom Sub Committee (TSC)	October 2020
	Executive Governing Committee (EGC)	December 2020

# 6. Issues and Opportunities

## 6.1 Home Health Monitoring contracted hourly rate

The Telecom Office and TELUS require a review of the Home Health Monitoring contractual professional services rates to ensure they remain competitive. Both parties have agreed to complete this review in fiscal 2020/21.

## 6.2 Intellectual Property ownership

Intellectual Property (IP) for SIF projects is subject to TSMA Section 21, generally interpreted as follows:

- A. The applicable GPS entity retains any pre-existing IP that it contributes in the development of a SIF project (S. 21.1.1).
- B. TELUS and any vendors subcontracted by TELUS retain any pre-existing IP contributes in the development of a SIF project (S. 21.1.2).
- C. IP rights for any “**New Material**” created as a result of a SIF project will transfer from the TELUS (and any vendors subcontracted by TELUS) to the applicable GPS Entity (21.1.4).

Early disclosure of pre-existing IP contributions and interests by all parties is pertinent to managing project risks and costs. IP matters can be complex, particularly for SIF projects that have a core component that leverages TELUS or third-part vendor IP, but the remainder is new material.

Prior to a project off-boarding from SIF and becoming operationalized as a GPS-entity funded program, GPS entities will need to evaluate the cost to replace the TELUS/vendor owned portion of the project (if any). In some cases, GPS Entities may relinquish their right of IP ownership through negotiations with TELUS. Project leads have been encouraged to evaluate IP as early as possible in the project development process.

All new SIF projects approved from September 2020 onwards require explicit reference to IP within their SIF Project Charters. This includes reference to IP terms under the TSMA as well as disclosure of pre-existing IP to be contributed, that would not constitute new material developed as a result of the project.

### 6.3 s.17 *contracted resources*

Professional services offered by employees of TELUS are priced based on the rates set out in the TSMA Price Book. In cases where TELUS subcontracts professional services resources of third parties, TELUS has the right within the Strategic Relationship


s.17 From Deal initiation in 2011 through to July 29, 2020,  
s.17 was added to the professional services costs of subcontracted resources.



As part of the two-year Deal extension, the Telecom Office negotiated reductions in the s.17 applied to subcontracted resources that have been contracted on a 'time and materials basis.' s.17 applicable from July 30, 2020 onwards for all new Service Orders under existing and future SIF projects. In cases where TELUS is assuming project risk (such as fixed pricing, delivery timelines with contractual consequences or the inability to flow through obligations to third parties), TELUS has the right to charge a risk premium as agreed by the Parties.




### 6.4 *Operationalizing SIF projects*




SIF is an investment fund where new and innovative IT projects are envisioned, developed and operationalized. Projects are not funded by SIF once implemented. With the approaching end of term (July 2023), Entities must evaluate sourcing options early in the implementation phase to ensure affordability and market options. The TO has communicated to project leads the approaching end of term of the TSMA.





## 7. Project Details (\$millions)

Project	Approved Allocation <sup>+</sup>	Amount Consumed	Planned Completion	Status
<b>BC Hydro Dam Safety &amp; IoT</b> <b>Lead: BC Hydro</b> <i>Type: Product Development</i> Develops and deploys cellular and IoT technology at remote dam facilities to improve safety monitoring and communication capabilities. The technology supports spillway monitoring and the ability to locate workers, emergency responders and recreational users in emergency situations. In addition to safety benefits, the monitoring and control capabilities also improve asset management through visibility into operations under normal conditions.	\$20.35	\$4.29	2023	 <i>Continued negotiations for Seton Land Lease</i>

Project	Approved Allocation <sup>+</sup>	Amount Consumed	Planned Completion	Status
<b>BCIB Authentication</b> Lead: PSA Type: Product Development Implements an efficient authentication and validation method that grants BCIB employees' access to HR and payroll systems using their BC Services Cards (BCSC). Access using the BCSC offers efficiencies, cost savings, and security improvements relative to the issuance of IDIR's for new employees. Once developed, this solution can be readily expanded to new use cases.	\$1.00	\$0.81	Jun-21	 Proposed Project End Date updated from December 2020 to June 2021
s.17				
<b>ICBC Hazard Perception Awareness Training</b> Lead: ICBC Type: Product Development Develops video and virtual reality content into an interactive application for training new drivers on hazardous road conditions. A library of 15-20 scenarios will be created and tested, followed by a business case for a future sustainment model. Content will be tailored to the terrain,	\$1.00	\$0.00	Dec-21	 Project Charter and first Service Order complete

Project	Approved Allocation <sup>+</sup>	Amount Consumed	Planned Completion	Status
environment, and road design conditions in British Columbia and will be playable on a Mac or Windows personal computer, mobile, or VR device.				
<b>Health Innovation Hub</b> Lead: HLTH Type: <i>Product Development</i> Develops and implements efficient digital transmission of patient information across networked health care providers, for making e-referrals and sharing patient records, admission/ discharge notices, and other pertinent patient information. It also enables analytics and data warehousing. Project is being implemented within the South Okanagan Similkameen area, and it contributes to the advancement of a broader province-wide digital health initiative.	\$4.90	\$3.16	Jul-21	 Contingency Funding (\$561K) released
<b>Home Health Monitoring</b> Lead: HLTH Type: <i>Product Development</i> Development of a platform that uses remote patient monitoring technology to monitor a patient's health and shares the information electronically with health care teams. Includes monitoring and tracking patients' vital signs or symptoms on a regular basis, remotely.	\$40.00	\$39.17	Mar-21	 On track
<b>Integrated Analytics Centre</b> Lead: EDUC Type: <i>Product Development</i> A tool to assist in managing the Next Generation Network (NGN). Capability includes forecasting and optimizing bandwidth utilization, data analytics and security applications for BC School Districts.	\$8.05	\$2.41	Aug-21	 Privacy Impact Assessment-related delays





Project	Approved Allocation <sup>+</sup>	Amount Consumed	Planned Completion	Status
<b>Mobility Solution for the Social Sector</b> Lead: CFD Type: <i>Proof of Concept</i> Tests a mobility solution for MCFD's front-line Child Protection workers. Currently, front-line social workers do not have the ability to access child welfare records and tools contained within MCFD's 'Integrated Case Management' system when they are on site ('in the field'), working with families. Access to ICM from tablets and smartphones improves access to and delivery of child welfare services, especially for indigenous and rural children, youth and their families.	\$0.50	\$0.00	Sept-21	 Project Charter and first Service Order complete
<b>ShareEdBC (WonderLab)</b> Lead: EDUC Type: <i>Product Development</i> An online platform that provides Teachers and Educational Partners across the province with the ability to access and upload content aligned with BC's new curriculum. It supports collaboration with educators province-wide and increases available virtual resources in both official languages, French and English.	\$10.70	\$10.13	Jul-21	 On track
<b>All Hazards Comms Investment Roadmap</b> Lead: CITZ/EMBC Type: <i>Report</i> A catalogue of current IM/IT systems for Emergency Management (EM) to inform development of a roadmap that can be used to guide systems development towards the goal of being able to easily share EM information between stakeholders.	\$0.52	\$0.52	Jan-20	 Complete

Project	Approved Allocation <sup>+</sup>	Amount Consumed	Planned Completion	Status
<b>Connected Consultation</b> Lead: EMPR <i>Project Type: Report</i> Developing a business case for a digital public consultation product that will improve the way the Province engages citizens on topics related to natural resource management, industrial development, environmental stewardship and economic sustainability.	\$0.48	\$0.48	Jun-20	 Complete
<b>COVID-19 Assistance to Vulnerable Populations</b> Lead: CITZ <i>Type: Equipment</i> Deployed 150 cellular phones and 300 tablets to programs supporting people impacted by COVID-19. Device recipients were determined by the Vulnerable Populations Working Group, which targeted reaching a diverse demographic across urban/rural settings. Recipients included groups that serve Indigenous peoples, children and youth (including Indigenous and rural youth), immigrants, seniors, women and mothers fleeing violence, and people impacted by homelessness and addictions.	\$0.19	\$0.19	Sep-20	 Complete
<b>ICBC Insight Data</b> Lead: ICBC <i>Type: Proof of Concept</i> TELUS cellular data analyzed to help ICBC gain a better understanding of vehicle usage and distracted driving in the Greater Vancouver area.	\$0.18	\$0.18	July-20	 Complete
<b>Keeping Young Adults Connected</b> Lead: CFD <i>Type: Equipment</i> Provide young adults who were on a Continuing Custody Order (CCO) and those on Youth Agreements that have aged out of government care with mobile phones to increase access to employment resources,	\$0.02	\$0.02	Jun-18	 Complete

Project	Approved Allocation <sup>+</sup>	Amount Consumed	Planned Completion	Status
employment opportunities potential employers, and services and resources.				
<b>MHSU Virtual Clinic</b> Lead: HLTH Type: Product Development Provides centralized intake and triage of individuals with mental health and substance use (MHSU) concerns through a self-managed patient portal. Solution is a service with centralized intake to gain immediate access to a range of MHSU tools, and to other targeted interventions throughout the province.	\$4.99	\$4.99	Aug-20	 Complete
<b>Open Innovation Collider Space</b> Lead: CITZ Project Type: Report Business case for a co-working space in a downtown Victoria location. Drop a team into the collider when there is a challenging opportunity or problem. Includes Gov/Private sector/Academia.	\$0.47	\$0.47	Jan-20	 Complete
<b>Provincial Security Operations Centre</b> Lead: CITZ Project Type: Report A business case for a physical operations security centre that combines facilities, infrastructure, people, and education for the betterment of public sector organizations throughout the province.	\$0.83	\$0.83	Jan-20	 Complete
<b>Total</b>	<b>\$106.98</b>	<b>\$74.45</b>		

<sup>+</sup>The approved allocation for completed projects reflects the amount consumed.

**Project Status Legend**

<b>Status</b>	<b>Description</b>
	TELUS, entity sponsor, and TO in agreement that project is on track and there are no major issues.
	TELUS, entity sponsor, and TO in agreement that project is at risk or there is a disagreement in the project status.
	TELUS, entity sponsor, and TO in agreement that the project is in a critical state.
	Project is complete

**8. Impacts of COVID-19:**

The COVID-19 pandemic has varying impacts on SIF projects. Some projects are accelerating in importance due to increased dependence on virtual technologies, while others may experience delays due to resource and supply limitations. Impacts are being closely monitored.

In the quarter ending December 31, 2020, the following updates and decisions related to COVID-19 impacts:

- s.17



April 20, 2021

To: Peter Pokorny, *Assoc. DM, Ministry of Health*  
David Byres, *Interim President & CEO, PHSA*  
Scott MacDonald, *Deputy Minister, Ministry of Education*  
David Wong, *Executive Vice-President, Finance, Technology, Supply Chain & Chief Financial Officer, BC Hydro*  
CJ Ritchie, *Assoc. DM & GCIO, Ministry of Citizens' Services*

Cc: James Shypitka, *Sr. Executive Director, ICT, OCIO, CITZ*  
Michael Rolston, *Executive Director, ICT, OCIO, CITZ*

Subject: SIF Quarterly Report (period ending December 31, 2020)

Good morning / afternoon,

Please find attached the Strategic Investment Fund (SIF) quarterly report for the period ending December 31 of Fiscal Year 2020/21. SIF, a cornerstone of the Strategic Relationship Agreement of the Telecom Deal with TELUS, is funded by a percentage of spend by Telecom Deal signatories and is managed by the Telecom Office on behalf of the signatories.

The highlights for this quarter include:

- The Council of Chief Information Officers Telecom Sub-Committee (CCIO-TSC) and Executive Governance Committee (EGC) approved a new SIF Project Intake Process to allocate remaining SIF funds.
- The Telecom Office continues to closely monitor and adopt strategies that mitigate the impact of COVID-19 on SIF projects and the Province.

I trust you will find this report complete.

Sincerely,

Shauna Brouwer  
Deputy Minister  
Ministry of Citizens' Services

Attachment: *TSMA SIF Quarterly Report 31 December 2020*

## INFORMATION NOTE

### Advice to Deputy Minister

**DATE:** May 17, 2021

**CLIFF#:** 115149

**ISSUE:** s.13; s.17

s.13; s.17

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Withheld pursuant to/removed as

s.13 ; s.17

## MINISTRY ESTIMATE TECHNICAL PROCESS Advice to Deputy Minister

**DATE:** May 10, 2021

**REF:** 115110

**ISSUE:** Approach to 2021 CITZ Estimates ministry logistics.

### **STATUS:**

The Ministry of Citizens' Services (CITZ) estimates process will be conducted according to direction from Legislative Assembly staff and in accordance with Public Health Officer COVID protocols. The approach outlined leverages learnings from the 2020 Estimates session and experiences from ministries across government. Key Enterprise Services employees will confirm the approach through logistic testing on May 7<sup>th</sup> and 10<sup>th</sup>. The confirmed approach will be utilized at the final test session with the Minister on Tuesday May 11<sup>th</sup>. The anticipated dates for CITZ estimates are May 14<sup>th</sup> or May 17<sup>th</sup>.

### **APPROACH:**

Estimates will be a hybrid model due to COVID protocol. To facilitate the Estimates process or proposed approach is that:

- The Minister and Deputy Minister (DM) will attend Estimates in the Douglas Fir room of the Legislature; joined by the Liberal critic and one member of the Green party.
- Assistant Deputy Ministers (ADM) and Executive Directors (ED) with high profile topics will be centrally located in two boardrooms at 4000 Seymour Place, which will allow for physical distancing.
- The Minister and the DM will utilize their mobile devices and earphones to receive advice via a conference call number provided from the Minister's Office.
  - GCIO CJ Ritchie will be the primary moderate to provide answers from subject matter experts at 4000 Seymour, as required, through this conference line. ADM Bev Dicks will be the alternate moderator.
- ADMs and identified EDs will listen at 4000 Seymour to the Estimates discussions through a restricted Zoom link provided by the Legislature.
- It is anticipated that Ministerial staff will participate via the Minister's Office in the Legislature. Ministerial staff may watch Estimates through the Internal Hansard HD channel available only at the Legislature.

### **NEXT STEPS:**

On May 7<sup>th</sup> and 10<sup>th</sup> testing of the approach will occur with key Enterprise Services employees, including a logistics review of the Douglas Fir room. On Tuesday May 11<sup>th</sup> a technical testing and Question & Answers session will occur. The Minister and DM will be participating from the Legislature, and ADM's will participate from a boardroom at 4000 Seymour.

Ministry employees are currently working to confirm technical logistics, provide internal process plans for the ministry, and are working with Legislative employees.

Separate instructions for CITZ employees are under development and will be provided in advance of the session on Tuesday May 11<sup>th</sup>.

## **ADDITIONAL CORPORATE CONTEXT:**

To support Estimates corporately, Enterprise Services has provided Ministry Chief Information Officers (MCIOs) the following:

- Weekly calls to relay LASS guidelines, estimates protocols and scheduling;
- TEAMS space to share plans, practices, and learnings from each Ministry; and
- Information on on/off site technical support services.

MCIOs are accountable for providing support to their ministries.

Contact: Savannah Murphy, Ministry Chief Information Officer, Information Management Branch  
250-588-4488

## MEETING NOTE

### Advice to Deputy Minister

**MEETING DATE:** May 19, 2021 from 9:00am to 9:30am

**CLIFF#:** 115145

**ATTENDEES:** Deputy Minister Shauna Brouwer and Chief Electoral Officer, Anton Boegman

**ISSUE:** Elections and the role of Citizens' Services

#### BACKGROUND:

- The Ministry of Citizens' Services (the ministry) has developed a strong relationship with Elections BC over the years to stage provincial elections.
- Within the ministry, six divisions played a key role in supporting the Fall 2020 election, including:
  - OCIO-Enterprise Services (OCIO-ES), Digital Platforms and Data Division (DPD), Government Digital Experience (GDX), Procurement and Supply Division (PSD), Real Property Division (RPD), and ServiceBC (SBC).
- In 2020, Elections BC reached out to the ministry for support in delivering the 42nd Provincial General Election during the COVID-19 pandemic.
  - The ministry supported in the areas of cyber-security, network, 24/7 IT support and escalation processes, geographic assessments for voting locations, printing and distribution of voter cards, website support, and Vote by Mail drop off ballot boxes in 62 Service BC locations.
  - Elections BC estimated that the pandemic would result in an increase of Mail-In Ballots from 41,000~ to 1 million. In addition, British Columbians would need to be able to call to request a ballot to be mailed in or dropped off at Service BC In-Person Centres.
  - Led by ServiceBC, the ministry collaborated across divisions to modernise services and offer an integrated response to Elections BC, see *Appendix A* for the ministry's project list.
- The current voting model is paper-based, as per Part 6 – Voting in the Elections Act, and Elections BC has identified that they will not be moving to online voting or digital voting machines at this time.

#### DISCUSSION:

The ministry's divisions have supported and continue to support Elections BC in the following ways:

##### *OCIO – Enterprise Services (OCIO-ES)*

Elections BC uses services from OCIO-ES including information security, networks, hosting, email, and Virtual Private Network (VPN). During an election, OCIO-ES collaborates with RPD to ensure Elections BC receive the necessary provisions including laptops, monitors, printers, IDIR administration for the employees located at the transition offices in Victoria and Vancouver.

Before and during the Fall 2020 election period, OCIO Security was on high alert monitoring network traffic and preventing, detecting and responding to cyberattacks threatening the availability or integrity of the infrastructure. In June 2020, OCIO Security met with Elections BC with the goal of preparing for direct attacks so that during the election period they could focus on indirect attacks, such as attempts to spread fake news and other disinformation.

OCIO Security continues to support Elections BC with security awareness and education, phishing campaigns, vulnerability notifications and scanning, identity, investigations, and security operations to prevent, detect, and respond to cyber-attacks.

#### *Digital Platforms and Data (DPD):*

During an election, DPD provides support through:

- Address validation and standardization for online voter registration,
- Enable sharing and discovery of 21 Elections BC Datasets for public access from BC Data Catalogue, and
- Provide web mapping platforms and application hosting for multiple public and internal online maps for electoral event planning.

Additionally, during the Fall 2020 election, DPD supported by providing:

- 24-hour standby support during vote by mail registration,
- Scaled infrastructure for additional capacity of vote by mail address searching, and
- Addressed 7 million searches during registration period with more than 1 million requests in a single day.

#### *Government Digital Experience (GDX):*

During an election, GDX supports Election BC by conducting search services through daily reviews of website pages looking for new, changed or deleted content. Elections BC has a search input field in the header of their website. When a website user submits a search request it is sent to our search appliance requesting a response with search results. GDX process the request, send back the information for them to process and display to their website users.

GDX also provides search related support on an ongoing basis. This has been as simple as answering basic search engine optimization (SEO) questions to helping website administer develop new content / search results to support citizens in accessing information about Elections BC.

#### *Procurement and Supply Division (PSD):*

The PSD's Supply Services branch supports Elections BC with three of lines of business: BC Mail Plus, the Queen's Printer and the Distribution Centre Victoria (DCV). These areas work in a coordinated manner to provide a wide variety of services for elections and by-elections including data verification, printing, inserting, mailing of *Where To Vote* cards (3.6M Fall 2020) and 850,000 Vote By Mail package, and the scanning of scanning of upon return. PSD's approach with Elections BC is through close liaison work, where they meet early and often with the operations team. Each voting project has some unique qualities that they work to accommodate and support. PSD have also fully supported referendums run by Elections BC.

#### *Real Property Division (RPD):*

RPD supports Elections BC with their specifications and geographic voting locations needed throughout the province during an election. The division's Accommodation Management Branch offers assistance in reviewing suitable options that to meet Elections BC's requirement and negotiates short-terms leases, if necessary. The division also arranges a transition space, furniture, IT, and premise security should it be needed to accommodate government and other transition activities and assists in closing out locations once an election is completed.

*Service BC:*

In Fall of 2020, Service BC increased accessibility for citizens to Elections BC services by:

- Providing in-person services and Vote-by-Mail drop-boxes throughout the province,
- Creating contact centre services with extended hours of operations, and
- The addition of contact centre translation services in 140+ languages.

Through Service BC's existing Provincial Contact Centre and In-Person Service Centres, the province rapidly leveraged existing people, processes and technology to implement multi-channel election services, reducing costs and increasing access to services for the people of B.C.

Service BC continues to work with Elections BC and ICBC on their request to be provided with personal identify information collected by the BC Service Card Program to ensure the accuracy of the BC Provincial Voters List for non-drivers. See *Appendix B: Identity Management* for further details.

**SUMMARY:**

- The ministry is committed to supporting Elections BC throughout an election and their efforts to modernize the election process.
- If the elections process were to shift from the current paper-based model to electronic voting, significant additional steps would need to be taken to maintain the integrity of the process, systems, and security, and would significantly shift the current services the ministry provides to Elections BC.

Appendices:	Appendix A: Fall 2020 Cross Citizens' Services Election Initiatives
	Appendix: Identity Management
Attachment:	Anton Boegman Biography
Contact:	Alex MacLennan, Assistant Deputy Minister, OCIO-Enterprise Services Division



## Appendix A: Fall 2020 Cross Citizens' Services Election Initiatives

Project managed by Service BC, and all completed successfully:

Project	CITZ Team(s)
Where to Vote Card	BC Mail+ Queens Printer Distribution Centre
Vote by mail packages	BC Mail+ Queens Printer Distribution Centre
Return of votes from voter packages	BC Mail+
Ballots and voters lists	BC Mail+ Queens Printer
Electoral District Office materials	BC Mail+ Queens Printer
Election booklet mailed to all BC households	BC Mail+ Queens Printer
Contact Centre Support	Service BC
Service Centres Support (In-Person Services)	Service BC
Office in a Box (EXA)	Enterprise Services
UC Phones	Enterprise Services
IT Support	Enterprise Services
Hosting	Enterprise Services
Data Transfer, Hosting and Cataloguing	Data Systems & Services
Geocoding for voter registration and address list management	Data Systems & Services
Web Mapping: District Electoral Officer District Explorer (DEODE) data refresh and app modifications	Data Systems & Services
Voter List Validation	Service BC

## Appendix B: Identify Management

- Elections BC has a mandate to ensure accuracy of the BC Provincial Voters List, including the authority to automatically update voters list information about citizens with a BC driver's license, using information held by Insurance Corporation BC (ICBC).
- In Summer 2019, Elections BC approached the Ministry of Citizens' Services (CITZ) to request CITZ provide personal identity information collected for the BC Services Card Program to Elections BC under proposed amendments to section 40 of the Election Act.
- Bill 43 (Election Amendment Act 2019) completed Royal Assent on November 28, 2019, proposing an amendment to current legislation including the Elections Act, to permit Elections BC to access BC Services Card data to ensure voters list accuracy for non-drivers
- During the summer of 2020, Elections BC, Citizens' Services and ICBC conducted joint workshops to develop an Information Sharing Agreement between the organizations to authorize the sharing of BC Services Card data from ICBC to Elections BC to ensure accuracy of the voters list, and to bring into force by regulation the Election Amendment Act
- They determined that an additional information sharing agreement between CITZ and Elections BC was not required; and Elections BC and ICBC could negotiate amendments to their existing information sharing agreement to include the additional BC Services Card Program personal identity information.
- A letter from CITZ has been drafted to address and provide guidance to the Elections BC-ICBC information sharing agreement. Once issued, the amendments included in the Election Amendment Act 2019 can be brought into force through regulation. At that point, ICBC will be permitted to include BC Services Card Program personal identity information in its Provincial Voters List data updates provided to Elections BC.

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## DECISION NOTE

### Advice to Minister Beare

**Date:** May 19, 2021

**CLIFF#:** 114913

**ISSUE:** s.12; s.13

s.12; s.13

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s.12 ; s.13

## DECISION NOTE

### Advice to Minister Beare

**Date:** May 7, 2021

**CLIFF#: 114923**

**ISSUE:** Extension of Ministerial Order Respecting Disclosures During COVID-19 Emergency

#### BACKGROUND:

On March 26, 2020, then Minister of Citizens' Services Anne Kang issued a Ministerial Order (MO) under the *Freedom of Information and Protection of Privacy Act* (FOIPPA) authorizing disclosures outside of Canada under specific circumstances related to the COVID-19 pandemic. The MO removed barriers that otherwise prevented health sector employees from using tools and applications for providing care during the pandemic, and supported other public servants working physically distanced. On June 5, 2020, the MO was extended to December 31, 2020 and on December 31, 2020, it was extended again until May 31, 2021. Impacted stakeholders require a decision on whether the MO will be extended again.

#### DISCUSSION:

At the outset of the pandemic and implementation of physical distancing measures, there was significant concern raised by various public bodies that FOIPPA would restrict their ability to use tools necessary to work during the pandemic. The Ministry acted quickly to develop a MO that would enable use of the necessary tools.

Reception of the MO has been mostly positive, though some concerns of a "slippery slope" were expressed by media. This concern is likely to be amplified given the number of extensions. However, many public bodies making use of the MO have been able to deliver critical services under stressful circumstances, while some public bodies have been able to deliver services without reliance on the MO.

There are two main reasons the authorities granted by the MO remain essential. The health sector's need has been focused on patient records and tools which facilitate patient care, related to both COVID-19 patients and others trying to avoid going to hospitals or clinics. The rest of the public sector's need has predominantly centred around video-conferencing tools in lieu of in-person interactions. For example, this has been deployed by schools offering online teaching, Ministers conducting virtual townhalls, and in the social sector for virtual visitations. As vaccinations increase, and restrictions (will) begin to lift, there is an ongoing need for these authorities in certain use cases. s.13

s.13

s.12; s.13

The MO extension must be signed far enough in advance of the May 31, 2021 expiry date to allow time for processing by the Order-in-Council Administration Office.

**OPTIONS:**

**Option 1 (Recommended):** Extend the MO until December 31, 2021.

Implications:

- Would provide for the continued use of tools to coordinate care in the health sector and retain physical distancing measures across the public sector during pandemic conditions.

s.12; s.13

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**Option 2:** Do not extend the MO.

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**RECOMMENDATION: Option 1**

*(please circle)*

**APPROVED**

**NOT APPROVED**

**OPTION** 1



**Lisa Beare**  
**Minister**

May 10, 2021

**Date**

Attachment: Appendix A: Use Cases for Ministerial Order  
Contact: Kerry Pridmore, ADM, 778-698-1591

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## INFORMATION NOTE

### Advice to Deputy Minister

**DATE:** May 6, 2021

**CLIFF#:** 115094

**ISSUE:** Records Management Practices

#### **BACKGROUND:**

Corporate Information and Records Management Office's (CIRMO) mandate is to raise awareness and promote effective information management across the B.C. public service (BCPS). Through advice, training, policy, and systems, the Government Records Service (GRS, a branch of CIRMO) exists to make it easier for public servants to do the right things with their government information.

Poor records management practices can lead to a variety of negative consequences for government, including: loss of government information, increased storage costs and decreased productivity.

When asked, most government employees acknowledge that records management is important, and that they want to be compliant with policy. At the same time, busy public servants struggle to meet their records management responsibilities – there is often a gap between intention and action.

The B.C. Public Service Agency's Behavioural Insights Group (BC BIG) uses lessons from the behavioural sciences to help us understand how people think, behave, and make decisions in everyday life so we can improve public sector programs, services, and systems.

CIRMO has partnered with BC BIG to undertake a randomized control study that will determine whether behavioural insights approaches could improve the way public servants manage their government records.

#### **DISCUSSION:**

The goal of the CIRMO/BC BIG partnership (the study group) is to identify the most effective email communication that improves records management practices among BCPS employees. The key performance indicator to measure effectiveness will be the reduction in home drive storage amount (e.g., H drive).

Using data from OCIO Hosting Services, every B.C. public servant will be randomly assigned to one of three categories:

1. The control group, who will receive no email. This group is approximately 12,000 people.
2. The "personal benefits" group, who will receive an email on the personal benefits of good records management (e.g. time saved), plus 4 or 8 weekly tips on records management. This group is approximately 4,000 people.
3. The "corporate benefits" group, who will receive an email on the corporate benefits of good records management (e.g. reduced storage costs for government), plus 4 or 8 weekly tips on records management. This group is approximately 4,000 people.

The study group hopes that the trial will yeild insights into the types of appeal that most effectively motivate good records management behaviour. A secondary goal is to raise awareness among study participants on how to manage records well.

**NEXT STEPS:**

CIRMO plans to send the 8,000 email communications in late May. CITZ Deputy Minister's Office (via Krista Thomas) has been made aware of this study.

CIRMO is planning limited communications about the study itself to preserve the integrity of the results. If the existence of the study and its methodology were widely communicated, it could affect the validity of any conclusions.

Attachment(s): None

Contact: Susan Laidlaw, 778-678-2097

## INFORMATION NOTE

### Advice to Minister Beare

Date: May 21, 2021

CLIFF#: 115171

**ISSUE: Investment BC (InBC) exclusion from the scope of the *Freedom of Information and Protection of Privacy Act* (FOIPPA)**

#### BACKGROUND:

To be covered by FOIPPA, an entity must either meet the definition for public body or meet one of the three criteria set out in s. 76.1 of FOIPPA (see Appendix for section references). If the entity meets the public body definition it is either covered automatically (e.g. a ministry) or it can be designated as a public body under FOIPPA by addition to Schedule 2 of the Act. Schedule 2 public bodies range from the BC Pension Corporation and the Land Title & Survey Authority to smaller groups like the British Columbia Turkey Marketing Board.

The Minister responsible for FOIPPA has the authority to add bodies to Schedule 2 by regulation. The decision to do so has not historically been made independently by the Minister of Citizens' Services. This has generally been done at the behest of responsible ministers or public body heads. Responsible bodies weigh the anticipated benefit of the increased transparency and accountability against the risks and costs presented by those same factors when making the decision of whether it is appropriate to be covered by FOIPPA. Ministry of Citizens' Services legislative staff petition ministries and the broader public sector at regular intervals for any entities that those bodies have determined need to be added to, removed from or revised in Schedule 2. Ministry staff then confirm that they meet the criteria of s. 76.1 prior to including them in the respective Ministerial Regulation.

InBC was previously titled the BC Immigrant Investment Fund (BCIIF). While BCIIF met at least one criterion of s 76.1, it was not added to schedule 2 by the government of the day for the same reasons currently cited by InBC and an understanding that annual reports and audits would provide an appropriate amount of transparency. The fund was renamed in September 2020 and given the specific mandate to invest in small and medium sized businesses to help them scale and grow in the province with a \$500 million budget. The Information and Privacy Commissioner (Commissioner) has publicly taken the position that not bringing InBC into Schedule 2 is an oversight by government and a failure to provide appropriate levels of transparency given the amount of public funds involved. No previous Commissioner took this stance on BCIIF.

#### DISCUSSION:

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**SUMMARY:**

- The Minister of Citizens' Services designates public bodies in Schedule 2 in cooperation with responsible ministers or heads where the subject matter expertise resides.
- BCIF and InBC have both consistently been determined to be outside the scope of FOIPPA since inception.

s.13

Contact: Kerry Pridmore, 778 698-1591  
Attachment(s): Appendix A – Statutory References  
MIN Stewart – Letter to Thomas Berger (February 2010)  
MIN Stewart – Letter to Thomas Berger (April 2010)

## Appendix A: Statutory References

### Disclosure harmful to business interests of a third party

**21** (1) The head of a public body must refuse to disclose to an applicant information

(a) that would reveal

(i) trade secrets of a third party, or

(ii) commercial, financial, labour relations, scientific or technical information of or about a third party,

(b) that is supplied, implicitly or explicitly, in confidence, and

(c) the disclosure of which could reasonably be expected to

(i) harm significantly the competitive position or interfere significantly with the negotiating position of the third party,

(ii) result in similar information no longer being supplied to the public body when it is in the public interest that similar information continue to be supplied,

(iii) result in undue financial loss or gain to any person or organization, or

(iv) reveal information supplied to, or the report of, an arbitrator, mediator, labour relations officer or other person or body appointed to resolve or inquire into a labour relations dispute.

(2) The head of a public body must refuse to disclose to an applicant information that was obtained on a tax return or gathered for the purpose of determining tax liability or collecting a tax.

(3) Subsections (1) and (2) do not apply if

(a) the third party consents to the disclosure, or

(b) the information is in a record that is in the custody or control of the archives of the government of British Columbia or the archives of a public body and that has been in existence for 50 or more years.

### Ministerial regulation making power

**76.1** (1) The minister responsible for this Act may, by regulation, amend Schedule 2 to do one or more of the following:

(a) add to it any agency, board, commission, corporation, office or other body

(i) of which any member is appointed by the Lieutenant Governor in Council or a minister,

- (ii) of which a controlling interest in the share capital is owned by the government of British Columbia or any of its agencies, or
- (iii) that performs functions under an enactment;
- (b) designate or change the designation of the head of a public body;
- (c) delete from it an agency, board, commission, corporation, office or other body that
  - (i) no longer exists, or
  - (ii) no longer meets the criteria established by paragraph (a).

**"public body"** means

- (a) a ministry of the government of British Columbia,
- (b) an agency, board, commission, corporation, office or other body designated in, or added by regulation to, Schedule 2, or
- (c) a local public body

but does not include

- (d) the office of a person who is a member or officer of the Legislative Assembly, or
- (e) the Court of Appeal, Supreme Court or Provincial Court;



BRITISH  
COLUMBIA

Ref: 62964

APR 14 2010

Mr. Thomas R. Berger O.C., Q.C.  
Barrister & Solicitor  
440 – 355 Burrard Street  
Vancouver BC V6C 2G8

Dear Mr. Berger:

In my response letter to you on February 1, 2010, I indicated that I would consult with my colleague, the Honourable Iain Black, Minister of Small Business, Technology and Economic Development, about your concerns that the BC Immigrant Investment Fund (BCIIF) and its subsidiary, the BC Renaissance Capital Fund (BCRCF), are not covered under the *Freedom of Information and Protection of Privacy Act* (FOIPP Act). This letter is a follow-up to my meeting with Minister Black.

In his capacity as Minister of Small Business, Technology and Economic Development, Minister Black is responsible for the BCIIF and BCRCF and makes ongoing operational determinations about these entities including whether they are to be brought under coverage of the FOIPP Act. In our discussion, he communicated to me that, given the nature of their operations, he does not believe that it is appropriate to make these two entities public bodies under the FOIPP Act.

Minister Black's rationale includes the need to respect legal confidentiality agreements in place with fund managers operating under the BCRCF, and the fact that public transparency is achieved through operational reporting under the BCIIF annual report. I would also like to clarify that the source of BCIIF's capital is not taxpayer funds, but rather capital sourced from immigrant investors through a federal program.

.../2

Ministry of  
Citizens' Services  
and Minister Responsible  
for Multiculturalism and the  
Public Affairs Bureau

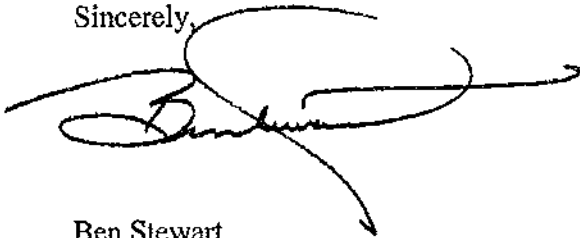
Office of the  
Minister

Mailing Address:  
PO Box 9068 Stn Prov Govt  
Victoria BC V8W 9E2

Telephone: 250 952-7623  
Facsimile: 250 952-7628

Minister Black has presented a reasonable position on this matter and, until he provides different instructions, the BCIIF and BCRCE will not be added as public bodies to Schedule 2 of the FOIPP Act.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ben Stewart', with a long, sweeping horizontal stroke extending to the right.

Ben Stewart  
Minister

cc: Honourable Iain Black  
Minister of Small Business, Technology and Economic Development and  
Minister Responsible for the BCIIF

Ms. Kim Henderson  
Deputy Minister of Citizens' Services

Mr. Brian Hansen  
Chair, BC Immigrant Investment Fund

Mr. Paul D.K. Fraser  
Acting Information and Privacy Commissioner of British Columbia

Mr. Dave Nikolicjin  
Government Chief Information Officer

Ms. Wendy Taylor  
Executive Director, Knowledge and Information Services  
Office of the Chief Information Officer





Ref: 62169

FEB 01 2010

Thomas R. Berger O.C., Q.C.  
Barrister & Solicitor  
440 - 355 Burrard Street  
Vancouver BC V6C 2G8

Dear Mr. Berger:

I am writing in response to your letter of December 14, 2009, regarding coverage under the *Freedom of Information and Protection of Privacy Act* (FOIPP Act) for the BC Immigrant Investment Fund (BCIIF) and its subsidiary, the BC Renaissance Capital Fund (BCRCF). I appreciate the cogent and considered arguments you have provided for including these entities as public bodies under the FOIPP Act.

As you have indicated in your letter, section 76.1 provides me, as Minister responsible for the FOIPP Act, with the authority to list entities as public bodies under Schedule 2. The process for adding new or existing entities begins with the ministry responsible for an entity submitting a formal request to my ministry asking that an addition be made to Schedule 2. Once this request has been received and confirmed, it will be included in the next Ministerial Regulation that I issue for such purposes.

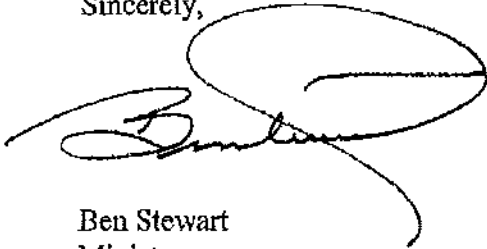
At present, I have not received a request from the Ministry for Small Business, Technology and Economic Development for inclusion of the BCIIF and the BCRCF as public bodies under Schedule 2 of the FOIPP Act. However, as you have raised concerns about their coverage with me, I will undertake to discuss this issue with the Honourable Iain Black, who is the Minister responsible for both of these funds.

.../2

- 2 -

Thank you for your interest in helping British Columbia continue to be an open and transparent province. I am proud that British Columbia's FOIPP Act has the broadest range of coverage of any jurisdiction in Canada.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ben Stewart', with a large, stylized loop at the end.

Ben Stewart  
Minister

cc:           Honourable Colin Hansen  
              Minister of Finance and Minister Responsible for the BCIF

              Ms. Kim Henderson  
              Deputy Minister of Citizens' Services

              Mr. Brian Hansen  
              Chief Executive Officer, BC Immigrant Investment Fund

              Mr. David Loukidelis  
              Information and Privacy Commissioner of British Columbia

              Mr. Dave Nikolejsin  
              Government Chief Information Officer

              Ms. Wendy Taylor  
              Executive Director, Knowledge and Information Services  
              Office of the Chief Information Officer

## INFORMATION NOTE

### Advice to Deputy Minister

**Date:** April 26, 2021

**CLIFF#:** 115408

**ISSUE: Consultation with Indigenous Groups and Communities on the Proposed 2021 FOIPPA Amendments**

**BACKGROUND:**

The Province recognizes that meaningful engagement with Indigenous peoples aims to secure their free, prior and informed consent when government proposes to take actions, including enacting legislation, which may affect them (see Article 19 of the United Nations Declaration on the Rights of Indigenous Peoples, UNDRIP). This principle acknowledges the Province's commitment to a new government-to-government relationship that builds on and goes beyond the legal duty to consult. In delivering on this commitment, government recognizes the right of Indigenous peoples to participate in decision making in matters that affect their rights through their own representative institutions, and the need to consult and cooperate in good faith.

British Columbia's *Declaration on the Rights of Indigenous Peoples Act* (DRIPA) and government's commitment to reconciliation highlight the need for existing legislation to recognize and reflect the rights of Indigenous peoples. While all of the proposed FOIPPA amendments will affect Indigenous peoples, as they will every British Columbian, there are a number of items which will affect Indigenous peoples uniquely.

The proposed amendments will enable more information sharing with Indigenous governments.<sup>s.13; s.16</sup>  
s.13; s.16

s.16

**DISCUSSION:**

The Strategic Policy and Legislation Branch (SPL) intends to re-engage with UBCIC and FNS, as well as the, BC Assembly of First Nations (BCAFN) and Métis Nation BC (MNBC). In addition to discussing the proposed amendments, SPL will be seeking advice from these groups, as well as from the Ministry of Indigenous Relations and Reconciliation (MIRR), on how best to re-engage with Indigenous communities across the province, in a way that is both meaningful and respectful of current COVID restrictions. To this end, SPL had an introductory meeting with UBCIC and FNLC on April 8, 2021.

As a next step, SPL proposes to send a letter from Deputy Minister Shauna Brouwer (see Attachments 1-4) to the leadership of each of the major Indigenous organizations noted above. The letter provides a high-level overview of the legislative project and invites the organizations to participate in a meeting to discuss the proposed amendments in greater detail. To support these detailed discussions, the attached discussion paper (see Attachment 5) will be provided to these organizations prior to the meeting. Another mail-out and survey are planned to solicit input from Indigenous communities, but SPL will first validate this approach through discussions with the Indigenous organizations and MIRR and will make any necessary adjustments in response to their input.

s.14; s.16

**NEXT STEPS:**

s.13; s.16

The table below outlines the sequencing of high-level consultation activities, including proposed timing:

Consultation Activities	Estimated Completion Date
Send DM Letters to Indigenous Groups (UBCIC, FNS, BCAFN, MNBC)	s.13
Provide Discussion Paper to Interested Groups	
Send Treaty First Nations Notification Letters	
Hold detailed discussions with Indigenous Groups	
Engage Indigenous communities through mail-out / Survey	
s.13; s.16	

Attachments:

1. Draft Letter from DM to Union of BC Indian Chiefs – FOIPPA
2. Draft Letter from DM to First Nations Summit – FOIPPA
3. Draft Letter from DM to BC Assembly of First Nations – FOIPPA
4. Draft Letter from DM to Metis Nation BC - FOIPPA
5. Discussion Paper: FOIPPA Issues & Indigenous Peoples

Contact: Matt Reed, Executive Director and Chief Policy Officer, Strategic Policy and Legislation Branch  
250-514-8870

Page 56 of 82 to/à Page 63 of 82

Withheld pursuant to/removed as

s.16

Page 64 of 82 to/à Page 67 of 82

Withheld pursuant to/removed as

s.13 ; s.16

## MEETING NOTE

### Advice to Minister Beare

#### MEETING WITH MINISTER EBY AND HUMAN RIGHTS COMMISSIONER

**MEETING DATE:** March 25, 2021

**CLIFF#:** 114866

**ATTENDEES:**

Minister Beare

Minister Eby

BC Human Rights Commissioner,

Kasari Govender

Parliamentary Secretary Singh

*Ministry staff*

CJ Ritchie, Associate DM, CITZ

Cheryl May, Associate DM, AG

Kathleen Assaf, Executive Director, CITZ

**ISSUE:** Anti-Racism Initiatives and Race-based Data

**BACKGROUND:**

Anti-Indigenous and anti-Asian racism have increased in B.C. during COVID-19. In the summer of 2020 during international focus on Black Lives Matter, Premier Horgan asked B.C.'s Human Rights Commissioner Kasari Govender and Information and Privacy Commissioner Michael McEvoy to provide recommendations to government regarding the collection of race-based data and disaggregated data.

The Human Rights Commissioner responded with a report entitled *Disaggregated demographic data collection in British Columbia: The grandmother perspective*. This report contained more than 20 recommendations, including calling for new legislation on disaggregated demographic data.

The Information and Privacy Commissioner did not provide recommendations but stated publicly:

"A new statute governing the use of such data that is not addressed in existing access and privacy legislation may be beneficial and I look forward to working with the Human Rights Commissioner and providing guidance to government on this important matter."

In December 2020, government appointed Rachna Singh as Parliamentary Secretary for Anti-Racism Initiatives, and set the task of working:

"...with B.C.'s new Human Rights Commissioner and other stakeholders to introduce legislation that will help reduce systemic discrimination and pave the way for race-based data collection essential to modernizing sectors like policing, health care and education."

The Premier has publicly acknowledged the calls for more access to race-based data, noting there is also opposition to doing so:

"Historically, this is information that may well not have been advantageous to individuals to be shared with government and with others in society."

**DISCUSSION:**

Statistics Canada census data, including demographic data on race, is available to B.C. but cannot be disaggregated to a level useful for analysis of provincial policies and programs. New data would need to be collected to support the analyses being called for by racialized communities.



The Ministry of Citizens' Services has established a strong staff partnership with the Ministry of the Attorney General to support Parliamentary Secretary Singh. Indigenous leaders and racialized community organizations will be invited to meet with Parliamentary Secretary Singh in the coming weeks about what a good consultation process would be. Their input will shape public anti-racism consultations.

The Human Rights Commissioner held two public events at the beginning of March entitled *Using data for change: Dialogue on data collection and the grandmother perspective*, which ministry staff attended.

The Human Rights Commissioner report acknowledges that the process of collecting, storing and sharing data is of critical importance and also that there are significant dangers of individual and community harm. The report points to the Ministry of Citizens' Services Data Innovation Program and use of the Five Safes framework for data protection as strengths to leverage in disaggregated demographic data collection.

The report also calls for government to immediately start collecting disaggregated demographic data in health care, policing, corrections, poverty reduction/housing, education, children and family development at the same time as government is establishing the legislative framework and creating data standards. The call for immediate collection seems to disregard the dangers of harm that race-based data collection could cause without a strong framework for data collection, storage and sharing. Government needs to ensure any new data we collect, manage and use is done in a way that meets B.C.'s privacy laws and embodies best practices for data privacy and security.

#### **NEXT STEPS:**

Regular briefings of the offices of the Human Rights Commissioner and the Information and Privacy Commissioner would be helpful on disaggregated demographic data. These could be monthly staff-level briefings with quarterly meetings of the Commissioners, Ministers and Parliamentary Secretary.

#### **SUGGESTED RESPONSE / KEY MESSAGES:**

s.13; s.16

## INFORMATION NOTE

### Advice to Deputy Minister

**DATE:** May 3, 2021

**CLIFF#:** 115031

**ISSUE:** Upcoming Publication of OCG's Audit on Digital Investment

#### BACKGROUND:

- The Internal Audit and Advisory Services (IAAS) team in the Office of the Comptroller General (OCG) has conducted an audit of the IM/IT minor capital investment process. The audit aims to assess the efficacy of existing processes in supporting the objectives of Government's IM/IT strategic direction.
- OCG plans to present their recommendations to the DM Audit Committee on May 5, 2021. Once OCG receives approval from the DM Audit Committee, they plan to publish the report on their website, likely in late May.

#### DISCUSSION:

- OCG's report outlines 13 recommendations intended to improve the governance, planning and monitoring of IM/IT minor capital investments. A summary of the recommendations, along with Office of the Chief Information Officer's (OCIO) assessment of their status, is provided in Annex A.
- Overall OCIO welcomes the audit. All recommendations are reasonable. Some of the recommendations were already being addressed while the audit was underway while others could be addressed through a new digital investment model, aligning with recommendations from the Digital Operating Model Review.
- GCPE has also reviewed the report and does not have concerns. They consider the report to be technical and internally oriented.
- OCG is expected to request an action plan from the OCIO to implement its recommendations three months after the public release of the report. OCG recognizes that the OCIO has indicated that changes have recently or are currently taking place that correspond to some recommendations.

#### ***Recommendations from the audit that would likely require further OCIO action:***

***Recommendation #4:*** Develop a health check process to gather, assess and verify information on current IM/IT infrastructure, systems, resources, and capacity.

➤ s.13

**Recommendation #5:** Identify key financial information required to support governance and strategic function and work with central agencies and ministries to access the necessary information.

- The audit states that “the OCIO does not have adequate access to cross-Government spending information” (page 11). As a starting point, OCG is working to collect and publish more information on digital expenditures. s.13

**Recommendation #9:** Develop a systematic evaluation process to facilitate consistent IM/IT investment prioritization. OCG observed that there was a lack of documentation to support the Digital Investment Office’s (DIO) rationale for project prioritization and investment ranking decisions from the previous intake in 2017.

- s.13

**Recommendations 10, 11 & 12:** These recommendations relate to performance monitoring.

- s.13

## **NEXT STEPS:**

- **DM Audit Committee** – OCG is expected to present the audit results to the DM Audit Committee on May 5, 2021. At the meeting, the OCIO recommends that the DM of CITZ: (i) welcome the audit; (ii) highlight work underway to address key recommendations; and (iii) emphasize the importance of ongoing engagement around a new digital operating model and Digital Plan. Points to raise at the meeting are provided in Annex B.
- **Publication** – OCG plans to publish the audit in late May 2021.
- **Phase 2** – OCG plans to initiate Phase 2 of the audit, which is its own separate engagement, targeting October of this year. Phase 2 will likely focus on the roles and responsibilities of ministries with regards to IM/IT investment.

Attachments:   Annex A – List of OCG Audit Recommendations on Digital Investment  
                           Annex B – Speaking points for DM Audit Committee meeting  
 Contact:         Tammy Hiltser, 236-478-0883

**ANNEX A – List of OCG Audit Recommendations on Digital Investment**

	<b>OCG Recommendation</b>	<b>Status according to OCIO</b>
1	The OCIO should ensure the IM/IT Capital Investment Management Framework and other relevant documentation are up to date to reflect accountabilities and responsibilities of key committees, agencies and offices based on their scope and mandate.	Review of material and next steps in progress. DIB Terms of Reference were recently updated; opportunities to update other key documents such as the governance framework and standard conditions for capital projects.
2	The OCIO should develop specific guidance and practical tools to support consistent implementation of policies and standards. References to applicable resources should be embedded into the capital investment website to support understanding and applicability.	IM/IT standards are currently accessible through the Government Policies, Procedures & Standards website. Possible link to a quick guide summarizing the 54 standards being considered following updates to those standards.
3	The OCIO should translate the Digital Framework and priorities into a specific investment strategy.	s.13
4	The OCIO should develop a health check process to gather, assess and verify information on current IM/IT infrastructure, systems, resources, and capacity.	
5	The OCIO should identify key financial information necessary to support its governance and strategic function and work with central agencies and ministries to access the necessary information.	As a starting point OCG is working on collecting and publishing more information on digital spend; OCIO has been analyzing all data that becomes available
6	The DIB should establish an investment portfolio with defined investment categories and a target allocation mix, based on the IM/IT investment strategy.	s.13
7	The DIO should implement a regular and defined intake of investments.	DIB has approved the move to an annual intake.
8	The DIO should update its internal process document and guidance to ensure consistent analysis and retain records to support funding decisions.	Significant updates to the Intranet in progress. DIO is effectively retaining records of DIB decisions; ongoing opportunities for improvements to guidance to Ministries.
9	The DIO should develop a systematic evaluation process to facilitate consistent IM/IT investment prioritization.	s.13
10	The DIB should establish a series of performance-dependent actions to support its oversight function for monitoring project performance.	
11	The DIO should standardize performance monitoring by implementing a risk-based approach.	
12	The DIO should expand the scope of performance monitoring to include a broader range of metrics to support the assessment of benefit realization.	
13	The DIO should provide ministries with greater communication about the expectation and purpose of information requirements for the investment planning and performance monitoring processes, including changes resulting from recommendations in this report.	Starting improvements with the 2022 intake process.

## ANNEX B – Speaking Points for the DM of CITZ: DM Audit Committee Meeting on May 5<sup>th</sup>

### *Opening*

- I'd like to begin by thanking OCG for conducting this audit. It comes at a critical time.
- We're seeing demand for digital services increase across government. I'd argue that our IM/IT Capital Envelope plays a critical role in delivering those services and in modernizing government.
- As we do this work, it's important to be accountable for how we manage the envelope and how we prioritize projects. This audit supports good governance and stewardship for the envelope.

### *CITZ welcomes the audit*

- Overall we welcome the audit. We knew at the outset that OCG might find opportunities for improvement. We are pleased that OCG did just that.
- The IM/IT capital envelope is valued at \$110 M per year. It's important for us to look for opportunities for continuous improvement.
- Most of OCG's findings were expected. We were already addressing most areas of concern. That said, the audit also highlighted some areas that we hadn't prioritized given resource constraints.
- We'll certainly take the recommendations into account as we plan ahead, including around how we deliver on our Digital Operating Model Review.

### *CITZ is already implementing many of the recommendations*

- I'd like to respond to a few specific points in the audit and highlight some of the work underway.
- The audit suggests that the OCIO **update documentation** around IM/IT investment. We agree. The Digital Investment Board just approved new terms of reference in March and we're working through other governance documents.
- The audit also recommends that we provide more **guidance on policies and standards**. We agree. That's why we're working to update our policy suite, including standards for IM/IT, and we're increasing our capacity to support teams submitting proposals to the Digital Investment Board.
- The audit recommends that we establish **a regular intake of investments**. We held an intake process this past fiscal year for the first time since 2017. Demand was overwhelming. The Digital Investment Board has endorsed a proposal from the OCIO to shift to an annual intake process.
- Finally, there were several recommendations around **performance management** and getting better information on IM/IT spending. Some of these might be challenging to implement and are going to require work across government. That said, we're looking at first steps like key performance indicators for projects that are funded from the envelope. We are keen to work with teams across government to ensure that OCIO is effectively supporting excellent digital services.

### *Ongoing engagement*

- As I said, we welcome OCG's recommendations.
- We will be developing an action plan. We'll likely focus on integrating the recommendations into our ongoing work on a new digital operating model and our new Digital Plan. This work will effect all of us across government, and I look forward to working with many of you on it.

- Digital government will only continue to become more important as we emerge from COVID and work to modernize government. I see the IM/IT capital investment process as an important tool for delivering on our ambitions and providing great services to British Columbians.

## MEETING NOTE

### Advice to Deputy Minister

**MEETING DATE:** 12 May 2021

**CLIFF#:** 115133

**ATTENDEES:** TBD

**ISSUE:** FPT Alignment on Verifiable Proofs of Vaccination

#### **BACKGROUND:**

Countries across the globe view COVID-19 vaccination as a critical factor in preventing disease spread and reopening the economy. Accordingly, several jurisdictions have implemented or announced the use of proofs of COVID-19 health status to support a return to day-to-day activities. Examples include:

- The EU is implementing a 'Digital Green Certificate' to serve as proof of vaccination, testing or recent recovery to facilitate travel between member states.
- The UK is piloting COVID-19 health status certificates for inbound and outbound international travel and certain domestic use cases, such as sports and music events.
- The US is developing standards for COVID-19 health credentials and the State of New York State has implemented a proof of COVID-19 health status for domestic use cases like sports and music events.

Today, British Columbians are provided with a paper receipt when they get vaccinated. These paper receipts are easy to falsify and difficult for authorities like border agencies to verify. To avoid these issues, many jurisdictions are implementing verifiable proofs of COVID-19 health status.

Canada and British Columbia have not yet established public health policy direction in this area.<sup>s.13; s.16</sup>  
s.13; s.16

s.13; s.16 Despite this ongoing discussion, British Columbians may require government-issued proofs of COVID-19 health status to support use cases like inter-provincial and international travel.

#### **DISCUSSION:**

s.13; s.16

s.13; s.16

Attachment: Appendix A – Points to Register  
Appendix B – Government of BC Engagements with Federal, Provincial and Territorial Bodies  
Contact: Hayden Lansdell 250 4150118



## **APPENDIX A – Points to Raise**

### ***Intro***

s.13; s.16

**APPENDIX B – Government of BC Engagement with Federal, Provincial and Territorial Bodies**

Party Involved	Description
DM Committee for Public Service Delivery	s.13  The DM Committee reports directly to a committee chaired by the Clerk of the Privy Council and whose membership includes all Deputies to Premiers in Canada.
Joint Councils	Sponsor. Received presentation of Proof of vaccine presentation by Peter Watkins, Executive Lead on January 13, February 23 <sup>rd</sup> and April 26 <sup>th</sup> .
Joint Councils ADM Panel Vaccination Pan-Canadian Digital Identity/Trust	Subset of Joint Council CIO members championing the proof of vaccine work. Representatives are BC's CIO CJ Ritchie, Ontario's CIO Dafna Carr and Joint Councils ADM representative Rob Devries, Nova Scotia's ADM Digital Services Natasha Clarke met to discuss the concept and endorsed scoping out of the technical architecture.
Technical Working Group	Team of technical architects and developers designing the joint solution. Representatives are BC, Ontario, Nova Scotia, Quebec, Public Health Agency of Canada (PHAC) and Treasury Board Canada.
Jurisdictional Experts in Digital Identity (JEDI)	Cross Jurisdictional representatives of digital identity experts supporting Peter Watkins, Executive lead and Joint Councils on the topic of Digital Identity. Monthly updates received on progress.
Public Health Agency Canada (PHAC) Luc Gagnon Sr VP Chief Technology Officer Branch	Federal Lead for the technical proof of vaccination work at the federal level during January-March.
Treasury Board of Canada Marc Brouillard, DM and Chief Technology Officer for the Government of Canada	Discussions have occurred with BC's GCIO. Marc is also a member of Joint Councils.
YVR-BC COVID Steering Committee	Discussions with Lynette DuJohn and Trevor Boudreau at YVR to discuss the Digital Health Credentials has occurred and ensure alignment and support for the work completed to-date.

## MEETING NOTE

### Advice to Deputy Minister

**MEETING DATE:** May 17, 2021

**CLIFF#:** 115146

**ATTENDEES:** Lori Wanamaker, Deputy Minister to the Premier  
CJ Ritchie, Associate Deputy Minister and GCIO  
Hayden Lansdell, Assistant Deputy Minister

**ISSUE:** BC alignment on verifiable proofs of vaccination

**BACKGROUND:**

Countries across the globe view COVID-19 vaccination as a critical factor in preventing disease spread and reopening the economy. Accordingly, several jurisdictions have implemented or announced the use of proofs of COVID-19 health status to support a return to day-to-day activities. Examples include:

- The EU is implementing a 'Digital Green Certificate' to serve as proof of vaccination, testing or recent recovery to facilitate travel between member states.
- The UK is piloting COVID-19 health status certificates for inbound and outbound international travel and certain domestic use cases, such as sports and music events.
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Today, British Columbians are provided with a paper receipt when they get vaccinated. These paper receipts are easy to falsify and difficult for authorities to verify. To avoid these issues, many jurisdictions are implementing verifiable proofs of COVID-19 health status.

Canada and British Columbia have not yet established public health policy direction in this area.<sup>s.13; s.16</sup>

Despite this ongoing discussion, British Columbians may require government-issued proofs of COVID-19 health status to support economic restart activities and to support their travel internationally.

**DISCUSSION:**

s.13; s.16

s.13; s.16

s.13; s.16

Attachment: Appendix A – Government of BC Engagements with Federal, Provincial and Territorial Bodies  
Contact: Hayden Lansdell 250 4150118

**APPENDIX A – Government of BC Engagement with Federal, Provincial and Territorial Bodies**

Party Involved	Description
DM Committee for Public Service Delivery	s.13  The DM Committee reports directly to a committee chaired by the Clerk of the Privy Council and whose membership includes all Deputies to Premiers in Canada.
Joint Councils	Sponsor. Received Proof of vaccine presentation by Peter Watkins, Executive Lead, Digital Identity, Institute of Citizen Services (ICCS) on January 13, February 23 <sup>rd</sup> and April 26 <sup>th</sup> .
Joint Councils ADM Panel Vaccination Pan-Canadian Digital Identity/Trust	Subset of Joint Council CIO members championing the proof of vaccine work. Representatives are BC's CIO CJ Ritchie, Ontario's CIO Dafna Carr and Joint Councils ADM representative Rob Devries, Nova Scotia's ADM Digital Services Natasha Clarke met to discuss the concept and endorsed scoping out of the technical architecture.
Technical Working Group	Team of technical architects and developers designing the joint solution. Representatives are BC, Ontario, Nova Scotia, Quebec, Public Health Agency of Canada (PHAC) and Treasury Board Canada.
Jurisdictional Experts in Digital Identity (JEDI)	Cross Jurisdictional representatives of digital identity experts supporting Peter Watkins, Executive lead on the topic of Digital Identity. Monthly updates received on progress.
Public Health Agency Canada (PHAC) Luc Gagnon Sr VP Chief Technology Officer Branch	Federal Government lead for the technical proof of vaccination work during January-March.
Treasury Board of Canada Marc Brouillard, DM and Chief Technology Officer for the Government of Canada	Discussions occurring with BC's GCIO. Marc is also a member of Joint Councils.
YVR-BC COVID Steering Committee	Discussions with CIO at YVR to discuss the Digital Health Credentials occurred to ensure alignment and support for the work completed to-date.