

From: [Wood, Heather FIN:EX](#)
To: [O'Connor, Lara FIN:EX](#); [Michell, Jennifer FIN:EX](#)
Subject: FW: Gov't network errors affecting us
Date: December 18, 2020 9:02:37 AM

From: Wood, Heather FIN:EX
Sent: December 18, 2020 8:54 AM

To: Goss, Jordan T FIN:EX

Cc: Purnell, Richard FIN:EX

Subject: RE: Gov't network errors affecting us

Thanks, Jordan. Are we insisting on getting urgent attention re: the technical team?

From: Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>

Sent: December 18, 2020 8:43 AM

To: Wood, Heather FIN:EX <Heather.Wood@gov.bc.ca>

Cc: Purnell, Richard FIN:EX <Richard.Purnell@gov.bc.ca>

Subject: Fwd: Gov't network errors affecting us

FYI

There are issues with the government network today that are impacting the access to the recovery benefit.

Jordan Goss
Ministry of Finance
250 387-0665

Begin forwarded message:

From: "Thyvold, Olav FIN:EX" <Olav.Thyvold@gov.bc.ca>

Date: December 18, 2020 at 8:39:11 AM PST

To: "Nix, Bernice FIN:EX" <Bernice.Nix@gov.bc.ca>, "Lise, Sarah FIN:EX" <Sarah.Lise@gov.bc.ca>, "Masi, Joe FIN:EX" <Joe.Masi@gov.bc.ca>, "Crawford, Laura A FIN:EX" <Laura.Crawford@gov.bc.ca>, "Teo, HB FIN:EX" <HB.Teo@gov.bc.ca>, "Camilleri, Francis FIN:EX" <Francis.Camilleri@gov.bc.ca>, "Goss, Jordan T FIN:EX" <Jordan.Goss@gov.bc.ca>, "Spaven, Teri FIN:EX" <Teri.Spaven@gov.bc.ca>

Subject: Gov't network errors affecting us

We are seeing some gov't network issues that are affecting us. If you try to access gov't RB web page you see a error page. We're reaching out to technical teams to identify the issue.

Olav

From: [Michell, Jennifer FIN:EX](#)
To: [Leslie, Lisa GCPE:EX](#)
Subject: FW: Gov't wide network issues
Date: December 18, 2020 9:55:13 AM
Importance: High

Here is what I sent to MO earlier for the calls they are receiving

Jennifer Michell

Director, Executive Operations & Strategic Initiatives

Office of the Deputy Minister | Ministry of Finance

From: Michell, Jennifer FIN:EX

Sent: December 18, 2020 9:27 AM

To: Spilker, Robyn FIN:EX ; Lawson, Liam FIN:EX

Cc: Reid, Heidi FIN:EX ; Thomson, Krystal FIN:EX

Subject: Gov't wide network issues

Importance: High

Morning

I'm advised that gov't is experiencing network issues across the board (it is not isolated to just our site) which is preventing some people from being unable to access the site, some can get to site but can't see link to apply, some can see link to apply. OCIO is aware and they are working to resolve the issue.

If you have people calling, you can let them know it is a gov't wide network issue and it is being worked on.

People can apply until the end of June and can apply online, via phone (starting Monday) or by visiting a ServiceBC office location. The online link to apply is at the bottom of the website.

The phone number is [1-833-882-0020](tel:1-833-882-0020)

The email address is BCRBPinfo@gov.bc.ca

Jennifer Michell

Director, Executive Operations & Strategic Initiatives

Office of the Deputy Minister | Ministry of Finance

Tel. 250-356-6696 | Email: Jennifer.Michell@gov.bc.ca

From: [Michell, Jennifer FIN:EX](#)
To: [Leslie, Lisa GCPE:EX](#); [O'Connor, Lara FIN:EX](#)
Subject: RE: Benefit stats/lines
Date: December 18, 2020 10:27:14 AM

Thanks Lisa, super helpful

Jennifer Michell

Director, Executive Operations & Strategic Initiatives
Office of the Deputy Minister | Ministry of Finance

From: Leslie, Lisa GCPE:EX

Sent: December 18, 2020 10:24 AM

To: Michell, Jennifer FIN:EX ; O'Connor, Lara FIN:EX

Subject: FW: Benefit stats/lines

BC Gov News moderators (people who run the chat-bot and reply to public tweets and FB posts) to use some of this language.

From: Leslie, Lisa GCPE:EX

Sent: December 18, 2020 10:19 AM

To: Smith, George PREM:EX <George.Smith@gov.bc.ca>; Smith, Jimmy GCPE:EX
<Jimmy.Smith@gov.bc.ca>; Lawson, Liam FIN:EX <Liam.Lawson@gov.bc.ca>

Cc: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>; Lowe, Sonia GCPE:EX
<Sonia.Lowe@gov.bc.ca>

Subject: Benefit stats/lines

As of 10:05 am:

There is a great deal of interest in the recovery benefit, which shows a great deal of need.

The benefit application system is working but a high volume means people will have to be patient.

Some people are accessing the application with no problems at all. In fact, in the first hour and a half more than 14,800 British Columbians had successfully applied. And right now, there are more than 12,000 active users.

While some other people are having to wait until the online process allows them access we ask them to be patient. The applications are up and running. It is just a bit slow. Keep refreshing your page and we hope to have it moving faster soon.

Lisa Leslie

Communications Director

B.C. Ministry of Finance

250-213-7724

From: [Michell, Jennifer FIN:EX](#)
To: [Spilker, Robyn FIN:EX](#); [Lawson, Liam FIN:EX](#)
Cc: [Thomson, Krystal FIN:EX](#); [Reid, Heidi FIN:EX](#)
Subject: FW: Benefit stats/lines
Date: December 18, 2020 10:29:54 AM

Here is some updated language for calls you may receive, Please see highlighted section.

Jennifer Michell

Director, Executive Operations & Strategic Initiatives

Office of the Deputy Minister | Ministry of Finance

From: Leslie, Lisa GCPE:EX

Sent: December 18, 2020 10:24 AM

To: Michell, Jennifer FIN:EX ; O'Connor, Lara FIN:EX

Subject: FW: Benefit stats/lines

BC Gov News moderators (people who run the chat-bot and reply to public tweets and FB posts) to use some of this language.

From: Leslie, Lisa GCPE:EX

Sent: December 18, 2020 10:19 AM

To: Smith, George PREM:EX ; Smith, Jimmy GCPE:EX ; Lawson, Liam FIN:EX

Cc: Stewart, Courtney GCPE:EX ; Lowe, Sonia GCPE:EX

Subject: Benefit stats/lines

As of 10:05 am:

There is a great deal of interest in the recovery benefit, which shows a great deal of need.

The benefit application system is working but a high volume means people will have to be patient.

Some people are accessing the application with no problems at all. In fact, in the first hour and a half more than 14,800 British Columbians had successfully applied. And right now, there are more than 12,000 active users.

While some other people are having to wait until the online process allows them access we ask them to be patient. The applications are up and running. It is just a bit slow. Keep refreshing your page and we hope to have it moving faster soon.

Lisa Leslie

Communications Director

B.C. Ministry of Finance

250-213-7724

From: [Leslie, Lisa GCPE:EX](#)
To: [Michell, Jennifer FIN:EX](#); [O'Connor, Lara FIN:EX](#); [Reid, Heidi FIN:EX](#)
Subject: FW: recovery benefit update
Date: December 18, 2020 12:17:40 PM

An update you can use for calls...

From: Leslie, Lisa GCPE:EX
Sent: December 18, 2020 12:16 PM
To: Lawson, Liam FIN:EX ; Smith, Jimmy GCPE:EX ; Smith, George PREM:EX
Cc: Lowe, Sonia GCPE:EX ; Stewart, Courtney GCPE:EX
Subject: recovery benefit update

- The system is online and people can and are applying right now – it is just working a bit slowly for some people due to the volume of applications.
- More than **30,000** British Columbians have successfully applied already.
- If the application isn't loading for you, please be patient and try the application a short time later.

Background for us only: the server system (gov.bc.ca) is now stable but the application page is still running slowly. Things appear to be getting better though as server loads are getting lighter. We are still experiencing intermittent connection issues and a tech team is working on this issue. Don't use the "refresh your page" messaging at all – they think refreshing may be exacerbating problems.

Lisa Leslie
250-213-7724

Spilker, Robyn FIN:EX

From: Lawson, Liam FIN:EX
Sent: December 18, 2020 4:37 PM
To: Leslie, Lisa GCPE:EX
Cc: Smith, Jimmy GCPE:EX; Smith, George PREM:EX; Howlett, Tim GCPE:EX
Subject: Re: FIN Follow-up Media Request: Recovery Benefit tech problems

Great!

On Dec 18, 2020, at 4:30 PM, Leslie, Lisa GCPE:EX <Lisa.Leslie@gov.bc.ca> wrote:

Liam - I just got one more line approved by CITZ and the Office of the Chief Information Officer. I think it gets us closer to where you were hoping. I know it won't mean as much to media as it does to our branch but they would like us to include this info from now on if you are okay with it.

s.13

From: Lawson, Liam FIN:EX <Liam.Lawson@gov.bc.ca>
Sent: December 18, 2020 4:16 PM
To: Leslie, Lisa GCPE:EX <Lisa.Leslie@gov.bc.ca>; Smith, Jimmy GCPE:EX <Jimmy.Smith@gov.bc.ca>
Cc: Smith, George PREM:EX <George.Smith@gov.bc.ca>; Howlett, Tim GCPE:EX <Tim.Howlett@gov.bc.ca>
Subject: RE: FIN Follow-up Media Request: Recovery Benefit tech problems

This is good with me
L

From: Leslie, Lisa GCPE:EX <Lisa.Leslie@gov.bc.ca>
Sent: December 18, 2020 4:14 PM
To: Lawson, Liam FIN:EX <Liam.Lawson@gov.bc.ca>; Smith, Jimmy GCPE:EX <Jimmy.Smith@gov.bc.ca>
Cc: Smith, George PREM:EX <George.Smith@gov.bc.ca>; Howlett, Tim GCPE:EX <Tim.Howlett@gov.bc.ca>
Subject: FIN Follow-up Media Request: Recovery Benefit tech problems
Importance: High

The response below is confirmed with FIN and CITZ. Okay to go to reporter now? She's recording the 5pm news at 4:30 – 15 minutes

Reporter

Kori Sidaway, Reporter
CHEK TV - Victoria

Deadline ASAP

Request

Will the issues delay money by Christmas?

Recommendation:

The government's network issues are easing and more than 84,000 applications have already been processed. If everyone submitted their applications correctly with all the right information and eligibility criteria, they could see a direct deposit in their bank account by Christmas. The demand is extremely high and that's why government quadrupled the server capacity to prepare for the launch.

Background

This is a follow-up to a media request from December 18, 2020.

PREVIOUS REQUEST:

when will the system be back online?

RESPONSE:

Provided Background

The system is online and people can and are applying right now – it is just working a slowly for some people due to the volume of applications. More than 30,000 British Columbians have successfully applied already. If the application isn't loading for people, they should close the webpage, and try the application a short time later.