

Sanford, Donna L GCPE:EX

From: Macpherson, Charles GCPE:EX
Sent: Wednesday, September 6, 2017 12:55 PM
To: Sanford, Donna L GCPE:EX
Cc: Sturrock, James GCPE:EX
Subject: FW: VIP+ Service for Donna Sanford

Hi Donna,

I have financial approval for your VIP+ service. I'll make sure the VIP+ techs are aware that you are on the list. I'll ask that they reach out to you to brief you on the service.

By the way, James Sturrock is our new service desk lead, replacing ^{s.22}. James and the service desk team here will often have to coordinate with the VIP+ techs if account changes or hardware changes are required.

CHARLES MACPHERSON
Technical Services Manager
Direct: 250 387 1796 | Mobile: 250 886 2348

From: Stewart, Dawn M GCPE:EX
Sent: Wednesday, September 06, 2017 12:48 PM
To: Macpherson, Charles GCPE:EX
Cc: Dale, Raman GCPE:EX; Sall, Gurmeet GCPE:EX
Subject: RE: VIP+ Service for Donna Sanford

Hi Charles,

Approved.

Thanks
Dawn

From: Macpherson, Charles GCPE:EX
Sent: Wednesday, September 6, 2017 12:39 PM
To: Stewart, Dawn M GCPE:EX
Cc: Dale, Raman GCPE:EX; Sall, Gurmeet GCPE:EX
Subject: VIP+ Service for Donna Sanford

Hi Dawn,

Can you please approved \$125/month for an additional VIP+ service for Donna Sanford (Exec Director of the Confidence and Supply Agreement Secretariat). I spoke with Donna today and she would very much like to be included in GCPE's VIP+ user list.

Donna's role is highly sensitive and I want to ensure that any interruption to her work from IT issues is dealt with quickly and professionally. The VIP+ service is best placed to ensure this.

Lindsey and Gurmeet had provided the prior approved list of VIP+ users since the transition, below:

Dale, Raman GCPE:EX
McGregor, Cara GCPE:EX
Hardin, Karl GCPE:EX
Zaharia, Sarah GCPE:EX
LeGuilloux, Marg GCPE:EX
Zadravec, Don GCPE:EX
Devereux, Rick GCPE:EX
Croft, Robyn J GCPE:EX
Copeland, Kimberly GCPE:EX
Welgush, Lindsey GCPE:EX
Lloyd, Evan GCPE:EX
Gibbs, Robb GCPE:EX
Lowe, Mike GCPE:EX
Kristianson, Eric GCPE:EX

Of these 14 users, 4 will be free from GCPE's allocation as a "ministry" and 10 will be paid at \$125/month/user. This is a "recovery" expense.

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CHARLES MACPHERSON

Technical Services Manager
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Direct: 250 387 1796 | Mobile: 250 886 2348

Service Desk: 250 356 5000
GCPE.ServiceDesk@gov.bc.ca

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