

January 5, 2018

Memorandum of Understanding: Freedom of Information Rules

Terms of Reference

This Memorandum of Understanding (MOU) is for the services and deliverables detailed below. All timelines, tasks, and costs are based on the project scope as understood by Government Digital Experience (GDX), as of the date of this MOU. Any changes in scope, tasks, deliverables, roles or timelines will be negotiated by both parties and finalized in a signed amendment to this MOU.

Project No.:	18-083	Project Name:	Freedom of Information Rules
Pricing and Payment terms:	<ul style="list-style-type: none">• The total value of the journal vouchers to be processed will not exceed \$51,332.80 for fiscal 17/18 and \$46,200.00 for fiscal 18/19 for a combined cross-fiscal total of \$99,532.80• JVs will be processed in the fiscal quarter that the expenses are incurred.• This is a fixed price agreement.		
Start Date:	February 5, 2018	End Date:	June 30, 2018

Project Description:

Corporate Information and Records Management Office (CIRMO) in the Ministry of Citizens' Services promotes modernized information management across government by establishing legislation, policies and procedures, supporting operations, providing training and assessing compliance. The CIRMO ensures that there is comprehensive access to information, including Freedom of Information requests and proactive disclosure, robust privacy protection, modernized records management practices and effective information management evaluation, leadership and promotion.

CIRMO is currently looking at ways of improving access rules for the Freedom of Information (FOI) process, timeliness of FOI requests, as well as enhancements to the Privacy Impact Assessment (PIA) process as it pertains to the needs and expectations of users and stakeholders.

Project Objectives:

The FOI Rules Project will include the following:

- Understand the current state of the FOI process and the PIA process as it pertains to ministries, citizens and key stakeholders.
- Develop opportunities and prototypes for future service improvements to FOI access rules, timeliness of FOI requests and the PIA process.
- Provide recommendations for future enhancements to FOI and PIA tools and processes based on the needs of citizens and/or key stakeholders.

Services and Deliverables:

- Research and recruitment plans
- Field research and prototype test findings

- Opportunity matrix and recommendations
- Service map and/or roadmap
- Key milestone presentations

Government Digital Experience (GDX) will provide the services to deliver the following:

Fiscal 17/18				
Phase	Deliverables	Start	End	Cost
Alignment (2-3 weeks)	Statement of Work MOU	Dec. 4/17	Jan. 5/18	\$0.00
Discovery (5.5 weeks)	Research & Recruitment Plan Research Findings Presentation	Jan. 8/18	Feb. 21/18	\$24,693.40
Opportunities (2.5 weeks)	Opportunity generation workshop(s) Findings Presentations	Feb. 22/18	Mar. 6/18	\$6,719.40
Prototype & Test (3-4 weeks)	Prototype testing & recruitment plan Design & develop service prototype(s) Prototype testing analysis Prototype findings presentation to project sponsors	Mar. 7/18	Mar. 30/18	\$17,920.00
Expenses*: Travel				\$1,500.00
Recruitment incentives*				\$500.00
Total Fiscal 17/18				\$51,332.80
Fiscal 18/19				
Phase	Deliverables	Start	End	Cost
Roadmap (4 weeks)	Service map/roadmap workshops with CIRMO Service map and/or roadmap	Apr. 2/18	Apr. 30/18	\$15,400.00
Implement (6-8 weeks)	Refine prototype(s) and retest enhancements Final project presentation	May 1/18	Jun. 30/18	\$30,800.00
Expenses*: Travel				\$1,500.00
Recruitment incentives*				\$500.00
Total Fiscal 18/19				\$48,200.00
Total Project				\$99,532.80
(*billed on actual amount used)				

The Ministry of Citizen Services' team will:

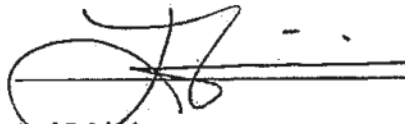
- Work in partnership with the **Government Digital Experience (GDX)** to ensure that timelines are met.
- Provide timely access to all subject matter experts.
- Review, provide feedback, approve and/or sign-off on Deliverables as required.
- Participate in project components including discovery research, project status meetings and workshops.

If you agree to this proposal, please sign and return electronically to Karen Smith, **Government Digital Experience (GDX)**. A signed copy will be returned electronically for your records.

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Approved by:



Date:

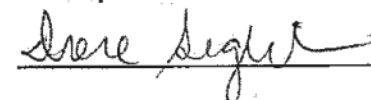
Jan 24, 2018

Project Sponsor

Joel Fairbairn

Executive Director, Corporate Information and Records Management
Ministry of Citizens' Services

Approved by:



Date:

Jan 24, 2018

GCPE Executive
Sponsor

Irene Guglielmi

Director, Strategic Design and Transformation
Government Digital Experience (GDX)
Government Communications and Public Engagement

Coding

Coding provided by Ministry of Citizens' Services for billing purposes:

Client Contact for Billing	Name	Joel Fairbairn				
	Title	Executive Director				
	Phone Number	250-361-6301				
	Email	Joel.fairbairn@gov.bc.ca				
Journal Voucher Coding	Name of Program/Service Line	Client	Responsibility Centre	Service Line	STOB	Project
		112	32557	34807	6001	3200000

January 5, 2018
Amendment 1: February 2, 2018

To: Joel Fairbairn
Executive Director, Corporate Information and Records Management Office (CIRMO)
Citizens' Services (CITZ)

From: Irene Guglielmi
Director, Strategic Design and Transformation Branch (SDTB)
Government Digital Experience Division (GDX)
Government Communications and Public Engagement (GCPE)

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Amendment 1	<ul style="list-style-type: none">• Scope of work has been amended to include only the FOI process and to exclude the PIA process. Changes made under project objectives. No change to the project pricing or scheduling.• Amendmend date: Feb 2, 2018		
Start Date:	January 5, 2018	End Date:	June 30, 2018

Project Description:

Corporate Information and Records Management Office (CIRMO) in the Ministry of Finance promotes modernized information management across government by establishing legislation, policies and procedures, supporting operations, providing training and assessing compliance. The CIRMO ensures that there is comprehensive access to information, including Freedom of Information requests and proactive disclosure, robust privacy protection, modernized records management practices and effective information management evaluation, leadership and promotion.

The CIRMO is currently looking at ways of improving access rules for the Freedom of Information (FOI) process and timeliness of FOI requests, s.13
s.13 as it pertains to the needs and expectations of users and stakeholders.

Project Objectives:

The FOI Rules Project will include the following:

- Understand the current state of the FOI process s.13 as it pertains to ministries, citizens and key stakeholders.
- Develop opportunities and prototypes for future service improvements to FOI access rules, timeliness of FOI requests s.13
- Provide recommendations for future enhancements to FOI s.13 based on the needs of citizens and key stakeholders.

Services and Deliverables:

- Research and recruitment plans
- Field research and prototype test findings
- Opportunity matrix and recommendations
- Service map and/or roadmap
- Key milestone presentations

Government Digital Experience (GDX) will provide the services to deliver the following:

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Expenses*: Travel				\$1,500.00

Recruitment incentives*	\$500.00
Total Fiscal 18/19	\$48,200.00
Total Project	\$99,532.80
(*billed on actual amount used)	

The Ministry of Citizen Services' team will:

- Work in partnership with the **Government Digital Experience (GDX)** to ensure that timelines are met.
- Provide timely access to all subject matter experts.
- Review, provide feedback, approve and/or sign-off on Deliverables as required.
- Participate in project components including discovery research, project status meetings and workshops.

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Approved by: _____ **Date:** _____

Project Sponsor **Joel Fairbairn**
Executive Director, Corporate Information and Records Management
Ministry of Citizens' Services

Approved by: _____ **Date:** _____

GCPE Executive Sponsor **Irene Guglielmi**
Director, Strategic Design and Transformation
Government Digital Experience (GDX)
Government Communications and Public Engagement

Coding

Coding provided by Ministry of Health for billing purposes:

Client Contact for Billing	Name	Joel Fairbairn				
	Title	Executive Director				
	Phone Number	250-361-6301				
	Email	Joel.fairbairn@gov.bc.ca				
Journal Voucher Coding	Name of Program/Service Line	Client	Responsibility Centre	Service Line	STOB	Project
		112	32557	34807	6001	3200000

January 5, 2018
Amendment 1: February 2, 2018
Amendment 2: February 27, 2018

To: Joel Fairbairn
Executive Director, Corporate Information and Records Management Office (CIRMO)
Citizens' Services (CITZ)

From: Irene Guglielmi
Director, Strategic Design and Transformation Branch (SDTB)
Government Digital Experience Division (GDX)
Government Communications and Public Engagement (GCPE)

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Amendment 2	<ul style="list-style-type: none">• Amendment date: Feb 27, 2018• Updated schedule and fiscal breakdown of costs as per below table		

Fiscal 17/18				
Phase	Deliverables	Start	End	Cost
Discovery	Research & Recruitment Plan	Feb. 26/18	Mar. 31/18	\$12,346.70
(5.5 weeks)	Research Findings Presentation			
Expenses*: Travel				\$1,500.00
Recruitment incentives*				\$500.00
Total Fiscal 17/18				\$14,346.70
Fiscal 18/19				
Phase	Deliverables	Start	End	Cost
Discovery	Research & Recruitment Plan	Apr. 1/18	Apr. 17/18	\$12,346.70
(Cont. of 5.5 weeks)	Research Findings Presentation			
Opportunities	Opportunity generation workshop(s)	Apr. 18/18	Apr. 30/18	\$6,719.40
(2.5 weeks)	Findings Presentations			
Prototype & Test	Prototype testing & recruitment plan	May 1/18	May 31/18	\$17,920.00
(3-4 weeks)	Design & develop service prototype(s)			
	Prototype testing analysis			
	Prototype findings presentation to project sponsors			
Roadmap	Service map/roadmap workshops with CIRMO	Jun. 1/18	Jun. 30/18	\$15,400.00
(4 weeks)	Service map and/or roadmap			
Implement	Refine prototype(s) and retest enhancements	Jun. 1/18	Jun. 30/18	\$30,800.00
(6-8 weeks)	Final project presentation			
Expenses*: Travel				\$1,500.00
Recruitment incentives*				\$500.00
Total Fiscal 18/19				\$85,186.10
Total Project				\$99,532.80
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Start Date:	January 5, 2018	End Date:	June 30, 2018
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Project Description:

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policies and procedures, supporting operations, providing training and assessing compliance. The CIRMO ensures that there is comprehensive access to information, including Freedom of Information requests and proactive disclosure, robust privacy protection, modernized records management practices and effective information management evaluation, leadership and promotion.

The CIRMO is currently looking at ways of improving access rules for the Freedom of Information (FOI) process and timeliness of FOI requests, s. 13
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Services and Deliverables:

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Approved by:



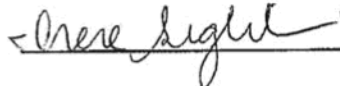
Date:

Feb 27, 2018

Project Sponsor

Joel Fairbairn
Executive Director, Corporate Information and Records Management
Ministry of Citizens' Services

Approved by:



Date:

Feb. 28, 2018

GCPE Executive
Sponsor

Irene Guglielmi
Director, Strategic Design and Transformation
Government Digital Experience (GDX)
Government Communications and Public Engagement

Coding

Coding provided by Ministry of Citizens' Services for billing purposes:

Client Contact for Billing	Name	Joel Fairbairn				
	Title	Executive Director				
	Phone Number	250-361-6301				
	Email	Joel.fairbairn@gov.bc.ca				
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January 5, 2018
 Amendment 1: February 2, 2018
 Amendment 2: February 27, 2018
 Amendment 3: March 27, 2018

To: Joel Fairbairn
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From: Irene Guglielmi
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Amendment 3	<ul style="list-style-type: none"> Amendment date: March 27, 2018 Updated schedule and fiscal breakdown of costs: <ul style="list-style-type: none"> Discovery Deliverable for fiscal 17/18 – 50% complete at end of fiscal. Billing this fiscal will be \$6,173.75, remaining 50% of effort and accompanying budget will be billed next fiscal \$6,173.75 Budget allotted for Travel and Recruitment incentives for fiscal 17/18 that was not used this fiscal will be billed next fiscal where expenses will be incurred. \$1,993.33. Total project budget for fiscal 17/18 will be reduced by \$8,166.68 for a new total of \$6,180.02. Total project budget for fiscal 18/19 will be increased by \$8,166.68 for a new total of \$93,352.78 		
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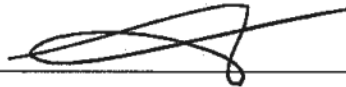
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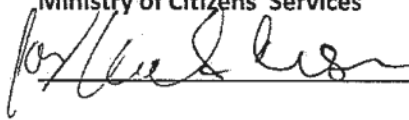


Date: March 28, 2018

Project Sponsor

Melissa Sexsmith
A/Executive Director, Strategic Policy and Legislation
Ministry of Citizens' Services

Approved by:



Date:

April 18/18

GCPE Executive
Sponsor

Irene Guglielmi
Director, Strategic Design and Transformation
Government Digital Experience (GDX)
Government Communications and Public Engagement

Coding

Coding provided by Ministry of Citizens' Services for billing purposes:

Client Contact for Billing	Name	Melissa Sexsmith				
	Title	A/Executive Director				
	Phone Number	250-952-0045				
	Email	Melissa.M.Sexsmith@gov.bc.ca				
Journal Voucher Coding	Name of Program/Service Line	Client	Responsibility Centre	Service Line	STOB	Project
		112	32557	34807	6001	3200000

January 5, 2018
Amendment 1: February 2, 2018
Amendment 2: February 27, 2018
Amendment 3: March 27, 2018
Amendment 4: June 27, 2018

To: Melissa Sexsmith
A/Executive Director, Corporate Information and Records Management Office (CIRMO)
Citizens' Services (CITZ)

From: Irene Guglielmi
Director, Strategic Design and Transformation Branch (SDTB)
Government Digital Experience Division (GDX)
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Amendment 4	<ul style="list-style-type: none"> Amendment date: June 27, 2018 Update to the Executive Sponsor/Expense Authority from Joel Fairbairn to Melissa Sexsmith Project timeline extended from June 30, 2018 to August 31, 2018 Overall Project Budget Reduced from \$99,532.80 to \$72,292.80 a total reduction of \$27,240.00. <ul style="list-style-type: none"> Prototype & Testing increased from \$17,920.00 to \$21,480.00 Roadmap reduced from \$15,400 to \$7,700.00 with a delivery date of Aug. 17, 2018 Implementation reduced from \$30,800.00 to \$7,700 with a delivery date of Aug. 31, 2018. Fiscal 18/19 Budget reduced from \$93,352.78 to \$66,112.78 		
Amendment 3	<ul style="list-style-type: none"> Amendment date: March 27, 2018 Updated schedule and fiscal breakdown of costs: <ul style="list-style-type: none"> Discovery Deliverable for fiscal 17/18 – 50% complete at end of fiscal. Billing this fiscal will be \$6,173.75, remaining 50% of effort and accompanying budget will be transferred to next 		

	fiscal \$6,173.75 <ul style="list-style-type: none">○ Budget allotted for Travel and Recruitment incentives for fiscal 17/18 that was not used this fiscal will be transferred to next fiscal where expenses will be incurred. \$1,993.33.• Total project budget for fiscal 17/18 will be reduced by \$8,166.68 for a new total of \$6,180.02.• Total project budget for fiscal 18/19 will be increased by \$8,166.68 for a new total of \$93,352.78			
Amendment 2	<ul style="list-style-type: none">• Amendment date: Feb 27, 2018• Updached schedule and fiscal breakdown of costs as per below table			

Fiscal 17/18				
Phase	Deliverables	Start	End	Cost
Discovery (5.5 weeks)	Research & Recruitment Plan Research Findings Presentation	Feb. 26/18	Mar. 31/18	\$12,346.70
Expenses*: Travel				\$1,500.00
Recruitment incentives*				\$500.00
Total Fiscal 17/18				\$14,346.70
Fiscal 18/19				
Phase	Deliverables	Start	End	Cost
Discovery (Cont. of 5.5 weeks)	Research & Recruitment Plan Research Findings Presentation	Apr. 1/18	Apr. 17/18	\$12,346.70
Opportunities (2.5 weeks)	Opportunity generation workshop(s) Findings Presentations	Apr. 18/18	Apr. 30/18	\$6,719.40
Prototype & Test (3-4 weeks)	Prototype testing & recruitment plan Design & develop service prototype(s) Prototype testing analysis Prototype findings presentation to project sponsors	May 1/18	May 31/18	\$17,920.00
Roadmap (4 weeks)	Service map/roadmap workshops with CIRMO Service map and/or roadmap	Jun. 1/18	Jun. 30/18	\$15,400.00
Implement (6-8 weeks)	Refine prototype(s) and retest enhancements Final project presentation	Jun. 1/18	Jun. 30/18	\$30,800.00
Expenses*: Travel				\$1,500.00
Recruitment incentives*				\$500.00
Total Fiscal 18/19				\$85,186.10
Total Project				\$99,532.80
(*billed on actual amount used)				

Amendment 1	<ul style="list-style-type: none">• Scope of work has been amended to include only the FOI process and to exclude the PIA process. Changes made under project objectives. No change to the project pricing or scheduling.• Amendmend date: Feb 2, 2018		
Start Date:	January 5, 2018	End Date:	August 31, 2018 Amended from June 30, 2018

Project Description:

Corporate Information and Records Management Office (CIRMO) in the Ministry of Finance promotes modernized information management across government by establishing legislation, policies and procedures, supporting operations, providing training and assessing compliance. The CIRMO ensures that there is comprehensive access to information, including Freedom of Information requests and proactive disclosure, robust privacy protection, modernized records management practices and effective information management evaluation, leadership and promotion.

The CIRMO is currently looking at ways of improving access rules for the Freedom of Information (FOI) process and timeliness of FOI requests s.13
 s.13 as it pertains to the needs and expectations of users and stakeholders.

Project Objectives:

The FOI Rules Project will include the following:

- Understand the current state of the FOI process s.13 as it pertains to ministries, citizens and key stakeholders.
- Develop opportunities and prototypes for future service improvements to FOI access rules, timeliness of FOI requests s.13
- Provide recommendations for future enhancements to FOI s.13 based on the needs of citizens and key stakeholders.

Services and Deliverables:

- Research and recruitment plans
- Field research and prototype test findings
- Opportunity matrix and recommendations
- Service map and/or roadmap
- Key milestone presentations

Government Digital Experience (GDX) will provide the services to deliver the following:

Fiscal 17/18				
Phase	Deliverables	Start	End	Cost
Alignment (2-3 weeks)	Statement of Work MOU	Dec. 4/17	Jan. 5/18	\$0.00
Discovery (5.5 weeks)	Research & Recruitment Plan Research Findings Presentation	Jan. 8/18	Feb. 21/18	\$24,693.40
Opportunities (2.5 weeks)	Opportunity generation workshop(s) Findings Presentations	Feb. 22/18	Mar. 6/18	\$6,719.40
Prototype & Test (3-4 weeks)	Prototype testing & recruitment plan Design & develop service prototype(s) Prototype testing analysis Prototype findings presentation to project sponsors	Mar. 7/18	Mar. 30/18	\$17,920.00
Expenses*: Travel				\$1,500.00

Recruitment incentives*				\$500.00
Total Fiscal 17/18				\$51,332.80
Fiscal 18/19				
Phase	Deliverables	Start	End	Cost
Roadmap (4 weeks)	Service map/roadmap workshops with CIRMO Service map and/or roadmap	Apr. 2/18	Apr. 30/18	\$15,400.00
Implement (6-8 weeks)	Refine prototype(s) and retest enhancements Final project presentation	May 1/18	Jun. 30/18	\$30,800.00
Expenses*: Travel				\$1,500.00
Recruitment incentives*				\$500.00
Total Fiscal 18/19				\$48,200.00
Total Project				\$99,532.80
(*billed on actual amount used)				

The Ministry of Citizen Services' team will:

- Work in partnership with the **Government Digital Experience (GDX)** to ensure that timelines are met.
- Provide timely access to all subject matter experts.
- Review, provide feedback, approve and/or sign-off on Deliverables as required.
- Participate in project components including discovery research, project status meetings and workshops.

If you agree to this proposal, please sign and return electronically to Karen Smith, **Government Digital Experience (GDX)**. A signed copy will be returned electronically for your records.

Approved by:

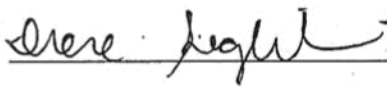


Date: June 27, 2018

Project Sponsor

Melissa Sexsmith
Director, Legislation and Special Projects
Ministry of Citizens' Services

Approved by:



Date: July 3, 2018

GCPE Executive
Sponsor

Irene Guglielmi
Director, Strategic Design and Transformation
Government Digital Experience (GDX)
Government Communications and Public Engagement

Coding

Coding provided by Ministry of Citizens' Services for billing purposes:

Client Contact for Billing	Name	Joel Fairbairn				
	Title	Executive Director				
	Phone Number	250-361-6301				
	Email	Joel.fairbairn@gov.bc.ca				
Journal Voucher Coding	Name of Program/Service Line	Client	Responsibility Centre	Service Line	STOB	Project
		112	32557	34807	6001	3200000

Freedom of Information (FOI) Rules Research Plan

Government Communications & Public Engagement
Government Digital Experience Division

March 1, 2018

Deanna Young
Laura Hebert
Chelsea Lee

Research Plan Summary

The core project team will perform research in support of the Freedom of Information (FOI) Rules project following best practices for strategic service design research provided by the Strategic Design and Business Transformation Branch (SDBT), Government Communications and Public Engagement (GCPE) and the Service Design Playbook. This document summarizes that plan and details the project goals, research review, participants, approach, logistics, as well as how the team will share findings and next steps in the project.

Research Goals	<ul style="list-style-type: none">○ Understand the current state of the FOI process for staff and citizen service touch-points and recommend opportunities for improvement.○ Understand how current users - direct and indirect users at different levels of government and external user groups - are moving through the process.○ Understand how ministries process FOI requests differently and why.○ Discover users' needs and pain points and explore opportunities for improvement;○ Provide some initial evidence and initial opportunities for processes that allow staff, responders and requestors to work more effectively.
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Research Review & Environmental scan	<ul style="list-style-type: none">● Existing <i>2017 Report on the Administration of the Freedom of Information and Protection of Privacy Act</i>● Review statistics compiled from the Province of BC's Corporate Request Tracking System (CRTS)● Understand existing FOI requestors and responders and the history of FOI and evolving needs of the people who engage with the FOI process● Review Information Access Office Lean project report and FOI Best Practices for Ministries doc● A jurisdictional scan of FOI request practices and emerging trends in the landscape
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Research Participants	Internal FOI staff, Ministry FOI responders and external FOI requestors
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Research Approach	<ul style="list-style-type: none">○ Research review○ Individual one-on-one behavioral interviews
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Field Research Dates	March 12-April 6, 2018
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Research Goals

This project will look into the current state of the Freedom of Information service touch-points and find opportunities for improvements to the FOI rules, timeline and processes and provide recommendations.

Research goals are to identify and understand:

- How users navigate and interact with the FOI service touch-points
- The back-end processes around FOI requests
- Gaps in the current service experience
- User pain-points, things working well and challenges
- User needs to improve the service for the future

Research Review

The core team plans to review the following in preparation for the research phase:

- Existing *2017 Report on the Administration of the Freedom of Information and Protection of Privacy Act*
- Review statistics compiled from the Province of BC's Corporate Request Tracking System (CRTS)
- Understand the experience of people who engage with the FOI process
- A jurisdictional scan of FOI request practices and emerging trends in the landscape
- Understand the history of FOI and evolving needs of the users

Research Team

The Core Team, required to conduct the research and analyze the findings for this project, will consist of:

- 2 Service Designers – Chelsea Lee and Laura Hebert
- 1 Service Design Manager – Deanna Young
- 2 IAO Staff – Arielle Andrews and Adrian Chalifour
- 2 Strategic Policy & Legislation Staff – Carm Plater and Erin Grant

Research Approach

We will conduct individual behavioral interviews to discuss the current state of the FOI process, future service improvements to FOI access rules and timelines of FOI requests with internal and external stakeholders. During the session we will interview them about needs and challenges, observe them using the website to gather ideas about future state.

One session with each participant will include:

- Behavioral Interview – 1 hour, preferably in-person

Research Participants

The Core Team will interview and test with external research participants for this project.

Internal Research Participants

The internal research participants will include staff in the following areas:

- CIRMO – Strategic Policy & Legislation staff who write corporate information management policy and legislation, including FOIPPA and policies related to the processing of FOI requests, and hold FOI expert knowledge
- CIRMO – IAO staff who support ministries to fulfill FOI requests, provide guidance to client ministries, and hold FOI expert knowledge
- Ministry FOI Coordinators who receive the FOI request from IAO and work with ministry program areas to validate the content
- Ministry program staff who gather the FOI information

External Research Participants

The external research participants will include individuals from the following associations:

- Lawyers
- Advocacy groups
- Journalists
- Individuals (gone through it)
- Political Parties
- Media
- Citizen/group who made the FOI request who could be affected by FOI request changes

Participant Attributes

- People who have recently engaged with the FOI request process
 - People with range of technological comfort



- People with a range of experience
- People who use assistive technology to access the BC Gov website
- People from a range of ministries

Recruitment Methods

Participants will be recruited using the following methods:

- Email participants using contact information from previous FOI requests
- Email CIRMO's existing contacts to help us establish first point of contact
- Email outreach to CRIMO (Strategic Policy and IAO) staff communicating about the project and research needs

Stipends

Stipends will be organized through the GCPE Finance Dept. for external stakeholders who participate in interviews, \$25 per 1 hour interview. The stipend budget for this phase of research is \$500.



Research Dates and Location

The Core Team will conduct interview sessions in Victoria and Vancouver.

The Core Team will conduct field research March 12-April 6, 2018.

Research Reporting & Next Steps

Research findings will be analyzed by the Core Team and the findings will be presented to the project Steering Committee. Reporting will include:

- Research findings
- Potential Opportunities
- Current state journey map

Following the presentation of our research findings and opportunities, we will do a prioritization workshop with the Core Team and stakeholders.

Subject: RE: FOI Project: External Applicants

Date: Friday, April 20, 2018 at 10:16:25 AM Pacific Daylight Time

From: Hoskins, Chad CITZ:EX

To: Lee, Chelsea GCPE:EX, Sexsmith, Melissa M CITZ:EX

CC: Young, Deanna C GCPE:EX, Guglielmi, Irene Z GCPE:EX, Hebert, Laura GCPE:EX

Hi Chelsea,

I think that Adrian and/or Arielle would likely be the best people to reach out on IAO's behalf since they are part of the project team. If they are unable to do so within the timelines, just let me know and I can find an alternative.

Thanks, Chad

From: Lee, Chelsea GCPE:EX

Sent: Friday, April 20, 2018 10:08 AM

To: Hoskins, Chad CITZ:EX; Sexsmith, Melissa M CITZ:EX

Cc: Young, Deanna C GCPE:EX; Guglielmi, Irene Z GCPE:EX; Hebert, Laura GCPE:EX

Subject: Re: FOI Project: External Applicants

Thank you Chad and Melissa, this looks great. We appreciate you both taking the time to narrow down the list of interviewees.

I agree that IAO should be the first point of contact with the applicants considering the sensitivities of this project. Would it be possible for myself to work with one person from IAO who can reach out to the applicants (via phone or email), and I can schedule the sessions? This would need to be done Monday and Tuesday next week. In the essence of time and availability I know this would work with us. I can provide the IAO person an email template with context to the project and sessions, which they can also use for the phone calls. Would this work for you? If not, I can reach out to the applicants starting today. Depending on how responsive the applicants are to meet in the next two weeks, we may need to revisit this list.

I want to ensure that we are able to meet the project deliverables on time without further delays. That said, time is of the essence at this point to get the remaining research complete and process/analyze our field research, which will shape the opportunities and structure the potential prototype before mid June.

Please let me know your thoughts, and we can move forward today.

Many thanks,

Chelsea Lee

s.17

From: "Hoskins, Chad CITZ:EX" <Chad.Hoskins@gov.bc.ca>

Date: Friday, April 20, 2018 at 9:33 AM

To: Laura Hebert <Laura.Hebert@gov.bc.ca>

Cc: "Lee, Chelsea GCPE:EX" <Chelsea.Lee@gov.bc.ca>, "Sexsmith, Melissa M CITZ:EX" <Melissa.M.Sexsmith@gov.bc.ca>, Deanna Young <Deanna.Young@gov.bc.ca>

Subject: FOI Project: External Applicants

Hi Laura and Chelsea,

The Steering Committee met to discuss the list of external applicants and used the following criteria to come up with a list.

We looked at the breakdown by applicant type and filtered for applicants who were in Victoria or Vancouver. Then we selected the top two applicants, by volumes of requests, from each category other than individual.

s.13

For individuals, we wanted to ensure there was some weighting providing for the fact that about 50% of FOI requests are for personal information. So we elected to interview at least five personal applicants from this group. We will end up inviting about 15 potential interviewees, with the intention of interviewing about 10.

We will take advice from GCPE (comms) on how to engage media applicants, given their relationship to that group. We will get back to you shortly on that group.

Given that IAO has the relationship with applicants, and that we have not done something like this before, would it make sense to have IAO staff reach out to the applicants to discuss their involvement?

Business:

- s.13
-

Interest Group:

- s.13
-

Law Firm:

- s.13
-

Researcher

- s.13,s.
- 22

Individuals

- s.13,s.22

Thanks, Chad

From: Sexsmith, Melissa M CITZ:EX
Sent: Monday, April 16, 2018 1:36 PM
To: Hoskins, Chad CITZ:EX; Ghag, Kris CITZ:EX; Rice, Colleen A CITZ:EX
Subject: FW: FOI Project: External Applicants

For discussion tomorrow. See below!

From: Hebert, Laura GCPE:EX
Sent: Monday, April 16, 2018 1:04 PM
To: Sexsmith, Melissa M CITZ:EX
Cc: Lee, Chelsea GCPE:EX; Young, Deanna C GCPE:EX
Subject: FOI Project: External Applicants

Hi Melissa,

Attached is the list of potential external participants for the FOI process project arranged based on applicant type. Adrian and Arielle pulled this data based on the following criteria:

- Recent requests
- Location – on the island or the lower mainland
- Diversity of requests – covering multiple ministries

Our next step is to reach out to contacts to invite their participation. We are aiming to talk to about 10 people, but will require a pool of potential applicants that is larger than that to ensure we get responses.

Our goal is learn about what it's like to make an FOI request, go through the process, what's challenging and what ideas they may have to make it easier or more efficient.

Please review the lists with the project Steering Committee and let us know if you have any concerns with our reaching out to these individuals. Ideally, we'd like to have your input by end of day tomorrow so we can start recruitment this week. If that turnaround isn't doable, please reach out and let us know.

In addition, we had a request from your Communications Director, Trish Rorison, to hear about the list prior to us reaching out. We'll leave that with you to follow-up with her and ensure she's looped in about the project.

If you have any questions or need any more info, please feel free to reach out to Chelsea or I.

Thanks,
Laura

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Laura Hebert
Service Designer, Strategic Design & Transformation
GDX - Government Digital Experience Division
Government Communications & Public Engagement
250 893-5916