

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Held up in traffic...
Date: February 1, 2018 at 9:00 AM
To: Paul.Crossley@gov.bc.ca



I got held up in traffic. I'll be there shortly.

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Discussion of Rules around Google Analytics
Date: February 1, 2018 at 9:25 AM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca
Cc: Krull, James GCPE:EX James.Krull@gov.bc.ca, Johnson, David B GCPE:EX David.B.Johnson@gov.bc.ca

DP

If possible, can we have this in JIRA instead of email?

Dan

On Feb 1, 2018, at 09:22, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

Checked with Legal Services last night. Neither of the two lawyers who we use have done anything with respect to Google Analytics. They are also going to check with their colleagues. Will let you know what happens.

D

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: Dan.Pollock@gov.bc.ca
When: 4:00 PM - 4:30 PM January 31, 2018
Subject: Discussion of Rules around Google Analytics
Location: GCPE s.15
people) GCPE:EX

(Seats 14

UPDATE: It looks like Friday doesn't work for James. Can we move this to 4pm today?
It looks like it's open in everyone's calendar.

We are hoping to put together an "official" response when people ask about Google Analytics. So far, we are mostly going on memories of conversations, and hope to have something more formal to use.

Related, see:

Analytics - Create Email Template Response for Inquiries about other Analytics Tools
s.15,s.17

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Research project
Date: February 1, 2018 at 9:28 AM
To: Derksen, Renee AEST:EX Renee.Derksen@gov.bc.ca

DP

I think we have what we need for the MOU. I hope to have confirmation from procurement shortly.

This is to map out the more technical work with your team and Snowplow, so we can get moving!

Dan

On Feb 1, 2018, at 08:31, Derksen, Renee AEST:EX <Renee.Derksen@gov.bc.ca> wrote:

H Dan,

Would this be for a meeting or discussion in order for you to send the MOU?

Thanks

Renee

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 1, 2018 12:28 AM
To: Derksen, Renee AEST:EX
Subject: Re: Research project

I just heard back from Snowplow.

Can you make any of these times?

- Tuesday 10-10:30 (maybe to 11)
- Wednesday 9 - 10 am
- Thursday 9 - 11 am

I think we can make it work with 30 minutes.

Dan

On Jan 31, 2018, at 23:22, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Hi Renee,

Thanks for the reminder. Things are sitting with procurement on our end. I'll email them right now to see where it's at and if we can get it moving faster.

In the meantime, it was on my todo list for this week to set up a kick off meeting with your team and Snowplow (even absent contracts signed, we can move on this).

Due to timezones, it's usually easiest to meet with them at the start of the day. Are you (or the right people on your team) free for a call with Snowplow 9-10 Monday, Tuesday, Wednesday, or Thursday next week?

I've reached out to them to check their availability as well, and hope we can find a good time.

If none of those work for you, let me know and I'll see if we can arrange something later instead.

Thanks!

Dan

On Jan 31, 2018, at 13:24, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

Hi Dan, when do you think you'll send over?

Thanks

Renee

From: Pollock, Dan GCPE:EX
Sent: Tuesday, January 23, 2018 11:57 PM
To: Derksen, Renee AEST:EX
Subject: Re: Research project

I'll call you at 250-387-3517 at 11am.

As a draft of the description and main deliverables, how does this sound?

Karen is putting together the official paperwork and setting in motion the procurement for us.

GDX Team will coordinate work by Snowplow experts to research a migration of web analytics to the Snowplow/Looker platform for websites managed by the Client Engagement Unit, Trades training, strategic planning and engagement branch in the Ministry of Advanced Education, Skills, and Training. This work will be completed by March 31st, 2018.

Project Objectives:

- Catalog existing web analytics customizations, triggers, and reports.
- Identify opportunities for custom Snowplow instrumentation and Looker dashboards.
- If required, develop a potential custom data model for Snowplow web analytics.
- Investigate options and associated costs for migrating historical web analytics data to new Snowplow.
- Complete a workplan to complete a migration of web instrumentation and reporting dashboards to Snowplow and Looker for future completion.

On Jan 23, 2018, at 12:27, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

250-387-3517

Thanks, Dan

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, January 23, 2018 12:11 PM
To: Derksen, Renee AEST:EX
Subject: Re: Research project

Sounds good.

I'll call you then. What's the best number to reach you at?

Dan

On Jan 23, 2018, at 12:08, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

11am?

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, January 23, 2018 12:06 PM
To: Derksen, Renee AEST:EX

Subject: Re: Research project

My calendar says I'm full tomorrow as I'm at a conference, but I should be able to sneak way for a call.

Is there a time that's good for you then?

Dan

On Jan 23, 2018, at 11:53, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

Not today - please send and I'll schedule a time to discuss.

Thanks

Renee

-----Original Message-----

From: Pollock, Dan GCPE:EX

Sent: Tuesday, January 23, 2018 11:52 AM

To: Derksen, Renee AEST:EX

Subject: Re: Research project

Yes.

I'll be in touch shortly with deliverables for you to review.

Are you free for a quick call at 4:30 to review? (After having it for a couple of hours at least.)

Dan

On Jan 23, 2018, at 11:50, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

Hi Dan,

Is the MOU en route?

Thanks

Renee

-----Original Message-----

From: Pollock, Dan GCPE:EX

Sent: Wednesday, January 17, 2018 5:15 PM

To: Derksen, Renee AEST:EX

Subject: Research project

Hi Renee,

I'm preparing the SOU and MOU drafts to get to you ASAP (and to get bids coming in).

Who is your Client Sponsor (name and title)? What's your Program Area in AEST?

I should have drafts for you by tomorrow afternoon or Friday morning. (Depending on how quick I can get a draft blessed over here.)

Looking forward to working with you on this!

Dan

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca 
Subject: Re: Team Calendar
Date: February 1, 2018 at 9:57 AM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

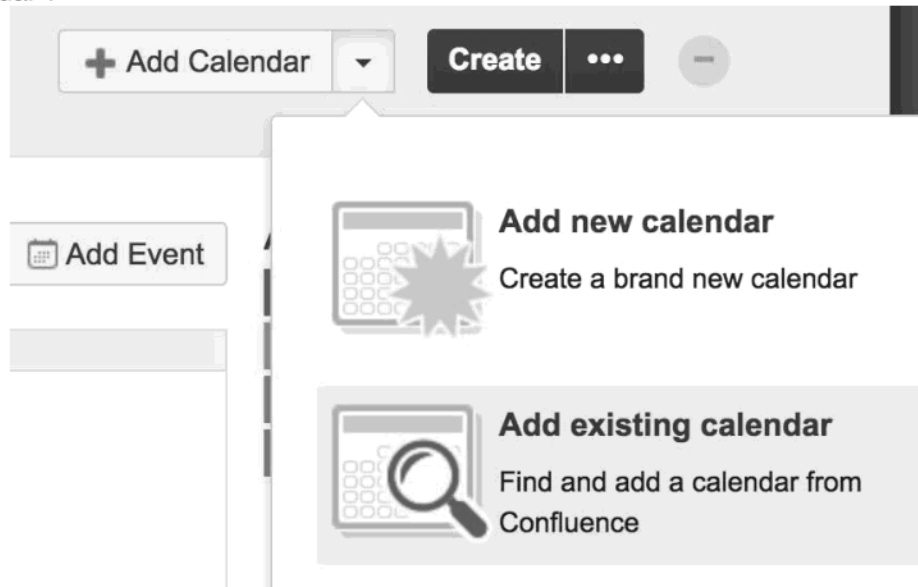
Interesting.

I was able to add it on Apple Calendar and Ryan Janes was able to add it on Outlook on a PC.

I'll see if it's a Mac Outlook problem.

In the meantime, you can also access it via Confluence directly by visiting:
s.15,s.17

If the calendar doesn't show up already, click "Add existing calendar" and search for "Analytics Calendar":



Here's the help page from Confluence on subscribing in Outlook. Not sure if it works on a Mac though:
<https://confluence.atlassian.com/teamcal/subscribe-to-team-calendars-from-microsoft-outlook-251005307.html>

Dan

On Jan 31, 2018, at 13:31, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

Hi Dan,
I'm not sure what to expect here but the link gives me an Outlook meeting:
<image001.png>

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: Dan Pollock <Dan.Pollock@gov.bc.ca>

Date: Tuesday, January 30, 2018 at 2:07 PM

To: David Wrate <David.Wrate@gov.bc.ca>, "Macdonald, Sachen GCPE:EX" <Sachen.Macdonald@gov.bc.ca>, "Yona, Daniel GCPE:EX" <Daniel.Yona@gov.bc.ca>, "Ell, Adam GCPE:EX" <Adam.Ell@gov.bc.ca>

Subject: Team Calendar

s.15,s.17

Date: January 31st, 2018

Issue: Renewal of WebTrends support

Background:

- WebTrends is being replaced by Snowplow/Looker. Target project completion date: March 31st, 2018.
- WebTrends currently serves 100+ websites including Gov.bc.ca and Engage.gov.bc.ca
- WebTrends support is expiring March 31st, 2018

Key Considerations:

- GDX operations group has relied on WebTrends support 8 times in 2017 to help troubleshoot a few issues. The majority were low priority (see Appendix). The two tickets marked as "Immediate" did not jeopardize system stability.
- Of the 479 users in the system, only 40% (193) have used WebTrends in 2017 and in the first month of 2018.
- Key stakeholders/frequent users are aware of the system being retired and have accepted operating with bugs that have no resolution since the vendor stopped officially developing and enhancing our on-premise installation
- Reliance on WebTrends could be decreased by completing the AWS Contract ([GDXDSD-339](#) and [GDXDSD-423](#)) and replacing WebTrends tracking code on Gov.bc.ca and Engage.gov.bc.ca before or by March 31st.
- Even without a launch of the new service in March 31st, GDX can keep consuming data in WebTrends without a support contract and manage risk in other means (see options).

Options:

#1 Renew WebTrends support for 3 period

- Reduces pressure from GDX Operations group to solve issues independently, especially past March 31st, if deadline for transitioning is not met.
- Allows for escalation to an additional layer of support in case WebTrends stops collecting data, or the entire system becomes inaccessible (high severity issues).
- Costs GDX s.13,s.17 \$9,626.42 USD (3 months)
- Short-term option (3 months) more likely to be considered; if transitioning takes 6 months we will likely modify our plans considerably (i.e. explore different stop-gap measures)

#2 Proceed without WebTrends support

- Hot-fixes are supported without a support plan (see details on [WebTrends sitel <https://www.webtrends.com/resources/support/support-plans/>]). Last major product feature update was 2010.
- System will likely continue to operate without significant blockers based on ticket history (see Appendix)
- GDX staff will not have access to escalate issues to WebTrends (i.e. tier 3 support - 4 hour response time by phone), however has extensive knowledge of operating the system and can escalate to internal expert staff or produce workarounds if issues are independent of WebTrends software (e.g. server/db/storage issues). Ticket history does not include any issues that are major blockers to service.
- Clients are aware of the transition and have accepted 'unfixable' bugs with WebTrends in the past few years of operating (e.g. issues with data exporting plugins)
- Saves GDX the cost of renewal s.13,s.17

- Encourages clients and GDX to move to new platform WebTrends

Dan

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: PowerBI POC Message for SMAC
Date: February 1, 2018 at 9:57 AM
To: Bamford, Stephen A GCPE:EX Stephen.Bamford@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Sorry I missed this earlier.

I've reached out to them to see if there's still time to get included in the PoC.

Thanks!

Dan

On Jan 18, 2018, at 15:32, Bamford, Stephen A GCPE:EX <Stephen.Bamford@gov.bc.ca> wrote:

Hi Dans,

Not sure if you're aware of this initiative, nor am I sure how it would play into your work with Looker, but just mentioning....

Steve

.....
STEPHEN BAMFORD

Direct: 250 217 6137 | Mobile: 250 217 6137

From: Beaton, Cindy M CITZ:EX
Sent: Thursday, January 18, 2018 3:24 PM
To: CITZ IT Service Management Advisory Council
Subject: FW: PowerBI POC Message for SMAC

As discussed in our meeting

OCIO is working with the Business Intelligence Community of Practice to run a limited time, limited participant Proof of Concept of Microsoft's PowerBI in the cloud. One of the many aspects of the POC working group will be assessing whether this should be offered as an Enterprise service. Participants have been identified so far from the following ministries:

Justice
Health
MIRR/FLNR
GCPE
SDSR

The POC working group has a number of moving pieces. As a next step, we are seeking input from participants on possible outcomes of the POC and other pieces of the framework such as identifying common objectives, identifying the expectations/outcomes and scoping out deliverables/milestones.

If you would like to participate in the POC or learn more please contact the co-chairs Connie.Larochelle@gov.bc.ca and Heidi.Bergstrom@gov.bc.ca who are coordinating this effort.

Information about who is part of the BI CoP and Power BI can be found on their SharePoint site at:

https://citsexec.gov.bc.ca/CSD/PPC/IP_CoP/SitePages/BI%20Home.aspx

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: For review/consideration: value stream mapping
Date: February 1, 2018 at 10:01 AM

DP

To: Murphy, Savannah R GCPE:EX Savannah.Murphy@gov.bc.ca
Cc: Finnigan, Brooke GCPE:EX Brooke.Finnigan@gov.bc.ca, Bamford, Stephen A GCPE:EX Stephen.Bamford@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Twynstra, Tanya L GCPE:EX Tanya.Twynstra@gov.bc.ca, Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

Thanks!

As early as we can.

I suspect it may be hard to book the time before April, though.

Dan

On Feb 1, 2018, at 10:00, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

Hi Dan, thanks for your note. Caitlin would you be able to provide a little more detail for the group?

Dan do you have a recommendation of when we might do this?

thanks

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 1, 2018 9:58 AM
To: Murphy, Savannah R GCPE:EX
Cc: Finnigan, Brooke GCPE:EX; Bamford, Stephen A GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX; Brownrigg, Caitlin GCPE:EX
Subject: Re: For review/consideration: value stream mapping

It sounds like we need something like this.

I'm still not exactly clear on what the process is. Is there a good site I should read with a little more on how it works that I can read? (Definitely not asking for something new to be written, but if there's a good online resource to point to, that would be helpful.)

Dan

On Jan 30, 2018, at 13:36, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

Thanks Brooke. If other's would like to chime in on timing, please advise the group. Thanks. S

From: Finnigan, Brooke GCPE:EX
Sent: Tuesday, January 30, 2018 1:30 PM
To: Murphy, Savannah R GCPE:EX; Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX
Cc: Brownrigg, Caitlin GCPE:EX

CC: Brownrigg, Caitlin GCPE:EX

Subject: RE: For review/consideration: value stream mapping

My 2 cents: April is too late. Preference for sooner rather than later.

From: Murphy, Savannah R GCPE:EX

Sent: Tuesday, January 30, 2018 9:46 AM

To: Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Guglielmi, Irene Z GCPE:EX; Finnigan, Brooke GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX

Cc: Brownrigg, Caitlin GCPE:EX

Subject: For review/consideration: value stream mapping

Please find an overview of how we might use value stream mapping within our division to clarify and identify how we work together going forward. On Friday we talked about deferring this work until April, however, I think raising this opportunity at SMT as part of the work we'd like to do to work more effectively together would be of benefit. Please review and advise of any questions or comments.

Garrett, perhaps we can discuss prior to SMT re: positioning?

Thanks, Savannah.

From: Brownrigg, Caitlin GCPE:EX

Sent: Friday, January 26, 2018 3:18 PM

To: Murphy, Savannah R GCPE:EX

Subject: Value stream mapping 1 pgr

Hi Savannah,

I can flesh this out a bit more and add estimates for a contractor or accommodation if the overnight option resonates—but I didn't want to get ahead of myself...

C

Caitlin Brownrigg

Manager, Program Implementation and Planning
GDX - Government Digital Experience Division
Government Communications & Public Engagement
250 216-1166

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Consolidated list - funding requests
Date: February 1, 2018 at 10:21 AM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

On Feb 1, 2018, at 08:20, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Hi Dan, couple of questions.

- BC Tech Summit — May 14-16 (early bird \$799 for s.22
>> how many attendees, are you requesting?

Just me, I think.

- Certified Product Owner training — February 28-March 1 (\$900 for s.22)
>> confirmed one attendee? Is this the same Irene has identified, hosted at CSI Lab?
We're interested in the Privacy and Security conference that Steve Albert mentioned, but I'm not sure of the details.
>> how many / who are you recommending sending?

I don't know what the conference is. If it's valuable enough for Steve to send 4 people, I suspect it may be useful to my team as well.

If we're super tight on funds, skipping the Certified Product Owner Training probably makes sense.

Launching the GDX Analytics Team:

- \$500 for books to begin our library (and getting an O'Reilly Safari membership)
>> Books + Safari membership (how many, 4?)

I think someone mentioned we'd get a group membership. I suspect my team could use one account and pass it around needed.

- \$80 for a Chromecast (pending confirmation of privacy compliance)
>> can you include link to details?

Here's a link, but I think we can get it cheaper online:

<https://www.londondrugs.com/google-chromecast-ultra-4k-hdr-media-streamer---ga3a00410a/L6608509.html>

We'd need to confirm that it's ok to put something like this on the network.

- Money for office supplies (I'm not sure if they is already budgeted somewhere)
>> Although minor, can you include the specifics?

Generally we need markers, post-its, poster paper, etc...

Beyond grabbing one or two things from the office, I'm not sure how we do this sort of stuff.

We basically moved into a new room that had one white board marker and an old eraser and not much else.

Can you help with this too?

Also, I'm hoping to clarify some numbers around Snowplow. In the Q3 GDX Forecast, it lists \$41,500 remaining in the forecast to year end. Does that include the existing contract with ITI/Snowplow that was signed a few weeks back, or is that budgeted in addition to that?

Sorry for all the questions, I'm still figuring this stuff out.

Dan

From: Pollock, Dan GCPE:EX
Sent: Wednesday, January 31, 2018 11:08 PM
To: Cormack, Garrett GCPE:EX
Subject: Re: Consolidated list - funding requests
Importance: High

In case you can't find it, here's my original note:

Program Funding:

- Prizm5 License and support hours from Environics
 - This will likely be approximately \$15-18K, but I haven't got a quote yet.
 - This will provide a 1-year license and enable us to begin work on demographics-based service recommendation engine
- Depending on the work required, we may need additional dev resources to complete some of the Snowplow/Looker and CMS Lite integration work.

Training:

- Looker "Join the Tour" in Vancouver on March 13, 2018
 - Registration is free.
 - I'd like a travel budget to send at least 2 members of the team. (The full team if possible.)
- BC Tech Summit — May 14-16 (early bird \$799 for **s.22**)
- Certified Product Owner training — February 28-March 1 (\$900 for **s.22**)

We're interested in the Privacy and Security conference that Steve Albert mentioned, but I'm not sure of the details.

Launching the GDX Analytics Team:

- \$500 for books to begin our library (and getting an O'Reilly Safari membership)
- \$80 for a Chromecast (pending confirmation of privacy compliance)
- Money for office supplies (I'm not sure if they is already budgeted somewhere)

JIRA/Confluence Plugins:

- Scriptrunner (\$750 for 250 users / \$1250 for 500 users) — <https://marketplace.atlassian.com/plugins/com.onresolve.jira.groovy.groovyrunner/cloud/overview>
- Graphviz Diagrams (\$600 / \$1000) — <https://marketplace.atlassian.com/plugins/com.atlassian.confluence.extra.graphviz/server/overview>
- Table Filter and Charts (\$450 / \$800)

I believe Jane is also working on a list. I wasn't sure if we had 250 users or 500. In general plugins can be renewed after 12 months for 50% off.

If we can, I'd like to get in:

- books (\$500)
- office supplies (not sure how this is done)
- Looker "tour" in Vancouver. I'm not sure how we pay for travel, but it would just be the cost to send people to Vancouver for the day
- BC Tech Summit (one person)

If there's room for other things, I'd love to get more, but if we're tight, these are priorities and pretty cheap.

Dan

On Jan 31, 2018, at 17:23, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Hi Garrett,

It looks like some of my requests didn't make it into the "Requests" tab of the spreadsheet.

In the consolidated list, the only thing I see from the Analytics Team is the Prizm5 license.

I was asked to put forward a request for that this year, but if that's the only thing my team will get, I don't want to use everything up on that now.

If there is any way to get books, office supplies, and at least one or two people going to the Looker conference in Vancouver in there, it will make a huge difference. (The total cost for all of this is likely under \$1000.)

I can resend the original email if you like.

Also, I'm hoping to clarify some numbers around Snowplow. In the Q3 GDX Forecast, it lists \$41,500 remaining in the forecast to year end. Does that include the existing contract with ITI/Snowplow that was signed a few weeks back, or is that budgeted in addition to that?

Thanks,
Dan

On Jan 31, 2018, at 15:23, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Hi Everyone,

I have consolidated the different requests. There are over 60 requests, assuming I have not missed any or otherwise screwed up, totalling \$253K. This is too much for senior management to digest. So, here is my request:

1. Please review the list, looking for errors or updates
2. Identify any "must haves". We will ask David to look at those first.

Lastly, pending feedback per the list my suggestion would approach this in a series of rounds, based on immediacy and information as it comes in.

Proposed Round One.

My rationale is that we have been directed to support Leadership Development and PDS Accelerators first. Books and supplies are less than 7K, and seem an easy choice. Next, the IAP2 Event. However, it is recognized it may be difficult to pull off in the time allowed.

Lastly, I am least certain about training and conferences, so I picked the most immediate Privacy and Security (Feb 7-9). We may need to say that we need more time to review the rest of the training items, but please let me know your thoughts what training is critical for your team and moves GDX forward with respect to supporting PDS.

Lastly, I have included some of the lower cost software items that support the our day to day work/activity.

Again, this is just a suggestion. Need your input (table is below, and full spreadsheet is attached).

| | |
|---|-------------|
| Leadership Development | |
| 360 evaluation and coaching | \$22,500.00 |
| PDS Accelerators | |
| Service Inventory: resource to organize, scrub and analyze the data | \$25,000.00 |
| Prizm5 License and Support hours from Environics | \$18,000.00 |
| IAP2 Event | |
| Plan IAP2 Event in Victoria (Mar) | \$25,000.00 |
| Books | |
| Book: Gamestorming: a Playbook for Innovators, Rulebreakers, and Changemakers | \$28.39 |
| Book: This is Design Thinking | \$39.30 |
| Book: This is Service Design Doing | \$39.30 |
| Development Team: books / reference | \$500.00 |
| Online Books: Safari | \$2,000.00 |
| Online Training: Subscription Service (pluralsight) | \$1,500.00 |
| Supplies | |
| 24" inch rulers | \$44.98 |
| 4 Mil Inkjet Paper - Matte | \$200.00 |
| Bar Code Scanner | \$475.00 |
| Large whiteboard on wheels for Dev area (6' x 4') | \$750.00 |

| | |
|--|---------------------|
| LEGO Set | \$119.98 |
| New whiteboards for BCS Dev Room | \$300.00 |
| New whiteboards for Meeting Rooms | \$300.00 |
| Portable Whiteboard | \$100.00 |
| Post-It notes: Cape Town 3x3 | \$67.92 |
| Post-It notes: Jaipur 3x3 | \$87.44 |
| Sterline Anti-Fatigue Mat, Non-Slip Standing Mat | \$169.60 |
| Conferences | |
| Privacy and Security Conference | \$8,745.00 |
| Software | |
| Adobe Creative Cloud, Cost is for 3 months | \$579.00 |
| Reminders for JIRA | \$600.00 |
| Photo Gallery Plugin | \$371.03 |
| Gravity Perks (per annum) | \$133.57 |
| Assets and Inventory Plugin for JIRA | \$1,200.00 |
| CKEditor Plugins | \$1,500.00 |
| Total | \$110,350.51 |

I would like to introduce this to SMT tomorrow / Thursday morning.

Hope this all makes sense.

Garrett Cormack

Director, Corporate Planning & Delivery
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Cell: 250-516-4179

<GDX_Q4Priority_FundingRequests.xlsx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: For review/consideration: value stream mapping
Date: February 1, 2018 at 10:21 AM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca
Cc: Savannah Murphy Savannah.Murphy@gov.bc.ca, Finnigan, Brooke GCPE:EX Brooke.Finnigan@gov.bc.ca, Bamford, Stephen A GCPE:EX Stephen.Bamford@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Tanya Twynstra Tanya.Twynstra@gov.bc.ca

Perfect!

Thanks Caitlin.

Dan

On Feb 1, 2018, at 10:21, Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca> wrote:

Hi team,

Here is a brief introductory deck that walks through a simple example of how to map out a value stream. Let me know if you'd like more detail.

Thanks,
Caitlin

From: Murphy, Savannah R GCPE:EX
Sent: Thursday, February 1, 2018 10:00 AM
To: Pollock, Dan GCPE:EX
Cc: Finnigan, Brooke GCPE:EX; Bamford, Stephen A GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX; Brownrigg, Caitlin GCPE:EX
Subject: RE: For review/consideration: value stream mapping

Hi Dan, thanks for your note. Caitlin would you be able to provide a little more detail for the group?

Dan do you have a recommendation of when we might do this?

thanks

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 1, 2018 9:58 AM
To: Murphy, Savannah R GCPE:EX
Cc: Finnigan, Brooke GCPE:EX; Bamford, Stephen A GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX; Brownrigg, Caitlin GCPE:EX
Subject: Re: For review/consideration: value stream mapping

It sounds like we need something like this.

I'm still not exactly clear on what the process is. Is there a good site I should read with a little more on how it works that I can read? (Definitely not asking for something new to be written, but if there's a good online resource to point to, that would be helpful.)

Dan

On Jan 30, 2018, at 13:36, Murphy, Savannah R GCPE:EX
<Savannah.Murphy@gov.bc.ca> wrote:

Thanks Brooke. If other's would like to chime in on timing, please advise the group. Thanks. S

From: Finnigan, Brooke GCPE:EX
Sent: Tuesday, January 30, 2018 1:30 PM
To: Murphy, Savannah R GCPE:EX; Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX
Cc: Brownrigg, Caitlin GCPE:EX
Subject: RE: For review/consideration: value stream mapping

My 2 cents: April is too late. Preference for sooner rather than later.

From: Murphy, Savannah R GCPE:EX
Sent: Tuesday, January 30, 2018 9:46 AM
To: Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Guglielmi, Irene Z GCPE:EX; Finnigan, Brooke GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX
Cc: Brownrigg, Caitlin GCPE:EX
Subject: For review/consideration: value stream mapping

Please find an overview of how we might use value stream mapping within our division to clarify and identify how we work together going forward. On Friday we talked about deferring this work until April, however, I think raising this opportunity at SMT as part of the work we'd like to do to work more effectively together would be of benefit. Please review and advise of any questions or comments.

Garrett, perhaps we can discuss prior to SMT re: positioning?

Thanks, Savannah.

From: Brownrigg, Caitlin GCPE:EX
Sent: Friday, January 26, 2018 3:18 PM
To: Murphy, Savannah R GCPE:EX
Subject: Value stream mapping 1 pgr

Hi Savannah,
I can flesh this out a bit more and add estimates for a contractor or accommodation if the overnight option resonates—but I didn't want to get ahead of myself...

C

Caitlin Brownrigg

Current Positioning

Manager, Program Implementation and Planning
GDX - Government Digital Experience Division
Government Communications & Public Engagement
250 216-1166

<VSM Intro Presentation.pptx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: [JIRA] (GDXDSD-541) An alpha version of the digital standards has been created
Date: February 2, 2018 at 11:40 AM
To: Sachen Macdonald Sachen.Macdonald@gov.bc.ca
Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Hey Sachen,

Just touched base with Caitlin on this as a place to connect our work with the broader standards piece.

She may rename the Epic to tightly fit their vision for how the work works.

Thanks!

Dan

On Feb 2, 2018, at 11:28, Sachen Macdonald (JIRA) <NOREPLY.JIRA@gov.bc.ca> wrote:

<Mail Attachment.png> Sachen Macdonald **created** an issue

Government Digital Experience - Digital Services Development / <Mail Attachment.png> GDXDSD-541

An alpha version of the digital standards has been created

Issue Type: <Mail Attachment.png> Epic

Assignee: Unassigned

Created: 02/Feb/18 11:23 AM

Priority: <Mail Attachment.png> Moderate

Reporter: Sachen Macdonald

<Mail Attachment.png> Add Comment

This message was sent by Atlassian JIRA (v7.5.2#75007-sha1:9f5725b)

<Mail Attachment.png>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: For review/consideration: value stream mapping
Date: February 2, 2018 at 11:41 AM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca
Cc: Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Savannah Murphy Savannah.Murphy@gov.bc.ca, Bamford, Stephen A GCPE:EX Stephen.Bamford@gov.bc.ca, Finnigan, Brooke GCPE:EX Brooke.Finnigan@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Tanya Twynstra Tanya.Twynstra@gov.bc.ca

I'll pencil this in for now.

Looking forward to it!

Dan

On Feb 2, 2018, at 09:27, Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca> wrote:

Good morning all,

To confirm, the time commitment for this team will be the two day in person session when we will collaboratively build the Value Stream Map together. The session will map out the existing process including process steps, timing, information flows, bottlenecks, and other opportunities. We will then identify quick wins and other improvement opportunities and map out an improved process and develop an implementation plan and communication/change management strategy. Two days seems like a long time but I can guarantee that it will be productive and will likely improve operations and communication going forward.

Looking at everyone's schedule March 6 and 7 look like they would work.

Happy to chat further and answer any questions.

-Caitlin

From: Albert, Steve GCPE:EX
Sent: Thursday, February 1, 2018 2:53 PM
To: Guglielmi, Irene Z GCPE:EX; Murphy, Savannah R GCPE:EX; Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Finnigan, Brooke GCPE:EX; Cormack, Garrett GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX
Cc: Brownrigg, Caitlin GCPE:EX
Subject: RE: For review/consideration: value stream mapping

I'm in favor of the approach and sooner than later, but am wary of how much time it will need considering everything else that's going on. It seems from Slide 10 of Caitlin's deck that we're Med-Large, which may mean large effort.

Steve Albert

Director, Online Service Solutions
C: 250-508-1481

From: Guglielmi, Irene Z GCPE:EX
Sent: Thursday, February 1, 2018 12:01 PM
To: Murphy, Savannah R GCPE:EX; Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Finnigan, Brooke GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX

Cc: Brownrigg, Caitlin GCPE:EX

Subject: RE: For review/consideration: value stream mapping

I like this approach. Can timelines be condensed based on past research?

From: Murphy, Savannah R GCPE:EX

Sent: Tuesday, January 30, 2018 9:46 AM

To: Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Guglielmi, Irene Z GCPE:EX; Finnigan, Brooke GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX

Cc: Brownrigg, Caitlin GCPE:EX

Subject: For review/consideration: value stream mapping

Please find an overview of how we might use value stream mapping within our division to clarify and identify how we work together going forward. On Friday we talked about deferring this work until April, however, I think raising this opportunity at SMT as part of the work we'd like to do to work more effectively together would be of benefit. Please review and advise of any questions or comments.

Garrett, perhaps we can discuss prior to SMT re: positioning?

Thanks, Savannah.

From: Brownrigg, Caitlin GCPE:EX

Sent: Friday, January 26, 2018 3:18 PM

To: Murphy, Savannah R GCPE:EX

Subject: Value stream mapping 1 pgr

Hi Savannah,

I can flesh this out a bit more and add estimates for a contractor or accommodation if the overnight option resonates—but I didn't want to get ahead of myself...

C

Caitlin Brownrigg

Manager, Program Implementation and Planning

GDX - Government Digital Experience Division

Government Communications & Public Engagement

250 216-1166

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Looker Conference in Vancouver

Date: February 2, 2018 at 12:14 PM

To: Daniel Yona Daniel.Yona@gov.bc.ca, Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca, Janes, Ryan R GCPE:EX Ryan.Janes@gov.bc.ca

Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Sachen Macdonald Sachen.Macdonald@gov.bc.ca

DP

Hey Folks,

Can you register for this free one-day Looker confab on March 13th in Vancouver?

<https://looker.com/events/join-the-tour/vancouver>

I have provisional approval to send us all there. Registration is free, we'll get travel and accommodations covered.

Are you able to make it that day?

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: GCPE - SBC visioning session - presentation attached
Date: February 2, 2018 at 12:32 PM
To: Savannah Murphy Savannah.Murphy@gov.bc.ca
Cc: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca

DP

I will need some SD horsepower. I'm not sure how much, but I believe Deanna is sketching out some of those details.

I will be meeting with her in half an hour and will get more info and alignment.

I'm happy to move forward with my existing MOU with SBC and figure out the SD needs on our end if the team is ok with that.

Dan

On Feb 2, 2018, at 12:18, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

Hi everyone, We didn't get a chance to connect re: Wednesday's meeting with SBC. I've heard from Karim, Adrianna and Kasia the we're really happy with the outcome.

By way of this note I'd like to confirm the next GDX steps. Are we all on the same page that Irene and Deanna will update the MOU to reflect the discussion and that the existing analytics MOU will stay as is? Also when it comes to the contract with Jess, Deanna and Irene will update the contract with all the addition deliverables and sequencing info discussed on Wednesday?

Dan, do you need service design horsepower for your analytics work? It's my understanding that Deanna is providing the oversight, but is not doing the work. If you need SD work we'll need to ensure the contract reflects this need.

Please confirm and clarify. Thanks!

From: Conradsen, Kasia CITZ:EX
Sent: Thursday, February 1, 2018 2:50 PM
To: Poveda, Adriana CITZ:EX; Moser, Walter GCPE:EX; Murphy, Savannah R GCPE:EX; Guglielmi, Irene Z GCPE:EX; Young, Deanna C GCPE:EX; Gillani, Karim CITZ:EX; Beaubien, Danielle CITZ:EX; Albert, Steve GCPE:EX; Hackett, Stu CITZ:EX
Cc: Pollock, Dan GCPE:EX
Subject: GCPE - SBC visioning session - presentation attached

Good afternoon,

Thank you for your participation in the visioning session yesterday.
Attached please find the presentation.

Our next steps include:

- Plan F2F discovery office visits
- Prepare an MoU
- Discuss governance – Kasia to set up a time.

Thank you .

Kasia

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

From: Poveda, Adriana CITZ:EX

Sent: Tuesday, January 23, 2018 10:16 AM

To: Poveda, Adriana CITZ:EX; Moser, Walter GCPE:EX; Murphy, Savannah R GCPE:EX; Guglielmi, Irene Z GCPE:EX; Young, Deanna C GCPE:EX; Gillani, Karim CITZ:EX; Conradsen, Kasia CITZ:EX; Beaubien, Danielle CITZ:EX; Albert, Steve GCPE:EX; Hackett, Stu CITZ:EX

Cc: Pollock, Dan GCPE:EX

Subject: CONFIRMED: Work with Service BC and GCPE

When: Wednesday, January 31, 2018 1:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).

Where: s.15

Good afternoon,

We are in the process of finalizing the details of this meeting.

The list of participants has now been confirmed and agenda will be distributed before the meeting.

We look forward to seeing everybody tomorrow from 1:00 to 3:00 pm at s.15

The purpose of the meeting is for our two teams to get together and map all the streams of work from SBC, how they link, and how to add the best value.

Join online meeting

s.15,s.17

Forgot your dial-in PIN?| First online meeting?

For

<Visioning Session 01.31.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Analytics

Date: February 2, 2018 at 1:09 PM

To: Hugh, Nadia JAG:EX Nadia.Hugh@gov.bc.ca, Daniel Yona Daniel.Yona@gov.bc.ca

Cc: Pearce, Cindy R JAG:EX Cindy.Pearce@gov.bc.ca, Mitchell, Andrew J JAG:EX Andrew.Mitchell@gov.bc.ca, Erin.Anderson@gov.bc.ca, Shannon.Cubbon@gov.bc.ca

DP

Excellent!

We'll be in touch soon with more details about the hackathon and analytics projects.

In particular, we'll be reaching out to folks to help validate the agenda and plans for the hackathon.

Have a great weekend!

Dan

On Jan 31, 2018, at 12:01, Hugh, Nadia JAG:EX <Nadia.Hugh@gov.bc.ca> wrote:

Hi Dan,

Cindy, Andrew and I are interested in attending the analytics 'hackathon' in late February.

Also Andrew sees a possible use for the analytics between service types with Courts. Trying to work between the gov website, Court Services Online (CSO), and the Court Registry counter. Anyways, you could put this on your list for future consideration.

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Funding Requests - Training & Software

Date: February 2, 2018 at 1:10 PM

To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

Cc: Savannah Murphy Savannah.Murphy@gov.bc.ca, Finnigan, Brooke GCPE:EX Brooke.Finnigan@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Bamford, Stephen A GCPE:EX Stephen.Bamford@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Tanya Twynstra Tanya.Twynstra@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Thanks Garrett for pulling this all together.

s.22

Dan

On Feb 2, 2018, at 12:46, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Thanks everyone. I realize it was rushed, not perfect and several folks had to decline or drop off early. Good news is we made excellent progress. I will finalized our ask based on everyone's input. Please feel free to ask questions, or check in on any items, or omissions.

Hope to get this out Monday.

Cheers,
Garrett

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

From: Cormack, Garrett GCPE:EX

Sent: Friday, February 2, 2018 9:40 AM

To: Cormack, Garrett GCPE:EX; Murphy, Savannah R GCPE:EX; Finnigan, Brooke GCPE:EX; Guglielmi, Irene Z GCPE:EX; Bamford, Stephen A GCPE:EX; Albert, Steve GCPE:EX; Pollock, Dan GCPE:EX; Twynstra, Tanya L GCPE:EX; Wrate, David GCPE:EX

Subject: Funding Requests - Training & Software

When: Friday, February 2, 2018 11:30 AM-12:30 PM (UTC-08:00) Pacific Time (US & Canada).

Where: GCPE s.15 GCPE:EX

Importance: High

s.15,s.17

Hi Everyone,

Apologies of the last minute meeting, but if you are available it may be the most expedient way of finalizing our yearend funding requests.

Problem: We are over 100K in training and conference requests. I need your assistance ranking, and identify we will put forward.

Problem: We are almost 60K in software requests. I need your assistance ranking, and identify we will put forward.

Please review the attached spreadsheet, and try to clarify the priority and impacts, e.g. what will

happen if we do not proceed, or what is the compelling benefit for proceeding.

I have pulled out Staff Training and Software into their own tabs. Please reference these tabs when reviewing.

A couple of clarifications:

- I have already pulled out all requests for the privacy and security conference this month. As I understand it registration is full, although there may be a few volunteer spots left
- I have also removed all references to course/conferences which cannot be completed this fiscal. Although we can pre-pay, the money does not actually come out of this fiscal. So, we will not be including these items in our request.

Last item, it should be noted the books and supplies only total about 10K. I would recommend we keep these in our request as it is a fairly straight forward win. However, I will defer to the group for final decision.

If you are unable to make it to the meeting, please send me your feedback as soon as possible.

If there are any questions, please let me know.

Thanks,
Garrett

Page 032

Withheld pursuant to/removed as

s.22;s.15

Page 033

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: SLIDES? Comms Council Presenters
Date: February 2, 2018 at 3:30 PM
To: Parhar, Susan PSA:EX Susan.Parhar@gov.bc.ca

DP

We should be able to get you the slides in plenty of time.

Thanks,
Dan

On Feb 1, 2018, at 14:33, Parhar, Susan PSA:EX <Susan.Parhar@gov.bc.ca> wrote:

Hello,
Thank you for taking time to present at our upcoming Comms Council meeting on February 19. It's a great opportunity to network with the ministry communications leads, share updates and help garner support for key priorities across government.

If you have any slides for your presentation, please send them to me **by Wednesday, February 14** so I can consolidate everything into one master presentation. If you are not a regular Comms Council member, please know you are welcome to come for the full meeting, but it's a-okay to come for just your specific part of the afternoon as well. Let me know if you have any questions or concerns. Thank you,
Susan

Susan Parhar, Manager, Corporate Communications
Public Service Engagement and Corporate Initiatives Branch
Policy, Innovation and Engagement Division | BC Public Service Agency
976 Meares Street | Victoria, BC | V8V 3J4 | Tel 250 580-6413
@Work: <https://www.gov.bc.ca/>
AskMyHR: www.gov.bc.ca/myhr
MyHR Phone: 250.952.6000 | Toll Free 1.877.277.0772

<image002.png>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Looker embedded options

Date: February 5, 2018 at 12:52 PM

To: Megan Stewart megan@looker.com

Cc: Rebecca Coughlan rebecca.coughlan@looker.com, Hugo Selbie hugo.selbie@looker.com, Elan Weiner elan@looker.com, Ryan Lee ryan@looker.com

DP

Sounds good.

Thanks,
Dan

On Feb 5, 2018, at 08:08, Megan Stewart <megan@looker.com> wrote:

Hi Dan,

Hope you had a great weekend!

I'm speaking with my VP this afternoon so ideally will have licensing clarified. 9-9:30 am on Wednesday should work for me - let's confirm after I've had my discussion today.

Regards,

<Looker_Logo3.png>

Megan Stewart
Enterprise Account Executive
(415)990-5095
www.looker.com

On Fri, Feb 2, 2018 1:57 PM, Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca wrote:

Excellent.

Do you want to pencil something in for Wednesday morning perhaps? I've got space in my calendar 9-11:45 PST on Wednesday so far.

Thanks Megan.

Dan

On Feb 2, 2018, at 13:48, Megan Stewart <megan@looker.com<mailto:megan@looker.com>> wrote:

Hi Dan,

Good questions that I'm confirming with our management to make sure it's a 100% clear (especially regarding the static dashboard).

Give me a couple of days and we can hop on a call to clarify if need be. Hope you have a wonderful weekend and chat soon.

Regards,

<Looker_Logo3.png>

<<https://t.yesware.com/tl/740df7983dc963d0d69519ea979d11ac4ed93fc0/8992bef1892c9983832e7a02fc9a65ef/f0b879c233709cec3686db1999c4d4b0?ytI=http%3A%2F%2Fwww.looker.com%2F>>

Megan Stewart

Enterprise Account Executive

(415)990-5095

www.looker.com <<https://t.yesware.com/tl/740df7983dc963d0d69519ea979d11ac4ed93fc0/8992bef1892c9983832e7a02fc9a65ef/21ee7ea396de49be59bb42fdc2bd3252?ytI=http%3A%2F%2Fwww.looker.com>>

On Thu, Feb 1, 2018 1:10 AM, Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca<<mailto:Dan.Pollock@gov.bc.ca>> wrote:

Hi Megan and Rebecca.

We're back on this file now after some work on our end. I'll combine together our two threads into one.

To be sure I'm 100% clear on these:

You are welcome to embed a static dashboard on to a public website for the cost of a single user.

With a single user, are we able to embed many different dashboards on a public (or more realistically) intranet site?

You can embed pre-defined dashboards and add additional filtering capabilities (and/or downloading capabilities) and license in blocks of 10 as an embedded dashboard only user **s.13,s.17**

For this, I'm assuming it's per block of 10 users, right?

Is there a possibility of allowing filterable embeds on a public or intranet site? I don't expect the traffic would be high, but we may have people who occasionally want to filter something, but likely won't want to go all the way to a paid account.

On Jan 17, 2018, at 10:57, Rebecca Coughlan <rebecca.coughlan@looker.com<<mailto:rebecca.coughlan@looker.com>>
<<mailto:rebecca.coughlan@looker.com>>> wrote:

Thanks so much for following up. Below is a brief overview of what is included in your Jumpstart package. Additionally I've included a Jumpstart Kickoff deck similar to the one you reviewed with Larissa back in June of 2017 when your Jumpstart originally kicked off.

Summary Overview:

- * LookML Foundations Training Webinar

- * 5 Co-Development Sessions with your Looker analyst

- * Business User Training

- * Summary Statement

Thanks!

In regards to the timing of beginning your work with Hugo and myself, I'd love to better understand when you believe you'll be ready to begin. We are presently targeting to wrap any engagement which began in the first half of 2017 by the end of March 2018. Understanding your timeline will assist us in allocating the appropriate resources to support you.

Yes, we're hoping to get moving to wrap the major work by the end of March.

We hit a few snags on other aspects of the project, but we're seeing good progress now and should be moving on this portion of the project in the coming weeks.

Thanks,

Dan

Megan Stewart <megan@looker.com<mailto:megan@looker.com><mailto:megan@looker.com>> wrote:

Hi Daniel N, Daniel Y, and Dan P,

Thanks for hopping on a call with us yesterday and I've caught up with the team and was also able to get the update on your side.

We're excited to explore the wider possibilities with Looker/Segment on Redshift with you and are also eager for the final regulatory approvals to move forward!

In terms of embedding, we have a few different flavors with guideline pricing (as the # of potential users and types becomes more clear, we can figure out a pricing model that is fair and makes business sense for both sides).

You are welcome to embed a static dashboard on to a public website for the cost of a single user.

You can embed pre-defined dashboards and add additional filtering capabilities (and/or downloading capabilities) and license in blocks of 10 as an embedded dashboard only user **s.13.s.17**

You can embed dashboards w/ filtering capabilities (and/or downloading capabilities) and also provide this embed user with the ability to drill in to the data and provide the opportunity to explore the data with a license in blocks of 10 as an embedded explore user **s.13,s.13,s.17**

I hope this is helpful for informational pricing - please let me know if you have any questions. I've also cc'd in Elan for any technical questions as well. After the holidays, I'd like to set up a call to discuss how we can assist your team with testing out the types of users etc. without concerns on your current contract amount.

Happy holidays and I'll reach out the week after Christmas if you're open that week?

Regards,

<Looker_Logo3.png>

<<https://t.yesware.com/tl/740df7983dc963d0d69519ea979d11ac4ed93fc0/8992bef1892c9983832e7a02fc9a65ef/f0b879c233709cec3686db1999c4d4b0?ytl=http%3A%2F%2Fwww.looker.com%2F>>

Megan Stewart

Enterprise Account Executive

(415)990-5095

www.looker.com <<http://www.looker.com/>>

<<https://t.yesware.com/tl/740df7983dc963d0d69519ea979d11ac4ed93fc0/8992bef1892c9983832e7a02fc9a65ef/21ee7ea396de49be59bb42fdc2bd3252?ytl=http%3A%2F%2Fwww.looker.com>>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Purpose Five invoice
Date: February 5, 2018 at 2:16 PM
To: Russell, Duncan GCPE:EX Duncan.Russell@gov.bc.ca

DP

I'll swing by this afternoon.

Thanks,
Dan

On Feb 5, 2018, at 10:13, Russell, Duncan GCPE:EX <Duncan.Russell@gov.bc.ca> wrote:

Hi Dan,

I have just received a new Purpose Five invoice for you to sign off on whenever you have a chance.

Best regards,

Duncan Russell
Financial Analyst
Government Communications and Public Engagement
250-387-2526

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: s.22 So here's a blog on AI
Date: February 5, 2018 at 2:19 PM
To: Carter, Rumon NRTS:EX Rumon.Carter@gov.bc.ca
Cc: Remacle, Heather NRTS:EX Heather.Remacle@gov.bc.ca

DP

Keep 'em coming!

Dan

On Feb 1, 2018, at 06:41, Carter, Rumon NRTS:EX <Rumon.Carter@gov.bc.ca> wrote:

Heather s.22

Respect & gratitude. I'll get my shares on.

Onwards,

r.

On Thu, Feb 1, 2018 at 3:54 AM -0800, "Remacle, Heather NRTS:EX" <Heather.Remacle@gov.bc.ca> wrote:

Hi Guys,

I just posted a blog to our new @Work Group on AI in the BCPS...

Would love for your brains to weigh in, and to tap your folks who might want to say something about this too. Let's get a nice inventory to share so people scratch their heads less and start shaking hands more.

:)

H

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: SBC Revised quote and Excel details

Date: February 5, 2018 at 3:44 PM

To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca

Cc: Savannah Murphy Savannah.Murphy@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

That sounds reasonable to me.

Dan

On Feb 5, 2018, at 15:43, Guglielmi, Irene Z GCPE:EX <Irene.Guglielmi@gov.bc.ca> wrote:

Hi Savannah, Dan and Walter,

Jess's revised quote for the increased SBC work has come in at \$72k (attached). Our previous MOU was for \$35k. Based on our conversations with Jess, SBC and you folks, I will:

- Reduce Jess's quote to \$70k
- Revise the MOU for SBC and increase our budget to \$75k
 - \$60k + \$10k from the analytics MOU to pay for Jess
 - \$15k remainder to pay for stipends and SD team travel
- Work with Garrett and Maurna to update revised contract

Please let me know if you have any questions.

Irene

From: Jess McMullin [mailto:jess@situ.org]

Sent: Monday, February 5, 2018 12:32 PM

To: Guglielmi, Irene Z GCPE:EX; Young, Deanna C GCPE:EX

Subject: Revised quote and Excel details

Hi Irene and Deanna,

Thanks for the calls today.

Attached is our revised quote for the increased scope. I've also attached the Excel file used to estimate costs - it also has more specific dates.

Thanks,

Jess

Jess McMullin

Situ Strategy

jess@situ.org

780-709-9396

www.situ.org

<Situ_Quote_ServiceBCF2FDeliveryModel_cross_streams.pdf><18-066_MOU_Proposal_SBCService Delivery Model-FINAL.DOCX>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Checking in
Date: February 5, 2018 at 3:56 PM
To: **Wrate, David GCPE:EX** David.Wrate@gov.bc.ca

DP

Cool.

Dan

On Feb 5, 2018, at 15:55, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

I was going to put on Confluence.

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

On 2018-02-05, 3:32 PM, "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca> wrote:

Where are we keeping these when they come in?

Are we using the confluence page or is there something better you've got in mind?

Dan

On Feb 5, 2018, at 09:10, Smith, Gordon D TRAN:EX <Gord.Smith@gov.bc.ca> wrote:

Hi David, Dan,

As we discussed, here is a preliminary version of the spreadsheet for MoTI services where we've attempted to identify our services. What this contains is a listing of the more easily identifiable services to the public, with a brief description of each. Yellow highlighted services are "questionable" and will require further research.

We'd like to know if we are on the right track in terms of the types of services we have identified.

Many services are of the "information sharing" type. Talking to business areas they will say something like, "the service we provide it to guide our clients in this particular process", but it's not strictly transactional; its closer to a conversation.

Another interesting anomaly we've found is that there are "services that service other services." It sounds a little odd, but when you break down a main service, like our MoTI Contract Services, there are what can be described as "sub-services" that support the overall service of assisting clients who want the opportunity to contract with the ministry. DriveBC is another example, where the overall service can be broken down into sub-services, like the "Plan your Route", and "Report a Highway Problem".

And of course, much of the operational business of the ministry could be considered a service to the public of BC, such as public consultation, road and bridge maintenance and construction. But I won't go there (yet!). :-)

Have a great weekend,

Gordon Smith
M/Camera Program Manager

AV Camera Program Manager
Manager, Web and Multimedia Services
Business Management Services Branch
B.C. Ministry of Transportation and Infrastructure
PO Box 9850 Stn Prov Govt | Victoria | BC | V8W 9T5
Office: 250 356-8752
Cell: 250 480-9697

-----Original Message-----

From: Wrate, David GCPE:EX
Sent: Tuesday, January 30, 2018 4:46 PM
To: Smith, Gordon D TRAN:EX
Subject: Re: Checking in

Thanks Gord,

I can understand why people would think the service inventory is the same as the Application Health Check.

There are elements of the inventory that are outside the scope of the AHC.

That said, if there's value in dipping into the AHC information to complete the inventory I'd say go ahead.

We've talked about using the AHC to 'seed' the inventory but ultimately we want the ministries to own their approach the inventory.

Does that make sense?

David

On Jan 30, 2018, at 4:16 PM, Smith, Gordon D TRAN:EX <Gord.Smith@gov.bc.ca> wrote:

Hi David,

We're close to completing the first four columns. I have a meeting tomorrow and can send you something after that. Still some concerns about the rest of the columns -- not sure we can provide a lot of useful data there.

So far we've listed about 90 services (or what we believe to be services) and applications that provide services, on the sheet. Hoping you'll be able to help us cull the list after you see it.

One question I received from our IMB group was "Isn't this basically the same information as the Health Check that the ministry is asked to do every two years?"

Cheers,
Gord

-----Original Message-----

From: Wrate, David GCPE:EX
Sent: Tuesday, January 30, 2018 4:01 PM
To: Smith, Gordon D TRAN:EX
Subject: Checking in

Hi Gord

Hey Guru,

Just being a pest and checking in on how things are going on the inventory. Is there anything I can do to help you provide a preliminary inventory?

Cheers,

David

<Digital Services Inventory - MoTI_Sample.xlsx>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Analytics Project - Vernon ServiceBC centre
Date: February 5, 2018 at 7:02 PM
To: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

Karim mentioned that they are planning to go there with SBC folks on March 1st.

It likely makes sense to try to piggy-back on that trip.

Do you want to grab half an hour tomorrow or Wednesday maybe to touch base on the rest of it?
(Mornings are best for me, but if I need to, I can try to move something else to fit.)

Dan

On Feb 5, 2018, at 17:37, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Hi Dan. Quick question for you...the Vernon Service BC centre visit in March, do you have a date nailed down for this yet?

As we will be getting Jess on board to help out with this work, I am wanting to chat with him very soon about the approach/location/dates, so that we can get back to you and your team about how we suggest planning the SD portion of the work for your project and get the workplan sorted out.

Thanks.

Deanna Young

Manager, Service Design

GDX – Government Digital Experience Division

Government Communications & Public Engagement

C: 250 889-2470 | Deanna.young@gov.bc.ca

<512F5F06-C179-4EA3-BF13-C589F1D0D4B7[22].png>

[Check out the Service Design Playbook](#)

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Withheld pursuant to/removed as

s.13;s.17

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: Fwd: A Slice of Pie
Date: February 6, 2018 at 10:10 AM
To: Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca, Janes, Ryan R GCPE:EX Ryan.Janes@gov.bc.ca
Cc: Sachen Macdonald Sachen.Macdonald@gov.bc.ca

DP

FYI

Begin forwarded message:

From: "Pollock , Dan GCPE:EX" <dan.pollock@gov.bc.ca>
Subject: A Slice of Pie
Date: January 30, 2018 at 15:41:21 PST
To: Daniel Yona <Daniel.Yona@gov.bc.ca>

<https://medium.com/geckoboard-under-the-hood/think-before-you-pie-chart-and-more-effective-ways-to-visualize-your-data-862ea3456b26>



save_the_pies_f
or_dessert.pdf

Page 048

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: iTop access?
Date: February 6, 2018 at 10:51 AM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Thanks!

Dan

On Feb 5, 2018, at 17:33, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Email OCOServiceDesk@gov.bc.ca or use this to ask for access:

s.15,s.17

From: Pollock, Dan GCPE:EX
Sent: February-05-18 4:20 PM
To: Yona, Daniel GCPE:EX
Subject: iTop access?

Do you know who can grant me iTop access?

Dan

On Feb 1, 2018, at 18:14, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Hi Tom -

Thanks for the follow up.

The DCSID for tracking will be generated during the change window on Tuesday.
Ryan is aware of the task and will share the ID with Gillian or yourself to put on CMS Lite.

Please let us know in the iTop ticket if there are any specific reports you are looking for and we will try to accommodate.

DY

From: Billings, Thomas MAH:EX
Sent: February-01-18 10:24 AM
To: Yona, Daniel GCPE:EX
Cc: Janes, Ryan R GCPE:EX; Pollock, Dan GCPE:EX; Ruemke-Douglas, Gillian GCPE:EX; Hardin, Karl GCPE:EX
Subject: R-015317: WebTrends - DCID tag for campaign

Hi Dan,

I created a high priority ticket: [R-015317](#)

RE: WebTrends - DCID tag for campaign

Please let me know if I can support further. Cheers!

~Tom

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Fwd: ADM Prioritization
Date: February 6, 2018 at 12:41 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Is this the thread you are looking for?

Dan

Begin forwarded message:

From: "Wrate, David GCPE:EX" <David.Wrate@gov.bc.ca>
Subject: Re: ADM Prioritization
Date: January 24, 2018 at 15:00:23 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

Go for the former

David

On Jan 24, 2018, at 2:55 PM, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

On the inventory return/framework, I can do this or present yours as is with a caveat "we may need to accelerate this".

(I'll add the Alpha version either way, I suggest)

Dan

On Jan 24, 2018, at 14:44, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

By framework I mean being able to tell the ADMs what types of recommendations we expect to make based on the data we expect to have back.

For example, are we recommending as a priority:

- Doing more inventory research to fill in more gaps
- Moving some projects into the PDS lighthouse / dev stream
- Moving some projects into the Service Analytics lighthouse / dev stream
- Some combination the above

In February, they want to know what type of recommendations and methodology for prioritization to expect in March.

To complete user testing in Sprint 5, we need to have it in Alpha by the end of Sprint 4.

Dan

On Jan 24, 2018, at 13:56, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

Thanks Dan,

By framework do you mean a second run at the weighting or actually a first run at prioritized services? The former is certainly doable, the latter depends on what we

get back.

So yes, we can have a goal for I believe we can do the former and use as much data as we have for illustration.

I've raised my concern over the completeness of the data and David has consistently said we'll use what we get and it's state of completion can be used as an indicator of work that needs to be shored up.

It's possible that those that have their sheets may be in the midst of gathering the data. I'm going to drop notes to those I spoke to and see how they're getting on.

As far as putting the tool in the hands of folks, we have user testing scheduled for Sprint 5, are you anticipating that to happen in Sprint 4?

D

David Wrate

Director, Digital Policy

GDX – Government Digital Experience Division

Government Communications and Public Engagement

250-588-9231

From: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

Date: Wednesday, January 24, 2018 at 1:46 PM

To: David Wrate <David.Wrate@gov.bc.ca>

Subject: Re: ADM Prioritization

Hey David,

To match what David has been saying to the ADM Committee, we likely have to get further on this.

According to Hume's plan, by the end of Sprint 4 we need to be ready to present the prioritization framework to the ADM committee. So this should probably be one of the explicit goals.

(This doesn't require that we have all the data, but that we have enough to tell the ADM committee how prioritization will work. Realistically, to do this, we're going to need more than 4 back, I think.)

Given that some ministries have had their sheets for a couple of weeks already, do you think we can reasonably have a goal to have the first four back in Sprint 3?

Also, I'd add to Sprint 4 that we want to have an Alpha version of the inventory tool in the hands of our first clients.

What do you think?

What additional resources would we require to get this done?

Dan

On Jan 24, 2018, at 12:05, Wrate, David GCPE:EX
<David.Wrate@gov.bc.ca> wrote:

Hi Dan, how does this look for Sprint 3/4 goals and alignment?

Sprint 3

Goal 1: By the end of Sprint 3 Initial contact has been made with all ministries so that inventories can be sent.

DoD: All ministries have an inventory contact and have received their inventory spreadsheets.

Key Dependencies: Access to Service BC contacts

Managing: David Wrate and Adriana Poveda (Service BC)

Sprint 4

Goal 1: By the end of Sprint 4 we have service inventory returns from four ministries (Trans, CITZ, AG, SDSI) so that we can analyze the data.

DoD: The service inventories are returned and the data has been reviewed for completeness.

Key Dependencies: Ability for ministries to access the necessary people.

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>
Date: Wednesday, January 24, 2018 at 9:57 AM
To: David Hume <David.Hume@gov.bc.ca>, David Wrate <David.Wrate@gov.bc.ca>
Cc: "Brownrigg, Caitlin GCPE:EX" <Caitlin.Brownrigg@gov.bc.ca>, "Murphy, Savannah R GCPE:EX" <Savannah.Murphy@gov.bc.ca>
Subject: Re: ADM Prioritization

Hey David,

Are you able to prep this for the Service Inventory stream?

If you can't be there in person, I can speak on your behalf if I have some notes from you.

Thanks,
Dan

On Jan 23, 2018, at 16:28, Hume, David GCPE:EX
<David.Hume@gov.bc.ca> wrote:

Thanks, Caitlin.

Something I would like in terms of how we all
communicate goals is the following:

A goal statement that includes an some type of
outcome. In user stories that is usually the 'so that we
can x'.

A definition of done.

Any key dependencies and who is responsible for
managing them, especially if they are cross team.

Thanks all!

David

David Hume
250-589-9043

----- Original message -----

From: "Brownrigg, Caitlin GCPE:EX"

<Caitlin.Brownrigg@gov.bc.ca>

Date: 2018-01-23 4:06 PM (GMT-08:00)

To: "Cormack, Garrett GCPE:EX"

<Garrett.Cormack@gov.bc.ca>, "Pollock, Dan
GCPE:EX" <Dan.Pollock@gov.bc.ca>, "Albert, Steve
GCPE:EX" <Steve.Albert@gov.bc.ca>, "Murphy,
Savannah R GCPE:EX"

<Savannah.Murphy@gov.bc.ca>, "Wrate, David
GCPE:EX" <David.Wrate@gov.bc.ca>, "Guglielmi,
Irene Z GCPE:EX" <Irene.Guglielmi@gov.bc.ca>,
"Hume, David GCPE:EX" <David.Hume@gov.bc.ca>,
"Macdonald, Sachen GCPE:EX"

<Sachen.Macdonald@gov.bc.ca>, "Moser, Walter
GCPE:EX" <Walter.Moser@gov.bc.ca>

GCPE:EX <Walter.Moser@gov.bc.ca>

Subject: RE: ADM Prioritization

Hi Team,

In preparation for this meeting please consider and come prepared to discuss the following:

- 1-2 goals for Sprint 3 (now-Feb 2) and Sprint 4 (Feb 5-16)
- How your goals align to the expected decisions for the ADM Committee
- Some thoughts about what a blueprint for scaling PDS will look like, specifically what decisions need to be made in FY18/19

Happy to answer any questions or chat in advance.

Thanks,

Caitlin

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

From: Brownrigg, Caitlin GCPE:EX

Sent: Monday, January 15, 2018 3:24 PM

To: Brownrigg, Caitlin GCPE:EX; Cormack, Garrett GCPE:EX; Pollock, Dan GCPE:EX; Albert, Steve GCPE:EX; Murphy, Savannah R GCPE:EX; Wrate, David GCPE:EX; Guglielmi, Irene Z GCPE:EX; Hume, David GCPE:EX; Macdonald, Sachin GCPE:EX; Moser, Walter GCPE:EX

Subject: ADM Prioritization

When: Wednesday, January 24, 2018 3:00 PM-4:00 PM (UTC-08:00) Pacific Time (US & Canada).

Where: GCPE s.15

(Seats 14 people) GCPE:EX

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: FYI: Approach to Alpha PDS Standards

Date: February 6, 2018 at 12:52 PM

To: Savannah Murphy Savannah.Murphy@gov.bc.ca

Cc: Walter Moser Walter.Moser@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

I look forward to engaging on this project!

Dan

On Feb 5, 2018, at 14:42, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

FYI Please see the general approach for the development of the Alpha PDS Standards as outline by Katherine B and Roger Oldham. I'm moving forward with contract modification pending any major comments from David H.

Let me know if you've any thoughts on the approach outlined.

Thanks, Savannah

From: Katherine Benjamin [<mailto:s.22>]

Sent: Friday, February 2, 2018 4:13 PM

To: Murphy, Savannah R GCPE:EX; Brownrigg, Caitlin GCPE:EX; Roger Oldham

Subject: Revised quote

Hey team!

As per our conversation with Caitlin this week, please see the attached revised quote.

All the very best

Katherine

--

Katherine Benjamin

London: s.22

Vancouver: s.22

<BC Gov Digital Service Standard - Revised Quote.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Pricing model for Service Design
Date: February 6, 2018 at 12:54 PM
To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

See you then.

Thanks,
Dan

On Feb 2, 2018, at 19:42, Guglielmi, Irene Z GCPE:EX <Irene.Guglielmi@gov.bc.ca> wrote:

Can we meet for 30 min next week to chat about the SD pricing model? It's a bit more complex than what's outlined below and I think a conversation will help convey the why, the how, and how \$\$\$ and answer any questions you may have.

The meeting will be titled Danx2\$\$.
Will send an invite.
Irene

From: Yona, Daniel GCPE:EX
Sent: Friday, February 2, 2018 10:35 AM
To: Guglielmi, Irene Z GCPE:EX; Young, Deanna C GCPE:EX
Cc: Pollock, Dan GCPE:EX
Subject: Pricing model for Service Design

Hi Irene and Deanna -

We're thinking about what our future pricing model for the Analytics service will look like and I wanted to get your thoughts on the matter.
For Service Design projects, does your work revolve entirely around MOUs with ministries?
Is there an additional component of the service that is charged per hour (consulting?) or monthly as a service?

Thanks!
DY

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: For action/info: SBC and GDX next steps.

Date: February 6, 2018 at 1:01 PM

To: Savannah Murphy Savannah.Murphy@gov.bc.ca

Cc: Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Looks good.

The one change I would make is:

· CATFS (Analytics, focused on CATS terminals)
should read

· **CFMS and CATS (Analytics, focused on instrumenting the Service BC queuing system
CFMS and analyzing CATS terminal log files)**

(The CFMS part is more work than the CATS part.)

Irene and Deanna: Let me know when we're ready to link up. We're eager to get to work!

Dan

On Feb 6, 2018, at 12:22, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

In an effort to write things down here's the output of our meeting yesterday re: SBC and all the moving parts....let me know if I've missed anything or misunderstood anyone.

1. Dan P is moving forward with the Analytics MOU to have it signed by Adrianna.
2. Irene and Deanna will be stickhandling a single contract with Jess M to provide service design services for all of the associated SBC work with Adrianna, inclusive of Analytics. This is already in the works and Maurna will be sending out the contract just as soon as possible. Going forward Irene will be the contract manager for Jess. Once the contract is in place Irene (or Deanna?) will broker a conversation between Jess and Dan P so this stream of work can begin asap.
3. Irene will engage Adrianna with an updated MOU for signature that reflects GDX's work with SBC as outline below (minus the Analytics work).
4. The work with Ian Armstrong @ BusinessOneStop is led by Irene team and will begin with UX/service design. Steve A will work with the SD team to determine how this line of business might become a client for the Journey Mapper. How Irene and Steve's teams work together on this is still to be defined and will require identified resources within the next week. Steve and Irene please advise of next steps w/r/t this integration.
5. At this time we are not coming forward with new tools or technology items until the initial research is provided in February, as it creates risk and confusion with this SBC client base.

For reference please see how we are positing our work with Bev Dicks the SBC ADM and David H:

ServiceBC is creating an improved service delivery model for its locations. The goals of the model include understanding citizen needs and expectations in order to appropriate clients and services to digital channels (including assisted digital), increasing consistency between locations, and improving client satisfaction and other metrics

Other Metrics:

The Government Digital Experience division (GDX) will support the creation of this new model and multiple streams of parallel work to support this improved service delivery model:

- CATFS (Analytics, focused on CATS terminals)
- Service triage, focused on the in-person experience, queuing, wait times, and service failures caused by basics such as missing required information or documents (forgot ID, etc.)
- Knowledge management (focused on presenting consistent service information across locations and ministries).
- Google, focused on information shared by the public about ServiceBC through Google business listings and other services such as Yelp.
- Channel expansion, by understanding the interaction expectation (SMS, chat, co-browsing, etc.) of citizens' within a service journey.

GDX is also providing support to SBC Registries mainframe transformation, specifically providing agile resources to the Names project within the CSI Lab and engaging in the Registries visioning and planning sessions.

Savannah Murphy

Director, Program Design
GDX - Government Digital Experience Division
Government Communications & Public Engagement
250 588-4488

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: IC: Collect list of ministry's providing data?
Date: February 6, 2018 at 1:01 PM
To: Stacey Ashworth stacey@purposefive.com, Wrate, David GCPE:EX David.Wrate@gov.bc.ca
Cc: Sachen Macdonald Sachen.Macdonald@gov.bc.ca

DP

Looping David in.

Dan

On Feb 6, 2018, at 12:35, Stacey Ashworth <stacey@purposefive.com> wrote:

Hi Sachen/Dan --

Would I be allowed to view the list of contacts we're hoping to get data from?

Stacey Ashworth

Project Manager

PURPOSEFIVE

Web Design + Development // Digital Marketing // Software Development

2017 V I A T E C TECHNOLOGY AWARDS FINALIST!

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Potential projects list
Date: February 6, 2018 at 1:03 PM
To: Whitehead, Cameron JTT:EX Cameron.Whitehead@gov.bc.ca

DP

Hi Cameron,

How about a coffee next week?

My calendar is generally kept current if you want to find a time. I'm working out of the s.15
s.15 so anywhere near there works for me.

Dan

On Feb 6, 2018, at 10:57, Whitehead, Cameron JTT:EX <Cameron.Whitehead@gov.bc.ca> wrote:

Hi Dan,

Just checking in – and I've had a bit more direction; they're interested in things even as general as "policy areas" and problems that integrated data would be well placed to assist.

Appreciate your help; I'd be happy to chat if you'd like. Certainly interested in what GDX is up to these days!

Cameron

From: Whitehead, Cameron JTT:EX
Sent: Wednesday, January 24, 2018 9:20 AM
To: Pollock, Dan GCPE:EX; Murphy, Savannah R GCPE:EX
Cc: Smith, Karen A GCPE:EX
Subject: RE: Potential projects list

Hi Dan,

If it's no sweat – that'd be appreciated. If it's a pain—not to worry.

Thanks a lot for this,

Cameron

From: Pollock, Dan GCPE:EX
Sent: Tuesday, January 23, 2018 10:33 PM
To: Murphy, Savannah R GCPE:EX
Cc: Smith, Karen A GCPE:EX; Whitehead, Cameron JTT:EX
Subject: Re: Potential projects list

I'll take a look at Karen's list and see what I might be able to add.

Should I look past this fiscal year for potential projects?

Dan

On Jan 22, 2018, at 16:04, Murphy, Savannah R GCPE:EX
<Savannah.Murphy@gov.bc.ca> wrote:

Hi Karen, would you be able to provide me with a list of data related projects that I could send along to IDO please? Dan P may also have a list of potential projects that might light up in the next few months.

Talk soon, Savannah.

From: Whitehead, Cameron JTT:EX
Sent: Monday, January 22, 2018 3:38 PM
To: Murphy, Savannah R GCPE:EX
Subject: Potential projects list

Hi Savannah,

Turns out our work was destined to overlap after all.

Jeremy has tasked me to create a list of current and potential data-related projects across government. He mentioned that GDX would be well placed to know what sorts of projects that are being asked for across government.

I'm wondering if you could assist? Or, would there be someone else better to speak to in your area?

Many thanks,

Cameron

<image001.jpg>

Cameron Whitehead, PhD
Senior Policy Analyst, Data Insights
Data Science and Analytics Branch
Integrated Data Office
Ministry of Jobs, Trade and Technology
☎ 250-889-2361

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: CMF - Transition from WebTrends to Snowplow
Date: February 6, 2018 at 1:28 PM

DP

To: Hallas, Ian GCPE:EX Ian.Hallas@gov.bc.ca

Cc: Daniel Yona Daniel.Yona@gov.bc.ca, Collopy, Jeff GCPE:EX Jeff.Collopy@gov.bc.ca, Gillian GCPE:EX Ruemke-Douglas
Gillian.Ruemke-Douglas@gov.bc.ca, Skibo, Len GCPE:EX Len.Skibo@gov.bc.ca

Hi Ian,

I'm just waiting to hear back from Steve Albert on how he wants to proceed on some of these pieces following our meeting.

I expect to be able to get back to you quite soon.

Thanks,
Dan

On Feb 1, 2018, at 09:54, Hallas, Ian GCPE:EX <Ian.Hallas@gov.bc.ca> wrote:

Hi Guys

I really need to know the schedule for the Snowplow and when you need us to make the changes to the CMF (CMS Lite, GOV etc)

We are doing our sprint planning for now till the end of March and we are already full. If this is a priority to be completed prior to March 31st we need to know as depending on effort we may need to bump something.

I know you have said it is not much work but we do have to do something and then test it out. 😊

Thanks

Ian

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: CloudBC Procurement Cancelled

Date: February 6, 2018 at 2:59 PM

To: Walter Moser Walter.Moser@gov.bc.ca

Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca,
Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Bamford, Stephen A GCPE:EX Stephen.Bamford@gov.bc.ca

DP

Yeah.

Dan

On Feb 6, 2018, at 14:49, Moser, Walter GCPE:EX <Walter.Moser@gov.bc.ca> wrote:

Begin forwarded message:

From: "OCIO Technology Solutions CITZ:EX"
<OCIO.TechnologySolutions@gov.bc.ca>
Date: February 6, 2018 at 2:42:58 PM PST
Subject: CloudBC Procurement Cancelled

<image001.jpg>

Good afternoon,

On July 15, 2016, an Invitation to Establish Eligibility to Submit Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) Offers was posted on BC Bid for the purpose of establishing different multi-supplier, multi-use lists for subsequent simplified procurements.

After due consideration it has been determined that the CloudBC procurement has not met its primary objectives of initiating and growing a marketplace of pre-qualified eligible cloud service providers in an efficient and cost effective manner. Therefore, the procurement is to be terminated immediately without entering into any contracts with vendors and the CloudBC CCIO Participation Agreement related to the CloudBC procurement will be updated accordingly.

The value created over the past few years through learnings generated by the research and work done on the procurement will be carried forward and leveraged to continue to pursue the efficient and cost effective adoption of cloud technology services across the BC public sector.

Next steps are to be determined however, it is anticipated that CloudBC will continue as a collaborative initiative under government to encourage and support the adoption of cloud services.

If you have any questions, please contact [Stephen Gordon](#).

Ian Donaldson
A/ADM, Technology Solutions
Ministry of Citizens' Services

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: FOR CONFIRMATION: ServiceBC Locations and Key Leads
Date: February 6, 2018 at 3:09 PM
To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca
Cc: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

Hey Irene and Deanna,

Karim G. said SBC are planning to go on March 1st and are hoping we can piggyback on their trip with our team(s).

If it helps, from Deanna's notes from our meeting with SBC on January 19th, I believe the four offices they are using for CFMS are:

- Squamish
- Port Alberni
- Vernon
- Courtenay

Dan

On Feb 6, 2018, at 15:02, Guglielmi, Irene Z GCPE:EX <Irene.Guglielmi@gov.bc.ca> wrote:

Hi Dan,
What are the dates for the Vernon trip?

We're planning on getting out in the field as early as next week and want to start penciling in dates.
Thanks, Irene

From: Young, Deanna C GCPE:EX
Sent: Monday, February 5, 2018 5:30 PM
To: Guglielmi, Irene Z GCPE:EX
Subject: FOR CONFIRMATION: ServiceBC Locations and Key Leads
Importance: High

Hi Irene. Wondering if when you reach out to Adriana about the budget if you could confirm a couple of things for us in regards to the research portion of the work.

In order to point Jess in the right direction for starting research as early as next week, it will be important to nail down the following:

- Confirm locations that we can travel to in order to do the research for all streams of work as outlined in Jess' proposal:
 - Analytics team travelling to Vernon in March
 - Is there any locations on the island or lower mainland we should be travelling to? For first round of research starting next week it may be best to go somewhere close.
 - What other locations across B.C. will they want us to travel to? This will be for second round of research for week of Feb 19th
- Who on ServiceBC side can come on the road with Jess and will be our point person as

the lead from ServiceBC (1-2 staff)
Thanks.

Deanna Young

Manager, Service Design
GDX – Government Digital Experience Division
Government Communications & Public Engagement
C: 250 889-2470 | Deanna.young@gov.bc.ca

<512F5F06-C179-4EA3-BF13-C589F1D0D4B7[13].png>
[Check out the Service Design Playbook](#)

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: social media measurement question
Date: February 6, 2018 at 4:27 PM
To: Case, Margaret MMHA:EX Margaret.Case@gov.bc.ca

DP

How about a call 1:00-1:30 on Thursday?

Dan

On Feb 2, 2018, at 09:26, Case, Margaret MMHA:EX <Margaret.Case@gov.bc.ca> wrote:

Hi Dan! Would you be open to a phone call later today or next week? I'm off site this morning but would love to chat at your convenience.

Margaret Case | Internal Communications Manager | Strategic Human Resources Branch | Ministry of Mental Health and Addictions | w. 250-952-1748 | c. 250-893-3405

From: Guglielmi, Irene Z GCPE:EX
Sent: Thursday, February 1, 2018 4:44 PM
To: Case, Margaret MMHA:EX
Cc: Young, Deanna C GCPE:EX; Pollock, Dan GCPE:EX
Subject: RE: social media measurement question

Hello Margaret,
Measurement tools – yes! Below are some tools we use in GDX and contact person for more information about each tool. PIA/STRA are in place for these tools:

Service Design (Deanna cc'd for more info):
We have a service analytics framework, so we can get baseline data before we start a project so we can measure service improvements
MaxQA – qualitative analytics tool

Engagement (Dom cc'd for more info):
Tableau to record, track, theme and analyze comments from public engagements (I believe this also includes social media comments)

Dan (cc'd) is using Snowplow & looker for quantitative data.

Not sure if you're interested in web trends, if you are, circle back with Dan and he can connect you with the right person.

A starting point...hope that helps,
Irene

Irene Guglielmi
Director, Strategic Design and Transformation
Government Digital Experience Division
T: 250.216.7038
<image001.png>
[Service Design in the BC Public Service](#)

From: Case, Margaret MMHA:EX
Sent: Thursday, February 1, 2018 4:34 PM
To: Guglielmi, Irene Z GCPE:EX
Subject: Re: social media measurement question

Hi Irene! I have a question about measurement, and I'm wondering if you might be the right person to ask. See the thread below from Kyla. I've been bugging her about stats for ages and would like to have a chat about measurement tools.
Thanks for any help.

Margaret Case | Partnerships and Engagement Branch | Ministry of Mental Health and Addictions | w. 250-952-1748 | c. 250-893-3405

From: Kelch, Kyla GCPE:EX
Sent: Thursday, February 1, 2018 9:41 AM
To: Case, Margaret MMHA:EX
Subject: RE: For Signature: Overdose TV Production Work Order

s.22 There are so many great tools to use but we are limited here in government because of our privacy policies. An IP address is considered personal information so how data is collected, stored and used is subject to FOIPPA. Unfortunately tools like Facebook Pixel and Google Analytics are off the table because they store personal information (IP addresses) on servers outside of Canada. GCPE's GDX division has a team of data scientists who are working hard to find a made for government solution and are currently in the process implementing a new tool that will eventually be able to support the collection of data across government.

I'd be interested to hear what else you learning about.

Kyla

From: Case, Margaret MMHA:EX
Sent: Thursday, February 1, 2018 9:21 AM
To: Kelch, Kyla GCPE:EX
Subject: RE: For Signature: Overdose TV Production Work Order

Manv thanks and sorrv to keep bugging you. On that note, I have lots more questions about social media measurement. s.22
s.22 and this week's topic is measurement. There are so many tools that I had never heard of, and I'm curious what the BC government uses as metrics and any tracking software. Not that I think this is all your responsibility! If you want to pass me over to someone else, feel free. 😊

Margaret Case | Project & Marketing Advisor | Partnerships and Engagement Branch | Ministry of Mental Health and Addictions | w. 250-952-1748 | c. 250-893-3405
In accordance with BC FIPPA, this email may be privileged or confidential. Any use by other than the intended recipient is prohibited. Please delete if received in error.

From: Kelch, Kyla GCPE:EX
Sent: Thursday, February 1, 2018 9:17 AM
To: Case, Margaret MMHA:EX
Subject: RE: For Signature: Overdose TV Production Work Order

Thanks you!

PS – I'm still working on getting you the numbers for which documents people are accessing from the overdose site. I've had to put in a request for a new profile so it just may take a bit more time.

Cheers,
Kyla

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Dan/Megan chat about embedded usage at PBC
Date: February 7, 2018 at 9:04 AM
To: Megan Stewart megan@looker.com

DP

I'm on.

I can hear you but it looks like you can't hear me.

I'll try reconnecting the audio.

Dan

On Feb 7, 2018, at 09:04, Megan Stewart <megan@looker.com> wrote:

Hi Dan,

Are you still able to hop on a call? I have a hard stop at 9:30 but could find some time tomorrow or Friday - let me know you're availability if we don't connect this am!

Dan/Megan chat about embedded usage at PBC

Dan, let's hop on a call and go through your use case so I can confirm a licensing model that will suit your needs. Looking forward to connecting since my call in s.22 didn't work so well ;)

Hi there,

Megan Stewart is inviting you to a scheduled Zoom meeting.

s.15,s.17

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Public Sector Bargaining Academy
Date: February 7, 2018 at 9:27 AM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca
Cc: Johnstone, Susan PSEC:EX Susan.Johnstone@gov.bc.ca

DP

That works for me.

See you then.

Dan

On Feb 7, 2018, at 09:10, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

That time works for me at either location.

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: "Johnstone, Susan PSEC:EX" <Susan.Johnstone@gov.bc.ca>
Date: Wednesday, February 7, 2018 at 9:09 AM
To: David Wrate <David.Wrate@gov.bc.ca>
Subject: RE: Public Sector Bargaining Academy

Hi David

How about Feb 21st, from 11 – 12 noon instead – would that work for you?

Thanks!

Susan Johnstone
Acting Executive Administrative Assistant
Public Sector Employers' Council Secretariat
Province of BC
Tel: 778 698-8549
gov.bc.ca/PSEC
<image001.jpg>

From: Wrate, David GCPE:EX
Sent: Wednesday, February 7, 2018 9:06 AM
To: Johnstone, Susan PSEC:EX
Cc: Pollock, Dan GCPE:EX
Subject: Re: Public Sector Bargaining Academy

I can do that time but only if we meet at s.15

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: "Johnstone, Susan PSEC:EX" <Susan.Johnstone@gov.bc.ca>
Date: Wednesday, February 7, 2018 at 8:50 AM
To: David Wrate <David.Wrate@gov.bc.ca>
Cc: Dan Pollock <Dan.Pollock@gov.bc.ca>
Subject: RE: Public Sector Bargaining Academy

Good morning David and Dan:

Alisha Olson has a previous apt on the 22nd that conflicts with your meeting time.
I have moved the meeting to Wed February 21 from 2:00 – 3:00 pm.

Please let me know if you have any problem with this date.

Thank you!

Susan Johnstone
Acting Executive Administrative Assistant
Public Sector Employers' Council Secretariat
Province of BC
Tel: 778 698-8549
gov.bc.ca/PSEC
<image002.jpg>

From: Wrate, David GCPE:EX
Sent: Tuesday, February 6, 2018 4:06 PM
To: Johnstone, Susan PSEC:EX
Cc: Pollock, Dan GCPE:EX
Subject: Re: Public Sector Bargaining Academy

Hi Susan, let's go with Thursday Feb. 22 @ 2:30 is fine.
We can come to you if you give us a location.

David

On Feb 6, 2018, at 4:00 PM, Johnstone, Susan PSEC:EX <Susan.Johnstone@gov.bc.ca>

wrote:

Hello Dan and David:

I understand that you would like to set up a meeting with Kindree Draper, Alisha Olson and David Wrate.

Please let me know if any of the following dates would work for you:

Thursday February 22, 1:00 – 3:30 pm

Monday February 26, 11:00 am – 3:30 pm

Friday February 27, 12:30 – 3:30 pm

Would you prefer to have Kindree and Alisha travel to you, or for you to meet them here at our offices at s.15

Thank you

Susan Johnstone

Acting Executive Administrative Assistant
Public Sector Employers' Council Secretariat
Province of BC
Tel: 778 698-8549

gov.bc.ca/PSEC

<image001.jpg>

From: Pollock, Dan GCPE:EX

Sent: Tuesday, February 6, 2018 1:06 PM

To: Draper, Kindree PSEC:EX

Cc: Wrate, David GCPE:EX; Olson, Alisha PSEC:EX; Johnstone, Susan PSEC:EX

Subject: Re: public sector bargaining academy

Great to meet you as well.

Let me know what works for you after the 20th. We're happy to meet up then.

Dan

On Feb 2, 2018, at 15:04, Draper, Kindree PSEC:EX

<Kindree.Draper@gov.bc.ca> wrote:

Hello to you both!

I'm following up on Irene's email to us and hoping we can schedule some time with you after February 20th when we have gotten past budget.

Alisha and I are very much looking forward to exploring the intricacies of our project with you – particularly around collecting, storing, using and analyzing peoples data.

Susan in our office will help get some time for us, if that's how you want to organize it.

Thanks again Dan and David!

Kindrée Draper

Director, Corporate Relations
Province of BC

Tel: 250 356-5639 | Cell: 250 889-4196

gov.bc.ca/PSEC

<Picture (Device Independent Bitmap) 1.jpg>

From: Guglielmi, Irene Z GCPE:EX

Sent: Thursday, January 18, 2018 7:46 PM

To: Draper, Kindree PSEC:EX; Olson, Alisha PSEC:EX

Cc: Finnigan, Brooke GCPE:EX; Pollock, Dan GCPE:EX; Wrate, David GCPE:EX

Subject: RE: public sector bargaining academy

Hello Kindree and Alisha,

Great to meet with you on Tuesday to learn more about projects you're tackling to address retention and recruitment issues in the public sector (Coles Notes version below):

Skills Database

- Successfully track people's career paths as they leave the Bargaining Academy (60 people)
- Understand their career paths, and potentially how the Bargaining Academy is having an impact on their careers

Centralized Jobs Database

- Geared towards 73,000 excluded employees throughout the Province
- Help match management level employees with jobs that match their interest, education, experience – and/or gives them an opportunity to try a different experience in a new location.

As discussed, I wanted to connect you with 2 of my colleagues who can lend their expertise on different areas which may be needed to help shape your project as ideas unfold.

Dan Pollock – Data Scientist

David Wrate – Public Sector Bargaining Academy

David wrote – policy, privacy and legislation

Look forward to chatting with you again as you continue to brainstorm on these exciting projects.

Best, Irene

Irene Guglielmi

Director, Strategic Design and Transformation

Government Digital Experience Division

T: 250.216.7038

Service Design in the BC Public Service

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

From: Guglielmi, Irene Z GCPE:EX

Sent: Wednesday, October 25, 2017 11:19 AM

To: Guglielmi, Irene Z GCPE:EX; Draper, Kindree PSEC:EX; Finnigan, Brooke GCPE:EX; Olson, Alisha PSEC:EX

Subject: public sector bargaining academy

When: Tuesday, January 16, 2018 9:30 AM-10:30 AM (UTC-08:00) Pacific Time (US & Canada).

Where: s.15

Hoping this time works – if not, can you propose a new time?

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Question: GCPE feedback for reCaptcha

Date: February 7, 2018 at 9:44 AM

To: Gilbertson, Michelle FIN:EX Michelle.Gilbertson@gov.bc.ca

Cc: Daniel Yona Daniel.Yona@gov.bc.ca, Niemann, Dirk FIN:EX Dirk.Niemann@gov.bc.ca, Leung, Gary K FIN:EX Gary.K.Leung@gov.bc.ca, Sachen Macdonald Sachen.Macdonald@gov.bc.ca

DP

Hi Michelle,

I'm looping Sachen in who can help with questions about captcha.

We're happy to help out with both captcha and analytics. How about we set up a call or a meeting next Tuesday or Wednesday?

Dan

On Feb 6, 2018, at 15:07, Gilbertson, Michelle FIN:EX <Michelle.Gilbertson@gov.bc.ca> wrote:

Hi Dan,

Can we please discuss the other captcha options that Justin has mentioned at your earliest?

- We also had to create a reusable captcha for the MSP PDS project which is on GitHub... talk with Sachen McDonald whom Dan can connect you with.
- Dan P leads the analytics team, and they have an excellent new offering coming out in the sprint time to replace webtrends, and it's substantially more powerful than what we could do with Google Analytics, and follows PIA concerns.

Thank you

Michelle Gilbertson | Security & Privacy Architect

Corporate Accounting Services CAS | Office of the Comptroller General OCG | Finance FIN

p: 778-698-8088 | e: Michelle.Gilbertson@gov.bc.ca | w: www.cas.gov.bc.ca

From: Hewitt, Justin GCPE:EX

Sent: Thursday, February 1, 2018 3:19 PM

To: Gilbertson, Michelle FIN:EX; Pollock, Dan GCPE:EX

Cc: Yona, Daniel GCPE:EX; Niemann, Dirk FIN:EX

Subject: Re: Question: GCPE feedback for reCaptcha

Sorry for being adhoc, but here's an example:

<https://termsfeed.com/blog/privacy-policy-recaptcha/>

From: Hewitt, Justin GCPE:EX

Sent: Thursday, February 1, 2018 2:50 PM
To: Pollock, Dan GCPE:EX
Cc: Gilbertson, Michelle FIN:EX; Yona, Daniel GCPE:EX
Subject: Re: Question: GCPE feedback for reCaptcha

Hey Dan,

I showed their lead trainer this resource on curriculum.gov.bc.ca as their ministry for this application has chosen to accept the risk of information collected on foreign soil and used for their own purposes.

Michelle, Dan P leads the analytics team, and they have an excellent new offering coming out in the sprint time to replace webtrends, and it's substantially more powerful than what we could do with Google Analytics, and follows PIA concerns.

We also had to create a reusable captcha for the MSP PDS project which is on GitHub. It's both accessible and doesn't collect user information. I would talk with Sachin McDonald whom Dan can connect you with, if you choose to go that way.

Cheers,
J

From: "Gilbertson, Michelle FIN:EX" <Michelle.Gilbertson@gov.bc.ca>
Date: Thursday, February 1, 2018 at 2:43 PM
To: "Hewitt, Justin GCPE:EX" <Justin.Hewitt@gov.bc.ca>
Subject: FW: Question: GCPE feedback for reCaptcha

Justin,

I would like to discuss in more details this discussion that occurred with our CAS Trainer at someone's earliest convenience.

Please advise.

Michelle Gilbertson | Security & Privacy Architect
Corporate Accounting Services CAS | Office of the Comptroller General OCG | Finance FIN
p: 778-698-8088 | e: Michelle.Gilbertson@gov.bc.ca | w: www.cas.gov.bc.ca

From: Schuttinga, Ray FIN:EX
Sent: Tuesday, January 30, 2018 1:47 PM
To: Niemann, Dirk FIN:EX

Subject: GCPE feedback for reCaptcha

Hi Dirk,

Here is the information that Justin Hewitt wanted to show you. He stated that if we look at the information that reCaptcha collects, it requires consent from the user due to privacy concerns.

He showed me an example of a BC government website that has addressed this through a link in the footer of the page.

<image001.png>

<https://curriculum.gov.bc.ca/privacy>

I said I'd pass his feedback along.

Cheers,

Ray

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: SBD Service Design Update

Date: February 7, 2018 at 9:45 AM

To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca

Cc: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca, Savannah Murphy Savannah.Murphy@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca, Macpherson, Charles GCPE:EX Charles.Macpherson@gov.bc.ca, Davison, Maurna GCPE:EX Maurna.Davison@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

From Deanna's notes when we met with SBC last month, I believe the four offices SBC are using for CFMS are:

- Squamish
- Port Alberni
- Vernon
- Courtenay

Dan

On Feb 7, 2018, at 06:49, Guglielmi, Irene Z GCPE:EX <Irene.Guglielmi@gov.bc.ca> wrote:

Morning SBC team-

Wanted to give you a quick update on where SD is at with organizing SBC related tasks before we meet this afternoon:

- Adriana has approved the \$75k MOU
- MOU has been updated and Charles is sending to Adriana today for sign off
- Jess has revised his quote (attached) and is booking travel to be on the road Tuesday, Feb 13
- Maurna is working with me on the contract aspects: Justification and possible Notice of Intent (NOI)

From today's meeting we'll be looking for more information on the following:

- Who on ServiceBC side can come on the road with Jess and will be our point person as the lead from ServiceBC (1-2 staff) – this relates to governance conversation
- Confirm locations that we can travel to in order to do the research for all streams of work as outlined in Jess' proposal:
 - Analytics team travelling to Vernon in March
 - Is there any locations on the island or lower mainland we should be travelling to? For first round of research starting next week it may be best to go somewhere close.
 - What other locations across B.C. will they want us to travel to? This will be for second round of research for week of Feb 19th

Please let me know if you have any questions about the above.

Best, Irene

From: Jess McMullin [<mailto:jess@situ.org>]

Sent: Tuesday, February 6, 2018 5:41 PM

To: Guglielmi, Irene Z GCPE:EX; Young, Deanna C GCPE:EX

Subject: Revised quote for fieldwork, codesign, and prototyping

Note the breakdown in hours / dollars / trips between fiscal years.

| | Estimated Hours | Fees | Budget |
|---------------------|------------------|-------------|-------------|
| FY 2017-2018 | 190 | \$38,000.00 | |
| | Travel (3 trips) | \$3,600.00 | \$41,600.00 |
| FY 2018-2019 | 124 | \$24,800.00 | |
| | Travel (3 trips) | \$3,600.00 | \$28,400.00 |
| Total | 330h | | \$70,000.00 |

Deanna, the Excel sheet is worth looking at for dates.

Talk soon!

Jess

Jess McMullin

Situ Strategy

jess@situ.org

780-709-9396

www.situ.org

<Situ_Quote_ServiceBCF2FDeliveryModel_cross_streams.pdf><project approach service
delivery.xlsx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Planning between Analytics team and yours
Date: February 7, 2018 at 10:58 AM
To: Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca

DP

Hi Steve,

Can you take a look at the notes I took from our meeting last week and let me know if I got it right?

Any other big questions or issues I missed?

See:
s.15,s.17

Thanks,
Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: PSA R2R Vancouver 2018
Date: February 7, 2018 at 11:42 AM
To: Nevin, Daniel GCPE:EX Daniel.Nevin@gov.bc.ca

DP

Please do share the presentation!

I'd love to do an infomercial. s.13

Dan

On Feb 7, 2018, at 11:30, Nevin, Daniel GCPE:EX <Daniel.Nevin@gov.bc.ca> wrote:

Not surprised but thought it worthy of mention.

It's awesome to think how we could one day use real time transactional meta data to inform policy decisions.

I will have a copy of the presentation. May be useful for your clients should you want it.

We should shoot a quick infomercial of your Datapipeline initiative. Good marketing.

Daniel Nevin
250-514-0564

On Feb 7, 2018, at 11:23 AM, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Thanks Daniel.

We're in regular conversation with our colleagues at IDO about stuff like this. It's pretty fascinating stuff!

Keep up the good work on the stream!

Dan

On Feb 7, 2018, at 11:11, Nevin, Daniel GCPE:EX <Daniel.Nevin@gov.bc.ca> wrote:

Gents,

The PSA region to region event is going well.

s.15,s.17

Interesting to note that the current speaker (Jeremy Coad / Data Science ED) suggests that collecting abstracted data across multiple Ministries is fully supported under the BC Statistics act, after extensive consultation with program and legal Ministry resources especially integrating/reconciling data sets across multiple Ministries.

Might have some direct relevance in the PDS Analytics / Looker-Snowplow context. Worth having a Dans Y/P - Walter / Jeremy Coad conversation if you have not done so already

have not done so already.

FYI appended:

s.22

Daniel Nevin
250-514-0564

Begin forwarded message:

From: "Johnson, Alysia PSA:EX" <Alysia.Johnson@gov.bc.ca>
Date: February 7, 2018 at 10:50:04 AM PST
To: "Nevin, Daniel GCPE:EX" <Daniel.Nevin@gov.bc.ca>
Subject: Fwd: PSA R2R Vancouver 2018

Sent from my iPhone

Begin forwarded message:

From: "Breakingbury, Steven FIN:EX" <Steven.Breakingbury@gov.bc.ca>
Date: February 7, 2018 at 10:02:55 AM PST
To: "Johnson, Alysia PSA:EX" <Alysia.Johnson@gov.bc.ca>
Subject: PSA R2R Vancouver 2018

PS: The video & audio is VERY GOOD.

Thank you

Steven Breakingbury, CPA, CGA
Senior Auditor, Workload
Consumer Taxation Audit Branch, Ministry of Finance (BC)
PO Box 2394, Vancouver BC V6B 3W7
Physical office at 900 Howe Street.
Telephone: 778 877 1555 Email: steven.breakingbury@gov.bc.ca

General Information (toll free in Canada): 1 877 388-4440

Website: www2.gov.bc.ca/gov/topic.page?

[id=9D6D7CFC5DA841EDAF43079FF1845A8D](http://www2.gov.bc.ca/gov/topic.page?id=9D6D7CFC5DA841EDAF43079FF1845A8D)

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Year in Review
Date: February 7, 2018 at 1:34 PM
To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Thanks!

Dan

On Feb 7, 2018, at 13:32, Guglielmi, Irene Z GCPE:EX <Irene.Guglielmi@gov.bc.ca> wrote:

Irene Guglielmi

Director, Strategic Design and Transformation
Government Digital Experience Division

T: 250.216.7038

<image001.png>

Service Design in the BC Public Service

<Service Design_2017 Year in review.docx>

Page 084 to/à Page 085

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Service Analytics Artefacts
Date: February 7, 2018 at 1:57 PM
To: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

I've loaded them up at the link below.

We'll write up some more context on those pages shortly.

Thanks again!

Dan

On Feb 7, 2018, at 11:25, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Thanks,
Dan

On Feb 7, 2018, at 11:09, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Absolutely! Just tried to log into confluence but for some reason I can't so will start emailing items to you.

Thanks.
D

From: Dan Pollock <Dan.Pollock@gov.bc.ca>
Date: Wednesday, February 7, 2018 at 10:15 AM
To: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: Re: Service Analytics Artefacts

Hi Deanna,

Are you able to get the documents up today?

If it's easier, you can email them to me and I can take care of posting things.

Thanks,
Dan

On Feb 5, 2018, at 19:00, Pollock, Dan GCPE:EX
<Dan.Pollock@gov.bc.ca> wrote:

You can email to me or add the content to:

s.15,s.17

Thanks!

Dan

On Feb 5, 2018, at 18:07, Young, Deanna C GCPE:EX
<Deanna.Young@gov.bc.ca> wrote:

Hi Dan. Please let me know where I can post the Service Analytics presentation from the other day and the past research findings/artefacts.

Thanks!

Deanna Young
Manager, Service Design
GDX – Government Digital Experience Division
Government Communications & Public Engagement
C: 250 889-2470 | Deanna.young@gov.bc.ca

<512F5F06-C179-4EA3-BF13-C589F1D0D4B7[24].png>

[Check out the Service Design Playbook](#)

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Engagement Analysis Tools > New Tools used by PSA et al.
Date: February 7, 2018 at 3:50 PM
To: Nevin, Daniel GCPE:EX Daniel.Nevin@gov.bc.ca

Great!

I suppose one perk of your job is that you get to sit in on all the exciting streams ;)

Dan

On Feb 7, 2018, at 15:49, Nevin, Daniel GCPE:EX <Daniel.Nevin@gov.bc.ca> wrote:

Yes, as the resident scientist in residence, it's good to .cc you on all data questions.

I'll get a cut Jeremy Coad's presentation and will share a URL once it's up on a preview basis.

Very good discussion of the regulatory morass and a strategy how we might find some progress upon the wide sargasso sea.
An issue near and dear to our hearts.

Regards,

=dn=

250.514.0564

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 07, 2018 3:38 PM
To: Nevin, Daniel GCPE:EX
Cc: Seiterle, Dominic GCPE:EX; Twynstra, Tanya L GCPE:EX; Moser, Walter GCPE:EX
Subject: Re: Engagement Analysis Tools > New Tools used by PSA et al.

Absolutely. I'd love to see the presentation again. I only caught parts of it this morning.

I had coffee with Caelan from IDO who has done some of their sentiment analysis work and as I mentioned to Tanya earlier, he's keen to connect further with us.

It's great to see alignment on these things!

Thanks again Mr. Nevin!

Dan

On Feb 7, 2018, at 11:50, Nevin, Daniel GCPE:EX <Daniel.Nevin@gov.bc.ca> wrote:

Dom, Tanya,

At today's Vancouver PSA R2R and Jeremy Coad (JTT) just mentioned that they've independently developed topical / sentiment user comment (PSA feedback comments) analysis code in collaboration with the UBC Master of Data Science program. You may already be aware of this.

If not, may be worth comparing notes given your excellent (and never ending) Clarabridge / comment evaluation engagement team work.

Might be another arrow in your quiver.

Regards,

=dn=

250.514.0564

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: 18-095_ServiceBC_ServiceAnalyticsMOUfinal - due for signature
Date: February 7, 2018 at 3:51 PM
To: Adriana Poveda Adriana.Poveda@gov.bc.ca

DP

We're meeting with Jess tomorrow morning (our Service Design support) and we'll be back to you later that day or Friday with next steps.

Thanks,
Dan

On Feb 7, 2018, at 10:37, Poveda, Adriana CITZ:EX <Adriana.Poveda@gov.bc.ca> wrote:

Hi Dan,

Now that the MOU is signed, we are super eager to start. Please let us know what next steps are.

Thank you,

Adriana

-----Original Message-----

From: Pollock, Dan GCPE:EX

Sent: Tuesday, February 6, 2018 12:09 PM

To: Poveda, Adriana CITZ:EX

Cc: Moser, Walter GCPE:EX; Smith, Karen A GCPE:EX; Cormack, Garrett GCPE:EX; Macpherson, Charles GCPE:EX; Guglielmi, Irene Z GCPE:EX

Subject: Re: 18-095_ServiceBC_ServiceAnalyticsMOUfinal - due for signature

Thank you!

Over to Walter to counter-sign.

Dan

On Feb 6, 2018, at 12:07, Poveda, Adriana CITZ:EX <Adriana.Poveda@gov.bc.ca> wrote:

Good morning Dan,

Please see attached the signed MOU. Let me know if you need anything else.

Thank you,

Adriana

-----Original Message-----

From: Pollock, Dan GCPE:EX

Sent: Monday, February 5, 2018 2:56 PM

To: Poveda, Adriana CITZ:EX

Cc: Moser, Walter GCPE:EX; Smith, Karen A GCPE:EX; Cormack, Garrett GCPE:EX; Macpherson, Charles GCPE:EX; Guglielmi, Irene Z GCPE:EX

Subject: Re: 18-095_ServiceBC_ServiceAnalyticsMOUfinal - due for signature

Hi Adriana

Hi Adriana,

Following our meeting last week, we'd like to proceed with the existing MOU for the Service Analytics project. (Reattached below.)

We will coordinate the Service Design contracts on our end.

Irene will coordinate with you on the 18-066 ServiceBC Service Delivery Model MOU.

Thanks,
Dan

On Jan 24, 2018, at 11:57, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Hi Adriana

Here is the second MOU for the work for the Service Analytics project that GDX will be assisting your team with. Please complete the CAS coding on the final page, sign and return electronically to attention Charles.Macpherson@gov.bc.ca . Charles will return a copy for your reference once signed by Irene on behalf of GCPE.

Thanks,

Karen Smith

Sr. Project Coordinator
GDX - Government Digital Experience Division Government
Communications & Public Engagement
Cell: 250-589-5417 Office: 778-698-2120

Your message is ready to be sent with the following file or link attachments:

18-095_ServiceBC_ServiceAnalyticsMOUfinal

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

<18-095_ServiceBC_ServiceAnalyticsMOUfinal.docx>
<18-095_ServiceBC_ServiceAnalyticsMOUfinal_Signed.pdf>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Measuring Success Panel Dry Run
Date: February 7, 2018 at 3:52 PM
To: Laporte, Dan HLTH:EX Dan.Laporte@gov.bc.ca
Cc: MacKenzie, Dan JTT:EX Dan.MacKenzie@gov.bc.ca, **Samantha Magnus** Samantha.Magnus@gov.bc.ca

DP

I'm in.

Dan

On Feb 7, 2018, at 15:52, Laporte, Dan HLTH:EX <Dan.Laporte@gov.bc.ca> wrote:

Sounds good to me.

Cheers,

Dan

From: MacKenzie, Dan JTT:EX
Sent: Wednesday, February 7, 2018 12:11 PM
To: Magnus, Samantha A HLTH:EX; Pollock, Dan GCPE:EX; Laporte, Dan HLTH:EX
Subject: RE: Measuring Success Panel Dry Run

Man these quotes are great!

I'm cool with the below.

-Dan

From: Magnus, Samantha A HLTH:EX
Sent: Wednesday, February 7, 2018 11:44 AM
To: MacKenzie, Dan JTT:EX; Pollock, Dan GCPE:EX; Laporte, Dan HLTH:EX
Subject: RE: Measuring Success Panel Dry Run

A few items here:

1. The invite for the conference is expected to go out on Friday. It will be circulated through the policy COP and IPAC and I'll forward you a copy in case you're not on those distribution lists.
2. Would it be alright with you 3 if I invited anyone from my team to attend our dry run?
3. Please enjoy this quote compilation: <http://www.analyticshero.com/2012/10/25/31-essential-quotes-on-analytics-and-data/>

Warmly,
Sam

Samantha Magnus | Health Economist
Methodologies and Cross Sector Analysis
Health Sector Information, Analysis and Reporting Division | Ministry of Health

phone: 250-952-3656 | email: samantha.magnus@gov.bc.ca

Warning: This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message.

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

From: Magnus, Samantha A HLTH:EX

Sent: Thursday, January 18, 2018 9:31 AM

To: Magnus, Samantha A HLTH:EX; MacKenzie, Dan JTT:EX; Pollock, Dan GCPE:EX; Laporte, Dan HLTH:EX

Subject: Measuring Success Panel Dry Run

When: Monday, February 19, 2018 10:00 AM-11:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: s.15 HLTH:EX

Look like our stat is the 12 not the 19.s.22
S.

.I

Agenda

- Review any questions or action items (5min)
- Presentations: LaPorte, Pollock, MacKenzie (40min)
- Comments/reflections (15min – 5min/presenter)

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: 18-095_ServiceBC_ServiceAnalyticsMOUfinal_Signed wm.pdf
Date: February 7, 2018 at 4:02 PM
To: Walter Moser Walter.Moser@gov.bc.ca
Cc: Macpherson, Charles GCPE:EX Charles.Macpherson@gov.bc.ca

DP

Thanks!

Dan

On Feb 7, 2018, at 16:01, Moser, Walter GCPE:EX <Walter.Moser@gov.bc.ca> wrote:

Signed, attached

<18-095_ServiceBC_ServiceAnalyticsMOUfinal_Signed wm.pdf>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: governace meeting this afternoon
Date: February 7, 2018 at 4:05 PM
To: Savannah Murphy Savannah.Murphy@gov.bc.ca

DP

Yeah.

Nothing urgent for today, s.22

I'll be at GCPE all morning, I expect.

Thanks,
Dan

On Feb 7, 2018, at 16:04, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

Sorry, just saw this note...I'm 5 hours behind in my inbox. Let chat tomorrow.

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 7, 2018 1:55 PM
To: Murphy, Savannah R GCPE:EX
Subject: Fwd: governace meeting this afternoon

Hi Savannah,

s.22

Dan

Begin forwarded message:

From: "Conradsen, Kasia CITZ:EX" <Kasia.Conradsen@gov.bc.ca>
Subject: governace meeting this afternoon
Date: February 7, 2018 at 08:54:07 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

Good morning Dan,

I hope you are well. I have scheduled a SBC GCPE GDX governance call today for 30 minutes. We do appreciate everybody's busy schedules and, as such, want to be mindful of everybody's time, therefore we will only bring a small group together for this afternoon's meeting. I will amend the meeting invitation and give you back 30 minutes ☺.

Please let me know if you have any questions or concerns.

Thank you,

Kasia

Kasia Conradsen, MBA, CSM
Manager, Strategic Initiatives

Service BC

Ministry of Citizens' Services

Mobile: 250 896 7765 | Tel: 778 698 3133

Web: <http://www.servicebc.gov.bc.ca>

"Access to government services made easy"

<image001.png>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Hackathon
Date: February 7, 2018 at 4:12 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Here are the emails I've got so far:

Begin forwarded message:

From: "Hugh, Nadia JAG:EX" <Nadia.Hugh@gov.bc.ca>
Subject: Analytics
Date: January 31, 2018 at 12:01:24 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>
Cc: "Pearce, Cindy R JAG:EX" <Cindy.Pearce@gov.bc.ca>, "Mitchell, Andrew J JAG:EX" <Andrew.Mitchell@gov.bc.ca>

Hi Dan,

Cindy, Andrew and I are interested in attending the analytics 'hackathon' in late February.

Also Andrew sees a possible use for the analytics between service types with Courts. Trying to work between the gov website, Court Services Online (CSO), and the Court Registry counter. Anyways, you could put this on your list for future consideration.

Begin forwarded message:

From: "Hugh, Nadia JAG:EX" <Nadia.Hugh@gov.bc.ca>
Subject: RE: website analytics
Date: February 6, 2018 at 08:58:58 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>
Cc: "Thomas, Krista JAG:EX" <Krista.Thomas@gov.bc.ca>, "DeCorte, Melanie R JAG:EX" <Melanie.DeCorte@gov.bc.ca>

Two more interested in attending the 'hackathon' in late February.

- Thomas, Krista JAG:EX Krista.Thomas@gov.bc.ca
- DeCorte, Melanie R JAG:EX Melanie.DeCorte@gov.bc.ca

From: DeCorte, Melanie R JAG:EX
Sent: Monday, February 5, 2018 2:15 PM
To: Hugh, Nadia JAG:EX
Cc: Thomas, Krista JAG:EX
Subject: RE: website analytics

Hi Nadia!

We would be interested in participating ☺

Mel

From: Hugh, Nadia JAG:EX

Sent: Wednesday, January 31, 2018 9:19 AM

To: Pearce, Cindy R JAG:EX; Mitchell, Andrew J JAG:EX; Neufeld, Blair JAG:EX; Lo, Bonnie JAG:EX; O'Neill, Jennifer L PSSG:EX; Cubbon, Shannon PSSG:EX; Lauer, Steve PSSG:EX; DeCorte, Melanie R JAG:EX; Schandl, Patricia JAG:EX; Thomas, Krista JAG:EX

Subject: website analytics

GCPE is planning on having a 'hackathon' in late February to discuss the CMS' future analytics program. Discussions will include system features, dashboards, data you are interested in and any wish list items you have. If you are interested in participating let me know and I'll submit your name.

Begin forwarded message:

From: "Hugh, Nadia JAG:EX" <Nadia.Hugh@gov.bc.ca>

Subject: RE: Analytics

Date: February 2, 2018 at 12:50:11 PST

To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

These two individuals are also interested in attending the analytics 'hackathon' in late February.
Anderson, Erin PSSG:EX Erin.Anderson@gov.bc.ca
Cubbon, Shannon PSSG:EX Shannon.Cubbon@gov.bc.ca

From: Hugh, Nadia JAG:EX

Sent: Wednesday, January 31, 2018 12:01 PM

To: Pollock, Dan GCPE:EX

Cc: Pearce, Cindy R JAG:EX; Mitchell, Andrew J JAG:EX

Subject: Analytics

Hi Dan,

Cindy, Andrew and I are interested in attending the analytics 'hackathon' in late February.

Also Andrew sees a possible use for the analytics between service types with Courts. Trying to work between the gov website, Court Services Online (CSO), and the Court Registry counter. Anyways, you could put this on your list for future consideration.

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: website analytics

Date: February 7, 2018 at 4:13 PM

To: Hugh, Nadia JAG:EX Nadia.Hugh@gov.bc.ca

Cc: Thomas, Krista JAG:EX Krista.Thomas@gov.bc.ca, DeCorte, Melanie R JAG:EX Melanie.DeCorte@gov.bc.ca, Daniel Yona Daniel.Yona@gov.bc.ca

DP

Excellent.

We'll be in touch shortly.

Thanks!

Dan

On Feb 6, 2018, at 08:58, Hugh, Nadia JAG:EX <Nadia.Hugh@gov.bc.ca> wrote:

Two more interested in attending the 'hackathon' in late February.

- Thomas, Krista JAG:EX Krista.Thomas@gov.bc.ca
- DeCorte, Melanie R JAG:EX Melanie.DeCorte@gov.bc.ca

From: DeCorte, Melanie R JAG:EX
Sent: Monday, February 5, 2018 2:15 PM
To: Hugh, Nadia JAG:EX
Cc: Thomas, Krista JAG:EX
Subject: RE: website analytics

Hi Nadia!

We would be interested in participating ☺

Mel

From: Hugh, Nadia JAG:EX
Sent: Wednesday, January 31, 2018 9:19 AM
To: Pearce, Cindy R JAG:EX; Mitchell, Andrew J JAG:EX; Neufeld, Blair JAG:EX; Lo, Bonnie JAG:EX; O'Neill, Jennifer L PSSG:EX; Cubbon, Shannon PSSG:EX; Lauer, Steve PSSG:EX; DeCorte, Melanie R JAG:EX; Schandl, Patricia JAG:EX; Thomas, Krista JAG:EX
Subject: website analytics

GCPE is planning on having a 'hackathon' in late February to discuss the CMS' future analytics program. Discussions will include system features, dashboards, data you are interested in and any wish list items you have. If you are interested in participating let me know and I'll submit your name.

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Engagement Analysis Tools > New Tools used by PSA et al.
Date: February 7, 2018 at 10:21 PM
To: Seiterle, Dominic GCPE:EX Dominic.Seiterle@gov.bc.ca
Cc: Nevin, Daniel GCPE:EX Daniel.Nevin@gov.bc.ca, Tanya Twynstra Tanya.Twynstra@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca

DP

Hi Dominic,

I already met with them.

I'll brief you on it when we meet re: Clarabridge next week and make whatever introductions you need then.

Thanks,
Dan

On Feb 7, 2018, at 22:10, Seiterle, Dominic GCPE:EX <Dominic.Seiterle@gov.bc.ca> wrote:

Hi Daniel – Not aware, but want to know more. I'll reach out to Jeremy and see if those interested can get a look under the hood / maybe throw some of our text data against it. Thanks for keeping us in the loop!

Dominic Seiterle

Engagement Specialist, Measurement and Analysis
GDX – Government Digital Experience Division
Government Communications & Public Engagement
4th floor, 617 Government Street | Victoria BC | 250-415-8743

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 7, 2018 3:39 PM
To: Nevin, Daniel GCPE:EX <Daniel.Nevin@gov.bc.ca>
Cc: Seiterle, Dominic GCPE:EX <Dominic.Seiterle@gov.bc.ca>; Twynstra, Tanya L GCPE:EX <Tanya.Twynstra@gov.bc.ca>; Moser, Walter GCPE:EX <Walter.Moser@gov.bc.ca>
Subject: Re: Engagement Analysis Tools > New Tools used by PSA et al.

Absolutely. I'd love to see the presentation again. I only caught parts of it this morning.

I had coffee with Caelan from IDO who has done some of their sentiment analysis work and as I mentioned to Tanya earlier, he's keen to connect further with us.

It's great to see alignment on these things!

Thanks again Mr. Nevin!

Dan

On Feb 7, 2018, at 11:50, Nevin, Daniel GCPE:EX
<Daniel.Nevin@gov.bc.ca> wrote:

Dom, Tanya

Don, Tanya,

At today's Vancouver PSA R2R and Jeremy Coad (JTT) just mentioned that they've independently developed topical / sentiment user comment (PSA feedback comments) analysis code in collaboration with the UBC Master of Data Science program. You may already be aware of this.

If not, may be worth comparing notes given your excellent (and never ending) Clarabridge / comment evaluation engagement team work.

Might be another arrow in your quiver.

Regards,

=dn=

250.514.0564

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: MOU for work
Date: February 7, 2018 at 10:39 PM
To: Renee Derksen Renee.Derksen@gov.bc.ca

DP

Hi Renee,

I'm expecting to have an MOU by tomorrow. The contract with Snowplow is still going through the procurement/bid process. I'll get an update tomorrow on where that's at.

I have approval to begin the planning work before that is signed though.

In the meantime, can we set up a call with the Snowplow team and the folks on your end to map out the more technical work?

Dan

On Feb 7, 2018, at 18:06, Derksen, Renee AEST:EX <Renee.Derksen@gov.bc.ca> wrote:

Hi Dan,

How are things moving along with the MOU?

Thanks

Renee Derksen

Director, Client Engagement Unit
Ministry of Advanced Education, Skills & Training
Direct. 250.387-3517 Mobile. 250-516-3793
www.workbc.ca | www.welcomebc.ca

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Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Devops CoP - Meeting Agenda

Date: February 8, 2018 at 10:16 AM

To: Craig Shutko Craig.Shutko@gov.bc.ca

Cc: Hallas, Ian GCPE:EX Ian.Hallas@gov.bc.ca, Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca, Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca, deLange, Rob GCPE:EX Rob.deLange@gov.bc.ca, Dixon, Jane GCPE:EX Jane.Dixon@gov.bc.ca, Lashley, Andre GCPE:EX Andre.Lashley@gov.bc.ca, Macpherson, Charles GCPE:EX Charles.Macpherson@gov.bc.ca, Mustafa, Karim GCPE:EX Karim.Mustafa@gov.bc.ca, Krull, James GCPE:EX James.Krull@gov.bc.ca, Crebo, David GCPE:EX David.Crebo@gov.bc.ca, Reed, Brent GCPE:EX Brent.Reed@gov.bc.ca

DP

Likewise, I've been pulled into something and won't be able to make it.

Apologies.

Dan

On Feb 8, 2018, at 09:58, Reed, Brent GCPE:EX <Brent.Reed@gov.bc.ca> wrote:

Apologies as well, I have a clash with a 10-11:30 booked a a month ago.

Brent Reed
DevOps Strategic Program, GCPE:GDX

On Thu, Feb 8, 2018 at 9:51 AM -0800, "Hallas, Ian GCPE:EX" <Ian.Hallas@gov.bc.ca> wrote:

Sorry
I cannot make today's meeting.

ian

From: Shutko, Craig GCPE:EX
Sent: Thursday, February 8, 2018 9:50 AM
To: Smith, Karen A GCPE:EX; Brownrigg, Caitlin GCPE:EX; deLange, Rob GCPE:EX; Dixon, Jane GCPE:EX; Hallas, Ian GCPE:EX; Lashley, Andre GCPE:EX; Macpherson, Charles GCPE:EX; Mustafa, Karim GCPE:EX; Pollock, Dan GCPE:EX; Reed, Brent GCPE:EX; Krull, James GCPE:EX; Crebo, David GCPE:EX
Subject: Devops CoP - Meeting Agenda

Hi All,

CoP meeting for today at 10:30 is on. Attached find the meeting agenda. I expect the meeting to be relatively (45 mins) short today.

If you have any items to add, please bring them to the meeting.

Looking forward to it.

Cheers,
Craig


Craig Shutko

Senior Solutions Developer, Business & Communications Solutions

GDX - Government Digital Experience Division

Government Communications & Public Engagement

c. 778.678.6436

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: Ok for me to sign? -- Fwd: Webtrends Renewal Due 3/31/2018
Date: February 8, 2018 at 11:53 AM
To: Walter Moser Walter.Moser@gov.bc.ca

DP

Hey Walter,

Here's the updated quote.

Should I sign it? Is there a process for this?

Dan

Begin forwarded message:

From: Ian Seniff <Ian.Seniff@Webtrends.com>
Subject: RE: Webtrends Renewal Due 3/31/2018
Date: February 8, 2018 at 09:57:15 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

Hey Dan,

Our quoting system is a headache but I changed the phone number and address. We will need to keep the org name as "Ministry of Advanced Education". Otherwise we could need to do an address change on the entire account.

Cheers,

Ian

Ian Seniff
Senior Client Success Director
O: +1 503-553-2120
M: +1 503-703-3770
LI: <https://www.linkedin.com/in/ianseniff>

webtrends
555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Pollock, Dan GCPE:EX [<mailto:Dan.Pollock@gov.bc.ca>]
Sent: Wednesday, February 7, 2018 10:31 PM
To: Ian Seniff <Ian.Seniff@Webtrends.com>
Subject: Re: Webtrends Renewal Due 3/31/2018

Do you mean you need to keep it as "Ministry of Advanced Education"?

Can you update the contact information beyond that?

Dan

On Feb 7, 2018, at 12:24, Ian Seniff <Ian.Seniff@Webtrends.com> wrote:

Hey Dan,

I can't change the company name from the name on the quote. Is that a problem?

I can't change the company name from the name on the quote. Is that a problem?

Cheers,

Ian

Ian Seniff
Senior Client Success Director
O: +1 503-553-2120
M: +1 503-703-3770
LI: <https://www.linkedin.com/in/ianseniff>

webtrends
555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Pollock, Dan GCPE:EX [<mailto:Dan.Pollock@gov.bc.ca>]
Sent: Wednesday, February 7, 2018 11:44 AM
To: Ian Seniff <Ian.Seniff@Webtrends.com>
Subject: Re: Webtrends Renewal Due 3/31/2018

We got most of the way there, but the contact info is still listed as:

Dan Pollock
Ministry of Advanced Education PO Box 9409 Stn Prov Govt Victoria, BC V8W 9V1 Canada
(250) 405-4556 dan.pollock@gov.bc.ca<<mailto:dan.pollock@gov.bc.ca>>

Can you update to:
Dan Pollock
Government Communications and Public Engagement PO Box 9409 Stn Prov Govt Victoria, BC
V8W 9V1

(250) 893-2497
dan.pollock@gov.bc.ca<<mailto:dan.pollock@gov.bc.ca>>

Thanks,
Dan

On Feb 7, 2018, at 11:35, Ian Seniff
<Ian.Seniff@Webtrends.com<<mailto:Ian.Seniff@Webtrends.com>>> wrote:

Updated and attached.

Cheers,

Ian

Ian Seniff
Senior Client Success Director
O: +1 503-553-2120
M: +1 503-703-3770
LI: <https://www.linkedin.com/in/ianseniff>

webtrends
555 SW Oak Street, Suite 300

555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Pollock, Dan GCPE:EX [<mailto:Dan.Pollock@gov.bc.ca>]
Sent: Wednesday, February 7, 2018 10:14 AM
To: Ian Seniff <Ian.Seniff@Webtrends.com<<mailto:Ian.Seniff@Webtrends.com>>>
Subject: Re: Webtrends Renewal Due 3/31/2018

Thanks Ian.

Can you update the quote with my contact information in place of Daniel Nevin's?

It should be:
Dan Pollock
Government Communications and Public Engagement PO Box 9409 Stn Prov Govt Victoria, BC
V8W 9V1

(250) 893-2497
dan.pollock@gov.bc.ca<<mailto:dan.pollock@gov.bc.ca>><<mailto:dan.pollock@gov.bc.ca>>

Thanks,
Dan

On Feb 6, 2018, at 20:46, Ian Seniff
<Ian.Seniff@Webtrends.com<<mailto:Ian.Seniff@Webtrends.com>>
<<mailto:Ian.Seniff@Webtrends.com>>> wrote:

Hi Dan,

Attached is the 3 month renewal quote. Please sign and return when you have a chance!

Cheers,

Ian

Ian Seniff
Senior Client Success Director
O: +1 503-553-2120
M: +1 503-703-3770
LI: <https://www.linkedin.com/in/ianseniff>

webtrends
555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Pollock, Dan GCPE:EX [<mailto:Dan.Pollock@gov.bc.ca>]
Sent: Tuesday, February 6, 2018 10:53 AM
To: Ian Seniff <Ian.Seniff@Webtrends.com<<mailto:Ian.Seniff@Webtrends.com>>>
Subject: Re: Webtrends Renewal Due 3/31/2018

Thanks.

we're hoping to book it this quarter if that's possible.

Thanks,
Dan

On Feb 6, 2018, at 09:05, Ian Seniff
<Ian.Seniff@Webtrends.com<<mailto:Ian.Seniff@Webtrends.com>>
<<mailto:Ian.Seniff@Webtrends.com>>> wrote:

Hi Dan,

I just put in the quote creation request. I'll get that over as soon as it works its way through approvals!

Cheers,

Ian

Ian Seniff
Senior Client Success Director
O: +1 503-553-2120
M: +1 503-703-3770
LI: <https://www.linkedin.com/in/ianseniff>

webtrends
555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Pollock, Dan GCPE:EX [<mailto:Dan.Pollock@gov.bc.ca>]
Sent: Monday, February 5, 2018 2:53 PM
To: Ian Seniff <Ian.Seniff@Webtrends.com<<mailto:Ian.Seniff@Webtrends.com>>
<<mailto:Ian.Seniff@Webtrends.com>>>
Subject: Re: Webtrends Renewal Due 3/31/2018

Hi Ian,

As per the thread below, we would like to proceed with renewing Webtrends support for an additional 3 month term and book it now?

Thanks,
Dan

On Feb 2, 2018, at 14:33, Craig Looney
<Craig.Looney@Webtrends.com<<mailto:Craig.Looney@Webtrends.com>>
<<mailto:Craig.Looney@Webtrends.com>>> wrote:

Hi Dan,

Happy Friday! s.22

s.22

Ian Seniff will be the Government of BC's Webtrends CSM moving forward. s.22

s.22 Please work with him on the 3 or 6 month Webtrends renewal and with any other questions or concerns that arise.

s.22

s.22

Thank you,

Craig Looney
Customer Success Manager
craig.looney@webtrends.com<<mailto:craig.looney@webtrends.com>>
<<mailto:craig.looney@webtrends.com>>
T: +1 503-553-2706
M: +1 503-734-7629
IN: www.linkedin.com/in/craiglooney/<<http://www.linkedin.com/in/craiglooney/>>

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555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Craig Looney
Sent: Wednesday, January 31, 2018 10:11 AM
To: 'Pollock, Dan GCPE:EX'
Subject: RE: Webtrends Renewal Due 3/31/2018

Hi Dan,

I spoke with my management team and despite my concerns (short term renewals are really, really uncommon) was able to get approval. We could do either of the following options:

6 month renewal: \$18,094.78 USD
3 month renewal: \$9,626.42 USD

Please let me know if you'd like to go with either option, and I'll put together an executable quote.

Thank you,

Craig Looney
Customer Success Manager
craig.looney@webtrends.com<<mailto:craig.looney@webtrends.com>>
T: +1 503-553-2706
M: +1 503-734-7629
IN: www.linkedin.com/in/craiglooney/

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Portland, OR 97204

-----Original Message-----

From: Pollock, Dan GCPE:EX [<mailto:Dan.Pollock@gov.bc.ca>]
Sent: Tuesday, January 30, 2018 1:06 PM
To: Craig Looney
Subject: Re: Webtrends Renewal Due 3/31/2018

Thanks Craig,

What would the cost be for a 3 month extension?

Having that overlap could be quite helpful.

Dan

On Jan 30, 2018, at 10:12, Craig Looney <Craig.Looney@Webtrends.com> wrote:

Hi Dan,

Thank you for the confirmation and additional information. As I mentioned before, the Webtrends solution used by the Gov't of B.C. Canada is a perpetual license, meaning the Gov't of B.C. owns the solution and the page views therein. However, it's been my experience working with other Canadian government entities that they're precluded from leveraging an unsupported solution, so I don't believe you can continue to use the Webtrends solution without a maintenance and support contract in place.

The team within the Gov't of B.C. has also leveraged the Webtrends Technical Support team pretty heavily, opening 10 cases in the last year, and flagging three of them as a high priority item. Going unsupported with this type of case volume is not recommended.

Webtrends is open to providing a short term contract that would allow the Gov't of B.C. time to complete its new implementation, while also providing a small period to run the two in parallel so you can validate the data coming in. Just let us know if this is something you'd like to explore and we'll put together some budgetary pricing for you.

Thank you,

Craig Looney
Customer Success Manager
craig.looney@webtrends.com
T: +1 503-553-2706
M: +1 503-734-7629
IN: www.linkedin.com/in/craiglooney/

webtrends
555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Pollock, Dan GCPE:EX [mailto:Dan.Pollock@gov.bc.ca]
Sent: Monday, January 29, 2018 9:28 AM
To: Craig Looney
Cc: Yona, Daniel GCPE:EX; Ell, Adam GCPE:EX; Ian Seniff
Subject: Re: Webtrends Renewal Due 3/31/2018

Hi Craig,

As you know, we're currently working on a replacement system, but it may not be fully operational in time for our renewal date.

We expecting that we will likely be retiring Webtrends soon after that, but we want to be sure that we're covered for the transition.

To confirm, if we want to continue to use the software beyond the renewal date (without support), we can do that without additional payments?

If we wanted to sign a more limited support contract for a shorter term, is that an option?

Thanks for all your help,
Dan

On Jan 26, 2018, at 13:23, Craig Looney <Craig.Looney@Webtrends.com> wrote:

Hi Daniel,

Because the Gov't of B.C. owns its Webtrends software and the page views therein, all it's paying for is maintenance and support. That includes your account manager (me), technical support, and the ability to upgrade the solution as updates are released (like 9.3 last year). Does that make sense?

It really sounds like the organization is weighing its options here. Were you able to find an OD solution that met the government's security and privacy requirements?

Please let me know if you have any questions or concerns, and if you have any further direction around the renewal expectations.

Thank you,

Craig Looney
Customer Success Manager
craig.looney@webtrends.com
T: +1 503-553-2706
M: +1 503-734-7629
IN: www.linkedin.com/in/craiglooney/

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555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Yona, Daniel GCPE:EX [mailto:Daniel.Yona@gov.bc.ca]
Sent: Thursday, January 25, 2018 10:53 AM
To: Craig Looney
Cc: Ell, Adam GCPE:EX; Pollock, Dan GCPE:EX
Subject: Re: Webtrends Renewal Due 3/31/2018

Hi Craig -

Would it be possible to get a quote from you without the support package and just licensing?

Cheers,
Daniel Yona

From: Craig Looney <Craig.Looney@Webtrends.com>
Sent: January-19-18 3:52 PM
To: Nevin, Daniel GCPE:EX
Cc: Yona, Daniel GCPE:EX; Ell, Adam GCPE:EX
Subject: RE: Webtrends Renewal Due 3/31/2018

Hi Dan, Daniel, and Adam,

Happy Friday! I never heard anything more about this. Do you believe the Gov't of BC Canada will be renewing its Webtrends solution for another year? If so, we should get started on the renewal paperwork ASAP, so please see the attached renewal quote and let me know if you have any

questions or concerns.

Thank you - I look forward to hearing back from you.

Craig Looney
Customer Success Manager
craig.looney@webtrends.com
T: +1 503-553-2706
M: +1 503-734-7629
IN: www.linkedin.com/in/craiglooney/

webtrends
555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Craig Looney
Sent: Tuesday, January 16, 2018 3:24 PM
To: 'Nevin, Daniel GCPE:EX'
Cc: Yona, Daniel GCPE:EX; Ell, Adam GCPE:EX
Subject: RE: Webtrends Renewal Due 3/31/2018

Thank you, Daniel. Would there be a reason the team wouldn't renew its Webtrends instance this year?

Craig Looney
Customer Success Manager
craig.looney@webtrends.com
T: +1 503-553-2706
M: +1 503-734-7629
IN: www.linkedin.com/in/craiglooney/

webtrends
555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Nevin, Daniel GCPE:EX [mailto:Daniel.Nevin@gov.bc.ca]
Sent: Tuesday, January 16, 2018 1:56 PM
To: Craig Looney
Cc: Yona, Daniel GCPE:EX; Ell, Adam GCPE:EX
Subject: Fw: Webtrends Renewal Due 3/31/2018

?

Craig,

HNY and sorry for my delay in responding , I've referred your renewal question to Adam Ell and Daniel Yona.

We're awaiting confirmation from Executive on next steps.

Regards,

=dn=

250.514.0564

From: Craig Looney <Craig.Looney@Webtrends.com>
Sent: Tuesday, December 26, 2017 2:43 PM
To: Yona, Daniel GCPE:EX; Nevin, Daniel GCPE:EX
Subject: Webtrends Renewal Due 3/31/2018

Hi Dan and Daniel,

I hope you two had a great holiday season and that this email finds you well. Not sure if you're back in the office yet, or still recovering from a Monday holiday, but I wanted to see if you could help me understand what to expect with this year's renewal. Since we were unable to move to Infinity Analytics last year, was the Gov't of BC Canada going to renew its Webtrends On Premise solution, or were you able to find another solution that met your security and privacy requirements?

Please let me know if you have any questions or concerns.

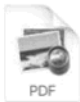
Thank you - I look forward to hearing back from you.

Craig Looney
Customer Success Manager
craig.looney@webtrends.com
T: +1 503-553-2706
M: +1 503-734-7629
IN: www.linkedin.com/in/craiglooney/

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<MAE_3MO Renewal_02062016.pdf>

<MAE_3MO Renewal_02072016.pdf>



MAE_3MO
Renew...16.pdf

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Social media measurement
Date: February 8, 2018 at 1:02 PM
To: Case, Margaret MMHA:EX Margaret.Case@gov.bc.ca

DP

I'm on the line.

Dan

On Feb 8, 2018, at 13:02, Case, Margaret MMHA:EX <Margaret.Case@gov.bc.ca> wrote:

Hi Dan, let's just chat on the phone, on the numbers as below.

s.15,s.17

Margaret Case | Manager, Internal Communication | Strategic Human Resources Branch | Ministry of Mental Health and Addictions | w. 250-952-1748 | c. 250-893-3405

In accordance with BC FIPPA, this email may be privileged or confidential. Any use by other than the intended recipient is prohibited. Please delete if received in error.

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

From: Case, Margaret MMHA:EX

Sent: Tuesday, February 6, 2018 5:06 PM

To: Case, Margaret MMHA:EX; Pollock, Dan GCPE:EX

Cc: Berndt, Eric MMHA:EX

Subject: Social media measurement

When: Thursday, February 8, 2018 1:00 PM-1:30 PM (UTC-08:00) Pacific Time (US & Canada).

Where: Online Meeting

<< Message: Re: social media measurement question >>

s.15,s.17

Forgot your dial-in PIN? | First online meeting?

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Q4 Prioritised Funding Requests
Date: February 9, 2018 at 2:57 PM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca
Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Moser, Walter GCPE:EX Walter.Moser@gov.bc.ca

DP

Yeah, I've spoken to Walter about it.

Are you free at 11 on Wednesday to discuss?

Dan

On Feb 9, 2018, at 14:54, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Dan, David,

Not sure if Walter has kept you in the loop, but we have support from SMT and Ian Donaldson to bring s.22 on to support the Service Inventory / Analytic work. We need to revisit the Q4 funding estimate, also recently endorsed by SMT.

Cheers,
Garrett

From: Cormack, Garrett GCPE:EX
Sent: Friday, February 9, 2018 2:51 PM
To: Murphy, Savannah R GCPE:EX; Guglielmi, Irene Z GCPE:EX; Finnigan, Brooke GCPE:EX; Albert, Steve GCPE:EX; Bamford, Stephen A GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX; Pollock, Dan GCPE:EX
Subject: Q4 Prioritised Funding Requests

Hi Everyone,

Great news! Our proposed Q4 funding requests have been endorsed by SMT and DM. Great work coming together everyone! For reference I have attached our proposal. Please start preparing and submitting the requests as you would normally.

Initially please copy myself and Charles MacPherson for tracking purposes. We will try to set up something a little more self-serve as quickly as possible.

Happy Friday!

Garrett Cormack
Director, Corporate Planning & Delivery
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Cell: 250-516-4179

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: You're Invited: A Breakfast Conversation with Deloitte on Artificial Intelligence and its use in the Public Sector
Date: February 9, 2018 at 3:05 PM
To: Vale, Linda GCPE:EX Linda.Vale@gov.bc.ca
Cc: Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Moser, Walter GCPE:EX Walter.Moser@gov.bc.ca

DP

Thanks. I saw that. The IAC puts on great events.

If I'm not in Vernon at a Service BC site visit, I'm planning to go.





Dan

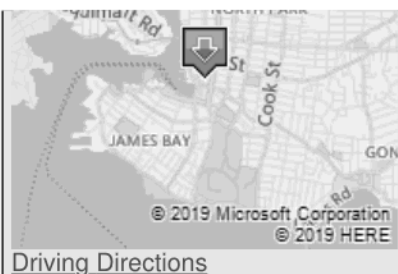
On Feb 9, 2018, at 15:01, Vale, Linda GCPE:EX <Linda.Vale@gov.bc.ca> wrote:

Hi there,
Thought this might interested you. I spoke with Walter and he agreed, and asked me to forward this invite onto you. The cost is 15 bucks, and is just across up the road at the Union Club. Recommend you register early for this !!!

LV

From: IPAC Victoria Regional Group [<mailto:ipac@ipac-victoria.ca>]
Sent: Wednesday, February 7, 2018 9:46 PM
To: Vale, Linda GCPE:EX
Subject: You're Invited: A Breakfast Conversation with Deloitte on Artificial Intelligence and its use in the Public Sector

| | |
|--|--|
|    | |
| It's here and it's real: Unlocking value for government and services for citizens through A.I. | |
| When Thursday, March 1, 2018 from 7:30 AM to 9:00 AM PST Add to Calendar | Dear Linda, Come explore a spectrum of use cases for AI in the BC Public Service, as we touch upon real-life examples from the BC Public Service's Natural Resources Permitting Project and the Social Sector. As organizations assess the structure of work activities and the possibilities to apply AI to enhance service to citizens, they are faced with several challenging questions, such as: Is my organization a good candidate for AI? How do we make the business case for AI? How do we tackle barriers? What is the nature of the 'people' element? What are the implementation considerations? What are the benefits we could realize and how do we make the most of this change? |
| Where Union Club of British Columbia 805 Gordon St Victoria, BC V8W1Z6  | During this breakfast event Mike Rosenblood and Jacob Kuipers, leaders from Deloitte's strategy/Operations and |



The cost to attend this event is **\$15 (breakfast included)** and you must register in advance by clicking the link below.

Register Now!

We look forward to seeing you there!

Sincerely,

IPAC Victoria Regional Group
ipac@ipac-victoria.ca

Kujpers, leaders from Deloitte's Strategy/Operations and Analytics and Information management practices will showcase examples of automation through AI in the BC Public Service, and ask the audience to explore key components and challenges surrounding AI projects - information that will help you prepare for successful AI adoption.

About the speakers:

Jacob Kujpers is a Senior Manager in the Analytics + Information Management practice of Deloitte and makes Big Data, Business Intelligence and Advanced Analytics happen for his clients. For 25 years, he has strategized, architected, executed and operated data solutions ranging from traditional data warehouses to modern data lakes that allow clients to transform data into insights that matter in both private and public sector. Jacob leads Deloitte's Analytics enablement in Western Canada, which includes the data platforms required to support machine learning and cognitive applications. He is actively involved in cognitive insights projects in the insurance sector in BC and across Canada.

Mike Rosenblood is a Senior Manager in Deloitte's Strategy and Operations Consulting practice with over 13 years of consulting experience preceded by 6 years of public sector experience. Mike focuses on helping his clients improve service delivery; his experience ranges from setting service delivery strategy through to operational improvement, efficiency and service recovery. Most recently, Mike has led Deloitte's work in Western Canada to deploy artificial intelligence and process automation solutions. He is currently leading automation projects in the Resource and Social sectors for the BC Government (in addition to projects with Financial Services clients).

Institute of Public Administration of Canada Victoria Regional Group,
Box 38037. 794 Fort Street, Victoria, British Columbia V8W1H0 Canada

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From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Slides
Date: February 13, 2018 at 10:32 AM
To: Samantha Magnus Samantha.Magnus@gov.bc.ca

DP

Excellent.

In case my hopes aren't met, I should still be in good shape :)

Dan

On Feb 13, 2018, at 10:32, Magnus, Samantha A HLTH:EX <Samantha.Magnus@gov.bc.ca> wrote:

Thanks Dan. I've been given a firm deadline of Friday - tonight will be just fine.
S.

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 13, 2018 10:32 AM
To: Magnus, Samantha A HLTH:EX
Subject: Slides

Hi Sam,

I'm just waiting to get sign off on my slides. With the long weekend, things are a little backed up. I hope to get them to you tonight.

Thanks,
Dan

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Safari Books
Date: February 13, 2018 at 11:18 AM
To: Craig Shutko Craig.Shutko@gov.bc.ca

DP

Got it.

Thanks!

Dan

On Feb 9, 2018, at 09:33, Shutko, Craig GCPE:EX <Craig.Shutko@gov.bc.ca> wrote:

Hey Dan,

One of the other peeps on our team was not using their Safari books, so I just added you to our safari books subscription. Let me know if you get an email and log in ok.

Cheers,
Craig

Craig Shutko

Senior Solutions Developer, Business & Communications Solutions

GDX - Government Digital Experience Division

Government Communications & Public Engagement

c. 778.678.6436

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca

Subject: Re: Stats Presentation - Jeremy Coad

Date: February 13, 2018 at 11:34 AM

To: Nevin, Daniel GCPE:EX Daniel.Nevin@gov.bc.ca

Cc: Walter Moser Walter.Moser@gov.bc.ca, **Daniel Yona** Daniel.Yona@gov.bc.ca, Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca,
Ryan R GCPE:EX Janes Ryan.Janes@gov.bc.ca

DP

Thanks,
Dan

On Feb 9, 2018, at 00:34, Nevin, Daniel GCPE:EX <Daniel.Nevin@gov.bc.ca> wrote:

Gents,

Interesting Stats Presentation by Jeremy Coad (JTT) at the Vancouver R2R.

s.15,s.17

Regards,

=dn=

250.514.0564

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Service Inventory
Date: February 13, 2018 at 2:08 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca
Cc: Sachen Macdonald Sachen.Macdonald@gov.bc.ca

DP

Thanks,
Dan

On Feb 13, 2018, at 13:51, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

This is the email that prompted the multi-select question to Trevor.
D

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: "Zhou, Fiona CRT:EX" <Fiona.Zhou@crtbc.ca>
Date: Monday, February 5, 2018 at 5:08 PM
To: David Wrate <David.Wrate@gov.bc.ca>
Subject: RE: Service Inventory

Hi David,

I am working on the service inventory spreadsheet for the CRT, only one option can be picked from dropdown list for “service delivery pattern” and “level of digital service”. However, multi-selects would be better to describe the CRT delivery model/process. For example, we have the strata Solution Explorer where information is available online, documents can be downloaded, and message can be sent to users. Can you please advise how to complete these two cells? Thanks.

Cheers,

Fiona

From: Wrate, David GCPE:EX
Sent: Thursday, February 1, 2018 9:14 AM
To: Rogers, Richard G CRT:EX
Cc: Zhou, Fiona CRT:EX
Subject: Re: Service Inventory

Thanks for getting back to me Richard. I’m looking forward to seeing the results.
Fiona: let me know if you have any questions.
Thanks!
David

David Wrate

Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: "Rogers, Richard G CRT:EX" <Richard.Rogers@crtbc.ca>
Date: Wednesday, January 31, 2018 at 7:14 PM
To: David Wrate <David.Wrate@gov.bc.ca>
Cc: "Zhou, Fiona CRT:EX" <Fiona.Zhou@crtbc.ca>
Subject: RE: Service Inventory

Hi David. Sorry I wasn't available for your call – I'm in a steady stream of meetings until tomorrow afternoon.

I have passed off preparation of the inventory to Fiona Zhou, who I am copying. Fiona indicated today that she expects to have the work done by next week.

Please contact Fiona if you have questions.

Thanks.

Richard
www.civilresolutionbc.ca

<image001.png>

CONFIDENTIALITY NOTICE -- This email is intended only for the person(s) named in the message header. It may contain information that is confidential, privileged and/or exempt from disclosure under applicable law. If you have received this message in error, please notify the sender of the error and delete the message. Thank you.

From: Wrate, David GCPE:EX
Sent: Wednesday, January 31, 2018 3:22 PM
To: Rogers, Richard G CRT:EX
Subject: Service Inventory

Hi Richard,
David Wrate here. I just left you a v-mail regarding the Service Inventory.
Wondering how it's going for you, if we can answer any questions or how else we might do to help.
Many thanks for your help,
David

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

Page 123

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Please confirm P5's summary of the data model refactoring
Date: February 13, 2018 at 2:17 PM
To: Sachen Macdonald Sachen.Macdonald@gov.bc.ca
Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

That sounds right.

I'd have to look through column by column to be sure.

If you need a hand with that, let me know.

Dan

On Feb 9, 2018, at 11:41, Macdonald, Sachen GCPE:EX <Sachen.Macdonald@gov.bc.ca> wrote:

Pursuant to the meeting, the following actions are required by P5 and are being tracked in the SIT backlog:

- move service provider into service table as free text field
- move service owner out of service table as separate entity with the following fields: id, name.
- service owner table replaces service provider as the owner/partitioner of services
- move program owner into service table as free text field
- add contact name and contact email fields to service table
- add type-ahead capabilities to service provider and program owner fields using cross-ministry values

Please put a comment in ticket so that P5 can proceed:

s.15,s.17

Thanks!
Sachen

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Webtrends Renewal -- (Was: Re: final version - funding requests for SMT)
Date: February 13, 2018 at 2:43 PM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca
Cc: Walter Moser Walter.Moser@gov.bc.ca, Davison, Maurna GCPE:EX Maurna.Davison@gov.bc.ca

DP

Will do.

Thanks!

Dan

On Feb 13, 2018, at 14:42, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Sign now, and forward the signed copy to Maurna so she knows it is coming, and can take care of processing the invoice when it arrives.

Cheers,
Garrett

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 13, 2018 2:15 PM
To: Cormack, Garrett GCPE:EX
Cc: Moser, Walter GCPE:EX
Subject: Re: Webtrends Renewal -- (Was: Re: final version - funding requests for SMT)

Our plan is to renew for 3 months.

Should I sign now and we pay later? (It's net 30, so if I sign now, I expect we'll get a bill within a week and owe mid-to-late March.)

I believe we are supposed to renew a month before expiration, so it would be this month.

Dan

On Feb 13, 2018, at 14:10, Cormack, Garrett GCPE:EX
<Garrett.Cormack@gov.bc.ca> wrote:

We will renew in march for the following year. For how long is up to you. There is no impact to this fiscal, as the renewal is accrued into the fiscal it is realized.

Cheers,
Garrett

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 13, 2018 2:08 PM
To: Cormack, Garrett GCPE:EX
Cc: Moser, Walter GCPE:EX
Subject: Webtrends Renewal -- (Was: Re: final version - funding requests for SMT)

importance: High

Hi Garrett,

With Walter away, do we have an answer on this coming out of SMT?

Dan

On Feb 8, 2018, at 17:24, Pollock, Dan GCPE:EX
<Dan.Pollock@gov.bc.ca> wrote:

Works for me.

If we aren't trying to spend before year end, next year
should work.

Dan

On Feb 8, 2018, at 17:21, Moser, Walter GCPE:EX
<Walter.Moser@gov.bc.ca> wrote:

I added it to SMT for decision / discussion
tomorrow. We may need to book it next year for
financial administration act compliance. Garrett
may have had a chance to talk with our fin team
today re this item...

On Feb 8, 2018, at 5:09 PM, Pollock, Dan
GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

It was not included in this fiscal so
far.

If there's room and you want to book
it this quarter, I think we can.

Dan

On Feb 8, 2018, at 12:55, Moser,
Walter GCPE:EX
<Walter.Moser@gov.bc.ca> wrote:

This doesn't have
webtrends continuation /
bridge cost. Is the
webtrends line item still in
next FY?

Before we sign, needs
approval from smt on
Friday

On Feb 7, 2018, at 1:48
PM, Cormack, Garrett
GCPE:EX
<[Garrett.Cormack@gov.b
c.ca](mailto:Garrett.Cormack@gov.bc.ca)> wrote:

Hi Walter,

As discussed
this morning.

Garrett

From: Cormack,
Garrett GCPE:EX
Sent: Tuesday,
February 6, 2018
1:18 PM
To: Bamford,
Stephen A
GCPE:EX;
Murphy,
Savannah R
GCPE:EX;
Finnigan, Brooke
GCPE:EX; Wrate,
David GCPE:EX;
Albert, Steve
GCPE:EX;
Twynstra, Tanya L
GCPE:EX; Pollock,
Dan GCPE:EX;
Guglielmi, Irene Z
GCPE:EX
Subject: final
version - funding
requests for SMT

Hi Everyone,

Attached is the
summary
spreadsheet
and write up I
will be
forwarding to
SMT please

... , please
review.

Thanks,

**Garrett
Cormack**
Director,
Corporate
Planning &
Delivery
GDX -
Government
Digital
Experience
Division
Government
Communication
s & Public
Engagement
**Cell: 250-516-
4179**

<DRAFT -
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OCX>

<DRAFT -
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MARY.XLSX>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Prism5 contract
Date: February 13, 2018 at 3:07 PM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

Working on that is in my workplace for next sprint (starting on Monday).
s.15,s.17

I've done the preliminary stuff for it, but not the main work yet.

Dan

On Feb 13, 2018, at 14:47, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Hi Dan,

Reminder to both of us. Need to connect on Prism5 contract? Any update from Prism5? I have reached out, and we may be able to use capital, depending on total value of purchase and available capital funds.

We should have capital available, but waiting on confirmation.

Cheers,

Garrett Cormack

Director, Corporate Planning & Delivery
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Cell: 250-516-4179

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: IC: Working at GDX
Date: February 13, 2018 at 10:05 PM
To: Stacey Ashworth stacey@purposefive.com
Cc: Sachen Macdonald Sachen.Macdonald@gov.bc.ca, Erin Athene erin@purposefive.com

DP

We don't have space at GDX at the moment, unfortunately.

We'd welcome Trevor at the CSI Lab for our checkins though. (Or anyone else for our meetings.)

Hope that helps!

Dan

On Feb 13, 2018, at 16:20, Stacey Ashworth <stacey@purposefive.com> wrote:

Hi to you both --

It's my understanding that we're still welcome at GDX should we wish to use a work station there? Trevor would be interested in taking this up from time to time, if so.

Alternately, Trevor was considering joining you both at the Innovations Lab for our mid-sprint meetings so long as one or both of you are there at that time.

Thanks --

Stacey Ashworth
Project Manager

PURPOSEFIVE

Web Design + Development // Digital Marketing // Software Development

2017 V I A T E C TECHNOLOGY AWARDS FINALIST!

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Chat bots / Virtual Assistants - lessons? Connections?
Date: February 13, 2018 at 10:26 PM
To: Panesar, Jitu BCA:EX jitu.panesar@bcassessment.ca
Cc: Lawrance, Greg J JTT:EX Greg.Lawrance@gov.bc.ca, Spackman, Timothy BCA:EX timothy.spackman@bcassessment.ca

DP

Excellent.

Thanks,
Dan

On Feb 8, 2018, at 13:18, Panesar, Jitu BCA:EX <jitu.panesar@bcassessment.ca> wrote:

Thanks for sharing Dan. I will keep you engaged during the journey as we pursue this further.

From: Pollock, Dan GCPE:EX
Sent: February 8, 2018 12:53 AM
To: Panesar, Jitu BCA:EX <jitu.panesar@bcassessment.ca>
Cc: Lawrance, Greg J JTT:EX <Greg.Lawrance@gov.bc.ca>
Subject: Re: Chat bots / Virtual Assistants - lessons? Connections?

Hi Jitu and Greg,

s.22

Most of what I have done was along the lines of branching logic, rather than a full natural language processing system. I've done this with SMS and some early work with Facebook Messenger.

I know some folks in BC Gov were recently passing around an initiative from Mississippi called "Missi".

If you take a look, you'll probably find there's a way to go yet before it's truly "intelligent":

<http://www.ms.gov/Technology>

Still, something like this is feasible to do and even if it's not super "intelligent", it could still be helpful.

This is quite an interesting space and I'm happy to explore more.

Dan

On Feb 5, 2018, at 16:43, Panesar, Jitu BCA:EX
<jitu.panesar@bcassessment.ca> wrote:

Greg

Greg,

Thanks for making the connection. Dan – have you worked on any chatbots / virtual assistants and may have any insights to share?

Jitu

From: Lawrance, Greg J JTT:EX
Sent: February 1, 2018 4:02 PM
To: Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca>
Cc: Panesar, Jitu BCA:EX <jitu.panesar@bcassessment.ca>
Subject: Chat bots / Virtual Assistants - lessons? Connections?

Hey Dan,

Meet Jitu Panesar at the BC Assessment office. Jitu is looking at ways to reduce the load on their service desk for simple requests that might be handled fairly easily via a chat bot / virtual assistant.

I am wondering if any of the work that you are doing is moving in this direction or if you have been exploring information on this that you might share with Jitu?

I am going to ask out Data Scientists but I thought I would make the connection regardless.

Cheers,

Greg Lawrance
Integrated Data Office
BC Ministry of Jobs, Trade and Technology

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Info for "18-094 AEST Web Analytics Migration Project"
Date: February 13, 2018 at 10:35 PM
To: Macpherson, Charles GCPE:EX Charles.Macpherson@gov.bc.ca
Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca

Let's do that.

Thanks,
 Dan

On Feb 13, 2018, at 09:43, Macpherson, Charles GCPE:EX <Charles.Macpherson@gov.bc.ca> wrote:

Hi Dan,

We can optionally include non-recoverable project costs, for reporting purposes. But, we can certainly put zero-dollar amounts for the GDX-in-kind-contributions if we're choosing not to reflect the GDX internal cost on the MOU.

Garrett, do you have an update on the ITI contract?

.....
CHARLES MACPHERSON
 Governance & Corporate Planning Specialist
 Direct: 250 387 1796 | Mobile: 250 886 2348

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 07, 2018 10:37 PM
To: Macpherson, Charles GCPE:EX <Charles.Macpherson@gov.bc.ca>
Cc: Moser, Walter GCPE:EX <Walter.Moser@gov.bc.ca>; Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca>; Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca>
Subject: Re: Info for "18-094 AEST Web Analytics Migration Project"

ITI Contract: Garrett will need to work with you on the contract side of things. I haven't been fully trained on that aspect yet, but looks like Karen started it at least. I'll chat with him in the morning to see where I can help.

Any progress on the contract side of things?

MOU details: the MOU looks good except we're missing some numbers for the GDX in-kind contributions for Platform Hosting and Analytics Team Support.

See below:

The GDX Analytics Team time is in-kind.

Beyond managing the procurement process and managing the Snowplow contract, the work we have is to learn from the process with Snowplow and AEST.

The research itself will be done by Snowplow and we will learn from it and get the research results. (Do we need to make that explicit?)

For the platform hosting, is this an expense that GDX is already paying for independent of this project? If so, we could designate a set rate that approximates a fair portion of that shared expense to GDX. I imagine it is a shared infrastructure cost. For example, with the Citizen Engagement sites, we have set rate of \$350/month for each site we host, this is recovered to COS. I believe an estimate will suffice. Otherwise if we know there are specific new fees for hosting that we are taking on from our provider, we need to at least estimate that based on the provider's price list.

There is no hosting costs included in the MOU.

For the Analytics Team Support, you'll need to estimate the hours and classification levels of that staff working on this and add it up. I've attached the PDS template which you'll see has "Project Budget" and "Staff Calculation" tabs which assist you with this calculation. For the staff calculation, use column H (rate + benefits / hour) and use grid 5 for each IS classification level. For example: 10 hours of a staffer at IS24 grid 5 = 10 x \$50.14 = \$501.40.

There is no cost recovery here.

We are primarily a pass through for a contract to ITI/Snowplow.

Snowplow is doing the work. We will (as a benefit) join in the process to learn from it, but we are not doing the work.

We will do some coordination, but are not charging for it, as we will benefit more from the research being done than any time we put in to coordinating with Snowplow.

Thanks,
Dan

Macpherson, Charles GCPE:EX <Charles.Macpherson@gov.bc.ca> wrote:

Hi Dan,

ITI Contract: Garrett will need to work with you on the contract side of things. I haven't been fully trained on that aspect yet, but looks like Karen started it at least. I'll chat with him in the morning to see where I can help.

MOU details: the MOU looks good except we're missing some numbers for the GDX in-kind contributions for Platform Hosting and Analytics Team Support.

For the platform hosting, is this an expense that GDX is already paying for independent of this project? If so, we could designate a set rate that approximates a fair portion of that shared expense to GDX. I imagine it is a shared infrastructure cost. For example, with the Citizen Engagement sites, we have set rate of \$350/month for each site we host, this is recovered to COS. I believe an estimate will suffice. Otherwise if we know there are specific new fees for hosting that we are taking on from our provider, we need to at least estimate that based on the provider's price list.

For the Analytics Team Support, you'll need to estimate the hours and classification levels of that staff working on this and add it up. I've attached the PDS template which you'll see has "Project Budget" and "Staff Calculation" tabs which assist you with this calculation. For the staff calculation, use column H (rate + benefits / hour) and use grid 5 for each IS classification level. For example: 10 hours of a staffer at IS24 grid 5 = 10 x \$50.14 = \$501.40.

Once we have these two values, we could send the MOU out for signature.

Happy to discuss more in the morning.

| Deliverables/Support & Expenses for this project | Deliverable Description | Anticipated Scheduled start | Anticipated Schedule Completion | GDX In Kind Contribution | AEST Cost |
|---|---|-----------------------------|---------------------------------|--------------------------|-----------|
| Platform Hosting | Storage, AWS compute, support, licensing, Snowplow Looker | Feb. 4/18 | Mar 31/18 | All related fees FY17/18 | |
| GDX Analytics Team Support | Technical and strategic support and development. Establish and lead an agile team and ongoing support to scrum master | Feb. 4/18 | Mar 31/18 | <Need \$ Value> | |
| Resources contracted on behalf of AEST from Snowplow Analytics Team | Development of data model for Snowplow web analytics - specific reports and explore views in Looker | Feb. 4/18 | Mar 31/18 | | \$25,000 |
| Total Fiscal 17/18 | | Total Project Cost: | | | \$25,000 |
| | (*billed on actual amount used) | | | | |

.....
CHARLES MACPHERSON
Governance & Corporate Planning Specialist
Direct: 250 387 1796 | Mobile: 250 886 2348

From: Pollock, Dan GCPE:EX
Sent: Wednesday, January 31, 2018 11:34 PM
To: Macpherson, Charles GCPE:EX <Charles.Macpherson@gov.bc.ca>
Cc: Moser, Walter GCPE:EX <Walter.Moser@gov.bc.ca>; Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca>; Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca>
Subject: Re: Info for "18-094 AEST Web Analytics Migration Project"
Importance: High

Hi Charles,

I haven't heard back from your team about this project.

What do you need from us to get moving on it?

Dan

On Jan 24, 2018, at 13:20, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Hey Karen,

I spoke with Renee this morning. She is happy with direction we are going and will sign off on an MOU that mirrors this language when it is ready.

I explained to her (as best I could) the process on our end.

On Jan 24, 2018, at 11:02, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Hi Dan

Based on prior discussions I have made the first attempt at the MOU and documentation.

MOU: Please finalize budget table and return.

The GDX Analytics Team time is in-kind.

Beyond managing the procurement process and managing the Snowplow contract, the work we have is to learn from the process with Snowplow and AEST.

The research itself will be done by Snowplow and we will learn from it and get the research results. (Do we need to make that explicit?)

Contract:

As per previous discussions it is my understanding that a contract will need to be put in place with ITI for Snowplow on behalf of AEST? Going with this assumption I have attached the previous schedule A/B that needs to be modified based on this projects requirement of services. I am assuming that this will need to be a direct award which will require sign-off from David Hume prior to initiating.
Please amend the schedules and return.

Yes. We will do a contract with ITI for Snowplow on behalf of AEST.

I'll confirm that Hume is on-board for direct award.

I'll update the forms and get them back to you today.

(We will have another contract with ITI for Snowplow this fiscal as well, using up some of the remaining \$41K that as been budgeted, but not spent on their services. The team is mapping out how much work we will need from them as we speak.)

We will need a quote from ITI to confirm the amounts for the contract – what have you discussed with them?

I have discussed with John at ITI and Christophe at Snowplow. They know it is coming and intend to do as much as is possible within the budgeted amount.

What's the proper process for getting this quote?

Thanks!

Dan

From: Pollock, Dan GCPE:EX
Sent: Tuesday, January 23, 2018 11:56 PM
To: Smith, Karen A GCPE:EX; Moser, Walter GCPE:EX
Cc: Macpherson, Charles GCPE:EX
Subject: Info for "18-094 AEST Web Analytics Migration Project"

Hey Karen (and Walter CCed for information),

How does this look for a draft of the information? (I've guessed at some of the language in there around procurement.)

What else do you need?

I will be at the RedHat conference most of tomorrow, but if you need, me, I will step out on short notice to provide assistance with this in any way I can. I'll be back at GCPE in time for a 3pm meeting with David Hume, and will be free after 4pm.

Project Description:

GDX Team will coordinate work by Snowplow experts to research a migration of web analytics to the Snowplow/Looker platform for websites managed by the Client Engagement Unit, Trades training, strategic planning and engagement branch in the Ministry of Advanced Education, Skills, and Training. This work will be completed by March 31st, 2018.

Project Objectives:

- Catalog existing web analytics customizations, triggers, and reports.
- Identify opportunities for custom Snowplow instrumentation and Looker dashboards.
- If required, develop a potential custom data model for Snowplow web analytics.
- Investigate options and associated costs for migrating historical web analytics data to Snowplow.
- Complete a workplan to complete a migration of web instrumentation and reporting dashboards to Snowplow and Looker for future completion.

Out of Scope: Completing the migration to Snowplow and Looker.

Costs: The total project cost will not exceed \$25,000. GCPE will manage the procurement process for this project. The project is contingent on a successful procurement process.

The Client Engagement Unit will:

- Work in partnership with the **Government Digital Experience (GDX)** to ensure that timelines are met.
- Provide data source/ access to development/ test/ production environment data as needed.
- Review, provide feedback, approve and/or sign-off on Deliverables as required.

- Participate in project meetings.
- <18-094_MOU_AEST_Web Analytics_draft.docx><Contract Request Form_ITI.docx>
<draft - ITI - Schedules A&B.docx>

<PDS_RISK_Budget-template_revised_GDX_FY17-18FINAL.xlsx>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Fwd: Terms of Use on Government Websites
Date: February 13, 2018 at 10:39 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Are you able to help out with this question?

Dan

Begin forwarded message:

From: "Whalen, Tara FIN:EX" <Tara.Whalen@gov.bc.ca>
Subject: Terms of Use on Government Websites
Date: February 8, 2018 at 10:07:00 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

Hi Dan,

Michelle Gilbertson has given me your name as someone that may be able to help me or point me in the right direction. Our office has built and designed the PayBC website that will be going live at the beginning of March. We currently do not have a Terms of Use on the site and was wondering if one is one is required.

We do have a link to the government privacy statement:

<https://www2.gov.bc.ca/gov/content/home/privacy>

as well as a disclaimer

<https://www2.gov.bc.ca/gov/content/home/disclaimer>

We will be going live with the RSI eticketing in early March and there will be no private information displayed on the site (drivers name shows as N/A) or stored anywhere.

Hoping you can help me with this or point me to someone that will be able to.

Thanks

Tara Whalen | Senior Business Analyst,
Corporate Accounting Services CAS|| Office of the Comptroller General OCG | Finance FIN
p: 778-698-8103 | e: Tara.Whalen@gov.bc.ca | w: www.cas.gov.bc.ca

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Travel contacts
Date: February 13, 2018 at 10:39 PM
To: Brandt, Charisma L GCPE:EX Charisma.Brandt@gov.bc.ca

DP

Thanks for the info,
Dan

On Feb 6, 2018, at 13:15, Brandt, Charisma L GCPE:EX <Charisma.Brandt@gov.bc.ca> wrote:

Hi Dan,

So because you are part of GDX, each traveller always needs a travel authorization form to be filled out. I've attached that for you. Walter will be able to sign it. Depending on what time you need to be on the ground in Vancouver, we can book you via Helijet as early as 7 am for a 7:30 landing time. They also run as late as 6:45 pm returning to Victoria. If necessary, you can travel the day before and we can book you into a hotel relatively close to your conference location. A ferry is fine too, we can get you a rental car for about \$40 a day if you prefer to go that way.

As far as costs go, you could estimate something like this per person

Transportation - \$500 (includes Helijet flights and taxi if needed)

Meals - refer to the travel allowance document I sent. It depends on what time your travel status begins and ends. As long as you are travelling during these times you can claim the per diem unless the meal is provided to you. Breakfast can be claimed if travel begins before 7 am, lunch is noon, dinner is after 6 pm.

Lodging – Hotels run about \$150 per night.

OT- would need to discuss with your payroll person and Walter.

Fees – this is for ticket purchases, registrations etc.

To claim the expenses afterward, you will need to register for the lexpense system, which you can do

here:[s.15,s.17](#)

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

It takes about a week, then you'll need to set up your profile and submit your expense.

Your lexpense profile coding will be (copy and paste)

Travel Group 1

Client 022

Resp 32749

Serv line 11842

Project code 3200000

Approver BRANDT, CHARISMA, Charisma.Brandt@gov.bc.ca, FI

Work Location FIN-VIC-41353, FINANCE WINDOW, 4-617 GOVERNMENT ST,
VICTORIA

I hope this helps you, please let me know if you need anything else.

Cheers,

Charisma

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 6, 2018 12:39 PM
To: Brandt, Charisma L GCPE:EX
Cc: Sall, Gurmeet GCPE:EX; Wrate, David GCPE:EX
Subject: Re: Travel contacts

Hi Charisma,

This would be for myself and 2 or 3 of my (unionized) team to go to Vancouver for a one-day conference.

We would likely be able to take a floatplane in the morning or go the night before and stay in a hotel.

We'd be coming back in the evening after the conference. (Likely on the ferry.)

This will be my first time doing this, so I'm not sure how to account for the travel costs, per diems, and overtime (if needed).

Thanks for the help,
Dan

On Feb 6, 2018, at 11:14, Brandt, Charisma L GCPE:EX
<Charisma.Brandt@gov.bc.ca> wrote:

Thanks Gurmeet,

The travel guidelines can be found here:
<https://gcpe.gov.bc.ca/411/Pages/Travel.aspx>.

I've attached the travel allowances worksheet and the lexpense instructions. Dan would be in travel group 1 for per diem purposes.

Please let me know if you need help with anything.

Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."

*"I pessimist sees the difficulty in every opportunity, an optimist sees the opportunity in every difficulty."
Winston Churchill*

From: Sall, Gurmeet GCPE:EX
Sent: Tuesday, February 6, 2018 11:00 AM
To: Wrate, David GCPE:EX
Cc: Pollock, Dan GCPE:EX; Brandt, Charisma L GCPE:EX
Subject: RE: Travel contacts

Hi David – I have included Charisma from Finance in this email she does all the travel and will have all the travel information for Dan.

Thanks

Gurmeet

From: Wrate, David GCPE:EX
Sent: Tuesday, February 6, 2018 10:48 AM
To: Sall, Gurmeet GCPE:EX
Cc: Pollock, Dan GCPE:EX
Subject: Travel contacts

Hi Gurmeet,
Do we have a 'guide' that Dan Pollock can review with respect to travel, per diems etc. process?
Many thanks,
David

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

<travel_allowances.pdf><iExpense Setup instructions.pdf>

<Travel Authorization form.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Invoice GDX-2018-02 from Purpose Five Ventures Incorporated
Date: February 13, 2018 at 10:42 PM
To: Macpherson, Charles GCPE:EX Charles.Macpherson@gov.bc.ca

Yes.

I have been signing off on these. (This one, I believe, has already been signed.)

Dan

On Feb 13, 2018, at 16:55, Macpherson, Charles GCPE:EX <Charles.Macpherson@gov.bc.ca> wrote:

Hi Dan,

Can you act as qualified receiver on this invoice (see attached and link below "view invoice") by confirming that services were received as they were invoiced?

.....
CHARLES MACPHERSON
 Governance & Corporate Planning Specialist
 Direct: 250 387 1796 | Mobile: 250 886 2348

From: GCPE Finance Billing GCPE:EX
Sent: Monday, February 05, 2018 9:35 AM
To: Macpherson, Charles GCPE:EX <Charles.Macpherson@gov.bc.ca>
Subject: FW: Invoice GDX-2018-02 from Purpose Five Ventures Incorporated

Hi Charles,

Please find the latest invoice from Purpose Five for your review and records.

Best regards,

Duncan Russell
Financial Analyst
Government Communications and Public Engagement
250-387-2526


From: Purpose Five Ventures Incorporated [mailto:quickbooks@notification.intuit.com]
Sent: Monday, February 5, 2018 7:55 AM
To: GCPE Finance Billing GCPE:EX
Subject: Invoice GDX-2018-02 from Purpose Five Ventures Incorporated

| PURPOSE FIVE Purpose Five Ventures Incorporated | | | |
|---|------------|-------------|------------------------------|
| INVOICE | DUE DATE | BALANCE DUE | View invoice |
| GDX-2018-02 | 01/02/2018 | \$5,572.88 | |

Dear Minister of Finance, Government Communications and Public Engagement - GDX,

Here's your invoice! We appreciate your prompt payment.

Thanks for your business!
 Purpose Five Ventures Incorporated

 © Intuit, Inc. All rights reserved. [Privacy](#) | [Security](#) | [Terms of Service](#)

<ic__purpose_five_invoice__25__31_january_2018.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: the Analytics Hackathon
Date: February 13, 2018 at 10:44 PM
To: Tarry, Debbie M SDPR:EX Debbie.Tarry@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Hi Debbie,

Invites have not yet been sent.

We're still finalizing the details and we'll be sure to include you when they go out.

Thanks for checking in.

Dan

On Feb 9, 2018, at 08:39, Tarry, Debbie M SDPR:EX <Debbie.Tarry@gov.bc.ca> wrote:

Hello Daniel;

I would like to attend this if I may – I am on the IAC committee but haven't received an invite as yet. Maybe that is the case they haven't been sent.

Thanks in advance.

Debbie Tarry

Team Lead | Web Services Manager
Employment & Labour Market Services Division
<image001.png>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: UVic Co-op Program - Student Hiring for Summer
Date: February 13, 2018 at 10:47 PM
To: Tanya Twynstra Tanya.Twynstra@gov.bc.ca

DP

Cool.

I'll see what I can do!

Dan

On Feb 13, 2018, at 22:46, Twynstra, Tanya L GCPE:EX <Tanya.Twynstra@gov.bc.ca> wrote:

Yeah that would work.

Sent from my iPhone

On Feb 13, 2018, at 10:41 PM, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Hey Tanya,

From your other email, it sounds like you're out.

If we get one on my team, it might still be worth having them worth with Dom a bit. We'll see?

Dan

On Feb 6, 2018, at 12:59, Twynstra, Tanya L GCPE:EX <Tanya.Twynstra@gov.bc.ca> wrote:

Dan do we want to do something together on analytics, so maybe have them do stuff for you but also become acquainted with and help out with the analytics on our side too. Just a thought.

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 6, 2018 12:54 PM
To: Murphy, Savannah R GCPE:EX
Cc: Cormack, Garrett GCPE:EX; Wrate, David GCPE:EX; Guglielmi, Irene Z GCPE:EX; Albert, Steve GCPE:EX; Bamford, Stephen A GCPE:EX; Twynstra, Tanya L GCPE:EX
Subject: Re: UVic Co-op Program - Student Hiring for Summer

I'm interested.

If it aligns with our broader vision, I can update the draft posting we put together in the fall for the Analytics Team.

Dan

On Feb 5, 2018, at 11:39, Murphy, Savannah R GCPE:EX
<Savannah.Murphy@gov.bc.ca> wrote:

Heya – can we talk about coops soon? So we can line up an ask ...if need be.

Thanks

From: Jennie Nilsson [mailto:jnilsson@uvic.ca]
Sent: Monday, February 5, 2018 11:13 AM
To: Jennie Nilsson
Subject: UVic Co-op Program - Student Hiring for Summer

Good morning,

This is a friendly reminder that ***we are now posting co-op positions for students for Summer 2018 co-op work terms.***

The following are typical examples of co-op positions in the BC public sector:

Research/Writing / Administration/Coordination / Program Management / Project Coordination / Communications/Outreach / Special Projects / Finance/Accounting / Economics / Policy Analysis

We can assist with the hiring process through posting your position, collecting student applications, and arranging interviews. I am also available to answer any questions you have, or facilitate the process in any other way you need.

If you or a colleague are interested in bringing your employment needs to the attention of our students, please let me know. If you have a co-worker that you think would benefit from hiring one of our students, please feel free to pass this message along.

We will also be hosting our Spring Mock Interview clinic for new, inexperienced co-op students March 1-2, and we are now recruiting our community partners to come to campus for either a morning or afternoon session on either of those dates. Employers do mock interview with our new students and give them feedback on how they can improve. We find that this really helps students in real interviews, having the opportunity to practice with someone outside of our program.

Thank you, and please let me know if you have any questions about our co-op programs or students, or would like to join us for our mock interview clinic next month.

Warm regards,
Jennie

<image001.png>

Jennie Nilsson

Co-op Coordinator
Economics, Political Science, Psychology, Sociology
Co-operative Education Program and Career Services
University of Victoria



Direct 250 721 8969
jnilsson@uvic.ca

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Demo Day?
Date: February 14, 2018 at 11:07 AM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Oh yeah. It is there.

D'oh!

I'll poke around and see what I can wrangle. The GDX standup is usually a good place to raise some interest.

Dan

On Feb 14, 2018, at 10:35, Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca> wrote:

The date is lined up and in your calendar. I have Carolyn on deck and David W for security and privacy but that's it, do you have anyone?

C

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 13, 2018 10:07 PM
To: Brownrigg, Caitlin GCPE:EX
Subject: Demo Day?

Have we lined up a date for the next Demo Day?

If not, are we aiming for one this month, or next?

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Fwd: Webtrends Order: Ministry of Advanced Education
Date: February 14, 2018 at 12:45 PM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Davison, Murna GCPE:EX Murna.Davison@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca

DP

FYI.

Dan

Begin forwarded message:

From: OrderFulfillment@webtrends.com
Subject: Webtrends Order: Ministry of Advanced Education
Date: February 14, 2018 at 09:47:00 PST
To: dan.pollock@gov.bc.ca
Cc: ian.seniff@webtrends.com, OrderFulfillment@webtrends.com

Thank you for your recent Webtrends order. We appreciate your business and look forward to providing you with superior products and support.

Please read this email thoroughly as it includes important information about your purchase.

You should note that, notwithstanding the terms of the end-user license agreement included with the product,

(i) the licensor of the product is Webtrends Inc. and (ii) the end-user license agreement is between you and Webtrends Inc.

For more information regarding downloads, installation, license key activation, and how to get Technical Support please visit:

<http://itservices.webtrends.com/support/CustomerWelcome.aspx?lb=bxzyz456>

ORDER INFORMATION:

Order Number: SO-0018324
Quote Id: WTQ180206-31111

YOUR LICENSE KEY FOR THIS ORDER: s.17

The above license key has been updated to include your order. Refresh your licensing to activate your ordered items.

PRODUCTS PURCHASED:

Webtrends Analytics 9, Advanced Analysis Package - Essential Care (MNT-ESSN-V9-2432)
Quantity: 1


This message was sent to the following recipient(s):

To: dan.pollock@gov.bc.ca

Cc: ian.seniff@webtrends.com; OrderFulfillment@webtrends.com

A reply to this email will go directly to the Webtrends Operations department.

These commodities, technology or software may have been exported from the United States in accordance with the Export Administration Regulations.
Diversion contrary to U.S. law is prohibited.

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca 
Subject: Fwd: Document due on 03/16/2018 for Customer- Ministry of Advanced Education
Date: February 14, 2018 at 12:47 PM
To: Davison, Maurna GCPE:EX Maurna.Davison@gov.bc.ca
Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

See below re: Webtrends extension.

Please ignore the "Ministry of Advanced Education". They were unable to change this on their invoicing system.

Dan

Begin forwarded message:

From: "Accounts Receivable " <accountsreceivable@webtrends.com>
Subject: Document due on 03/16/2018 for Customer- Ministry of Advanced Education
Date: February 14, 2018 at 11:46:01 PST
To: <dan.pollock@gov.bc.ca>
Reply-To: "Accounts Receivable " <accountsreceivable@webtrends.com>

Dear Customer,

A document is attached to this email as a PDF file.
Document No. Invoice-INV-0027648
Due Date: 03/16/2018

If you have any questions, please reply to this email.

To view this, click on the attachment. Adobe Acrobat should launch. If you do not have Acrobat installed on your computer, you can download it from [here](#) .

Sincerely,
Accounts Receivable
Webtrends, Inc. (accountsreceivable@webtrends.com)

powered by  Intacct.

webtrends®

Webtrends, Inc.
555 SW Oak Street
Suite 300
Portland, OR 97204

Bill to : Ministry of Advanced Education
PO Box 9409
Stn Prov Govt
Victoria, BC V8W 9V1
Canada

Attn: Dan Pollock

INVOICE

Invoice # : INV-0027648
Invoice Date : 14-Feb-2018

Ship to : Ministry of Advanced Education
PO Box 9409
Stn Prov Govt
Victoria, BC V8W 9V1
Canada

Attn: Dan Pollock

| Customer | Registration # | PO Number | Order Number | Currency Code | Terms | Date Due |
|------------------|---|-----------|--|---------------|------------|--------------|
| 13282 | | | SO-0018324 | USD | Net 30 | 16-Mar-2018 |
| X | | | | | | X |
| Item | Description | | Quantity | Unit | Unit Price | Amount |
| MNT-ESSN-V9-2432 | Webtrends Analytics 9, Advanced Analysis Package - Essential Care Essential Care for Webtrends Analytics 9, Advanced Analysis Package "Perpetual License" Term:01-Apr-2018 to 30-Jun-2018 | | 1 | Each | \$9,556.42 | \$9,556.42 T |
| | | | SUBTOTAL | | | \$9,556.42 T |
| | | | Tax | | | \$477.82 T |
| | | | 1) CANADA CANADA GST/TPS (5) T\$477.82 | | | |
| | | | TOTAL (USD) | | | \$10,034.24 |

Remit Information:

For Wire Payment:

Account Name: Webtrends, Inc.
Account Number: 3300841949
ABA: 121140399
Bank Name: SIL VLY BK SJ
3003 Tasman Drive, Santa Clara, CA 94054
SWIFT: SVBKUS6S

For Mail Payment:

Webtrends, Inc.
Dept CH 16852
Palatine, IL 60055-6852

Thank you for your business.

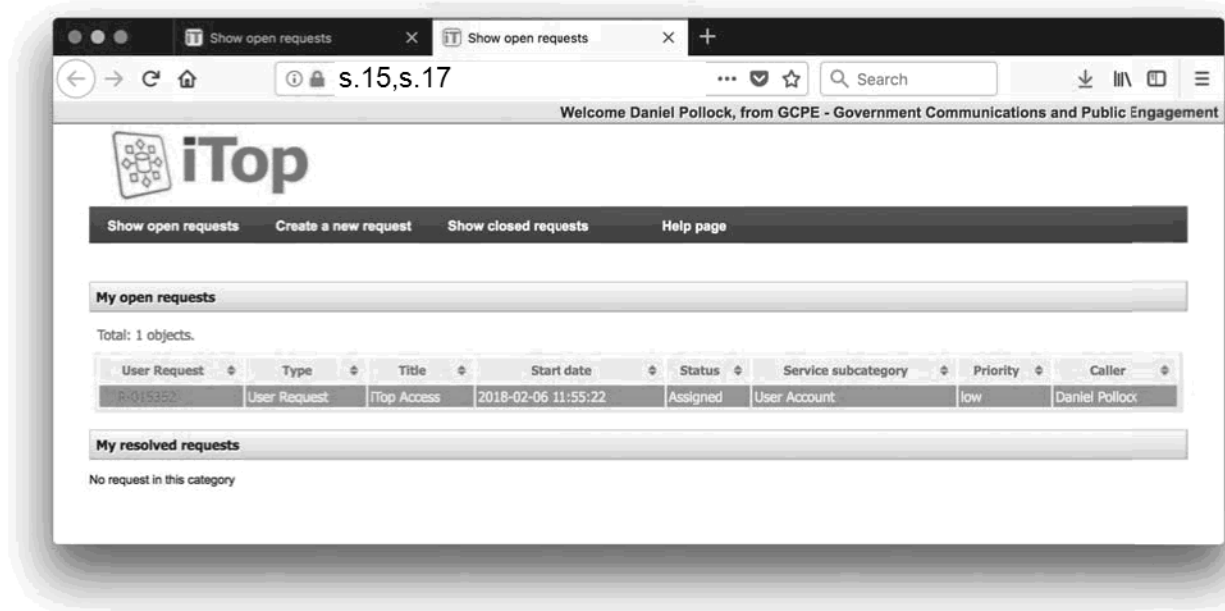
From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: [iTop] Your ticket has been updated: R-015352
Date: February 14, 2018 at 12:50 PM
To: OCOServiceRequest@gov.bc.ca

DP

I only seem to be able to see my own ticket.

I don't see a search function on the page.

I'm using Firefox 58.0.1 on a Mac. Here's a screenshot:



Dan

On Feb 14, 2018, at 09:48, OCOServicerequest@gov.bc.ca wrote:

Hello,
Your ticket ([R-015352](#)) has been updated with the following question or comment. Please review and respond by replying to this email message.

Comment/Question:

Hi Dan,

Apologies for the delay on this. I've just granted you full administrative access to the iTop portal. You should be able to log in with your IDIR credentials at the URL below:

s.15,s.17

You should be able to find any ticket (eg. R-015352) by using the search function at the top right corner of the UI. To review all web-analytics tickets, you could also use the advanced search page (URL below) specifying "Web Analytics" as the "Service".

s.15,s.17

Please let me know if you have any questions or concerns.

Regards,
James Sturrock
GCPE Service Desk

Sincerely,
COS Service Desk
Email: OCOServicerequest@gov.bc.ca
Telephone: (250) 387-7573

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Time for a quick call regarding Snowplow
Date: February 14, 2018 at 1:29 PM
To: John Sherrah John.Sherrah@itcanada.ca

DP

Hi John,

Are you available for a quick call regarding ongoing Snowplow work and future plans?

I'm free after 3pm today, tomorrow noon-1:30 or after 3pm, and Friday after noon.

Thanks!

Dan

From: Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca>
Subject: Re: Trip to Vernon on March 1st
Date: February 14, 2018 at 1:32 PM
To: Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca>

DP

I'll let Karim know.

If Jess isn't available, will someone else from Service Design join us?

Also, are you available for a check-in around mapping out our plans for the coming weeks? I'm free Thursday noon-1:30 or after 2:15pm, and Friday after noon.

Thanks,
Dan

On Feb 13, 2018, at 12:20, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Hi Dan.

If Jess gets the contract it sounded the other day as if that week could work for him. Maybe we should just go ahead and have your team plan to go March 1st and we will see how to make it work. The other option could be that when Jess is on the road for other research, we could ensure we attend one of the other locations that are doing the pilot work.

We will know better by the end of the week if Jess is the successful proponent and then can finalize our research plans.

Thanks.
Deanna

From: Dan Pollock <Dan.Pollock@gov.bc.ca>
Date: Tuesday, February 13, 2018 at 10:26 AM
To: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: Re: Trip to Vernon on March 1st

Hi Deanna,

Karim is asking again. What should I tell them?

Dan

On Feb 9, 2018, at 12:10, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Hi Deanna,

What should I tell them?

Dan

On Feb 7 2018 at 15:49 Young, Deanna C GCPE:EX

ON FEB 7, 2018, at 10:10, Young, Deanna C GCPE:EX
<Deanna.Young@gov.bc.ca> wrote:

If we can meet with Jess first that would be great. I'm not sure if the timing will line up.

Thanks for checking!
Deanna

From: Dan Pollock <Dan.Pollock@gov.bc.ca>
Date: Wednesday, February 7, 2018 at 3:45 PM
To: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: Fwd: Trip to Vernon on March 1st

Hey Deanna,

Are we safe to confirm this, or should we wait to meet with Jess first?

Dan

Begin forwarded message:

From: "Gillani, Karim CITZ:EX"
<Karim.Gillani@gov.bc.ca>
Subject: RE: Trip to Vernon on March 1st
Date: February 7, 2018 at 15:02:28 PST
To: "Pollock, Dan GCPE:EX"
<Dan.Pollock@gov.bc.ca>
Cc: "Zhang, Fei MTIC:EX"
<Fei.Zhang@gov.bc.ca>, "Slump, Perry
CITZ:EX" <Perry.Slump@gov.bc.ca>

Hi Dan,

As per our discussion last week, can you confirm if your GDX team can come to Vernon on March 1st?

Karim Gillani
Digital Services Architect, Strategic Services
Service BC
Ministry of Citizens' Services
T: 778-698-2055 | C: 250-507-1591 | Web:
<http://www.servicebc.gov.bc.ca>
"Access to government services made easy"

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: [iTop] Your ticket has been updated: R-015352
Date: February 14, 2018 at 3:34 PM
To: OCOServiceRequest@gov.bc.ca

DP

Looks good.

Thanks!

Dan

On Feb 14, 2018, at 15:11, OCOServicerequest@gov.bc.ca wrote:

Hello,

Your ticket ([R-015352](#)) has been updated with the following question or comment. Please review and respond by replying to this email message.

Comment/Question:

Hi Dan,

Please retry your access now and let me know if you're still unable to see the added functions.

Thanks,
James Sturrock

Sincerely,
COS Service Desk
Email: OCOServiceRequest@gov.bc.ca
Telephone: (250) 387-7573

Page 157 to/à Page 159

Withheld pursuant to/removed as

s.15;s.13

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: NRTS Application and Simple URL Request
Date: February 14, 2018 at 4:42 PM
To: Fournier, Jean-Paul NRTS:EX JeanPaul.Fournier@gov.bc.ca
Cc: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX GCPE.ISJointDelivery@gov.bc.ca

DP

Hi J-P,

What do you need to know about web analytics.

I'm happy to jump on the phone if you'd like, or answer by email.

Thanks,
Dan

On Feb 9, 2018, at 13:33, GCPE IS Joint Delivery Working Group Coordinator GCPE:EX <GCPE.ISJointDelivery@gov.bc.ca> wrote:

Hi J-P,

Steve Albert and Justin Hewitt have advised that you contact Dan Pollock, Lead Data Scientist of our Web Analytics team to discuss tracking web traffic. WebTrends is our current offering, however, it will be replaced by Snowplow/Looker in the next few months.

The URL approved continues to be portal.nrs.gov.bc.ca/prc.

Cheers,

Carolyn

From: Fournier, Jean-Paul NRTS:EX
Sent: Wednesday, February 7, 2018 10:37 AM
To: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Subject: Re: NRTS Application and Simple URL Request

Great, thanks Carolyn! If you'd like to pull us into another meeting, feel free to do it without me (and with Mark) this week. Otherwise, I'll be back in the office on Tuesday.

Thanks,

J-P

From: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Sent: Wednesday, February 07, 2018 10:33 AM
To: Fournier, Jean-Paul NRTS:EX
Cc: XT:Lise, Mark EAO:IN; GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Subject: RE: NRTS Application and Simple URL Request

Hi J-P,

I have to admit this is beyond my knowledge as well. So, let me pull together a few people to discuss and I'll get back to you as soon as I can.

Cheers,

Carolyn

From: Fournier, Jean-Paul NRTS:EX
Sent: Wednesday, February 7, 2018 10:30 AM
To: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Cc: XT:Lise, Mark EAO:IN
Subject: Re: NRTS Application and Simple URL Request

Hi Carolyn

Hi Carolyn,

It was great to meet you and your team yesterday, thanks a lot for the approval!

I had a quick question about the URL. When I sent the request, I was advised by our developer, Mark, that for technical reasons about API traffic, we should have our own domain. I had followed up with a request for engage.nrs.gov.bc.ca. Is that URL an option for us? If not, do you know if there is any way to separate API traffic from normal user traffic? This is a bit beyond my depth of knowledge, so I've copied Mark for more technical detail.

Thanks!

J-P

From: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Sent: Wednesday, February 07, 2018 10:26 AM
To: Fournier, Jean-Paul NRTS:EX; Johnson, Nicholas NRTS:EX
Cc: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX; Twynstra, Tanya L GCPE:EX; Spicer, Chris JTT:EX; Douville, Michelle R JTT:EX; Leckenby, Heidi GCPE:EX
Subject: RE: NRTS Application and Simple URL Request

Hi J-P,

Thanks so much for the valuable information yesterday. The Joint Working Group has approved the new NRTS application with the following conditions:

- Review of the comment moderation policy with Tanya Twynstra
- Work with DataBC staff on the mapping solution:
 - Simple Map Kit project contact: Chris Spicer
 - WFS contact: Michelle Douville
- Must meet government standards including look and feel, responsive design and accessibility. See link to Developer's Guide.
 - [Developer's Guide](#)

For further information on accessibility standards, please contact Heidi Leckenby.

The URL: portal.nrs.gov.bc.ca/prc is also approved.

Cheers,

Carolyn

From: Fournier, Jean-Paul NRTS:EX
Sent: Monday, February 5, 2018 1:58 PM
To: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX; Johnson, Nicholas NRTS:EX
Subject: RE: NRTS Application and Simple URL Request

Hi Carolyn,

Mark and I chatted about it, and feel it's best to continue with the time we have set. I'll get him to follow up with Chris' team as needed afterwards.

Thanks,

J-P

From: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Sent: Monday, February 5, 2018 11:34 AM
To: Fournier, Jean-Paul NRTS:EX; Johnson, Nicholas NRTS:EX
Cc: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX

CC: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Subject: RE: NRTS Application and Simple URL Request

Hi J-P,

Mark Lise is unable to attend the meeting at the time set. However, everyone's calendars are chucked full s.22

Please let me know what you would prefer: going ahead with Johnson, Nicholas NRTS:EX
<Nicholas.Johnson@gov.bc.ca>the meeting or rescheduling to the 13th.

Thanks!

Carolyn

From: Fournier, Jean-Paul NRTS:EX
Sent: Monday, February 5, 2018 10:16 AM
To: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Cc: Johnson, Nicholas NRTS:EX
Subject: RE: NRTS Application and Simple URL Request

Awesome, sounds like we're on the same page. I had Chris on my list to contact this week about their open-source project, so it would be great for us to sit down and chat further.

Thanks,

J-P

From: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Sent: Monday, February 5, 2018 10:15 AM
To: Fournier, Jean-Paul NRTS:EX
Cc: Johnson, Nicholas NRTS:EX; GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Subject: RE: NRTS Application and Simple URL Request

Hi Jean-Paul,

Chris Spicer of DataBC (who is on our Joint Working Group team) is looking for further detail. The application did not state that NRTS was looking at working in partnership with DataBC – I'll definitely let him know! Chris advises that the Google Maps API isn't an open standard, and can have a cost if usage exceeds a specific threshold. He also has a couple of recommendations (Leaflet and/or engage with DataBC on our Simple Map Kit project that's being built out on GitHub, with plans for Openshift deployment). The meeting will definitely help clarify direction.

Cheers,

Carolyn

From: Fournier, Jean-Paul NRTS:EX
Sent: Monday, February 5, 2018 10:06 AM
To: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Cc: Johnson, Nicholas NRTS:EX
Subject: RE: NRTS Application and Simple URL Request

Hi Carolyn,

Our key people on our end are myself and Mark Lise. Mark's email is mark@digitalspace.ca. I think it would also be good to keep Nicholas involved, as he is our communications team lead and has some background in the web world at GCPE.

Is there any specific concern that we can prepare to speak to? We're looking at working in partnership with DataBC using their tools to create maps using their open data and platforms like the Google Maps API.

Thanks,

J-P

From: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Sent: Monday, February 5, 2018 9:57 AM
To: Fournier, Jean-Paul NRTS:EX
Cc: Johnson, Nicholas NRTS:EX; GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Subject: RE: NRTS Application and Simple URL Request

Good morning, Jean-Paul.

I apologize for the delay in getting back to you. s.22
s.22

The Joint Working Group have advised that they would like to have a meeting with your key staff involved in creating the map to obtain further insight.
Please provide me with the names of your key team members and I'll arrange the meeting.

Cheers,

Carolyn

From: Fournier, Jean-Paul NRTS:EX
Sent: Thursday, January 25, 2018 5:06 PM
To: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Cc: Johnson, Nicholas NRTS:EX
Subject: Re: NRTS Application and Simple URL Request

Hi Carolyn,

For our initial pilot launch, we are proposing using the Google Maps open API. The data would be publicly available data from the BC Geographic Warehouse.

Thanks,

J-P Fournier
Project Manager
NRS Transformation & NRPP
Natural Resource Sector Transformation Secretariat
Phone: 250-952-9339

On Jan 25, 2018, at 12:26 PM, GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
<s.17 wrote:

Hi Jean-Paul,

Thank you for the updated information. Would you please provide information on what technology is proposed for the web mapping application, and where data is being sourced from?

Thanks,

Carolyn

From: Fournier, Jean-Paul NRTS:EX
Sent: Wednesday, January 24, 2018 3:45 PM
To: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX; Johnson, Nicholas NRTS:EX
Subject: RE: NRTS Application and Simple URL Request

Hi Carolyn,

I was just chatting with our lead developer, Mark (copied), and he mentioned that because of the way our site will be built, we will need to ensure that we can separate web traffic so that we can direct API calls through different URLs. I'm told that custom URLs are used for this purpose for most projects being developed using this kind of technology (including the projects around us here at the Continuous Service Improvement Lab, projects.eao.gov.bc.ca and mines.nrs.gov.bc.ca). If that is an option, the URL prc.nrs.gov.bc.ca would be a good starting point for us, though I'm happy to discuss further options. I know acronyms are not preferred, so perhaps something like comment.nrs.gov.bc.ca would be better?

If that's not a possibility, we would need to figure out a way to split out API traffic from regular user traffic, and I'm told there are a few options for doing so. Mark can provide more detail there if needed.

I've attached revised forms accordingly, but let me know if you need anything else!

Thanks,

J-P

**J-P
Fournier**

Project
Manager

**Natural Resource Transformation
Secretariat**

Phone: 250. 952.9339 | Cell: 250.213.6694 | Fax: 250.952.0821

Email:

JeanPaul.Fournier@gov.bc.ca

Learn more: [Natural Resource Permitting Project](#)

From: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Sent: Wednesday, January 24, 2018 1:45 PM
To: Fournier, Jean-Paul NRTS:EX; Johnson, Nicholas NRTS:EX
Cc: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Subject: RE: NRTS Application and Simple URL Request

Hi Jean-Paul,

Your application is with the Joint Working Group for review and decision. I will advise once I am in receipt of their decision.

Cheers,

Carolyn

From: Fournier, Jean-Paul NRTS:EX
Sent: Wednesday, January 24, 2018 1:12 PM
To: GCPE IS Joint Delivery Working Group Coordinator GCPE:EX
Cc: Johnson, Nicholas NRTS:EX
Subject: WEB PROPERTY INTAKE

Good afternoon,

I'm leading a project called Public Review and Comment that is developing a new web

I'm leading a project called Public Review and Comment that is developing a new web application (launching as a live "Alpha" March 8, 2018), and require a URL for our production application. As this project is part of the Natural Resource Permitting Project, we are hoping to use a similar URL as our main "portal", which is portal.nrs.gov.bc.ca . Our proposed web property would be portal.nrs.gov.bc.ca/prc , but we are open to suggestions.

Please let me know if you have any questions on the attached form.

Thanks,

**J-P
Fournier**

Project
Manager

**Natural Resource Transformation
Secretariat**

Phone: 250. 952.9339 | Cell: 250.213.6694 | Fax: 250.952.0821

Email:

JeanPaul.Fournier@gov.bc.ca

Learn more: [Natural Resource Permitting Project](#)

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Comms Council Presentation
Date: February 14, 2018 at 4:45 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

What's your ETA?

I may have to leave soonish...

Dan

On Feb 14, 2018, at 16:04, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

More like 4:40 now.

From: Pollock, Dan GCPE:EX
Sent: February-14-18 2:51 PM
To: Yona, Daniel GCPE:EX
Subject: Re: Comms Council Presentation

Perfect.

Dan

On Feb 14, 2018, at 14:51, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Reviewed with Adam, let's review again 4:20ish
<Comms Council Analytics Update - v16 - 2018-02-14.pptx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Snowplow/Looker

Date: February 15, 2018 at 8:26 AM

To: McLeod, Gavin TRAN:EX Gavin.McLeod@gov.bc.ca

Cc: Ritchie, Alexander TRAN:EX Alexander.Ritchie@gov.bc.ca, Lavoie, Patrick TRAN:EX Patrick.Lavoie@gov.bc.ca, Daniel Yona Daniel.Yona@gov.bc.ca

DP

Hi Gavin and team,

s.13,s.17

Parallel to the approvals process, we are working on the technical part of the Webtrends historical data migration and testing out the new tracker implementation on CMS Lite and other systems.

We're planning to bring over non gov.bc.ca sites that used Webtrends, including www.tranbc.ca and others.

We are also planning a Web Analytics Hackathon in March. This will be a great opportunity for some of our power users to help us refine and finalize our new system, map out some future work, and get early access to some of the new tools. A formal announcement of this will be going out early next week. We'd love to have folks from your team there.

For now, continue to use Webtrends profiles on existing sites. We won't have a drop dead date for Webtrends before the new system is ready, so you don't need to worry about a "dark" period with no data. If things take a little longer than we hope, we'll still have you covered.

Adding the new Snowplow tracker to your site(s) will be very easy, and we'll provide the detailed instructions with plenty of lead time.

We are finalizing the cost model now, and expect for the time being that costs will be on a similar model to Webtrends, a little higher to reflect the improved service offering.

One new option we will have is for a "Power User" account that will allow for much more customization and data exploration. Given your team's capacity, I expect you may opt for this option. (The cost for each additional Power User will be in the tens of dollars per month.)

More details to follow on all of this in the coming weeks.

In terms of Delivery Model, what do you need to know?

Dan

On Feb 5, 2018, at 15:25, McLeod, Gavin TRAN:EX <Gavin.McLeod@gov.bc.ca> wrote:

Dan, I may have sent the following to the wrong people!

I'd just like to check in with how things are going with the Snowplow/Looker rollouts. I know that these are still held up in STRA/PIA review, but has any other progress been made that I can relay to my directors and MCIO?

In particular, has there been any thought to a **delivery model, and a cost model**?

Another concern is whether the TranBC blog site (www.tranbc.ca), which is currently using Webtrends, will be included in the initial Webtrends replacement? We are looking at a substantial replacement of that site by fiscal year end and I'm wondering what the analytics impacts will be.

Thank you,

Gavin McLeod
250-896-4437 (Cell)
778-698-3014 (Desk, Lync)

User Experience / Information Architect
Enterprise Architecture Services
Information Management Branch
Ministry of Transportation and Infrastructure
<image001.png>

From: McLeod, Gavin TRAN:EX
Sent: Friday, February 2, 2018 3:48 PM
To: Yona, Daniel GCPE:EX; Nevin, Daniel GCPE:EX
Cc: Lavoie, Patrick TRAN:EX; Ritchie, Alexander TRAN:EX; Lolacher, Russel TRAN:EX
Subject: Snowplow/Looker

Dan, and Dan,

I'd just like to check in with how things are going with the Snowplow/Looker rollouts. I know that these are still held up in STRA/PIA review, but has any other progress been made that I can relay to my directors and MCIO?

In particular, has there been any thought to a **delivery model, and a cost model**?

Another concern is whether the TranBC blog site (www.tranbc.ca), which is currently using Webtrends, will be included in the initial Webtrends replacement? We are looking at a substantial replacement of that site by fiscal year end and I'm wondering what the analytics impacts will be.

Thank you gentlemen.

Gavin McLeod
250-896-4437 (Cell)
778-698-3014 (Desk, Lync)

User Experience / Information Architect
Enterprise Architecture Services
Information Management Branch
Ministry of Transportation and Infrastructure
<image001.png>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Webtrends Renewal Due 3/31/2018
Date: February 15, 2018 at 9:43 AM
To: Ian Seniff Ian.Seniff@Webtrends.com
Cc: Davison, Murna GCPE:EX Murna.Davison@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

Hi Ian,

Can you send the copy of the contract with the signatures from your end?

Thanks,
Dan

On Feb 14, 2018, at 07:59, Ian Seniff <Ian.Seniff@Webtrends.com> wrote:

Hey Dan,

Processing now. You should have a confirmation email in your inbox this afternoon!

Cheers,

Ian

Ian Seniff
Senior Client Success Director
O: +1 503-553-2120
M: +1 503-703-3770
LI: <https://www.linkedin.com/in/ianseniff>

webtrends
555 SW Oak Street, Suite 300
Portland, OR 97204

-----Original Message-----

From: Pollock, Dan GCPE:EX [mailto:Dan.Pollock@gov.bc.ca]
Sent: Tuesday, February 13, 2018 3:21 PM
To: Ian Seniff <Ian.Seniff@Webtrends.com>
Cc: Davison, Murna GCPE:EX <Murna.Davison@gov.bc.ca>; Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca>
Subject: Re: Webtrends Renewal Due 3/31/2018

Hi Ian,

Here is the signed quote for a 3 month extension of Webtrends.

I've CCed folks in our procurement department for our records.

When you sign on your end, please reply-all.

Thanks,
Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Coop/Internship Opportunity Discussion

Date: February 15, 2018 at 10:00 AM

To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca

Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Savannah Murphy Savannah.Murphy@gov.bc.ca, Finnigan, Brooke GCPE:EX Brooke.Finnigan@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Bamford, Stephen A GCPE:EX Stephen.Bamford@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Tanya Twynstra Tanya.Twynstra@gov.bc.ca

DP

Hey all,

It looks like my team will be getting a new staff person in the coming weeks. This will use up a lot of our management resources. As such, we will wait until next academic term to put in a request.

Dan

On Feb 14, 2018, at 17:42, Guglielmi, Irene Z GCPE:EX <Irene.Guglielmi@gov.bc.ca> wrote:

Hello-

I'm just finishing up my proposal and will email it tomorrow morning.

Irene

From: Brownrigg, Caitlin GCPE:EX

Sent: Wednesday, February 14, 2018 2:53 PM

To: Cormack, Garrett GCPE:EX; Murphy, Savannah R GCPE:EX; Guglielmi, Irene Z GCPE:EX; Finnigan, Brooke GCPE:EX; Albert, Steve GCPE:EX; Bamford, Stephen A GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX; Pollock, Dan GCPE:EX

Subject: RE: Coop/Internship Opportunity Discussion

Here's the proposal that I put together for PDS:

PDS Co-op Proposal

Masters Student Preferred

Discipline:

- Economics
- Business Administration
- Public Administration

Primary Deliverables, Research and Engagement:

- Jurisdictional Research
 - Personalized digital service in other jurisdictions
 - Scoping review of practices in Canada and internationally
 - Intake process review, including private firms
- Internal Research
 - Scan of barriers to personalized digital services and digital service improvements (i.e.: policy, legislation, regulation)
 - If appropriate develop proposal to address barriers
- Research with partners
 - Work with former and current teams in the CSI lab and other partners to identify and pilot process for "harvesting" project outputs and results

- Develop models for PDS business case
- Identify gaps in current data and develop plan to address them

Other Work:

- GDX Demo Day organization
- Shadow GDX Scrum Master and learn how to be a Scrum Master
 - meeting facilitation, JIRA support, problem solving, etc.
- Secretariat support for ADM Committee as appropriate
- Support and facilitation for the Policy Community of Practice

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

From: Cormack, Garrett GCPE:EX

Sent: Tuesday, February 13, 2018 9:02 PM

To: Cormack, Garrett GCPE:EX; Brownrigg, Caitlin GCPE:EX; Murphy, Savannah R GCPE:EX; Guglielmi, Irene Z GCPE:EX; Finnigan, Brooke GCPE:EX; Albert, Steve GCPE:EX; Bamford, Stephen A GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX; Pollock, Dan GCPE:EX

Subject: Coop/Internship Opportunity Discussion

When: Wednesday, February 14, 2018 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).

Where: GCPE s.15 (Seats 26 people) GCPE:EX

Explanation to follow.

Garrett

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Demo day!

Date: February 15, 2018 at 12:27 PM

To: Leckenby, Heidi GCPE:EX Heidi.Leckenby@gov.bc.ca

Cc: Gillian GCPE:EX Ruemke-Douglas Gillian.Ruemke-Douglas@gov.bc.ca, Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca

DP

Excellent.

Please let us know!

Dan

On Feb 15, 2018, at 10:53, Leckenby, Heidi GCPE:EX <Heidi.Leckenby@gov.bc.ca> wrote:

Sure, I'll check with Steve re:timing.

From: Ruemke-Douglas, Gillian GCPE:EX

Sent: Thursday, February 15, 2018 10:52 AM

To: Leckenby, Heidi GCPE:EX

Cc: Pollock, Dan GCPE:EX; Brownrigg, Caitlin GCPE:EX


Subject: Demo day!

Hi Heidi,

The call was put out this morning in stand-up looking for folks to demo their awesomeness in the next upcoming demo day. We immediately thought of you! Would you be able to present? I believe the next date is set for Feb. 26th. If you are interested, please reach out to Dan and Caitlin.

Cheers,

Gillian

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: Re: Comms Slides v17
Date: February 15, 2018 at 12:37 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Here's one (last?) update.

When I know the timing, I'll send off to Susan (or cut something).

Dan



Comms Council
Analyti...19.pptx

On Feb 15, 2018, at 12:26, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Sorry. Looks like my email was acting up. This just came through.

I'll review it right away.

How was the timing on your slides?

Dan

On Feb 15, 2018, at 11:18, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Attaching mods. Will review and time myself now.

Let me know when you sent it to Susan so I can close the ticket.

(Tip: In the ribbon you can go to "Review" -> "Compare" to see which slides were modified.. although the actual changes seem to be inverted)

From: Pollock, Dan GCPE:EX
Sent: February-15-18 10:46 AM
To: Yona, Daniel GCPE:EX
Subject: Re: Comms Slides v17

On Feb 14, 2018, at 19:20, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Here's what I got until tomorrow morning (happy with the subjects, maybe remove a few if 30-40 seconds a slide is too much). Also attaching some supporting images we can add to those slides.

<Comms Council Analytics Update - v17 - 2018-02-14.pptx><Screen Shot 2018-02-14 at 6.49.26 PM.png><Screen Shot 2018-02-14 at 6.48.26 PM.png>
<Screen Shot 2018-02-14 at 6.48.12 PM.png><Screen Shot 2018-02-14 at 6.33.18 PM.png><Screen Shot 2018-02-14 at 6.31.35 PM.png><Screen Shot 2018-02-14 at 6.29.37 PM.png><Screen Shot 2018-02-14 at 6.28.24 PM.png>

<Screen Shot 2018-02-14 at 6.28.17 PM.png><Screen Shot 2018-02-14 at 6.27.37 PM.png><Screen Shot 2018-02-14 at 6.17.29 PM.png><Screen Shot 2018-02-14 at 6.16.53 PM.png><Screen Shot 2018-02-14 at 6.16.33 PM.png><Screen Shot 2018-02-14 at 6.16.01 PM.png><Comms Council Analytics Update - v19 - 2018-02-19.pptx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Comms Slides v17
Date: February 15, 2018 at 12:57 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Then we should be golden.

Thanks!

Dan

On Feb 15, 2018, at 12:43, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Looks good! I was able to do it in 4:30 mins, but felt rushed so 5 would be ideal.

From: Pollock, Dan GCPE:EX
Sent: February-15-18 12:37 PM
To: Yona, Daniel GCPE:EX
Subject: Re: Comms Slides v17

Here's one (last?) update.

When I know the timing, I'll send off to Susan (or cut something).

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Phone call this afternoon
Date: February 15, 2018 at 1:07 PM
To: Forget, Charles SDPR:EX Charles.Forget@gov.bc.ca

DP

Hi Charles,

Are we still on?

You can reach me at (250)893-2497.

Dan

On Feb 15, 2018, at 09:10, Forget, Charles SDPR:EX <Charles.Forget@gov.bc.ca> wrote:

Hi Dan,

This time is great. Will call you then. Looking forward to it.

Thanks,
Charles

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

From: Pollock, Dan GCPE:EX

Sent: Wednesday, February 14, 2018 3:45 PM

To: Pollock, Dan GCPE:EX; Forget, Charles SDPR:EX

Subject: Call re: Analytics

When: Thursday, February 15, 2018 1:00 PM-1:15 PM (UTC-08:00) Pacific Time (US & Canada).

Where: Charles to phone Dan

How does this work for you?

You can reach me at (250)893-2497

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: Fwd: What is Surprising about Citizen Engagement
Date: February 15, 2018 at 3:09 PM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

What do you think?

Could be good :)

Dan

Begin forwarded message:

From: "Twynstra, Tanya L GCPE:EX" <Tanya.Twynstra@gov.bc.ca>
Subject: What is Surprising about Citizen Engagement
Date: February 15, 2018 at 14:28:01 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

I don't know this is what I am thinking...I'd like to change it up a bit from a presentation on a project which can get kind of stale.

Demo Day

Members of the citizen engagement team will talk about the reality of public engagement, this will be a light hearted look at some of things they hear repeatedly when planning an engagement, some of the assumptions staff make when doing an engagement and some of the comments that keep the team laughing and going when things are challenging. Hear about some of their favourite citizen stories and some bloopers from over the years.

Tanya Twynstra
Director, Citizen Engagement
GDX – Government Digital Experience Division
Government Communications and Public Engagement
4th floor, 617 Government Street | Victoria BC | 250-507-2163

To find out more about BC government citizen engagement opportunities please visit:

 govTogetherBC

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Phone call this afternoon
Date: February 15, 2018 at 3:30 PM
To: Forget, Charles SDPR:EX Charles.Forget@gov.bc.ca

DP

The cost for Webtrends varies depending on your needs, but is generally in line with \$50/month or so.

Snowplow will be more expensive, but not significantly so.

\$48 gets you a single profile to track your web property and 4 user accounts. (\$38 for the profile, \$2.50 for each user.)

Let me know if you have any other questions.

Dan

On Feb 15, 2018, at 09:10, Forget, Charles SDPR:EX <Charles.Forget@gov.bc.ca> wrote:

Hi Dan,

This time is great. Will call you then. Looking forward to it.

Thanks,
Charles

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

From: Pollock, Dan GCPE:EX

Sent: Wednesday, February 14, 2018 3:45 PM

To: Pollock, Dan GCPE:EX; Forget, Charles SDPR:EX

Subject: Call re: Analytics

When: Thursday, February 15, 2018 1:00 PM-1:15 PM (UTC-08:00) Pacific Time (US & Canada).

Where: Charles to phone Dan

How does this work for you?

You can reach me at (250)893-2497

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: WebTrends billing
Date: February 15, 2018 at 3:31 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca



Perfect.

Dan

| On Feb 15, 2018, at 15:14, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

| s.15,s.17

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: What is Surprising about Citizen Engagement
Date: February 15, 2018 at 4:11 PM
To: Tanya Twynstra Tanya.Twynstra@gov.bc.ca
Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Sounds great!

I'm looping in Caitlin, who will follow up with info about slides.

Dan

On Feb 15, 2018, at 14:28, Twynstra, Tanya L GCPE:EX <Tanya.Twynstra@gov.bc.ca> wrote:

I don't know this is what I am thinking...I'd like to change it up a bit from a presentation on a project which can get kind of stale.

Demo Day

Members of the citizen engagement team will talk about the reality of public engagement, this will be a light hearted look at some of things they hear repeatedly when planning an engagement, some of the assumptions staff make when doing an engagement and some of the comments that keep the team laughing and going when things are challenging. Hear about some of their favourite citizen stories and some bloopers from over the years.

Tanya Twynstra
Director, Citizen Engagement
GDX – Government Digital Experience Division
Government Communications and Public Engagement
4th floor, 617 Government Street | Victoria BC | 250-507-2163

To find out more about BC government citizen engagement opportunities please visit:

[<image001.png>](#)

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Feb Presentation for Demo Day
Date: February 15, 2018 at 4:11 PM
To: Craig Shutko Craig.Shutko@gov.bc.ca
Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Great!

I'm looping in Caitlin, who will follow up with info about slides.

Dan

On Feb 15, 2018, at 16:08, Shutko, Craig GCPE:EX <Craig.Shutko@gov.bc.ca> wrote:

Hi
BC Gov News DevOps project

The BC Gov News website has under gone a transformation. Not only has the code for the News.gov.bc.ca website been Open Sourced (making it fully available to the public), it has been redesigned to provide all of our news data available to any programmer who wants it via a publicly consumable API. Additionally, with help from the BC Developer Exchange it is now hosted in OpenShift, profoundly modernizing the speed/efficiency/work required to get changes into production and radically automating security, testing and deployment practices.

Presenters: Craig Shutko and Possibly – Anne Krutzman, Carolynn Hunter, George Walker – I'll have to confirm.

Cheers,
Craig

Craig Shutko

Senior Solutions Developer, Business & Communications Solutions
GDX - Government Digital Experience Division
Government Communications & Public Engagement
c. 778.678.6436

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Next Next Demo Day
Date: February 15, 2018 at 5:17 PM
To: Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca
Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Awesome!

Dan

On Feb 15, 2018, at 17:16, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Hi Caitlin -

Can you tentatively book me for doing the demo day that's about a month out?

Would be happy to do a presentation about my work on the FirstVoices project. Don't have quite enough time to prep for the one coming up.

s.22

Cheers,

Daniel

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: GDX and child care....
Date: February 15, 2018 at 10:37 PM
To: Savannah Murphy Savannah.Murphy@gov.bc.ca

DP

Works for me.

Dan

On Feb 15, 2018, at 22:37, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

No, it's me. I meant to send this to Dan Hilton, but outlook picked you instead. Thanks

Savannah

On Feb 15, 2018, at 10:27 PM, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

I think I may have missed something on this.

What's the story with MCFD?

Dan

On Feb 15, 2018, at 10:48, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

Hi everyone, following our conversation yesterday, we agreed to come back together early next week to outline our approach to MCFD and child care. I've set up some time for Tuesday post-budget madness.

Savannah Murphy

Director, Program Design
GDX - Government Digital Experience Division
Government Communications & Public Engagement
250 588-4488

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: template - SOW candidate selection

Date: February 15, 2018 at 10:39 PM

To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca

Cc: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca, Savannah Murphy Savannah.Murphy@gov.bc.ca

DP

Thanks for the update.

Do you have a sense of when Jess might be starting, given these developments?

Dan

On Feb 15, 2018, at 12:57, Guglielmi, Irene Z GCPE:EX <Irene.Guglielmi@gov.bc.ca> wrote:

Thanks Karen,

Deanna I will review the SBC submissions when they come in – will try to review them still this afternoon, but it will depend on when we receive them.

Dan, Savannah, flagging that the delay in receiving the SBC submissions may have an impact on project delivery.

Irene

From: Smith, Karen A GCPE:EX

Sent: Thursday, February 15, 2018 10:23 AM

To: Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX

Cc: Young, Deanna C GCPE:EX

Subject: RE: template - SOW candidate selection

Importance: High

I suggest I give them the 1.5 hours to resubmit.

No price to score

No breakdown on fiscal

If they submit like this next time you couldn't score.

From: Guglielmi, Irene Z GCPE:EX

Sent: Thursday, February 15, 2018 10:04 AM

To: Smith, Karen A GCPE:EX; Cormack, Garrett GCPE:EX

Cc: Young, Deanna C GCPE:EX

Subject: RE: template - SOW candidate selection

No. We need to review these today.

I would like Forgeux to submit for the OneStop work.

Thanks, Irene

From: Smith, Karen A GCPE:EX

Sent: Thursday, February 15, 2018 10:00 AM

To: Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX

Cc: Young, Deanna C GCPE:EX

Subject: RE: template - SOW candidate selection

Importance: High

Irene – NEED to talk re this – submission from Forgeux – do I reach out and give them a second chance to submit prior to noon. As received will be disqualified.

From: Guglielmi, Irene Z GCPE:EX
Sent: Thursday, February 15, 2018 9:18 AM
To: Cormack, Garrett GCPE:EX; Smith, Karen A GCPE:EX
Cc: Young, Deanna C GCPE:EX
Subject: RE: template - SOW candidate selection

Hi Garrett and Karen,
I've blocked off time at 1:00pm today for Deanna and myself to review the quotes for the SBC work.
Please email Deanna and I the documents after the noon deadline so we can conduct the review and selection process.

Thanks, Irene

Irene Guglielmi
Director, Strategic Design and Transformation
Government Digital Experience Division
T: 250.216.7038
<image001.png>
Service Design in the BC Public Service

From: Cormack, Garrett GCPE:EX
Sent: Tuesday, February 13, 2018 1:04 PM
To: Guglielmi, Irene Z GCPE:EX
Subject: RE: template - SOW candidate selection

From: Cormack, Garrett GCPE:EX
Sent: Tuesday, February 13, 2018 12:52 PM
To: Guglielmi, Irene Z GCPE:EX
Subject: template - SOW candidate selection

Here you go. If you need help tweaking to align with the SOW, let me know.

Garrett Cormack
Director, Corporate Planning & Delivery
GDx - Government Digital Experience Division
Government Communications & Public Engagement
Cell: 250-516-4179

Page 186

Withheld pursuant to/removed as

s.22

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Questions for Snowplow
Date: February 15, 2018 at 11:10 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Thanks,
Dan

—
Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 15, 2018, at 16:01, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

- What are the exact timelines for the migration work? (deadlines for milestones)
- How will we check-in with Snowplow to make sure that everything is going according to plan (daily check-ins?), and to update our internal stakeholders
- Is there a system where we can follow the progress?
- How and where would GDX staff be involved in the process? (how can we make sure we don't step on "each others toes" and provide value to the process)

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Questions for Snowplow
Date: February 15, 2018 at 11:10 PM
To: Ryan R GCPE:EX Janes Ryan.Janes@gov.bc.ca

DP

Thanks,
Dan

—

Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 15, 2018, at 17:28, Janes, Ryan R GCPE:EX <Ryan.Janes@gov.bc.ca> wrote:

It has to do with roles and responsibility when it comes to the migration. Am I just loading up the log files to the S3?

Ryan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Input Required: Review of COS Price Sheet for new billing system
Date: February 16, 2018 at 8:41 AM
To: Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca

DP

Sounds good on both counts.

Let me know when there's a demo.

Dan

On Feb 16, 2018, at 08:27, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

I'm going to tell him we're figuring it out, and ask for a demo in the meantime.

Would you like to be included too? Should be 5-10 mins.

From: Pollock, Dan GCPE:EX
Sent: February-15-18 10:40 PM
To: Yona, Daniel GCPE:EX
Subject: Re: Input Required: Review of COS Price Sheet for new billing system

How are you answering him on this? (Or are you waiting to figure out some of our open tickets?)

Dan

On Feb 15, 2018, at 16:37, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

FYI

From: Macpherson, Charles GCPE:EX
Sent: February-15-18 12:39 PM
To: Collopy, Jeff GCPE:EX; Yona, Daniel GCPE:EX; Skibo, Len GCPE:EX; Hewitt, Justin GCPE:EX
Cc: Wen, Fred GCPE:EX; Mellor, Carolyn E GCPE:EX; Bamford, Stephen A GCPE:EX
Subject: Input Required: Review of COS Price Sheet for new billing system

Hi everyone,

I've been working with Fred and others to create a **new billing system in SharePoint** that will enable us to remove iTop and the Access database for billing. I'd like to **confirm with the Product Owners that billing rates are up-to-date and relevant.**

I've pulled the price list from the current Service Agreement template from 2014, see below.
For each product owner, please either confirm everything is up to date or comment with proposed changes.

Jeff-CMS Lite:

- Can you confirm details of a new CMS Lite training set?

Justin-WordPress:

- Is storage still something we bill for? I have not seen this billed in recent years.

Dan-Analytics:

- Does this billing model hold, as we move into Looker/SnowPlow?

Len-Search:

- I assume you also have professional services based on a fixed quote?

All: Do we need a mutually agreed to update of the professional services rates? How do we determine which rate to charge?

If anyone would like a demo of the new billing system as it is today, please feel free to ask me.

| SERVICE | RATE | UNIT OF MEASUREMENT (UOM) | TYPE |
|---|------|------------------------------|------|
| CMS LITE PLATFORM COSTS | | | |
| Content Management System (CMS) Access | | | |

| | | | |
|--|------------|--|-------------------------------------|
| CMS License | \$ 5.00 | Each | Monthly |
| CMS Training | \$150.00 | Per student 6 hrs. up to 4 students | As requested |
| BLOG DEVELOPMENT AND HOSTING – WORDPRESS | | | |
| Standard Blog | \$3,500.00 | Each | Fixed Quote |
| Blog Maintenance | \$ 350.00 | Each | Monthly |
| Storage (free up to 500MB) | \$ 60.00 | Each | Gigabyte |
| Custom Requirements | TBD | | Based on professional service costs |
| Blog Training | \$ 100.00 | Per Student 2 hrs. up to 4 students | As requested |
| Professional Services | Varies | Hours or Project | Fixed Quote |
| WEB ANALYTICS AND REPORTING – WebTrends | | | |
| Profile | \$25.00 | Per Month | Monthly |
| User Account | \$ 2.50 | Per User | Monthly |
| Retention | \$13.00 | Per Collection | Monthly |
| Professional Services | Varies | Hours or Project | Fixed Quote |
| SEARCH | | | |
| Search Collections - Google | | | |
| Standard collection (up to 15,000 indexed documents) | \$75.00 | Per Collection | Monthly* |
| 15,001 – 100,000 indexed documents | \$150.00 | Per Collection | Monthly* |
| SERVICE REQUESTS – PROFESSIONAL SERVICES FEES | | | |
| Analyst | \$65.00 | Hours | Consumption** |
| Intermediate Analyst | \$85.00 | Hours | Consumption** |
| Senior Analyst | \$95.00 | Hours | Consumption** |
| Technical Analyst | \$100.00 | Hours | Consumption** |

- * Contact the Service Desk for information on other search features and applicable rates
- ** Professional services are billed in 15 minute increments, minimum 15 minute charge.

CHARLES MACPHERSON

Governance & Corporate Planning Specialist

GDX - Government Digital Experience Division

Government Communications & Public Engagement

Direct: 250 387 1796 | Mobile: 250 886 2348

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Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Request for Qualified Suppliers - Digital Services 18SOW_043_ServiceBC - Due Feb 15 noon
Date: February 16, 2018 at 11:31 AM
To: Jess McMullin jess@situ.org
Cc: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Davison, Maurna GCPE:EX Maurna.Davison@gov.bc.ca, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

Welcome aboard!

Dan

—
Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 16, 2018, at 11:28, Jess McMullin <jess@situ.org> wrote:

Karen and all,

Thank you! Looking forward to rejoining the team for this.

Talk soon,

Jess

Jess McMullin
Situ Strategy
jess@situ.org
780-709-9396
www.situ.org

On Fri, Feb 16, 2018 at 11:32 AM, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Hi Jess

Based on your proposal received against the SOW – 18-SOW-043 I would like to inform you that you are the successful proponent. Maurna is currently working on the documentation for the contract and we hope to have a package to you later today for signature. I have put the start date on the contract as Monday. Irene and her team will be connecting to get the work underway.

Karen

Karen Smith

Sr. Project Coordinator
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Cell: [250-589-5417](tel:250-589-5417) Office: [778-698-2120](tel:778-698-2120)

From: Jess McMullin [mailto:jess@situ.org]
Sent: Thursday, February 15, 2018 10:57 AM
To: Smith, Karen A GCPE:EX
Cc: Cormack, Garrett GCPE:EX

Subject: Re: Request for Qualified Suppliers - Digital Services 18SOW_043_ServiceBC - Due Feb 15 noon

Thanks!

Have a great weekend,

Jess

Jess McMullin

Situ Strategy

jess@situ.org

[780-709-9396](tel:780-709-9396)

www.situ.org

On Thu, Feb 15, 2018 at 11:54 AM, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Thanks Jess

Confirming receipt by deadline.

Karen

From: Jess McMullin [mailto:jess@situ.org]
Sent: Thursday, February 15, 2018 10:36 AM
To: Cormack, Garrett GCPE:EX
Cc: Smith, Karen A GCPE:EX

Subject: Re: Request for Qualified Suppliers - Digital Services 18SOW_043_ServiceBC - Due Feb 15 noon

Dear Garrett and Karen,

Thank you for the invitation to quote on this Statement of Work. Please find attached our quote.

I understand at this time of year it is preferable to take expenses in the current fiscal, and am open to discussing how we might shift expenses in the estimated budget split so that a greater percentage of the total is billed prior to March 31st. This is my best estimate of that split now, but may change on more detailed project planning.

Appreciate all the work you do to keep things running at GDX. Looking forward to hearing from you soon. If you could please confirm receipt of this quote, I'd appreciate that too.

Regards,

Jess

Jess McMullin

Situ Strategy

jess@situ.org

[780-709-9396](tel:780-709-9396)

www.situ.org

On Fri, Feb 9, 2018 at 10:20 AM, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Good Morning,

This SOW is being sent to three (3) suppliers who qualified in the Service Category for Service Design for Digital Advisory Services under RFQ17-NRTS002.

Issue Date: February 9, 2018

Response Date: On or before Thursday, February 15 noon **PST**, submit your complete response by email only to Karen.Smith@gov.bc.ca and Garrett.Cormack@gov.bc.ca.

If you have questions or require clarifications about the SOW please contact Garrett

Cormack Garrett.Cormack@gov.bc.ca. Questions and responses that have relevance for the submission will be shared with all parties.

| Digital Service Type | Effort and Availability | Period: |
|--|--|----------------------------------|
| Service Design: UX Researcher | Our team is based in Victoria and will require resource attend some scheduled meetings/workshops. Research may be required also in the lower mainland. Travel and accommodation, if applicable, will be within the terms set by the province and must be accounted for within the maximum project budget. | February 19, 2018 – May 31, 2018 |
| Total Estimated Hours: | Between 300 – 400 hours | |
| Maximum Project Budget: | Between \$65,000.00 – \$85,000.00 | |
| Response must include breakdown between cross-fiscal work and estimated travel requirements. | | |
| Terms of the province contract may indicate the option to renew for an additional period up to 3 months. | | |

Regards,

Garrett Cormack

Director, Corporate Planning & Delivery

GDX - Government Digital Experience Division
Government Communications & Public Engagement

| | Cell: 250-516-4179

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Connecting regarding IDO and GDX Analytics
Date: February 16, 2018 at 12:00 PM
To: Coad, Jeremy A JTT:EX Jeremy.Coad@gov.bc.ca
Cc: Wheatley, Sue JTT:EX Sue.Wheatley@gov.bc.ca

DP

How about 3pm on Monday?

Are you at Queen's Printers these days? I'm happy to come to you. (I may bring one or my team members as well.)

Dan

—

Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 16, 2018, at 11:35, Coad, Jeremy A JTT:EX <Jeremy.Coad@gov.bc.ca> wrote:

Sounds great – I'm game for Monday!

From: Pollock, Dan GCPE:EX
Sent: Friday, February 16, 2018 11:24 AM
To: Wheatley, Sue JTT:EX; Coad, Jeremy A JTT:EX
Subject: Connecting regarding IDO and GDX Analytics

Hi Sue and Jeremy,

Savannah Murphy suggested I reach out to one or both of you to talk about how we can align the outreach for our teams.

As the GDX Analytics Team, when we meet with colleagues in the BC Public Service, I want to make sure that we are best able to support the work you do and avoid any confusion between the work our team does and yours.

Also, I watched the video from Jeremy's presentation at Region to Region last week and I'm excited to see where the work is going. I'm making it required watching for everyone on my team. One thing you discussed was setting up a Data Community of Practice. We've been discussing an Analytics Community of Practice. I'd rather connect with and support one, than have two similar things set up.

Would either of you be available Monday after 2:30 or Tuesday, Wednesday, or Thursday for lunch perhaps?

Thanks,
Dan

—

Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement
4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Demo Day!
Date: February 16, 2018 at 12:42 PM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Already asked him for the blurb. (He stopped by to ask if he could present.)

So, with the others confirmed, we should have a nice number (and room for one more, if we need to).

Right?

Dan

—

Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 16, 2018, at 12:41, Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca> wrote:

Carolyn is a no, I haven't heard back from anyone yet. Do you want to ask David for a blurb for his presentation or should I?

You're missing David Wrate.

From: Pollock, Dan GCPE:EX
Sent: Friday, February 16, 2018 12:39 PM
To: Brownrigg, Caitlin GCPE:EX
Subject: Demo Day!

Hume wants to present as well.

That makes us full(ish), but we should be good.

My list sits at:

- Hume
- Tanya
- Craig
- Heidi
- (maybe) Carolyn

Am I missing anyone?

Dan
<Mail Attachment.eml>

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s.22

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca

Subject: Text Analysis

Date: February 16, 2018 at 1:04 PM

To: Marrville, Caelan JTT:EX Caelan.Marrville@gov.bc.ca, Seiterle, Dominic GCPE:EX Dominic.Seiterle@gov.bc.ca

DP

Caelan and Dominic,

Dominic leads the analytics work on the Citizen Engagement Team at GCPE.

Caelan works at IDO and has a deep background in text analysis.

Given the work you both do, I suspect you have a lot to talk about.

Dan

—

Lead Data Scientist

GDX – Government Digital Experience

Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Thanks for the call
Date: February 16, 2018 at 2:33 PM
To: Brian Mintz bmintz@aspeinc.com

DP

Excellent.

Thanks Brian,
Dan

—

Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 16, 2018, at 13:39, Brian Mintz <bmintz@aspeinc.com> wrote:

Hi Dan,

Thanks for allowing us to put together a proposal for Machine Learning & Predictive Analytics Boot Camp. I should have something in your hands next week that should open any further talking points for us to discuss. We look forward to the possibility of working with you all, so please stay tuned!

Kind regards,

Brian Mintz, ICP, SA
National Account Manager
ASPE Training
Phone: 919-816-1754
Cell: 919-622-5596
Email: bmintz@aspeinc.com

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca 
Subject: Fwd: What is Surprising about Citizen Engagement
Date: February 16, 2018 at 4:39 PM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Hey Caitlin, see below...

I'm inclined to support this, but happy to go either way. What do you think?

Dan

—
Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

Begin forwarded message:

From: "Twynstra, Tanya L GCPE:EX" <Tanya.Twynstra@gov.bc.ca>
Subject: RE: What is Surprising about Citizen Engagement
Date: February 16, 2018 at 15:30:16 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

Hey Dan, hope it is okay, but I'd like to do the Demo Day presentation without Powerpoint. Is that okay with you? I'd like to talk for a few minutes and then get the team to chime in for some stories and then I will wrap it up. A little talk show esque. Will that work?

From: Twynstra, Tanya L GCPE:EX
Sent: Thursday, February 15, 2018 2:28 PM
To: Pollock, Dan GCPE:EX
Subject: What is Surprising about Citizen Engagement

I don't know this is what I am thinking...I'd like to change it up a bit from a presentation on a project which can get kind of stale.

Demo Day

Members of the citizen engagement team will talk about the reality of public engagement, this will be a light hearted look at some of things they hear repeatedly when planning an engagement, some of the assumptions staff make when doing an engagement and some of the comments that keep the team laughing and going when things are challenging. Hear about some of their favourite citizen stories and some bloopers from over the years.

Tanya Twynstra
Director, Citizen Engagement

Director, Citizen Engagement
GDX – Government Digital Experience Division
Government Communications and Public Engagement
4th floor, 617 Government Street | Victoria BC | 250-507-2163

To find out more about BC government citizen engagement opportunities please visit:



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s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: What is Surprising about Citizen Engagement
Date: February 18, 2018 at 5:46 PM
To: Tanya Twynstra Tanya.Twynstra@gov.bc.ca
Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Sounds good.

Dan

—

Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 16, 2018, at 15:30, Twynstra, Tanya L GCPE:EX <Tanya.Twynstra@gov.bc.ca> wrote:

Hey Dan, hope it is okay, but I'd like to do the Demo Day presentation without Powerpoint. Is that okay with you? I'd like to talk for a few minutes and then get the team to chime in for some stories and then I will wrap it up. A little talk show esque. Will that work?

From: Twynstra, Tanya L GCPE:EX
Sent: Thursday, February 15, 2018 2:28 PM
To: Pollock, Dan GCPE:EX
Subject: What is Surprising about Citizen Engagement

I don't know this is what I am thinking...I'd like to change it up a bit from a presentation on a project which can get kind of stale.

Demo Day

Members of the citizen engagement team will talk about the reality of public engagement, this will be a light hearted look at some of things they hear repeatedly when planning an engagement, some of the assumptions staff make when doing an engagement and some of the comments that keep the team laughing and going when things are challenging. Hear about some of their favourite citizen stories and some bloopers from over the years.

Tanya Twynstra
Director, Citizen Engagement
GDX – Government Digital Experience Division
Government Communications and Public Engagement
4th floor, 617 Government Street | Victoria BC | 250-507-2163

To find out more about BC government citizen engagement opportunities please visit:

| <image001.png>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: REMINDER: SLIDES - Comms Council Presenters
Date: February 18, 2018 at 5:47 PM
To: Parhar, Susan PSA:EX Susan.Parhar@gov.bc.ca

DP

Sounds good.

Dan

—
Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 16, 2018, at 15:41, Parhar, Susan PSA:EX <Susan.Parhar@gov.bc.ca> wrote:

Hi Dan,

Thanks again for the slides. I tried to paste them into the master but for some reason the blue footer, the BC gov logo and the yellow line doesn't work. I think it's because you're using Master style sheets. Your presentation is very clean and nice. So what I'll do is just bring it up separately. So don't worry. It'll be as you have it, but we'll just pause for a few secs while I take mine down and put yours up. Hope that makes sense. And so sorry about the confusion.

Susan

From: Pollock, Dan GCPE:EX
Sent: Friday, February 16, 2018 8:51 AM
To: Parhar, Susan PSA:EX
Subject: Re: REMINDER: SLIDES - Comms Council Presenters

Excellent.

See you Monday.

Dan

On Feb 16, 2018, at 08:45, Parhar, Susan PSA:EX <Susan.Parhar@gov.bc.ca> wrote:

Thanks Dan. I'm in a meeting all morning but will confirm this afternoon.
Should be jusy fine.

Sent from my iPhone

On Feb 15, 2018, at 3:28 PM, Pollock, Dan GCPE:EX
<Dan.Pollock@gov.bc.ca> wrote:

How's this?

Dan

<Comms Council Analytics Update - v21 4x3 - 2018-02-19.pptx>

On Feb 15, 2018, at 15:16, Pollock, Dan GCPE:EX
<Dan.Pollock@gov.bc.ca> wrote:

I'll fix it and resend.

Dan

On Feb 15, 2018, at 13:49, Parhar, Susan
PSA:EX <Susan.Parhar@gov.bc.ca>
wrote:

Hi Dan – the slide animation works just fine. The only concern is everyone else is using the standard PPT template and you are using the wide one, so some of the bottom gets cut off (e.g. none of the bottom blue bars show up). Is there any way for you to put it into the standard sized ppt deck? It's not a huge deal, it works as is, but thought I'd let you know.

Susan

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 15, 2018 12:59 PM
To: Parhar, Susan PSA:EX
Subject: Re: REMINDER: SLIDES - Comms Council Presenters

Hi Susan,

How does this look to you?

If there's trouble with any of the animations when you merge it, let me know and I can send a simplified version if need be.

Thanks,
Dan

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Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Data Stream Sprint Review and Planning Session
Date: February 18, 2018 at 11:22 PM

To: Sachen.Macdonald@gov.bc.ca, Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Janes, Ryan R GCPE:EX Ryan.Janes@gov.bc.ca, Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca

DP

Hey folks,

Ahead of our sprint planning and review, please take a look at your tickets.

Is there anything you can close before we end Sprint 4? Anything that needs another comment?

Also, please take a look at the backlog:

- Are there tickets slotted for Sprint 5 that need to be bumped back?
- Are there tickets in the backlog (or later sprints) that we should move up to Sprint 5?
- Is there anything in Sprint 5 that needs a better name or description? If you can't answer it yourself, please post a comment asking for details.

Thanks!

Dan

From: Sachen.Macdonald@gov.bc.ca
When: 11:00 - 12:30 February 19, 2018
Subject: Data Stream Sprint Review and Planning Session
Location: Team Room @ the CSI Lab

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Declined: Aggregated Roadmap - your team's work
Date: February 18, 2018 at 11:41 PM
To: Crossley, Paul GCPE:EX Paul.Crossley@gov.bc.ca
Cc: Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca

DP

On Feb 16, 2018, at 16:38, Crossley, Paul GCPE:EX <Paul.Crossley@gov.bc.ca> wrote:

Thanks for this Steve & Dan.

Assuming this is accurate, I have a few questions that are specific to an aggregated roadmap, and less specific about actual activities, licenses, agreements etc.

Looking at this holistically, is there a portion of "Analytics" that is focused on replacing Webtrends, and another portion of "Analytics" that's focused on delivering something for PDS? For example, I don't view the need for a new Search appliance by Apr 2019 (as told to me by Len the other day) as a PDS-specific function, feature, need etc., but it is critical overall, since after that date Google ceases to exist and therefore PDS business is significantly impacted. Likewise, are there elements of Analytics that are for the direct benefit of PDS, but which significantly impact PDS if not delivered/completed?

We are building a unified approach to web analytics and service analytics using Snowplow and Looker.

The web analytics portion replaces Webtrends. The service analytics portion is new. Both are key components of PDS.

They are important to help identify priority areas for focusing PDS efforts and providing metrics for to drive service improvements and measure the impact of those improvements.

So, some quick questions:

1. Snowplow is "installed" mid-April?
 1. I always hear about Looker when anyone talks about Snowplow. Is this delivered already?

They will be delivered together.

Both are live in test environments now. The final launch date is likely going to be determined by contract approval timing.

2. Should PDS be concerned about CloudBC work?
3. Khafka cluster is in aide of what product or feature?

If we can't use Snowplow and Looker on AWS, the alternative (more complex path) is using an Kafka on-prem. We are hoping we don't have to do this.

2. Does 're-look at preventing legislation' mean anything for PDS? I'm not sure if this means you need to look at stopping legislation, or you need to look at changing legislation.
3. Does AWS contract mean AWS is available for use?
 2. If so, enabling/helping what product or feature?

We are working on the contract now.

- 6. Create core dashboards – is that the same as CMSL dashboard, or does it enable CMSL dashboard?
- 3. If not, who/what is core dashboard for, or in aide of?

These are web analytics dashboards in CMS Lite. They are intended to replace Webtrends.

- 7. May 2018 widget development and associated features (call centre, click to chat) – are these delivered or for internal use only?
- 4. Any further development of these widgets (are these micro services) beyond May?

We hope to begin work on other analytics integrations and implementations in May, after completing the pilot project with Service BC.

- 8. MVP Service Queue Management. Is Analytics team delivering this?
- 5. Is there anything to be developed beyond MVP to be included on roadmap (future versions, beyond MVP)?

Part of our project is to integrate service analytics into the Service BC Queue Management System (CFMS)

- 9. When is “intake model” and “governance model” delivered?
- 6. Is this exclusively Analytics team work?
- 7. Is this impactful to PDS, or just useful for Analytics client intake?

This part is for analytics. It will be integrated with other intake and governance processes in PDS and at GDx.

- 10. When is Prizm5 delivered?
- 8. Future versions or enhancements?
- 9. This aides recommendation engine?

This is for a demographic model based service recommendation engine.

Our early estimate is for Q2 FY 18/19 - Roll-out production Prizm.

To sum up, I’m looking to understand business values of the listed activities insofar as PDS is concerned.

s.13,s.17,s.22

At this point, I’m not interested in licensing, contract signatures or anything beyond delivery of business value.

s.13,s.17

I hope this helps.

Dan

From: Albert, Steve GCPE:EX
Sent: Friday, February 16, 2018 1:50 PM
To: Crossley, Paul GCPE:EX
Cc: Pollock, Dan GCPE:EX
Subject: RE: Declined: Aggregated Roadmap - your team's work

Hi Paul,

Sorry you couldn't join us today. Dan and I met anyway and I gathered the following. Dan, please have a look to ensure I captured things accurately.

s.13,s.17

- Transition all Webtrends clients, gov and non-gov legacy Webtrends to general reporting via Looker
 - Finalize cost model
 - Finalize Snowplow licensing
 - Create Core dashboards (mirroring most of what Webtrends does now)
 - Historical data migration
- **March 2018** - Present to ADM Committee
 - **Inform**s Intake model (priority and approach) for custom SnowPlow/Looker configurations (e.g. PayBC)
- **May 2018** - Application and/or Non-digital service widget development for analytics tracking (e.g. to track end-to-end service experience journey)
 - Link metadata in Snowplow to report out on click-throughs
 - Call Centre
 - Click to Chat
 - **Q3 2018** - Complete one or two service analytics projects
 - Establishes reusable components
- **March 31, 2018** - MVP for ServiceBC Queue Management System
 - s.13,s.17
 - Informs Dashboard strategy around instrumentation and validation of useful data
 - Informs Intake and Governance model (including time to complete estimates per service journey) to inform presentation to ADM Committee
 - Mitigation: Can be delayed as late as April/May 2018
- Note: Extended Webtrends licensing by 3 months (to end June) - no 'dark period'
 - Data collected by both systems for a period to compare data and validate against Snowplow live data to identify any issues with configuration/migration

Snowplow live data to identify any issues with configuration/migration

- Ongoing Customer Outreach
 - **March 16, 2018** - Co-design workshop; GDX, IAC, Specific stakeholders and Webtrends users across gov to elicit possible service changes/enhancements around:
 - Training support needs (Webinars, in-person, etc)
 - Analytics use cases and statistical report usage
 - Favorite/most important report types
 - Current challenges/blockers
 - Dreams and goals/ideas
 - Hands-on demo with Pro-User Looker
 - Prizm5 Acquisition and Implementation
 - Demographic engine modelling to help prioritize services
 - Population segments services have higher affinity to (e.g. based on postal code)
 - **Q1 FY 18/19** - Partner outreach (to allow access to data)
 - Security Analysis
 - Base model data (e.g. census data) to start
 - **March 31, 2018** - Acquire and Implementation plan
 - **Q2 FY 18/19** - Roll-out production Prizm
 - **Q3/Q4 FY 18/19** - Implement in gov.bc.ca as Recommendation engine replacement
 - Dependencies:
 - Service Design resource availability
 - ServiceBC responsiveness
- s.13,s.17
- IDO
 - Eg. Conflate co-sponsored Analytics and Data CoPs
 - PDS Intake - governance (line up with Service Design, PDS program) - early instrumentation to get baseline data (standardized instrumentation around Orbeon forms)
- Resources:
 - Dan Pollock @100%
 - Dan Yona @ 80% until EOF, then 100%
 - Ryan Janes @ 100%
 - Adam Ell @ 100%
 - Future may include cost-recovery based staffing pending volume
 - Adam and Ryan J - Initial focus on service standing up, migration and some instrumentation
 - Service Designer(s)
 - SnowPlow professional services (included in SnowPlow license)
 - Looker professional services
 - Prizm 5 - Environics professional services
 - s.13,
 - s.13,s.17

Steve Albert

Director, Online Service Solutions
C: 250-508-1481

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

From: Crossley, Paul GCPE:EX

Sent: Friday, February 16, 2018 8:36 AM

To: Albert, Steve GCPE:EX

Subject: Declined: Aggregated Roadmap - your team's work

When: Friday, February 16, 2018 10:00 AM-11:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: GCPE s.15

GCPE:EX

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: NOW DUE ASAP: Accomplishments/Highlights/Stats Request
Date: February 19, 2018 at 8:22 AM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Thanks!

Dan

—

Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 16, 2018, at 10:41, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Hey! Dug this up to get a certain number (pages in Gov.bc.ca), but could also be a good casual read to understand some of the other services in GDX (and how we can improve the stats and KPIs we report on ;)).

From: Albert, Steve GCPE:EX
Sent: June-13-17 3:21 PM
To: Collopy, Jeff GCPE:EX; Nevin, Daniel GCPE:EX; Ruemke-Douglas, Gillian GCPE:EX; Yona, Daniel GCPE:EX; Hallas, Ian GCPE:EX; Skibo, Len GCPE:EX; Hewitt, Justin GCPE:EX
Subject: FW: NOW DUE ASAP: Accomplishments/Highlights/Stats Request

FYI

Steve Albert

Director, Online Service Solutions
C: 250-508-1481

From: Albert, Steve GCPE:EX
Sent: Tuesday, June 13, 2017 10:18 AM
To: Croft, Robyn J GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Bamford, Stephen A GCPE:EX; Wrate, David GCPE:EX
Cc: Champion, Denise GCPE:EX; Moser, Walter GCPE:EX; Butler, Jason GCPE:EX; Murphy, Savannah R GCPE:EX
Subject: RE: NOW DUE ASAP: Accomplishments/Highlights/Stats Request

Online Service Solutions' top highlights include:

- Enhanced self-serve features and filtering options for content management and search, resulting in an average of 30% growth in corporate web assets and over 80 content-rich enhanced search instances across gov.bc.ca
- Gov.bc.ca/Search provide multilingual interfaces for French, Chinese (Simplified), Chinese (Traditional), Japanese and Korean)
- Achieved no known issues for Accessibility against government accessibility standards (Accessibility 2024)
- Enabled quick time to market 'feature'/campaign gov.bc.ca sub-sites for marketing-communications
- Applied an enterprise modular implementation of WordPress to design responsive, user-friendly, accessible websites that are efficient, low-cost, consistent, and high-quality
- Completed comprehensive market and security analysis for web analytics replacement options

Attached is my year in review doc as well.

Cheers,

Steve Albert

Director, Online Service Solutions
C: 250-508-1481

From: Croft, Robyn J GCPE:EX
Sent: Monday, June 12, 2017 2:28 PM
To: Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Bamford, Stephen A GCPE:EX; Wrate, David GCPE:EX
Cc: Champion, Denise GCPE:EX; Moser, Walter GCPE:EX; Butler, Jason GCPE:EX; Murphy, Savannah R GCPE:EX

Subject: NOW DUE ASAP: Accomplishments/Highlights/Stats Request
Importance: High

Hi all, we've had a change in timelines and this request is now due **as soon as possible** – please send what you can **by this afternoon or tomorrow morning** per details below.

Thanks,
Robyn

From: Croft, Robyn J GCPE:EX
Sent: Friday, June 9, 2017 3:25 PM
To: Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Bamford, Stephen A GCPE:EX; Wrate, David GCPE:EX
Cc: Champion, Denise GCPE:EX; Moser, Walter GCPE:EX; Butler, Jason GCPE:EX; Murphy, Savannah R GCPE:EX
Subject: FOR ACTION: Accomplishments/Highlights/Stats Request (due by June 14 at 10:00am)
Importance: High

Good afternoon,

Further to discussion at the Senior Management meeting, please forward **up to 6 or 7 significant accomplishments/highlights** from your area for **2016/17** to be included in transition materials. Please include **supporting stats** where appropriate as well.

These are required by ~~Wednesday, June 14, 2017 at 10:00am.~~

Many thanks,
Robyn Croft
Corporate Planning Officer
GDX - Government Digital Experience Division
250 812-4589 cell

Government Communications and Public Engagement
4th Floor, 617 Government St | PO Box 9409 STN Prov Govt, Victoria BC V8W 9V1
www.gov.bc.ca/gcpe

<OSS_YearInReview_June2017.docx>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca 
Subject: Re: Measuring Success Panel Dry Run
Date: February 19, 2018 at 9:25 AM
To: Samantha Magnus Samantha.Magnus@gov.bc.ca
Cc: MacKenzie, Dan JTT:EX Dan.MacKenzie@gov.bc.ca, Laporte, Dan HLTH:EX Dan.Laporte@gov.bc.ca

DP

Here's a draft I'd like to try out with the group.

Dan



Service
Analyti...3.pptx

On Feb 19, 2018, at 09:09, Magnus, Samantha A HLTH:EX <Samantha.Magnus@gov.bc.ca> wrote:

Hi Dan's

Just a note that I don't have slides for any of you. If you email them to me I will load them up to the computer in s.15 in few minutes before 10am.

Thanks!
Sam

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

From: Magnus, Samantha A HLTH:EX
Sent: Thursday, January 18, 2018 9:31 AM
To: Magnus, Samantha A HLTH:EX; MacKenzie, Dan JTT:EX; Pollock, Dan GCPE:EX; Laporte, Dan HLTH:EX; Skrigitil, Mikhail HLTH:EX
Cc: Richards, Heather A HLTH:EX; Skripnitchenko, Anatoli HLTH:EX; Scott, David J HLTH:EX; Oh, Jinhwa HLTH:EX
Subject: Measuring Success Panel Dry Run
When: Monday, February 19, 2018 10:00 AM-11:00 AM (UTC-08:00) Pacific Time (US & Canada).
Where: HLTH s.15 HLTH:EX

Somehow I moved this temporarily to Saturday? Please ignore that!

Agenda

- Review any questions or action items (5min)
- Presentations: LaPorte, Pollock, MacKenzie (40min)
- Comments/reflections (15min – 5min/presenter)

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: JIRA!
Date: February 19, 2018 at 11:20 AM
To: Dixon, Jane GCPE:EX Jane.Dixon@gov.bc.ca

DP

Any word on adding the new ticket types?

Dan

On Feb 6, 2018, at 10:13, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Not time sensitive at all, but nice to have.

Just let me know when you fit it into your workflow and we'll be happy to see it.

Dan

On Feb 6, 2018, at 07:48, Dixon, Jane GCPE:EX <Jane.Dixon@gov.bc.ca> wrote:

Good morning Dan

Glad they worked out. Again, thanks for the patience in waiting till after your sprint was completed.

Yes I can add both of those in. However, I just want to validate the issue type scheme that you are using is also being used by 14 other projects. This is a simple enough fix but I will have to do some maneuvers and testing. How critical is this that you need it done by?

Jane

From: Pollock, Dan GCPE:EX
Sent: Monday, February 5, 2018 4:26 PM
To: Dixon, Jane GCPE:EX
Subject: JIRA!

Thank you again for the changes to JIRA.

We used every one of them already today.

I've got one more question to ask though...

There are a number of Issue Types we're not using. At the moment the only options are Story, Epic, and Bug. Would it make sense to activate a couple more?

The ones I'm looking at that might be useful are:

- ☒ Approval
- ☒ Vendor Request

These aren't necessary, but it might help us organize things better if we can use them

These aren't necessary, but it might help us organize things better if we can use them.

Is there a problem with adding more? (I definitely don't want to make a mess for people.)

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Demo Day February 26, 2-4
Date: February 19, 2018 at 1:10 PM
To: Leckenby, Heidi GCPE:EX Heidi.Leckenby@gov.bc.ca
Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

No problem.

Should we slot you in for next month?

Dan

On Feb 19, 2018, at 09:58, Leckenby, Heidi GCPE:EX <Heidi.Leckenby@gov.bc.ca> wrote:

Hi all, thanks for getting the next demo day on the hop.

I'm going to have to withdraw from this round as I don't believe there will be enough time to deliver an effective presentation for Monday.

Also, the scope of my talk would be purely accessibility and inclusive design focus ... will be a very informative session. The gov description proposed is not in our sights at this stage.

Thanks a bunch,
Heidi

From: Brownrigg, Caitlin GCPE:EX
Sent: Friday, February 16, 2018 5:37 PM
To: Twynstra, Tanya L GCPE:EX; Leckenby, Heidi GCPE:EX; Wrate, David GCPE:EX; Shutko, Craig GCPE:EX
Subject: RE: Demo Day February 26, 2-4

Hi All,
I haven't heard back from any of you. Please confirm your interest in participating in Demo day by Monday at 10 am. Let me know if you'd like to edit the overview of your presentation as well.

Thanks,
Caitlin

From: Brownrigg, Caitlin GCPE:EX
Sent: Thursday, February 15, 2018 4:44 PM
To: Twynstra, Tanya L GCPE:EX; Mellor, Carolyn E GCPE:EX; Leckenby, Heidi GCPE:EX; Wrate, David GCPE:EX; Shutko, Craig GCPE:EX
Subject: Demo Day February 26, 2-4

Hi Team,
I'm excited about this Demo day! I've pulled together some information about your presentation that will be circulated with the invitation and that David will use to introduce your presentation. Please review and send edits to me by end of day tomorrow. The invitation will go out to GCPE on Monday. Next week, Dan will follow up with information about the coach that you will be paired with.

What is surprising about Citizen Engagement

Presenter: Tanya Twynstra

Overview: Members of the citizen engagement team will talk about the reality of public engagement, this will be a light hearted look at some of things they hear repeatedly when planning an engagement, some of the assumptions staff make when doing an engagement and some of the comments that keep the team laughing and going when things are challenging. Hear about some of their favourite citizen stories and some bloopers from over the years.

Gov.bc.ca Part 2: Results and Next steps

Presenter: Heidi Leckenby

Overview: A high-level overview of how the service design and COS teams worked together to better understand the experience of people who use gov.bc.ca, the results we gleaned and the opportunities identified by our cross-government partners and divisional colleagues.

Security and Privacy 101

Presenters: David Wrate

Overview: Everything you need to know about security and privacy at GDX but were too afraid to ask...

BC Gov News DevOps project

Presenters: Craig Shutko, Anne Krutzman, Carolynn Hunter, George Walker

Overview: The BC Gov News website has under gone a transformation. Not only has the code for the News.gov.bc.ca website been Open Sourced (making it fully available to the public), it has been redesigned to provide all of our news data available to any programmer who wants it via a publicly consumable API. Additionally, with help from the BC Developer Exchange it is now hosted in OpenShift, profoundly modernizing the speed/efficiency/work required to get changes into production and radically automating security, testing and deployment practices.

Thanks!

Caitlin Brownrigg

Manager, Program Implementation and Planning
GDX - Government Digital Experience Division
Government Communications & Public Engagement
250 216-1166

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: IDO and GDX Analytics
Date: February 19, 2018 at 1:58 PM
To: Coad, Jeremy A JTT:EX Jeremy.Coad@gov.bc.ca

DP

Will do.

Dan

On Feb 19, 2018, at 13:22, Coad, Jeremy A JTT:EX <Jeremy.Coad@gov.bc.ca> wrote:

Dan, give me a call when you arrive – I'll need to come down to the lobby and bring you up.

250 507-8649

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

From: Pollock, Dan GCPE:EX

Sent: Friday, February 16, 2018 12:37 PM

To: Pollock, Dan GCPE:EX; Coad, Jeremy A JTT:EX; Wheatley, Sue JTT:EX

Subject: IDO and GDX Analytics

When: Monday, February 19, 2018 3:00 PM-4:00 PM (UTC-08:00) Pacific Time (US & Canada).

Where: s.15 - Queen's Printer

Hi Sue and Jeremy,

Savannah Murphy suggested I reach out to one or both of you to talk about how we can align the outreach for our teams.

As the GDX Analytics Team, when we meet with colleagues in the BC Public Service, I want to make sure that we are best able to support the work you do and avoid any confusion between the work our team does and yours.

Also, I watched the video from Jeremy's presentation at Region to Region last week and I'm excited to see where the work is going. I'm making it required watching for everyone on my team. One thing you discussed was setting up a Data Community of Practice. We've been discussing an Analytics Community of Practice. I'd rather connect with and support one, than have two similar things set up.

Would either of you be available Monday after 2:30 or Tuesday, Wednesday, or Thursday for lunch perhaps?

Thanks,

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: Fwd: Proposal for Machine Learning & Predictive Analytics Boot Camp
Date: February 19, 2018 at 2:57 PM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca

DP

Hi Garrett and Steve,

Coming out of our Q4 spending conversation, I was tasked with following up regarding the Machine Learning & Predictive Analytics Boot Camp.

I spoke with them last week about the possibility of offering the course for us here. See below for a proposal from them.

(This course is relatively new, so they aren't sure when next they will offer the "online live" version, so we likely have to request a dedicated course.)

Happy to discuss further.

Dan

Begin forwarded message:

From: Brian Mintz <bmintz@aspeinc.com>
Subject: **Proposal for Machine Learning & Predictive Analytics Boot Camp**
Date: February 19, 2018 at 07:10:52 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

Hi Dan,

It was great speaking with you last week, and as promised, I am sending you over a proposal for us to come onsite and deliver our Machine Learning & Predictive Analytics Boot Camp for your team. Take a few moments to review the information, and let's reconnect to ensure we have provided what you require and to answer any questions you may have. If I haven't heard from you sooner, I will make a note to give you a quick call on Wednesday. Thanks.

Kind regards,

Brian Mintz, ICP, SA
National Account Manager
ASPE Training
Phone: 919-816-1754
Cell: s.22
Email: bmintz@aspeinc.com



ASPE_GovtBC_M
LandP...18.pdf

Page 227

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Proposal for Machine Learning & Predictive Analytics Boot Camp
Date: February 19, 2018 at 7:06 PM
To: Brian Mintz bmintz@aspeinc.com

DP

Thanks Brian.

I'll bring it to my team and get back to you.

It likely won't be until next week, but I'll give them a push to reply quickly.

Much appreciated,
Dan

On Feb 19, 2018, at 07:10, Brian Mintz <bmintz@aspeinc.com> wrote:

Hi Dan,

It was great speaking with you last week, and as promised, I am sending you over a proposal for us to come onsite and deliver our Machine Learning & Predictive Analytics Boot Camp for your team. Take a few moments to review the information, and let's reconnect to ensure we have provided what you require and to answer any questions you may have. If I haven't heard from you sooner, I will make a note to give you a quick call on Wednesday. Thanks.

Kind regards,

Brian Mintz, ICP, SA
National Account Manager
ASPE Training
Phone: 919-816-1754
Cell: s.22
Email: bmintz@aspeinc.com

<ASPE_GovtBC_MLandPABC.2.19.2018.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Measuring Success Panel Dry Run

Date: February 19, 2018 at 7:12 PM

To: MacKenzie, Dan JTT:EX Dan.MacKenzie@gov.bc.ca

Cc: Samantha Magnus Samantha.Magnus@gov.bc.ca, Laporte, Dan HLTH:EX Dan.Laporte@gov.bc.ca, Whitley, Rebecca HLTH:EX Rebecca.Whitley@gov.bc.ca

DP

Welcome aboard!

Dan

On Feb 19, 2018, at 18:27, MacKenzie, Dan JTT:EX <Dan.MacKenzie@gov.bc.ca> wrote:

Hi Rebecca, great to have your team on the panel!

Sent from my iPhone

On Feb 19, 2018, at 5:48 PM, Magnus, Samantha A HLTH:EX <Samantha.Magnus@gov.bc.ca> wrote:

Dear Dan's,

Rebecca Whitley will be taking Dan LaPorte's place on the measuring success panel. s.22
s.22 and I'm very much looking forward to Friday with you all ☺

Thanks again for your time and attention to this event to date.

Warmly,
Sam

Samantha Magnus | Health Economist

Methodologies and Cross Sector Analysis

Health Sector Information, Analysis and Reporting Division | Ministry of Health

phone: 250-952-3656 | email: samantha.magnus@gov.bc.ca

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

From: Magnus, Samantha A HLTH:EX

Sent: Thursday, January 18, 2018 9:31 AM

To: Magnus, Samantha A HLTH:EX; MacKenzie, Dan JTT:EX; Pollock, Dan GCPE:EX; Laporte, Dan HLTH:EX; Skrigitil, Mikhail HLTH:EX

Cc: Richards, Heather A HLTH:EX; Skripnitchenko, Anatoli HLTH:EX; Scott, David J HLTH:EX; Oh, Jinhwa HLTH:EX

Subject: Measuring Success Panel Dry Run

When: Monday, February 19, 2018 10:00 AM-11:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: HLTH s.15 · HLTH:EX

Somehow I moved this temporarily to Saturday? Please ignore that!

Agenda

- Review any questions or action items (5min)
- Presentations: LaPorte, Pollock, MacKenzie (40min)
- Comments/reflections (15min – 5min/presenter)

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Trip to Vernon on March 1st
Date: February 19, 2018 at 7:12 PM
To: Gillani, Karim CITZ:EX Karim.Gillani@gov.bc.ca, Jess McMullin jess@situ.org
Cc: Zhang, Fei MTIC:EX Fei.Zhang@gov.bc.ca, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

Hi Karim and Fei,

Jess McMullin (CCed on this email) started today as our Service Design support on this and other Service BC projects underway. With him on board, things will be moving very much faster on our end now.

If you haven't all met, we should arrange a quick call to get acquainted.

Daniel Yona, Jess and I will be travelling to Vernon for March 1st. Our plan is to get in the night before and be there to start in the morning. We can do what we need in Vernon in one day (both for the Service Analytics piece and the other research Service Design needs to to). Jess will be leading us on the trip.

We may want to go to Kamloops or Kelowna as well. Would that work for you? Jess can provide more details.

Jess will be setting up additional field research, likely on the Island. He'll be in touch.

Now that we have our Service Design team in place, in addition to the field research, we want to get moving on our Service Design mapping sessions with our team and yours. This will likely be two 2-3 hour sessions, as soon as we can realistically host them. Whom do you expect we'll need on your end?

Do you think the morning of Tuesday, February 27th might work?

Dan

On Feb 14, 2018, at 14:20, Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca> wrote:

I am planning to be at Vernon for the morning of March 1st, then travelling to a management team meeting for CFMS demo on March 2nd in Kamloops then flying that evening or the next.

Is one day sufficient for your team? Or did you need more?

Karim

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 14, 2018 1:38 PM
To: Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca>
Cc: Zhang, Fei MTIC:EX <Fei.Zhang@gov.bc.ca>
Subject: Re: Trip to Vernon on March 1st

Hi Karim,

Daniel Yona and I will be joining on March 1st.

Service Design will likely be joining as well, but aren't able to confirm that yet.

What are your travel plans? What do you need to know from us?

Thanks for your patience on this.

Dan

On Feb 13, 2018, at 16:34, Gillani, Karim CITZ:EX
<Karim.Gillani@gov.bc.ca> wrote:

Any update?

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: "Gillani, Karim CITZ:EX" <Karim.Gillani@gov.bc.ca>
Date: 2/13/18 12:38 PM (GMT-08:00)
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>
Subject: RE: Trip to Vernon on March 1st

Thank you as I am now in a rush to book flights and plan based on their response.

Karim

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 13, 2018 10:41 AM
To: Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca>
Subject: Re: Trip to Vernon on March 1st
Importance: High

I haven't got an answer back from the Service Design Team yet.

I'll head over to GCPE to find them in person to ask today.

Sorry for the delay.

Dan

On Feb 7, 2018, at 15:02, Gillani, Karim CITZ:EX
<Karim.Gillani@gov.bc.ca> wrote:

Hi Dan,

As per our discussion last week, can you confirm if your GDX team can come to Vernon on March 1st?

Karim Gillani

Digital Services Architect, Strategic Services

Service BC

Ministry of Citizens' Services

T: 778-698-2055 | C: 250-507-1591 | Web:

<http://www.servicebc.gov.bc.ca>

"Access to government services made easy"

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Draft Outline for Service BC Measurement Map Workshop Sessions
Date: February 20, 2018 at 12:04 AM
To: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca
Cc: Jess McMullin jess@situ.org

DP

Agreed.

Dan

On Feb 19, 2018, at 16:39, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Dan and I chatted briefly about that as a possibility as well. Although he did express concern about needing to get these pieces done sooner than later so that his team can continue on with their work. We will have a better sense of timing after the governance meeting tomorrow.

Thanks!
D

From: Jess McMullin <jess@situ.org>
Date: Monday, February 19, 2018 at 3:57 PM
To: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Cc: Dan Pollock <Dan.Pollock@gov.bc.ca>
Subject: Re: Draft Outline for Service BC Measurement Map Workshop Sessions

We could also look at a second workshop session the week of the 5th if we can't pull back to back sessions on Tues/Wed next week...

J

Jess McMullin
Situ Strategy
jess@situ.org
780-709-9396
www.situ.org

On Mon, Feb 19, 2018 at 2:41 PM, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Hi Jess. Here is the high-level plan Meg put together for me. On our side we will need to pull a bit of a deck together for the sessions but should be fairly easy to pull this off next week as long as the ServiceBC team has the availability. As discussed, we will confirm this at the Service BC project governance meeting tomorrow afternoon.

Ideal – 2 sessions in the same week

Session #1; 2 – 3 hours

- Intro to measurement mappina/service analvtics canvas - how the canvas works.

what to expect in the two sessions

- Users, Activities and Channels
- Current goals for the service
- Current data collection in place

Session #2; 2 – 3 hours

- Review goals written in session 1
- KPI examples and how tos
- Write KPIs together
- Discuss how to measure the KPIs - any new data collection needed? Any current data collection that can be stopped?
- Governance and reporting - Who do you need to partner with for collection, if anyone? How frequently will you need to report?

NOTE: With GWELs project, we did two one-hour sessions (July 26 and Sept 25), and one two-hour session (Nov 8). There was way too much time between sessions, which meant that Sim and I had to spend extra time in between reviewing what had been done, remembering what we intended to do, etc. Also, we found that when we tried to refine the group work on our own, we had lots of questions for the team, so it would be better to spend more time all together with the whole team.

Deanna Young
Manager, Service Design
GDX – Government Digital Experience Division
Government Communications & Public Engagement
C: 250 889-2470 | Deanna.young@gov.bc.ca<mailto:Deanna.young@gov.bc.ca>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Opportunity: IoT talk by Cisco

Date: February 20, 2018 at 12:10 AM

To: Remacle, Heather NRTS:EX Heather.Remacle@gov.bc.ca

Cc: Willis, Lindsey CITZ:EX Lindsey.Willis@gov.bc.ca, Wilson, Todd CITZ:EX Todd.Wilson@gov.bc.ca, Racine, Genevieve PSA:EX Genevieve.Racine@gov.bc.ca, Coad, Jeremy A JTT:EX Jeremy.Coad@gov.bc.ca

DP

I'm certainly interested in learning more.

Thanks for the connection Heather and Lindsey.

Dan

On Feb 19, 2018, at 12:30, Remacle, Heather NRTS:EX <Heather.Remacle@gov.bc.ca> wrote:

Hi Lindsey,

Thanks for connecting!

There are a few teams based at the Continuous Service Improvement Lab that have been touching this space, and might be interested. I've copied a few friends that may know more, or who else to speak with directly. (Todd, Gen, Jeremy, Dan – any interest or thoughts?).

I'm interested to know more about what CISCO might present, and if it would be appropriate for a SCIPS event. (I'm always looking for volunteer hosts.)

Cheers,

Heather Remacle

Business Analyst & Innovation Lead

Mobile Phone: 250 886-6504

From: Willis, Lindsey CITZ:EX

Sent: Monday, February 19, 2018 11:37 AM

To: Remacle, Heather NRTS:EX

Subject: IoT by Cisco

Hi Heather,

We've met a couple times before, once at a SCIPS meeting and another time at OCIO Connect. I was recently approached by a co-worker who was looking to see if I knew anyone that would be interested in a talk about IoT by Cisco.

I was wondering if maybe you were interested? Or if you knew of anyone who might be interested?

If so I can forward their/your name (s) to my coworker ☺

Have a great day,
Lindsey

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Trip to Vernon on March 1st
Date: February 20, 2018 at 9:40 AM
To: Gillani, Karim CITZ:EX Karim.Gillani@gov.bc.ca
Cc: Jess McMullin jess@situ.org, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

If Jess can't be on the call, we'll need Deanna Young there to represent Service Design.

I've added her to this thread.

Dan

On Feb 20, 2018, at 09:30, Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca> wrote:

This is the only other time everyone else is available. I am hoping Dan can discuss with you afterward. Sorry..

Karim

From: Jess McMullin [mailto:jess@situ.org]
Sent: Tuesday, February 20, 2018 9:30 AM
To: Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca>; Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca>; Poveda, Adriana CITZ:EX <Adriana.Poveda@gov.bc.ca>; Conradsen, Kasia CITZ:EX <Kasia.Conradsen@gov.bc.ca>; Slump, Perry CITZ:EX <Perry.Slump@gov.bc.ca>
Subject: Re: Trip to Vernon on March 1st

Today I'm open after 1:30

Get [Outlook for iOS](#)

From: Jess McMullin <jess@situ.org>
Sent: Tuesday, February 20, 2018 10:28:20 AM
To: Gillani, Karim CITZ:EX; Pollock, Dan GCPE:EX; Poveda, Adriana CITZ:EX; Conradsen, Kasia CITZ:EX; Slump, Perry CITZ:EX
Subject: Re: Trip to Vernon on March 1st

I can make 10:00 work in a pinch (traveling between meetings then)

Get [Outlook for iOS](#)

From: Jess McMullin <jess@situ.org>
Sent: Tuesday, February 20, 2018 10:26:38 AM
To: Gillani, Karim CITZ:EX; Pollock, Dan GCPE:EX; Poveda, Adriana CITZ:EX; Conradsen, Kasia CITZ:EX; Slump, Perry CITZ:EX
Subject: Re: Trip to Vernon on March 1st

Hi all, s.22 , free after 1:00 PT.

Get [Outlook for iOS](#)

From: Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca>

Sent: Tuesday, February 20, 2018 10:23:28 AM

To: Pollock, Dan GCPE:EX; 'jess@situ.org'; Poveda, Adriana CITZ:EX; Conradsen, Kasia CITZ:EX; Slump, Perry CITZ:EX

Subject: Re: Trip to Vernon on March 1st

When: Wednesday, February 21, 2018 10:00 AM-10:30 AM.

Where: Skype Meeting

Can we meet for 30 min to discuss the plan?

1. What is the plan at the offices? Please note the CSRs may not be able to take time to help us do to their schedules.
2. Possibility of also going to Kamloops or Kelowna
3. Two 2-3 hour sessions – Who is the audience for this? CSRs? GA? Analytics team? Business?

→ **Join Skype Meeting**

Trouble Joining? Try Skype Web App

Join by phone

s.15,s.17

Forgot your dial-in PIN? Help

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Demo Day!
Date: February 20, 2018 at 10:44 AM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

DP

Looks good to me.

Only changes is that I might split the 1 month out to give us a bit of space after one Demo Day to the next. Something like:

1 Month Out

- Hold space in ADM calendar
 - o You can forward this calendar to presenters as you go

3 Weeks Out

- Contact potential participants
 - o Identify participants through GDX standups, PDS standups, etc.
 - o Confirm their participation
 - o Confirm their information:
 - Title of Presentation
 - Presenters
 - Overview of presentation
 - o Identify coaches

On Feb 16, 2018, at 12:44, Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca> wrote:

Great! I would definitely cap it at 5, I think that 6 is too many.

I've put together a 1 pgr about the process. Would you review to see if anything is missing?

C

From: Pollock, Dan GCPE:EX
Sent: Friday, February 16, 2018 12:42 PM
To: Brownrigg, Caitlin GCPE:EX
Subject: Re: Demo Day!

Already asked him for the blurb. (He stopped by to ask if he could present.)

So, with the others confirmed, we should have a nice number (and room for one more, if we need to).

Right?

Dan

—

Lead Data Scientist
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

On Feb 16, 2018, at 12:41, Brownrigg, Caitlin GCPE:EX
<Caitlin.Brownrigg@gov.bc.ca> wrote:

Carolyn is a no, I haven't heard back from anyone yet. Do you want to ask David for a blurb for his presentation or should I?

You're missing David Wrate.

From: Pollock, Dan GCPE:EX
Sent: Friday, February 16, 2018 12:39 PM
To: Brownrigg, Caitlin GCPE:EX
Subject: Demo Day!

Hume wants to present as well.

That makes us full(ish), but we should be good.

My list sits at:

- Hume
- Tanya
- Craig
- Heidi
- (maybe) Carolyn

Am I missing anyone?

Dan
<Mail Attachment.eml>

<GDX Demo Day 1 Pgr.docx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Draft Outline for Service BC Measurement Map Workshop Sessions
Date: February 20, 2018 at 10:49 AM
To: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

Thanks.

I've added this to JIRA at s.15,s.17
tickets for the tasks.

and I'll create relevant

Dan

On Feb 20, 2018, at 10:23, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Hi Dan. Yes, thanks for the meeting yesterday. It will be exciting to get this work started!

Your list looks great! Just reworked/ added a couple additional items below.

From: Dan Pollock <Dan.Pollock@gov.bc.ca>
Date: Tuesday, February 20, 2018 at 12:09 AM
To: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: Re: Draft Outline for Service BC Measurement Map Workshop Sessions

Thanks for meeting earlier today.

Any chance you'll be able to put a draft summary of major tasks/tickets for our team on the Service Design process before our SBC meeting tomorrow afternoon?

A bullet form list is great for a start. We can try to flesh it out in JIRA and work out the details with you, Jess, and the SBC folks.

So far, I've got something like:

- Prep before SBC Sessions
- SBC Measurement Map Session #1; 2 – 3 hours
- SBC Measurement Map Session #2; 2 – 3 hours
- Workshop Analysis; approx. ½ day (Jess/SD team + analytics team)
- Building of measurement map; (Jess/SD team with input from Analytics team)
- Analytics Field Research Plan for March 1 & 2 (Jess to draft and then share with analytics team)
- Field research orientation / training with Jess before we go on the road (likely Feb 28) (1-2 hours)
- Field research visit #1 Vernon
- Field research visit #2 ???
- Field Research analysis; approx. 1-2 days (Jess/SD Team + analytics team)

What am I missing (or have wrong)?

Thanks,

Dan

On Feb 19, 2018, at 13:41, Young, Deanna C GCPE:EX
<Deanna.Young@gov.bc.ca> wrote:

Hi Jess. Here is the high-level plan Meg put together for me. On our side we will need to pull a bit of a deck together for the sessions but should be fairly easy to pull this off next week as long as the ServiceBC team has the availability. As discussed, we will confirm this at the Service BC project governance meeting tomorrow afternoon.

Ideal – 2 sessions in the same week

Session #1; 2 – 3 hours

- Intro to measurement mapping/service analytics canvas - how the canvas works, what to expect in the two sessions
- Users, Activities and Channels
- Current goals for the service
- Current data collection in place


Session #2; 2 – 3 hours

- Review goals written in session 1
- KPI examples and how tos
- Write KPIs together
- Discuss how to measure the KPIs - any new data collection needed? Any current data collection that can be stopped?
- Governance and reporting - Who do you need to partner with for collection, if anyone? How frequently will you need to report?

NOTE: With GWELs project, we did two one-hour sessions (July 26 and Sept 25), and one two-hour session (Nov 8). There was way too much time between sessions, which meant that Sim and I had to spend extra time in between reviewing what had been done, remembering what we intended to do, etc. Also, we found that when we tried to refine the group work on our own, we had lots of questions for the team, so it would be better to spend more time all together with the whole team.

Deanna Young

Manager, Service Design
GDX – Government Digital Experience Division
Government Communications & Public Engagement
C: 250 889-2470 | Deanna.young@gov.bc.ca

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca 
Subject: Fwd: For review/consideration: value stream mapping
Date: February 20, 2018 at 11:03 AM
To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca

DP

Here's the deck from Caitlin.

Dan

Begin forwarded message:

From: "Brownrigg, Caitlin GCPE:EX" <Caitlin.Brownrigg@gov.bc.ca>
Subject: RE: For review/consideration: value stream mapping
Date: February 1, 2018 at 10:21:01 PST
To: "Murphy, Savannah R GCPE:EX" <Savannah.Murphy@gov.bc.ca>, "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>
Cc: "Finnigan, Brooke GCPE:EX" <Brooke.Finnigan@gov.bc.ca>, "Bamford, Stephen A GCPE:EX" <Stephen.Bamford@gov.bc.ca>, "Guglielmi, Irene Z GCPE:EX" <Irene.Guglielmi@gov.bc.ca>, "Cormack, Garrett GCPE:EX" <Garrett.Cormack@gov.bc.ca>, "Albert, Steve GCPE:EX" <Steve.Albert@gov.bc.ca>, "Wrate, David GCPE:EX" <David.Wrate@gov.bc.ca>, "Twynstra, Tanya L GCPE:EX" <Tanya.Twynstra@gov.bc.ca>

Hi team,

Here is a brief introductory deck that walks through a simple example of how to map out a value stream. Let me know if you'd like more detail.

Thanks,
Caitlin

From: Murphy, Savannah R GCPE:EX
Sent: Thursday, February 1, 2018 10:00 AM
To: Pollock, Dan GCPE:EX
Cc: Finnigan, Brooke GCPE:EX; Bamford, Stephen A GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX; Brownrigg, Caitlin GCPE:EX
Subject: RE: For review/consideration: value stream mapping

Hi Dan, thanks for your note. Caitlin would you be able to provide a little more detail for the group?

Dan do you have a recommendation of when we might do this?

thanks

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 1, 2018 9:58 AM
To: Murphy, Savannah R GCPE:EX
Cc: Finnigan, Brooke GCPE:EX; Bamford, Stephen A GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX; Brownrigg, Caitlin GCPE:EX
Subject: Re: For review/consideration: value stream mapping

It sounds like we need something like this.

I'm still not exactly clear on what the process is. Is there a good site I should read with a little more on how it works that I can read? (Definitely not asking for something new to be written, but if there's a good online resource to point to, that would be helpful.)

Dan

On Jan 30, 2018, at 13:36, Murphy, Savannah R GCPE:EX
<Savannah.Murphy@gov.bc.ca> wrote:

Thanks Brooke. If other's would like to chime in on timing, please advise the group. Thanks. S

From: Finnigan, Brooke GCPE:EX
Sent: Tuesday, January 30, 2018 1:30 PM
To: Murphy, Savannah R GCPE:EX; Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Guglielmi, Irene Z GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX
Cc: Brownrigg, Caitlin GCPE:EX
Subject: RE: For review/consideration: value stream mapping

My 2 cents: April is too late. Preference for sooner rather than later.

From: Murphy, Savannah R GCPE:EX
Sent: Tuesday, January 30, 2018 9:46 AM
To: Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Guglielmi, Irene Z GCPE:EX; Finnigan, Brooke GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Wrate, David GCPE:EX; Twynstra, Tanya L GCPE:EX
Cc: Brownrigg, Caitlin GCPE:EX
Subject: For review/consideration: value stream mapping

Please find an overview of how we might use value stream mapping within our division to clarify and identify how we work together going forward. On Friday we talked about deferring this work until April, however, I think raising this opportunity at SMT as part of the work we'd like to do to work more effectively together would be of benefit. Please review and advise of any questions or comments.

Garrett, perhaps we can discuss prior to SMT re: positioning?

Thanks, Savannah.

From: Brownrigg, Caitlin GCPE:EX
Sent: Friday, January 26, 2018 3:18 PM
To: Murphy, Savannah R GCPE:EX
Subject: Value stream mapping 1 pgr

Hi Savannah,
I can flesh this out a bit more and add estimates for a contractor or accommodation if the overnight option resonates—but I didn't want to get ahead of myself...

C

Caitlin Brownrigg

Manager, Program Implementation and Planning
GDX - Government Digital Experience Division
Government Communications & Public Engagement
250 216-1166



VSM Intro
Presen....n.pptx

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Additional things to discuss
Date: February 20, 2018 at 1:32 PM
To: Jess McMullin jess@situ.org

DP

Thanks again Jess.

Dan

On Feb 20, 2018, at 10:36, Jess McMullin <jess@situ.org> wrote:

* What sort of research approach is the SBC team taking? How many folks from SBC are heading to Vernon, and what do you want to learn?

* I'd prefer Kelowna for March 2nd personally (easier to get rental car back, easier flights for me. However, I'm also fine heading to Kelowna on my own if you folks prefer either Kamloops or need to head back to Victoria. s.22

s.22


* Fieldwork for week of March 5th?

I'm hoping to visit on-Island locations (e.g. Victoria/Saanich, Nanaimo, maybe Port Alberni, Courtney) the week of March 5th. Not sure who if anyone is able to come along for that...

Thanks!

Jess

Jess McMullin
Situ Strategy
jess@situ.org
780-709-9396
www.situ.org

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: Fwd: Take a look at these slides?
Date: February 20, 2018 at 1:37 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Here's what they're looking at.

Dan

Begin forwarded message:

From: "Pollock , Dan GCPE:EX" <dan.pollock@gov.bc.ca>
Subject: Take a look at these slides?
Date: February 20, 2018 at 13:33:50 PST
To: "Ell, Adam GCPE:EX" <Adam.Ell@gov.bc.ca>, "Ryan R GCPE:EX Janes" <Ryan.Janes@gov.bc.ca>

Hello gentlemen,

Does this look like it matches our sprint goals as discussed yesterday?

Dan



Analytics Sprint
5 and...2.pptx

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Take a look at these slides?
Date: February 20, 2018 at 1:49 PM
To: Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca

DP

Thanks :P

Dan

On Feb 20, 2018, at 13:49, Ell, Adam GCPE:EX <Adam.Ell@gov.bc.ca> wrote:

Looks ok

On 2018-02-20, 1:33 PM, "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca> wrote:

Hello gentlemen,

Does this look like it matches our sprint goals as discussed yesterday?

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: ADM Prioritization

Date: February 20, 2018 at 1:49 PM

To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca

Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Finnigan, Brooke GCPE:EX Brooke.Finnigan@gov.bc.ca, Savannah Murphy Savannah.Murphy@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Sachen Macdonald Sachen.Macdonald@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca

DP

Here are the Analytics goals.

Thanks for your patience with my tardiness.

Dan



Analytics Sprint
5 and...2.pptx

On Feb 19, 2018, at 16:20, Albert, Steve GCPE:EX <Steve.Albert@gov.bc.ca> wrote:

Are we sending one deck to David, or consolidated?

Steve Albert

Director, Online Service Solutions
C: 250-508-1481

From: Hume, David GCPE:EX

Sent: Monday, February 19, 2018 3:32 PM

To: Brownrigg, Caitlin GCPE:EX; Cormack, Garrett GCPE:EX; Finnigan, Brooke GCPE:EX; Pollock, Dan GCPE:EX; Albert, Steve GCPE:EX; Murphy, Savannah R GCPE:EX; Wrate, David GCPE:EX; Guglielmi, Irene Z GCPE:EX; Macdonald, Sachen GCPE:EX; Moser, Walter GCPE:EX

Subject: RE: ADM Prioritization

Hi folks—as we head towards the prioritization meeting this Thursday, just a reminder that I’d appreciate a look at your goals by mid-day Wednesday so that I have time to think them through in advance of the discussion Thursday morning.

What’s useful for me is a goal that’s expressed with the following:

- some type of outcome attached to it (usually a ‘I want to do (action), so I can (outcome)’ type of statement
- A definition of done
- Identification of any dependencies to get you where you need to go, including but not limited to actions or decisions by me or other team members.

I’d also like to use part of the time for a retrospective discussion to hear what’s working and what needs to be improved from your perspective.

As we look ahead, I'm mainly thinking about being ready to talk to our ADM committee and the DM about two key things:

- What we've done that will create tangible service improvements for the public – examples of tangible here mean things like key software features created, partnerships built, before/after differences
- Knowledge and learning that help us do a better job of achieving the mission—not everything goes like we'd expect, but we're learning more about what's important in doing this work.

Speaking of mission, here's a reminder of the big picture idea we're chasing:

<< OLE Object: Picture (Device Independent Bitmap) >>

I know you're all working hard and making contributions to this big goal. Looking forward to learning from you all on Thursday.

Regards,

David

David Hume

Acting Assistant Deputy Minister – Government Digital Experience Division (GDX)

Government Communications and Public Engagement

Province of British Columbia

+1 250 589 9043 | david.hume@gov.bc.ca | @dbhume

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

From: Brownrigg, Caitlin GCPE:EX

Sent: Monday, January 29, 2018 4:05 PM

To: Brownrigg, Caitlin GCPE:EX; Cormack, Garrett GCPE:EX; Finnigan, Brooke GCPE:EX; Pollock, Dan GCPE:EX; Albert, Steve GCPE:EX; Murphy, Savannah R GCPE:EX; Wrate, David GCPE:EX; Guglielmi, Irene Z GCPE:EX; Hume, David GCPE:EX; Macdonald, Sachin GCPE:EX; Moser, Walter GCPE:EX

Subject: ADM Prioritization

When: Thursday, February 22, 2018 9:30 AM-10:30 AM (UTC-08:00) Pacific Time (US & Canada).

Where: GCPE s.15

GCPE:EX

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: travel plans (was Re: in preparation for SBC visits)
Date: February 20, 2018 at 3:09 PM
To: Jess McMullin jess@situ.org

DP

What do you think of flying to Vernon super early Thursday instead of Wednesday night?

Karim is on a 5:45 flight that morning, I believe.

I'm flexible.

Dan

On Feb 20, 2018, at 14:58, Jess McMullin <jess@situ.org> wrote:

Likewise!

Yes, I'll be arriving Monday at noon, so should be good to go at 1:00 onwards. Would be great to hear about the portfolio of work.

Dan had suggested Tuesday might work for an analytics workshop as well. I'll be heading to Vernon Wednesday evening with Dan & Dan.

cheers,

Jess

Jess McMullin
Situ Strategy
jess@situ.org
780-709-9396
www.situ.org

On Tue, Feb 20, 2018 at 3:55 PM, Conradsen, Kasia CITZ:EX <Kasia.Conradsen@gov.bc.ca> wrote:

Hello Jess,

It was nice speaking with you.

While we working on finalizing the location to be visited next week, we also want provide you with information about our projects in advance of your travels.

We (Adriana, Karim and I), would like to take some time (1.5 – 2h) and chat about the projects. If you are in Victoria before going to Vernon, we would love to do it person, otherwise, we can setup a call.

Please let me know what would work best for you and I will try to find a suitable time.

Thank you,

Kasia Conradsen, MBA, CSM
Manager, Strategic Initiatives
Service BC
Ministry of Citizens' Services
Mobile: 250 896 7765 Tel: 778 698 3133

Web: <http://www.servicebc.gov.bc.ca>

“Access to government services made easy”

<image001.png>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Request for Qualified Suppliers - Digital Services 18-035_Snowplow_Development -Due Dec. 18 noon
Date: February 20, 2018 at 3:17 PM
To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca
Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

It's the same deliverables.

This work is primarily to support:

- *Assist in the import of historic data from Web Trends to Snowplow.*

It's basically the extension of the original contract to enough hours to complete the work.

Dan

On Feb 20, 2018, at 14:00, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

What would the new deliverables be that would be required? Here is the existing Schedules in the contract.

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 20, 2018 1:56 PM
To: Smith, Karen A GCPE:EX
Cc: Cormack, Garrett GCPE:EX
Subject: Fwd: Request for Qualified Suppliers - Digital Services 18-035_Snowplow_Development - Due Dec. 18 noon

Hi Karen and Garrett,

With the existing contract below. (I believe this is the final version, but you can confirm that.)

If we want to extend the contract for an additional 80 hours (which would be \$25,000 with ITI). The work is in scope of the original terms.

As I confirmed with you each verbally earlier today, the spend is already approved for Q4, ITI and Snowplow are ready to go to do the work. As well, our total with Snowplow is still under \$75,000.

What's the best way to do this?

Dan

Begin forwarded message:

From: John Sherrah <John.Sherrah@iticanada.ca>
Subject: FW: Request for Qualified Suppliers - Digital Services 18-035_Snowplow_Development -Due Dec. 18 noon

Date: January 18, 2018 at 12:46:27 PST

To: "Pollock, Dan GCPE:EX (Dan.Pollock@gov.bc.ca)" <Dan.Pollock@gov.bc.ca>

Dan

The RFP for this project included the following clause which should make it easier to complete additional work.

*Terms of the provinces contract will indicate the option to renew for an additional three month period up to June 30, 2018.

John

From: Smith, Karen A GCPE:EX [<mailto:Karen.Smith@gov.bc.ca>]

Sent: Friday, December 08, 2017 11:46 AM

To: Cormack, Garrett GCPE:EX

Cc: Nevin, Daniel GCPE:EX

Subject: Request for Qualified Suppliers - Digital Services 18-035_Snowplow_Development -Due Dec. 18 noon

This SOW is being sent to the three (3) suppliers who qualified in the Service Category for Development for Digital Advisory Services under RFQ17-NRTS002.

Issue Date: December 8, 2017

Response Date: On or before Monday, December 18, 2017 noon PST, submit your complete response by email only to Karen.Smith@gov.bc.ca and Garrett.Cormack@gov.bc.ca

If you have questions or require clarifications about the SOW please contact Karen Smith Karen.Smith@gov.bc.ca .

Questions and responses that have relevance for the submission will be shared with all parties.

| Digital Service Type | Effort and Availability | Period: |
|--|----------------------------|-------------------------------------|
| Development | | |
| Developer Resource(s) | TBD | December 18, 2017 to March 31, 2018 |
| Total Estimated Budget: | \$20,000 - \$25,000 | |
| *Terms of the provinces contract will indicate the option to renew for an additional three month period up to June 30, 2018. | | |

Thanks,
Karen Smith

Sr. Project Coordinator
GDX - Government Digital Experience Division
Government Communications & Public Engagement

Government Communications & Public Engagement
Cell: 250-589-5417 Office: 778-698-2120

<C17GDXSnowplowSchA-BFINAL.docx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Fwd: Service BC Governance Meeting Update
Date: February 20, 2018 at 3:24 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

FYI.

A good summary of the calls today.

Not all of this is relevant to our project, but good for you to know.

Dan

Begin forwarded message:

From: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: Service BC Governance Meeting Update
Date: February 20, 2018 at 15:20:03 PST
To: Jess McMullin <jess@situ.org>
Cc: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>, "Guglielmi, Irene Z GCPE:EX" <Irene.Guglielmi@gov.bc.ca>

Hi Jess. Here is an update from the governance meeting we have with the Service BC team today.

- Service BC will confirm Kelowna for Friday, Mar 2 as it sounds like this might work. They may also have someone from the Service BC team who can be in Kelowna with you in the field that day. As we talked about the other day, hoping Dan & Dan can also go with you to Kelowna.
- Do you have a draft research plan for both analytics and the queuing/full service experience research work? I would like to be able to send the Service BC team some bullets about what the research team will be doing next week at the centres in Vernon/Kelowna, as well as provide them with a concrete list of the type of people we would need to talk with/have access to (e.g. staff, GAs, citizens). They had a lot of questions about this so I want to alleviate any concerns they may have about what we are doing and who we need to talk to. They also need the time to confirm availability of staff and GAs as well.
- Briefly talked about locations for field research week of Mar 5. Service BC will need to confirm locations for us and Adriana has asked if she can work with me offline about this. I will connect with her to confirm. But initially Victoria sounded good; Port Alberni was a straight out no. They talked about possibly the lower mainland instead...Abbotsford, Squamish, Surrey. Stay tuned!
- For early research findings presentation, we asked Service BC about Friday, Mar 16. This may not be possible as there is apparently a strategic committee meeting happening on the morning of this day and they want to hear what is happening at that table before finalizing/presenting our findings to their executive. We could possibly meet with Adriana/Karim on that Friday afternoon to line up with them where we are at with the findings, but it sounded like we may need to push out the executive presentation a week or so. s.22
s.22 so have to take that into consideration as well.
Adriana/Stu are going to look into availability of their executive sponsor (Bev) and let us know.

- I saw that Kasia sent you an email about meeting early next week; that is great. I will attend with you and Dan may as well.

Lots of moving parts but people are excited and things will come together. They always do! ;o)

Thanks.

D

From: **Pollock, Dan GCPE:EX** <Dan.Pollock@gov.bc.ca>
Subject: Re: GDX SBC Workshop
Date: February 20, 2018 at 3:58 PM
To: Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca>
Cc: Daniel Yona <Daniel.Yona@gov.bc.ca>, **Jess McMullin** <jess@situ.org>

DP

Sounds good.

Dan

On Feb 20, 2018, at 15:38, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Fine by me! I'm hoping to have Meg and/or Sim there to help us facilitate the workshop.

From: Dan Pollock <Dan.Pollock@gov.bc.ca>
Date: Tuesday, February 20, 2018 at 3:14 PM
To: "Yona, Daniel GCPE:EX" <Daniel.Yona@gov.bc.ca>, Jess McMullin <jess@situ.org>, "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: Fwd: GDX SBC Workshop

We definitely need Daniel Yona there. (Invited here.)

If possible, I think this would be a good experience for Adam and Ryan too. (They are on our team, but more focused on the Web Analytics side of things.)

What do you think Jess and Deanna?

Dan

Begin forwarded message:

From: "Poveda, Adriana CITZ:EX" <Adriana.Poveda@gov.bc.ca>
Subject: **GDX SBC Workshop**
Date: February 20, 2018 at 15:12:15 PST
To: "Chapman, Deanna CITZ:EX" <Deanna.Chapman@gov.bc.ca>, "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>, "Slump, Perry CITZ:EX" <Perry.Slump@gov.bc.ca>, "Conradsen, Kasia CITZ:EX" <Kasia.Conradsen@gov.bc.ca>, "Gillani, Karim CITZ:EX" <Karim.Gillani@gov.bc.ca>, "Zhang, Fei MTIC:EX" <Fei.Zhang@gov.bc.ca>

Deanna, Please distribute to anyone else in your team accordingly.

Colleagues, below is the online option in case you can't join us in person.

Join online meeting
s.15,s.17

s.15,s.17

Forgot your dial-in PIN?|First online meeting?

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: GDX SBC Workshop
Date: February 20, 2018 at 4:01 PM
To: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca
Cc: Jess McMullin jess@situ.org

DP

Awesome.

Jess, are we still looking to do a field research training on Wednesday?

Dan

On Feb 20, 2018, at 16:00, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Hey there. Just wanted to let you both know that I am starting to work on a workshop outline/deck for next Tuesday's measurement map workshop. Once I have a draft together I will run it by you both.

Also, I have asked both Meg and Sim to attend the workshop if they are available to help co-facilitate. It is going to be a good session! I can feel it!

Thanks.

D

From: Adriana.Poveda@gov.bc.ca
When: 9:00 AM - 12:00 PM February 27, 2018
Subject: GDX SBC Workshop
Location: 4000 Seymour Place, E155B

Deanna, Please distribute to anyone else in your team accordingly.
Colleagues, below is the online option in case you can't join us in person.

.....
Join online meeting

s.15,s.17

Forgot your dial-in PIN?|First online meeting?
.....

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Fwd: in preparation for SBC visits
Date: February 20, 2018 at 4:09 PM
To: Jess McMullin jess@situ.org

DP

FYI

Begin forwarded message:

From: "Pollock , Dan GCPE:EX" <dan.pollock@gov.bc.ca>
Subject: Re: in preparation for SBC visits
Date: February 20, 2018 at 16:09:11 PST
To: "Conradsen, Kasia CITZ:EX" <Kasia.Conradsen@gov.bc.ca>

As a said, that's alright on this one.

With tight timelines, it's more important that you get together with Jess.

He can brief me afterwards.

Thanks,
Dan

On Feb 20, 2018, at 16:08, Conradsen, Kasia CITZ:EX <Kasia.Conradsen@gov.bc.ca> wrote:

I am really sorry, the schedules are so difficult to align. I was not able to book a time that works for you. I hope that you and Jess will find other time to chat.

Thank you,

Kasia

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 20, 2018 3:08 PM
To: Conradsen, Kasia CITZ:EX
Cc: jess@situ.org; Young, Deanna C GCPE:EX; Guglielmi, Irene Z GCPE:EX; Murphy, Savannah R GCPE:EX; Poveda, Adriana CITZ:EX; Gillani, Karim CITZ:EX
Subject: Re: in preparation for SBC visits

Hi Kasia,

I'm excited about the developments yesterday and today.

If schedules allow, I'd like to join the call, but if not, please go ahead without me and keep me in the loop.

I'm available

- Wednesday noon to 1:00 and 2:00 to 3:30.
- Thursday 10:30-12:30
- Monday until 1:15 or after 4:00.

Separately, for the workshop on Tuesday, would you like us to book space at GCPE or would you like to book something?

Do you know whom you'd like to bring? (And can confirm availability. On our end, we are flexible all morning until the GCPE/SBC Governance triweekly.)

Dan

On Feb 20, 2018, at 14:55, Conradsen, Kasia CITZ:EX
<Kasia.Conradsen@gov.bc.ca> wrote:

Hello Jess,

It was nice speaking with you.

While we working on finalizing the location to be visited next week, we also want provide you with information about our projects in advance of your travels.

We (Adriana, Karim and I), would like to take some time (1.5 – 2h) and chat about the projects. If you are in Victoria before going to Vernon, we would love to do it person, otherwise, we can setup a call.

Please let me know what would work best for you and I will try to find a suitable time.

Thank you,

Kasia Conradsen, MBA, CSM
Manager, Strategic Initiatives
Service BC
Ministry of Citizens' Services
Mobile: 250 896 7765 | Tel: 778 698 3133
Web: <http://www.servicebc.gov.bc.ca>
"Access to government services made easy"

<image001.png>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: SBC visits next week - Vernon and Salmon Arm
Date: February 20, 2018 at 4:26 PM

DP

To: jess@situ.org, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

Cc: Savannah Murphy Savannah.Murphy@gov.bc.ca, Conradsen, Kasia CITZ:EX Kasia.Conradsen@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca, Adriana Poveda Adriana.Poveda@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Gillani, Karim CITZ:EX Karim.Gillani@gov.bc.ca

Salmon Arm could work for Daniel and I.

Jess (and Deanna), what do you think?

Dan

On Feb 20, 2018, at 15:59, Conradsen, Kasia CITZ:EX <Kasia.Conradsen@gov.bc.ca> wrote:

Hello Everybody,

I have connected with our folks in the field and, through discussion, was able to learn that Salmon Arm is an excellent office to visit next week in addition to Vernon. Like the other two locations proposed it is only about 30 min drive from Vernon. It is also busier than are Kelowna office and has an established GA in place.

I hope that you find this proposed plan satisfactory : **Vernon – March 1, Salmon Arm – March 2nd.**

Please let me know if this is acceptable or if you have any concerns.

Kasia Conradsen, MBA, CSM
Manager, Strategic Initiatives
Service BC
Ministry of Citizens' Services
Mobile: 250 896 7765 | Tel: 778 698 3133
Web: <http://www.servicebc.gov.bc.ca>
"Access to government services made easy"

<image001.png>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Tomorrow's meeting with the PSEC
Date: February 20, 2018 at 4:36 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

I suggest we postpone.

s.22

(Especially now that Service Design is moving, things have accelerated.)

What do you think?

Dan

On Feb 20, 2018, at 16:35, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

I'm potentially a no-go on the meeting due to a conflict with DH. I've let Kindree know.
D

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: iTop Tickets
Date: February 20, 2018 at 4:41 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

No prob.

Thanks for the heads up on this stuff.

If you need anything, I'm here to help.

Dan

On Feb 20, 2018, at 16:41, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Sorry, before you need to look at those tickets I'll reply with the options for Case A or B from GDXDSD-559, and flag you if necessary. So you can ignore for now.

From: Yona, Daniel GCPE:EX
Sent: February-20-18 4:39 PM
To: Pollock, Dan GCPE:EX; Janes, Ryan R GCPE:EX; Ell, Adam GCPE:EX
Subject: iTop Tickets

Can we get some closure on these iTop tickets:

[RYAN]
s.15,s.17

[I just replied to Ebony, will close if that solved her problem]
s.15,s.17

[No action from us until we hear back]
s.15,s.17

[ADAM, this can probably be closed?]
s.15,s.17

[DAN P, thoughts on reply/approach? These are cases of GDXDSD-559]
s.15,s.17

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Canceled: Meeting, RE: Public Sector Bargaining Academy
Date: February 20, 2018 at 4:41 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Cool.

Thanks,
Dan

On Feb 20, 2018, at 16:40, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

I went 'tentative' on the invite so Kindree suggested next week.

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: Dan Pollock <Dan.Pollock@gov.bc.ca>
Date: Tuesday, February 20, 2018 at 4:40 PM
To: David Wrate <David.Wrate@gov.bc.ca>
Subject: Fwd: Canceled: Meeting, RE: Public Sector Bargaining Academy

Did you email them, or was this independent of us?

Dan

Begin forwarded message:

From: "Draper, Kindree PSEC:EX" <Kindree.Draper@gov.bc.ca>
Subject: **Canceled: Meeting, RE: Public Sector Bargaining Academy**
Date: February 20, 2018 at 16:39:10 PST
To: "Olson, Alisha PSEC:EX" <Alisha.Olson@gov.bc.ca>, "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>, "Wrate, David GCPE:EX" <David.Wrate@gov.bc.ca>
Cc: "Johnstone, Susan PSEC:EX" <Susan.Johnstone@gov.bc.ca>

Hey folks – we're going to try to move this to next week as it works better in a few schedules. Thanks!

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Fwd: GDX KPIs
Date: February 20, 2018 at 4:54 PM
To: Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Good job!

Dan

Begin forwarded message:

From: Looker <noreply@lookermail.com>
Subject: GDX KPIs
Date: February 20, 2018 at 16:04:13 PST
To: dan.pollock@gov.bc.ca

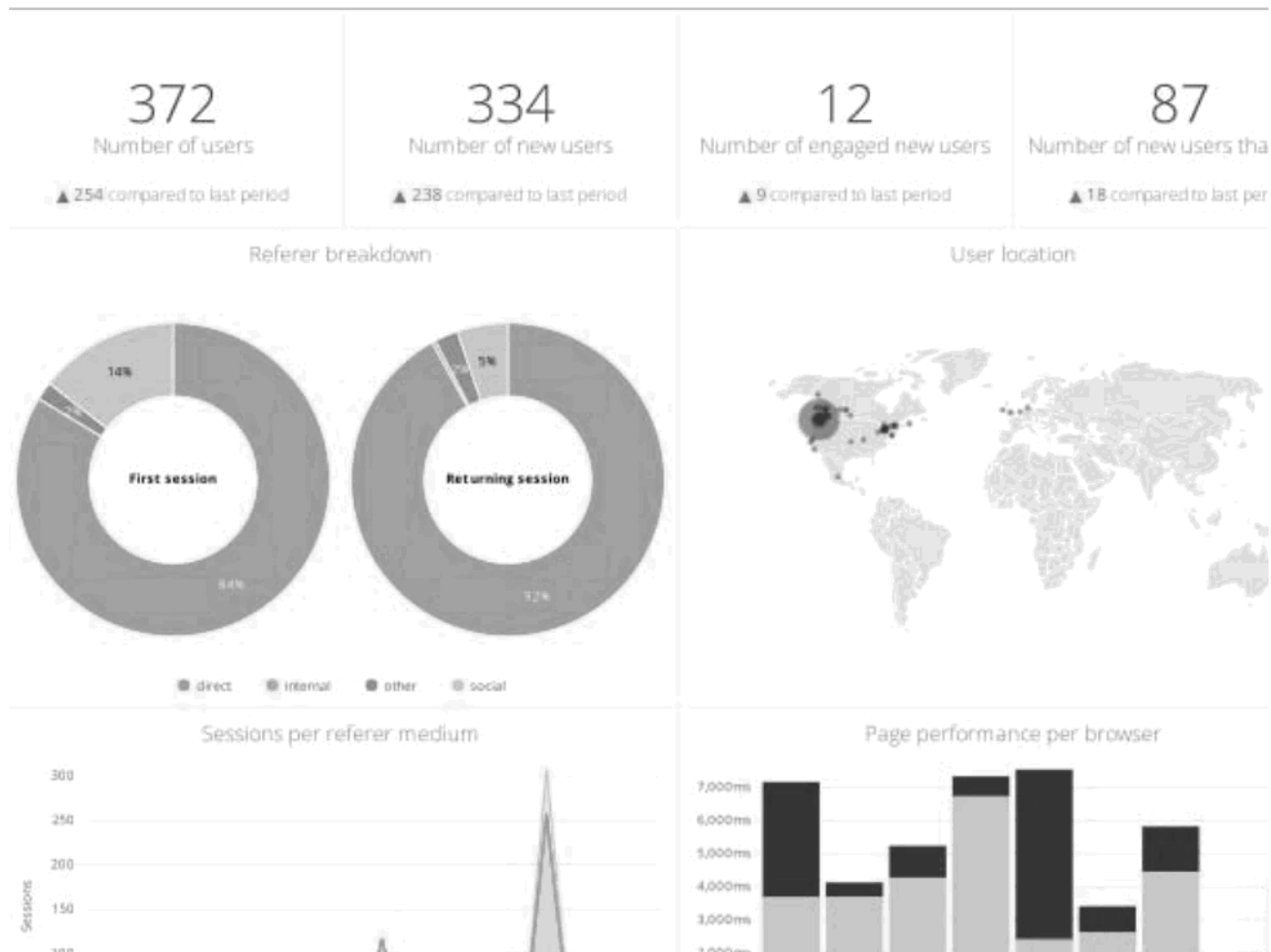
Testing schedule PDF report from looker

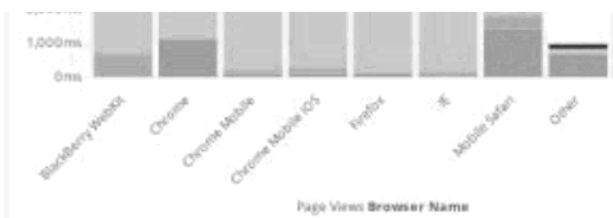
[View this data in Looker](#)

Results are attached

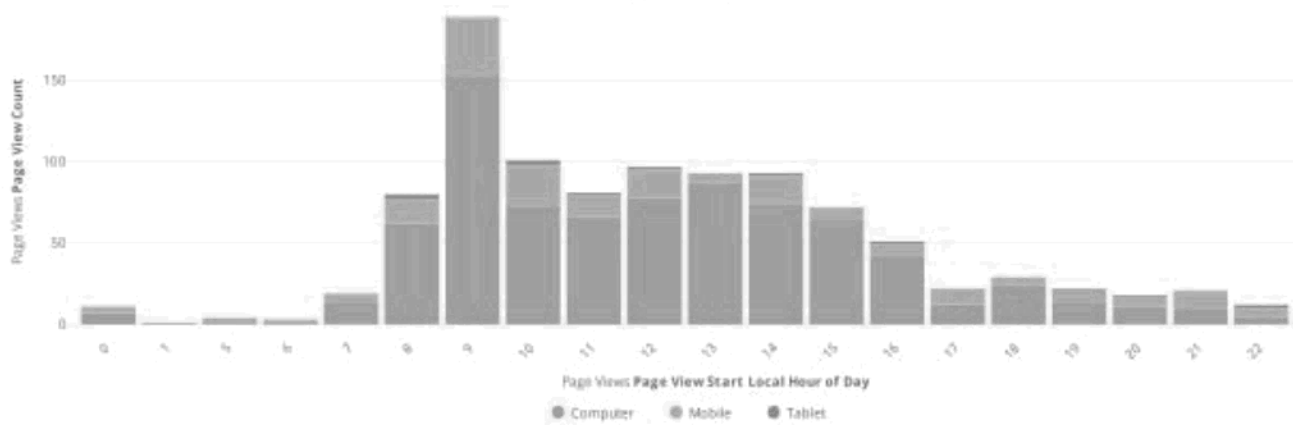
This email was scheduled by adam.ell@gov.bc.ca to dan.pollock@gov.bc.ca.

GDX KPIs





Hourly page views per device



Generated by MWR on February 20, 2013

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Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: DRAFT SOW for Snowplow resources for 18-094 AEST

Date: February 21, 2018 at 12:53 AM

To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca, Macpherson, Charles GCPE:EX Charles.Macpherson@gov.bc.ca

Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca



I've attached the (slightly) updated draft MOU for the work with Renee's team at AEST. They are back on board and we are finally setting up a kickoff and project confirmation meeting with Snowplow.

Renee is ready to sign the MOU as is.

Before we sign, I want to first confirm that Snowplow will be able to accomplish the work in the time available (hence the need for the meeting with her team and theirs).

I am fairly confident that we can make it work in the time remaining, but want to close the loop on that before we sign.

In the meantime, I think it makes sense to kick off the SOW for Snowplow and ITI. Combined with our other Snowplow/ITI contracts we are still below \$75,000.

I've take a first stab at an SOW. Feel free to scrap it and restart if I've messed it up.

As a reminder:

- the draft MOU is attached below
- the active work will be all Snowplow. Our team is coordinating the procurement and participating in meetings to learn from the process
- at the end, we are aiming to have a workplace, not a completed migration

A question:

What mitigation (if any) do we need to do regarding the incomplete AWS contract?

Let me know if there's anything I can do to help out. I've got some time on Wednesday.

Dan



18-094_MOU_A
EST_W...3.docx



DRAFT SOW_18-
XYZ_S...w.docx

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Feedback on the Analytics Co-Design Workshop
Date: February 21, 2018 at 10:02 AM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Nice:)

Dan

On Feb 21, 2018, at 08:54, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Sent it this morning.

From: Pollock, Dan GCPE:EX
Sent: February-21-18 12:08 AM
To: Yona, Daniel GCPE:EX
Subject: Re: Feedback on the Analytics Co-Design Workshop

Hey Daniel,

Did this end up going out today?

Anything else you need?

Dan

On Feb 20, 2018, at 15:00, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Hi,

We're looking to get some feedback on the agenda and the topics for our Analytics Co-Design Workshop from a few stakeholders. Your help and feedback is appreciated!

The date we've chosen for this event is Friday, March 16th, from 1pm to 3pm at 617 Government.

Our overall goals are to discover and clarify:

- What our Analytics users expect to see as the new system replaces WebTrends
- Ways in which we we can ease the transition.
- Ways to improve the delivery of the new analytics service moving forward.I'm attaching the planned agenda and discussion topics. We are hoping to finalize the agenda and send out the official invites later this next week.

I'm attaching the agenda and discussion topics.

Please let me know your thoughts/comments in the next day or two, as we're planning on sending the official invite by the end of this week.

Thanks,
Daniel Yona, on behalf of the GDX Analytics Team (Dan Pollock, Adam Ell, Ryan Janes, David Wrate and Sachin Macdonald)

<Web Analytics Co-Design Invite.pdf>

Page 272 to/à Page 274

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Snowplow Update
Date: February 21, 2018 at 10:22 AM
To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca
Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

Hi Karen,

We're dialling you now.

Here's an email from John for reference.

Dan

Begin forwarded message:

From: John Sherrah <John.Sherrah@iticanada.ca>
Subject: Update
Date: February 14, 2018 at 15:33:53 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>

Dan - \$25,000 CDN = 80 hours

John Sherrah
ITI International Technology Integration Inc.
Tel: s.22
Fax: 250-595-8088
Email: john.sherrah@iticanada.ca

Page 276 to/à Page 281

Withheld pursuant to/removed as

s.22

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Invoice for QR
Date: February 21, 2018 at 10:49 AM
To: Russell, Duncan GCPE:EX Duncan.Russell@gov.bc.ca



I'll try to make it over this afternoon.

Dan

On Feb 21, 2018, at 09:30, Russell, Duncan GCPE:EX <Duncan.Russell@gov.bc.ca> wrote:

Hi Dan,

I have another invoice for you to receive on when you have a moment. Thanks!

Best regards,

Duncan Russell
Financial Analyst
Government Communications and Public Engagement
250-387-2526

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Prepped Final Version of MOU
Date: February 21, 2018 at 10:49 AM
To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca
Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca



Awesome.

I'll get back to you ASAP. Likely 15-30 minutes or so.

Thanks!

Dan

On Feb 21, 2018, at 10:39, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Let me know if this is good to send

Karen Smith

Sr. Project Coordinator
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Cell: 250-589-5417 Office: 778-698-2120

<18-094_MOU_AEST_Web Analytics_FINAL.docx>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: C18GDX37208 - ITI - IT GSA
Date: February 21, 2018 at 10:50 AM
To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca



Thanks,
Dan

On Feb 21, 2018, at 10:38, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Original Contract
<C18GDX37208 - ITI - IT GSA.docx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Setting up a call with Snowplow?
Date: February 21, 2018 at 11:52 AM
To: Renee Derksen Renee.Derksen@gov.bc.ca
Cc: Brown, Marina AEST:EX Marina.Brown@gov.bc.ca



Yes please. In case the folks at Snowplow ask, what are the roles for the folks below?

Karen will send over an MOU for you shortly.

As we discussed, this is to get major progress complete on the research and planning for a migration. From what you said, your team won't be in position to implement the migration this fiscal, but that's fine. We'll work out a more detailed plan when we connect you, your team, and Snowplow on Monday morning.

s.13,s.17

Thanks,
Dan

On Feb 21, 2018, at 11:07, Derksen, Renee AEST:EX <Renee.Derksen@gov.bc.ca> wrote:

Dan, we should also invite our vendor who could address how our analytics is set up. Okay with you?

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 10:46 AM
To: Derksen, Renee AEST:EX
Cc: Brown, Marina AEST:EX
Subject: Re: Setting up a call with Snowplow?

We've got a call set up for 9-10am Monday morning with Snowplow.

Should I share the invite with:

- Derksen, Renee AEST:EX <Renee.Derksen@gov.bc.ca>
- 'Janice Gauthier' <itmsolutions@telus.net>
- Brown, Marina AEST:EX <Marina.Brown@gov.bc.ca>
- Guenther, Richard AEST:EX <Richard.Guenther@gov.bc.ca>

We'll have a (slightly) updated MOU to send your way later today for signature.

Dan

On Feb 21, 2018, at 08:34, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

Makes sense

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 20, 2018 5:10 PM
To: Derksen, Renee AEST:EX
Cc: Brown, Marina AEST:EX
Subject: Re: Setting up a call with Snowplow?

Yeah, we should try to do it with Snowplow.

They will be doing the work on this project (as your funding can't pay for our staff time in cost recovery), so it's important to connect your computer team with them.

Dan

On Feb 20, 2018, at 17:08, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

Richard and Marlowe are from the computer team. Should we combine all into one meeting? I thought we could have a quick touch base before speaking with the vendor.

Sent from my iPhone

On Feb 20, 2018, at 5:06 PM, Pollock, Dan GCPE:EX
<Dan.Pollock@gov.bc.ca> wrote:

Hi Renee,

As I mentioned below this is a draft MOU, on our end, to finalize and sign, we want to confirm some of the technical work.

We need to confirm this so we know the work is feasible, before we move ahead.

We'll need to get your tech folks on the call with Snowplow. I'll let you know as soon as I hear back about their availability at the times you suggested.

Thanks,
Dan

On Feb 20, 2018, at 17:01, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

Here is the signed MOU.

Thanks, Dan. Very excited to get this going.

Have a great night,

Renee

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 20, 2018 3:45 PM
To: Derksen, Renee AEST:EX
Cc: Brown, Marina AEST:EX
Subject: Re: Setting up a call with Snowplow?

I'll reach out to them now to check.

Thanks,
Dan

On Feb 20, 2018, at 15:42, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

Fri 9am or Monday morning?

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 20, 2018 3:38 PM
To: Derksen, Renee AEST:EX
Cc: Brown, Marina AEST:EX
Subject: Re: Setting up a call with Snowplow?

I'll have to check when they are available.

Can you give a few possible times, just in case?

(I can also look in calendars to see availability.)

Dan

On Feb 20, 2018, at 15:32, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

9am this Friday? Please invite myself and Marina - I'll forward to my PM

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 20, 2018 3:00 PM
To: Derksen, Renee AEST:EX
Subject: Re: Setting up a call with Snowplow?

Yeah.

The bigger issue is getting started on the technical stuff with members of your team and Snowplow.

I can book a meeting if I know whom to invite.

Snowplow is on GMT, so earlier meetings are better, but they can be flexible later in the day if need be.

Dan

On Feb 20, 2018, at 14:57, Derksen, Renee AEST:EX
<Renee.Derksen@gov.bc.ca> wrote:

This looks great, Dan. I changed the end date to March 28th as the 30th is a stat and we will need to verify the work on the 29th. Does that work for you?

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 20, 2018 1:47 PM
To: Derksen, Renee AEST:EX
Subject: Setting up a call with Snowplow?

Hi Renee,

Here's a draft MOU, based on our earlier conversations. To finalize and sign, we want to confirm some of the technical work.

Can we set up a call with the Snowplow team and the folks on your end to map out the more technical parts of this project?

To complete this in this fiscal, we should get moving on this ASAP.

Dan

<CEU_MOU_GCPE_Snowplow_LookerScan_20180220.pdf>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Fwd: Setting up a call with Snowplow?
Date: February 21, 2018 at 11:55 AM
To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca



FYI.

See below re the MOU and planning a kick off meeting with them for Monday morning.

Dan

Begin forwarded message:

From: "Pollock, Dan GCPE:EX" <dan.pollock@gov.bc.ca>
Subject: Re: **Setting up a call with Snowplow?**
To: Renee Derksen <Renee.Derksen@gov.bc.ca>
Cc: "Brown, Marina AEST:EX" <Marina.Brown@gov.bc.ca>

Yes please. In case the folks at Snowplow ask, what are the roles for the folks below?

Karen will send over an MOU for you shortly.

As we discussed, this is to get major progress complete on the research and planning for a migration. From what you said, your team won't be in position to implement the migration this fiscal, but that's fine. We'll work out a more detailed plan when we connect you, your team, and Snowplow on Monday morning.

s.13,s.17

Thanks,
Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Confirming Wording
Date: February 21, 2018 at 11:55 AM
To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca



Good to go!

Dan

On Feb 21, 2018, at 11:45, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Is the MOU good to go?

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 11:45 AM
To: Smith, Karen A GCPE:EX
Cc: Cormack, Garrett GCPE:EX
Subject: Re: Confirming Wording

I'll give John a heads up that you'll be in touch with him now.

Dan

On Feb 21, 2018, at 10:50, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Dan we will need to confirm wording for the modification with John Sherrah.
We will also need to add any new names of resources to the schedule C – Sub contractors.
Do you want me to work with John or do you want to reach out to him.

Both documents need to go to Maurna when finalized.

Summary of ITI Contract

| Project | Deliverable | Current Contract C18GDX37208 | Funding Source | Procurement Method |
|--|-------------------------------------|---------------------------------|------------------------|---|
| 18-025 -Web Analytics Platform Replacement | 50 hours support | \$24,500.00 | Operational COS Budget | 18SOW-035 sent to 3 vendors - possible modification noted |
| Project | Deliverable | Modification to C18GDX37208 | Funding Source | Procurement Method |
| 18-025 -Web Analytics Platform Replacement | 80 additional hours support | \$24,500.00 | Operational COS Budget | As per original SOW no need to re-issue. |
| 18-094 AEST Web Analytics | 80 hours support | \$24,500.00 | Recoverable under MOU | |
| Modification value | | <u>\$49,000.00</u> | | |
| | New Contract C18GDX37208 | \$73,500.00 | | |

Karen Smith

Sr. Project Coordinator
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Cell: 250-589-5417 Office: 778-698-2120

<Modification Wording C18GDX37208.docx><Contract Request FormforC18GDX37208-ITIMod.docx>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: GDX Demo
Date: February 21, 2018 at 11:57 AM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca



Hey Caitlin,

I'm ok with it, but I'll leave the call to you, unless you'd rather I decide :)

Dan

On Feb 21, 2018, at 11:48, Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca> wrote:

David wanted me to check with you both – would it be possible to move the GDX demo to about ½ hour later start? 2:30pm or 3:00? He is uptown for another meeting and won't be back here by 2pm that day.

David mentioned you may have extended the invite further so want to check before I just go ahead and move things around.

Thank you.

Marnie

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: GDX Demo
Date: February 21, 2018 at 12:24 PM
To: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca
Cc: Faust, Marnie L GCPE:EX Marnie.Faust@gov.bc.ca



Works for me.

Dan

On Feb 21, 2018, at 12:24, Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca> wrote:

Hi Marnie,
Let's reschedule to 2:30.
Thanks,
Caitlin

From: Faust, Marnie L GCPE:EX
Sent: Wednesday, February 21, 2018 11:49 AM
To: Brownrigg, Caitlin GCPE:EX; Pollock, Dan GCPE:EX
Subject: GDX Demo

David wanted me to check with you both – would it be possible to move the GDX demo to about ½ hour later start? 2:30pm or 3:00? He is uptown for another meeting and won't be back here by 2pm that day.

David mentioned you may have extended the invite further so want to check before I just go ahead and move things around.

Thank you.

Marnie

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: KPIs and such (FYI)
Date: February 21, 2018 at 1:07 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca



I know.

Didn't win that fight in time.

Dan

On Feb 21, 2018, at 13:04, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Have a look at Appendix B, Objective 1.2, Performance Measure 1.2a:
<http://bcbudget.gov.bc.ca/2018/sp/pdf/ministry/fin.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Feedback on the Analytics Co-Design Workshop
Date: February 21, 2018 at 1:07 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Thanks again for this.

We're looking good :)

Dan

On Feb 21, 2018, at 11:58, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

thoughts on this as a reply before I send?

Hi Kristina,

I like the idea of incorporating that into Topic #2. Perhaps as a question such as: "How does your group track and analyze data across multiple web properties?". Does that sound fitting?

To clarify, the new Web Analytics service will encompass both Gov.bc.ca and standalone websites like SBR. There's no intention to have these websites use a different service or set of tools when we launch.

I know I owe you some updates on standalone websites, so from what I know so far:

1. The migration tools are being built (WebTrends -> Snowplow) to run on any WebTrends profile, so historic data from sites like SBC will be available in the new system. The actual migration of all data will be done during the same time period (it may take a few days to get all the data in).

2. Our recommendation is to have data on all Government properties accessible to users (we are waiting for approvals on this). Removing the barrier of analyzing data between multiple Government websites will allow you to analyze traffic going from a site like SBC, to Gov, and back.

3. In terms of access to the system: For Gov.bc.ca analytics most people will likely use a set of dashboards that will be embedded in CMS Lite, giving them read-only access to dashboards about Gov.bc.ca traffic and pages.

To access analytics for standalone websites, you will be able to purchase Power User seats that allow you to view and edit dashboards, drill down into data, create new dashboards, schedule reports etc (lots of features here). These seats will have access to both Gov.bc.ca and standalone analytics, so you don't need to purchase multiple "seats" for each property you manage.

Pricing for power users will be in the tens of dollars per month.

(all of this is still in motion/will get final approvals soon).

4. In terms of implementing the tracking: Adding the tracking code to any website should be relatively straightforward (it is similar in principal to WebTrends). For more advanced tracking beyond page views (for example, capturing custom events, form submissions), we will be encouraging ministries to work with us within an MOU to ensure the data is being tracked and reported on properly. Areas that have a dev shop in-house will find that their developers can do most of the work under our guidance.

Hope that clears things a bit!

By the way, you are definitely not the only ministry - we have about 80 standalone profiles.

Cheers,
Daniel

From: Luzzi, Kristina M FIN:EX
Sent: February-21-18 9:30 AM
To: Yona, Daniel GCPE:EX
Subject: RE: Feedback on the Analytics Co-Design Workshop

Hi Dan,

The proposed agenda covers everything I want to know, except one thing...

How are non-gov.bc.ca profiles going to be handled?

We can't be the only ministry with non-gov.bc.ca profiles in WebTrends (i.e. the only ministry with content still on other servers). We are actively using our SBR webtrends profiles right now to help us understand traffic on pages we're redesigning for gov.bc.ca. They are equally important to our gov.bc.ca profiles and are used the same way for the same purpose. In our eyes, they can't and shouldn't be separated from gov.bc.ca analytics transitioning to the new tools.

So that would be of interest to me and perhaps other ministries. Perhaps getting a pulse on that could be factored into Topic #2?

Thanks Dan. Looking forward to this!

Kristina Luzzi

User Experience Design Team Lead
Public Information & Corporate Services
Ministry of Finance
Kristina.Luzzi@gov.bc.ca
(778) 698-4810

From: Yona, Daniel GCPE:EX
Sent: Wednesday, February 21, 2018 8:53 AM
To: Yona, Daniel GCPE:EX
Subject: Feedback on the Analytics Co-Design Workshop

Hi,

We're looking to get some feedback on the agenda and the topics for our Analytics Co-Design Workshop from a few stakeholders. Your help and feedback is appreciated!

The date we've chosen for this event is Friday, March 16th, from 1pm to 3pm at 617 Government.

Our overall goals are to discover and clarify:

- What our Analytics users are expecting to see as we replace WebTrends
- Ways in which we we can ease the transition.
- Ways to improve the delivery of the new analytics service moving forward.

I'm attaching the planned agenda and discussion topics.

Please let me know your thoughts/comments in the next day or two, as we're planning on sending the official invite by the end of this week.

Thanks,

Daniel Yona, on behalf of the GDX Analytics Team (Dan Pollock, Adam Ell, Ryan Janes, David Wrate and Sachen Macdonald)

O: 250-387-3961
C: 250-812-4693

Corporate Online Services
GDX – Government Digital Experience
Government Communications and Public Engagement

4th Floor, 617 Government Street, Victoria, BC, V8W 9V1

<image001.png>

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From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Setting up a call with Snowplow?
Date: February 21, 2018 at 1:28 PM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

Excellent.

Thanks again for your sage advice.

Dan

On Feb 21, 2018, at 13:27, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

I believe so, yes.

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 1:06 PM
To: Cormack, Garrett GCPE:EX
Subject: Fwd: Setting up a call with Snowplow?

FYI.

See below s.17

Does that cover us?

Dan

Begin forwarded message:

From: "Pollock, Dan GCPE:EX" <dan.pollock@gov.bc.ca>
Subject: Re: Setting up a call with Snowplow?
To: Renee Derksen <Renee.Derksen@gov.bc.ca>
Cc: "Brown, Marina AEST:EX" <Marina.Brown@gov.bc.ca>

Yes please. In case the folks at Snowplow ask, what are the roles for the folks below?

Karen will send over an MOU for you shortly.

As we discussed, this is to get major progress complete on the research and planning for a migration. From what you said, your team won't be in position to implement the migration this fiscal, but that's fine. We'll work out a more detailed plan when we connect you, your team, and Snowplow on Monday morning.

s.13,s.17

TL;DR

Thanks,
Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Reminder about names when making JIRA tickets
Date: February 21, 2018 at 2:29 PM

To: Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca, Ryan R GCPE:EX Janes Ryan.Janes@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Daniel Yona Daniel.Yona@gov.bc.ca

DP

When making JIRA tickets, please be sure to use our naming convention. This applies to sub-tasks as well as full stories.

Use something like:

Analytics - Looker - Configure SMTP for Looker to send emails from Govt email address

Names should include the big picture project, but also should be standalone descriptors of the work we are doing.

If we stay disciplined about this when creating tickets, it will save a huge amount of time and confusion down the road. As well, our JIRA project is shared others in GDX, so it's key that we differentiate our work this way.

Thanks folks,
Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: JIRA Portfolio Plugin

Date: February 21, 2018 at 2:46 PM

To: Dixon, Jane GCPE:EX Jane.Dixon@gov.bc.ca

Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Reed, Brent GCPE:EX Brent.Reed@gov.bc.ca, Daniel Yona Daniel.Yona@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Su, Zhibin GCPE:EX Zhibin.Su@gov.bc.ca

DP

If we wait, do we lose the 50% discount?

Dan

On Feb 21, 2018, at 13:50, Dixon, Jane GCPE:EX <Jane.Dixon@gov.bc.ca> wrote:

Yes Garrett is correct. The first year is always the hardest. After that the cost is reduced by 50%.

However, not all is lost, just because it has not been approved to implement at this point. Does not close the door in the future. If we can provide a valid business use for this expenditure. It may be passed in the future.

Again, any questions concerns, suggestions, please don't hesitate to forward...

Jane

From: Cormack, Garrett GCPE:EX

Sent: Wednesday, February 21, 2018 1:40 PM

To: Reed, Brent GCPE:EX; Pollock, Dan GCPE:EX; Dixon, Jane GCPE:EX

Cc: Yona, Daniel GCPE:EX; Albert, Steve GCPE:EX; Su, Zhibin GCPE:EX

Subject: RE: JIRA Portfolio Plugin

Hi Everyone,

As I understand the licensing, the number must be aligned with the licensed number of JIRA users = 500. This is \$9900 USD, or approximately \$13,500 CDN.

Garrett

From: Reed, Brent GCPE:EX

Sent: Wednesday, February 21, 2018 1:36 PM

To: Pollock, Dan GCPE:EX; Dixon, Jane GCPE:EX

Cc: Yona, Daniel GCPE:EX; Albert, Steve GCPE:EX; Cormack, Garrett GCPE:EX; Su, Zhibin GCPE:EX

Subject: RE: JIRA Portfolio Plugin

Asked Zhibin the same question, even a reduce number of license as we develop, understand DevOps role the intake process for PMO and portfolios going forward?

From: Pollock, Dan GCPE:EX

Sent: February 21, 2018 1:17 PM

To: Dixon, Jane GCPE:EX <Jane.Dixon@gov.bc.ca>

Cc: Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca>; Albert, Steve GCPE:EX

<Steve.Albert@gov.bc.ca>; Reed, Brent GCPE:EX <Brent.Reed@gov.bc.ca>;

Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca>; Su, Zhibin GCPE:EX <Zhibin.Su@gov.bc.ca>
Subject: Re: JIRA Portfolio Plugin

What is the cost to renew?

Dan

On Feb 21, 2018, at 10:10, Dixon, Jane GCPE:EX <Jane.Dixon@gov.bc.ca> wrote:

Hello All.

This is just to inform you that at this time, the JIRA Portfolio plugin will be expiring on Feb 25, 2018, and will not be extended.
<https://marketplace.atlassian.com/plugins/com.radiantminds.roadmaps-jira/server/overview>

Please let me know if you have any questions or concerns.

Sincerely,
Jane

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: travel form
Date: February 21, 2018 at 3:12 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP



Travel
Authori...na.pdf

Page 302 to/à Page 304

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Travel Authorization forms
Date: February 21, 2018 at 3:48 PM
To: Hume, David GCPE:EX David.Hume@gov.bc.ca
Cc: Faust, Marnie L GCPE:EX Marnie.Faust@gov.bc.ca

DP

Hi David,

I've left a pair of travel authorization forms with Marnie.

They are to send Daniel Yona and I to join Jess McMullin doing field research for our Service Analytics project with Service BC.

We are going to Vernon and Salmon Arm next week, with the costs covered by our MOU with Service BC.

Dan

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Leadership team catch up
Date: February 21, 2018 at 4:06 PM
To: Walter Moser Walter.Moser@gov.bc.ca
Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Thanks,
Dan

On Feb 21, 2018, at 16:00, Moser, Walter GCPE:EX <Walter.Moser@gov.bc.ca> wrote:

Leadership team catch up

Scheduled: Friday, Feb 23, 2018 from 3:30 PM to 4:30 PM

Location: **s.15** or other place if this idea starts an argument

Invitees: Bamford, Stephen A GCPE:EX, Pollock, Dan GCPE:EX, Cormack, Garrett GCPE:EX, Albert, Steve GCPE:EX, Dale, Raman GCPE:EX, Twynstra, Tanya L GCPE:EX, Finnigan, Brooke GCPE:EX, Guglielmi, Irene Z GCPE:EX, Wrate, David GCPE:EX, Hume, David GCPE:EX, Murphy, Savannah R GCPE:EX

Page 307

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Travelling next week for Service BC Project Research
Date: February 21, 2018 at 8:47 PM
To: Brandt, Charisma L GCPE:EX Charisma.Brandt@gov.bc.ca

DP

Hi Charisma,

Regarding hotels, if we can, we'd like to stay:

- s.15
-

Does that work?

Dan

On Feb 21, 2018, at 16:29, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

My legal name is Daniel.

Dan

On Feb 21, 2018, at 16:22, Brandt, Charisma L GCPE:EX
<Charisma.Brandt@gov.bc.ca> wrote:

Hi Dan, sorry, is your full name Daniel? We need it for the flight booking.

Thanks,

Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 4:20 PM
To: Brandt, Charisma L GCPE:EX
Subject: Re: Travelling next week for Service BC Project Research

Thanks!

Dan

On Feb 21, 2018, at 16:08, Brandt, Charisma L GCPE:EX
<Charisma.Brandt@gov.bc.ca> wrote:

Great that's off to Uniglobe, Tara will send the confirmations once they're booked.

Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 4:06 PM
To: Brandt, Charisma L GCPE:EX
Cc: Yona, Daniel GCPE:EX
Subject: Re: Travelling next week for Service BC Project Research

For flights, we'd like to try to take Westjet WS 3118 from Victoria to Kelowna on Wednesday evening at 7:40pm.

And returning on the Friday on WS 3261 from Kelowna to Victoria at 6pm.

We'll get back to you on hotels shortly, but it looks like flights will go up in price tomorrow, so we should try to book today if we can.

Thank you!

Dan

On Feb 21, 2018, at 15:58, Brandt, Charisma L GCPE:EX
<Charisma.Brandt@gov.bc.ca> wrote:

Great, I have the forms in hand, just let me know what you need and I'll book it!

Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 3:36 PM
To: Brandt, Charisma L GCPE:EX
Subject: Re: Travelling next week for Service BC Project Research

The forms are with David Hume to sign.

Not sure if we'll have them by tonight, but not, I expect you'll get them tomorrow.

We're looking into hotels along with our contractor and we'll let you know what we recommend.

Dan

On Feb 21, 2018, at 15:23, Brandt, Charisma L GCPE:EX <Charisma.Brandt@gov.bc.ca> wrote:

Looks great! We just need it signed off. I'm going to be here till 4:30 today.

Charisma Brandt
Financial Services Coordinator
Government Communications and Public
Engagement
778-698-3308

*"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill*

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 3:19 PM
To: Brandt, Charisma L GCPE:EX
Subject: Re: Travelling next week for Service BC Project Research

How does this look?

(Thanks for the help, this is my first time through...)

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Looker Use Case for Province of British Columbia
Date: February 21, 2018 at 8:50 PM
To: Megan Stewart megan@looker.com
Cc: Elan Weiner elan@looker.com, Ryan Lee ryan@looker.com

DP

Excellent. Thanks to you both.

Have a great weekend!

Dan

On Feb 21, 2018, at 20:02, Megan Stewart <megan@looker.com> wrote:

And to confirm, a dev instance of Looker is included with your current license.

I am working on a definition for the dashboard use case that includes the 200 users on the CMS Lite application and will forward by early next week s.22

Sent from my iPhone

On Feb 21, 2018, at 9:05 PM, Elan Weiner <elan@looker.com> wrote:

Hi Dan,

Find the answers to your questions below:

1) What are our options for a "Dev" dashboard environment?

We recommend setting up 2 instances of looker on 2 separate servers, one for dev and one for production. Because the model is completely version via git it's easy to move code to production as needed and revert back as well. Content however, is maintained on the internal database so you'll want to make sure all content is getting created on the dev instance and then periodically promote to production. Professional services will make sure this is set up correctly.

2) When using our embedded "dashboard" access, will that give users the opportunity to do things like export PDFs? Is there a convenient list of what functionality is included in this level of access as envisioned?

Yes Dashboard only embed users can download to PDF. They can also download to excel. Here are a list of the permissions that you can enable for them: access_data, see_looks, see_user_dashboards, see_lookml_dashboards, see_drill_overlay, download, embed_browse_spaces. For a full list of permissions and descriptions see: <https://docs.looker.com/admin-options/settings/roles#permission-sets>

On Wed, Feb 21, 2018 at 12:13 AM, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Hi Megan and co.,

We will likely be proceeding as planned.

It might take us a couple of days to get final approval here, but I expect we will be moving forward a model along the lines of what we discussed.

Two other questions came up that I'm hoping you can help with:

1) What are our options for a "Dev" dashboard environment?

We're thinking of a limited access instance where we can test product updates and changes to LookML without risk to the production instance. There are ways to test LookML in production without too much risk, however there is no way to safely test product updates that we know of.

2) When using our embedded "dashboard" access, will that give users the opportunity to do things like export PDFs? Is there a convenient list of what functionality is included in this level of access as envisioned?

We'll be in touch again later this week with a more final answer on the licensing model as well as setting up dev sessions.

Thanks again,
Dan

On Feb 13, 2018, at 22:10, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> <mailto:Dan.Pollock@gov.bc.ca> wrote:

Thanks!

Dan

On Feb 13, 2018, at 17:16, Megan Stewart <megan@looker.com> <mailto:megan@looker.com> wrote:

Hi Dan,

Great to hear from you! 11:30 am on Friday, February 16th works for us. Our VP of Sales - North America, Jason Smith s.22) will be joining and potentially your Looker Customer Success Manager, Ryan Lee as well.

I'll send out an invite and talk to you then!

Regards,

<Looker_Logo3.png> <https://t.yesware.com/tl/740df7983dc963d0d69519ea979d11ac4ed93fc0/8992bef1892c9983832e7a02fc9a65ef/f0b879c233709cec3686db1999c4d4b0?ytI=http%3A%2F%2Fwww.looker.com%2F>

Megan Stewart
Enterprise Account Executive
(415)990-5095

[www.looker.com](https://t.yesware.com/tl/740df7983dc963d0d69519ea979d11ac4ed93fc0/8992bef1892c9983832e7a02fc9a65ef/21ee7ea396de49be59bb42fdc2bd3252?ytI=http%3A%2F%2Fwww.looker.com) <https://t.yesware.com/tl/740df7983dc963d0d69519ea979d11ac4ed93fc0/8992bef1892c9983832e7a02fc9a65ef/21ee7ea396de49be59bb42fdc2bd3252?ytI=http%3A%2F%2Fwww.looker.com>

On Tue, Feb 13, 2018 2:38 PM, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> <mailto:Dan.Pollock@gov.bc.ca> wrote:

On Feb 8, 2018, at 15:08, Megan Stewart <megan@looker.com> <mailto:megan@looker.com> <mailto:megan@looker.com> wrote:

Hi Dan,

Thanks for taking the call with me yesterday and I'm excited that you, Dan, and Adam will be able to come to the JOIN Roadshow next month. It'll be great to see you all in-person!

Looking forward to it!

As a follow-up to our call, I wanted to clarify the licensing based on the use case we discussed and offer up next steps.

Assumptions:

- * Looker will be used internally by Province of BC via embedded dashboards/reports in a CMA system
- * User types include 2-3 dozen regular users that can build dashboards and reports as well as have full exploration capabilities in to the data
- * About 200 users will view embedded dashboards only with some filtering capabilities
- * As a phase 2, Province of BC would like to embed static dashboards in to public government websites
- * Province of British Columbia requests a cost effective solution

That's a good starting point.

Below is the current contract pricing in place for this use case (in US dollars). Because Looker is being used internally, whether the user logs in to Looker or leverages Looker via embed, the same licensing costs apply:

\$36,276 Platform Fee (includes 10 regular users)

\$ 9,600 20 additional regular internal embedded users

\$57,600 200 dashboard only internal embedded users

\$103,476 Annual subscription fully deployed

Good news! I also confirmed that there is no licensing fee to embed static dashboards on public websites.

I understand that pricing is a concern. I do want to emphasize that will work with you on a licensing model that is a win-win on both sides.

For next steps, I suggest we schedule a call with myself and my VP early next week to discuss further around your timing, budgeting etc. so we can design a couple of options for you. Could we set up some time on Tuesday, February 13th? If so, let me know your and team's availability. I'll also have a technical resource join to confirm the authentication set-up.

Please do set up a call. I was off for our long weekend, so sorry I wasn't able to get back earlier.

I'm available:

* Wednesday, Feb 14:

* before 9:45

* noon - 2

* after 4

* Thursday, Feb 15

* 11-1:30

* after 3

* Friday, Feb 16

* 11:15-3:30

Do any of those times work for you?

Dan

--

Elan Weiner



Sales Engineer
elan@looker.com
(310) 975-9725

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: ADM Prioritization moved to 0915 start

Date: February 21, 2018 at 8:55 PM

To: Hume, David GCPE:EX David.Hume@gov.bc.ca

Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca, Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca, Finnigan, Brooke GCPE:EX Brooke.Finnigan@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Savannah Murphy Savannah.Murphy@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Sachen Macdonald Sachen.Macdonald@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca

DP

No problem.

It looks like we're booked in s.15 Will that be big enough for us all?

It looks like s.15 is available until 10:30, which would give us much more space.

Dan

On Feb 21, 2018, at 16:47, Hume, David GCPE:EX <David.Hume@gov.bc.ca> wrote:

Hey all—I moved the start of our meeting to 0915 so as to accommodate people reaching the meeting at Maximus at 10:30. I'll be available until 10:30 so we can keep the conversation going until then.

Best,

David

David Hume

Acting Assistant Deputy Minister – Government Digital Experience Division (GDX)

Government Communications and Public Engagement

Province of British Columbia

+1 250 589 9043 | david.hume@gov.bc.ca | @dbhume

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

From: Brownrigg, Caitlin GCPE:EX

Sent: Monday, January 29, 2018 4:05 PM

To: Brownrigg, Caitlin GCPE:EX; Cormack, Garrett GCPE:EX; Finnigan, Brooke GCPE:EX; Pollock, Dan GCPE:EX; Albert, Steve GCPE:EX; Murphy, Savannah R GCPE:EX; Wrate, David GCPE:EX; Guglielmi, Irene Z GCPE:EX; Hume, David GCPE:EX; Macdonald, Sachen GCPE:EX; Moser, Walter GCPE:EX

Subject: ADM Prioritization

When: Thursday, February 22, 2018 9:15 AM-10:30 AM (UTC-08:00) Pacific Time (US & Canada).

Where: GCPEs.15

GCPE:EX

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: PPT slides for Policy CoP event to Julia please
Date: February 21, 2018 at 9:31 PM
To: Diamond, Julia AGRI:EX Julia.Diamond@gov.bc.ca

DP

Excellent!

Thanks for checking. Much better to find a problem today than Friday morning :)

Dan

On Feb 21, 2018, at 21:31, Diamond, Julia AGRI:EX <Julia.Diamond@gov.bc.ca> wrote:

Ah, got it – sorry I didn't realize. All good! Thanks.

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 8:52 PM
To: Diamond, Julia AGRI:EX
Subject: Re: PPT slides for Policy CoP event to Julia please
Importance: High

Hi Julia,

Slide 8 has animations in it.

When you play the presentation, it should show the text correctly when you advance the animation.

Does it work for you in that mode?

Dan

On Feb 21, 2018, at 17:31, Diamond, Julia AGRI:EX
<Julia.Diamond@gov.bc.ca> wrote:

Hi Dan – there is one issue with your slides: slide 8 has overlapping text – I assume this is not intentional. Can you please advise or fix?

Cheers
Julia

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 20, 2018 8:26 AM
To: Diamond, Julia AGRI:EX
Cc: Magnus, Samantha A HLTH:EX; MacKenzie, Dan JTT:EX
Subject: Re: PPT slides for Policy CoP event to Julia please

Pardon the delay, I had a computer failure yesterday.

Attached are my updated slides.

In terms of a potential additional question, I'm a fan of your suggestion:
"What are the biggest barriers in your area to measuring success in your program/policy area?"

Dan

<Service Analytics at Policy Day - v21 - 2018-02-23.pptx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Field research orientation / training
Date: February 21, 2018 at 10:35 PM
To: Jess McMullin jess@situ.org
Cc: Young, Deanna C GCPE:EX deanna.young@gov.bc.ca

DP

Perfect. I'll book it.

Dan

On Feb 21, 2018, at 22:33, Jess McMullin <jess@situ.org> wrote:

How about 10:00-11:00 - I am at that SBC project overview from 1:00-3:00 at 4000 Seymour. We could also start earlier

Cheers

Jess

From: Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca>
Sent: Thursday, February 22, 2018 1:20:29 AM
To: Jess McMullin
Cc: Young, Deanna C GCPE:EX
Subject: Field research orientation / training

Hey Jess,

We had talked about doing a Field research orientation / training session on Wednesday before we head out to Vernon.

What time works for you? Our Wednesday is pretty flexible so far outside of 11:00-11:45.

While Daniel and I are the only ones going on the road, I'd like to invite Adam Ell and Ryan Janes from our team as well. This would be great for them to know too.

Thanks,
Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: LUNCH! -- Re: Data Team Training -- Webtrends by Ryan Janes -- GDXDSD-561

Date: February 22, 2018 at 9:24 AM

To: Janes, Ryan R GCPE:EX Ryan.Janes@gov.bc.ca, Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca, Macdonald, Sachen GCPE:EX Sachen.Macdonald@gov.bc.ca, Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca

DP

Hey gang,

As I mentioned earlier, given that we've moved this over lunch, I'm happy to order some to folks who haven't brought something in.

I'll put in an order from Accio Kitchen. If you want something, let me know by 11am and I'll order:

<https://www.myaccio.com/the-kitchen>

See you at lunch!

Dan

From: Dan.Pollock@gov.bc.ca

When: 12:30 - 13:30 February 22, 2018

Subject: Data Team Training -- Webtrends by Ryan Janes -- GDXDSD-561

Location: s.15

This is our weekly training time slot.

Check out the "Data Team Training" Epic in JIRA at:
s.15,s.17

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Setting up a call with Snowplow?
Date: February 22, 2018 at 10:10 AM
To: Renee Derksen Renee.Derksen@gov.bc.ca

DP

Sounds good to me.

Thanks,
Dan

On Feb 22, 2018, at 09:06, Derksen, Renee AEST:EX <Renee.Derksen@gov.bc.ca> wrote:

Perfect – should we get a meeting room for this at St. Ann's?

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 21, 2018 2:24 PM
To: Derksen, Renee AEST:EX
Subject: Re: Setting up a call with Snowplow?

Will do.

I've asked Snowplow to extend the calendar invite.

In case the invite doesn't come through, here are the details:

Snowplow <> Government of BC
When Mon 26 Feb 2018 17:00 – 18:00 London
Where **s.15 s.17**
Calendar dan.pollock@gov.bc.ca
Who

- christophe@snowplowanalytics.com - organiser
- dan.pollock@gov.bc.ca

Hi there,
Christophe Bogaert is inviting you to a scheduled Zoom meeting.
s.15,s.17

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Room 2 Coaching and dry run of demo day
Date: February 22, 2018 at 10:33 AM

DP

To: Guiney, Lisa GCPE:EX Lisa.Guiney@gov.bc.ca

Cc: Tanya Twynstra Tanya.Twynstra@gov.bc.ca, Bronee, Amy GCPE:EX Amy.Bronee@gov.bc.ca, Massoud, Simone GCPE:EX Simone.Massoud@gov.bc.ca, Ralph, Jamie GCPE:EX Jamie.Ralph@gov.bc.ca, Seiterle, Dominic GCPE:EX Dominic.Seiterle@gov.bc.ca, Summers, Katrina GCPE:EX Katrina.Summers@gov.bc.ca

We're wrapping up in s.15

I'll be there in a couple of minutes.

Dan

On Feb 22, 2018, at 10:32, Guiney, Lisa GCPE:EX <Lisa.Guiney@gov.bc.ca> wrote:

Hi

We will now be in s.15

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

From: Twynstra, Tanya L GCPE:EX

Sent: Wednesday, February 21, 2018 10:46 AM

To: Twynstra, Tanya L GCPE:EX; Pollock, Dan GCPE:EX; Bronee, Amy GCPE:EX; Guiney, Lisa GCPE:EX; Massoud, Simone GCPE:EX; Ralph, Jamie GCPE:EX; Seiterle, Dominic GCPE:EX; Summers, Katrina GCPE:EX

Subject: Coaching and dry run of demo day

When: Thursday, February 22, 2018 10:30 AM-11:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: GCPE s.15 (Seats 26 people) GCPE:EX

Sorry need to make a slight adjustment in time.s.15
demo day, looks like it is Lisa, Simone, Dominic and I.

and Amy gone for

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Re book ADM prioritization
Date: February 22, 2018 at 11:15 AM
To: Faust, Marnie L GCPE:EX Marnie.Faust@gov.bc.ca

DP

Hi Marnie,

I've got a project kickoff meeting 9-10 that I can't escape.

Other than that, I can do any time other than Demo Day. If you need to start before 10 to fit everyone, I'll arrive a little late.

Thanks,
Dan

On Feb 22, 2018, at 11:11, Hume, David GCPE:EX <David.Hume@gov.bc.ca> wrote:

Hey there Marnie—could I ask you to book 90 minutes with the folks on the cc line on Monday?

The agenda will include:

- Retrospective over the last couple of sprints –what's we need to keep doing or do more of, and what needs to be improved
- Prioritization of goals.

I know 90 minutes is a big chunk of time, but time together is a whole team will be important to ensure we're all together as we head to end of fiscal.

Best,

David

David Hume
Acting Assistant Deputy Minister – Government Digital Experience Division (GDX)
Government Communications and Public Engagement
Province of British Columbia
+1 250 589 9043 | david.hume@gov.bc.ca | @dbhume

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: ADM Prioritization
Date: February 22, 2018 at 1:25 PM
To: Savannah Murphy Savannah.Murphy@gov.bc.ca

DP

Cool.

s.22

Dan

On Feb 22, 2018, at 13:25, Murphy, Savannah R GCPE:EX <Savannah.Murphy@gov.bc.ca> wrote:

s.22

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 22, 2018 1:25 PM
To: Murphy, Savannah R GCPE:EX
Subject: Re: ADM Prioritization

No prob.

s.22

Dan

On Feb 22, 2018, at 13:23, Murphy, Savannah R GCPE:EX
<Savannah.Murphy@gov.bc.ca> wrote:

s.22

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 22, 2018 11:36 AM
To: Murphy, Savannah R GCPE:EX
Subject: Fwd: ADM Prioritization

Hey Savannah,

s.22

Dan

Begin forwarded message:

From: "Hume, David GCPE:EX" <David.Hume@gov.bc.ca>
Subject: ADM Prioritization

Date: February 22, 2018 at 11:34:30 PST

To: "Cormack, Garrett GCPE:EX" <Garrett.Cormack@gov.bc.ca>, "Moser, Walter GCPE:EX" <Walter.Moser@gov.bc.ca>, "Guglielmi, Irene Z GCPE:EX" <Irene.Guglielmi@gov.bc.ca>, "Murphy, Savannah R GCPE:EX" <Savannah.Murphy@gov.bc.ca>, "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>, "Finnigan, Brooke GCPE:EX" <Brooke.Finnigan@gov.bc.ca>, "Wrate, David GCPE:EX" <David.Wrate@gov.bc.ca>, "Albert, Steve GCPE:EX" <Steve.Albert@gov.bc.ca>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: calling in to the stand up?
Date: February 22, 2018 at 1:33 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca



If you're having trouble calling in, here's the info:
s.15,s.17

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Opportunity to add poll questions + review ppts
Date: February 22, 2018 at 2:33 PM
To: Samantha Magnus Samantha.Magnus@gov.bc.ca

DP

Yes.

Almost done, but got pulled into a meeting with my ADM.

It's next on my to-do list. Won't take me long. (I've done this a few times before, so it's not so bad.)

Dan

On Feb 22, 2018, at 14:16, Magnus, Samantha A HLTH:EX <Samantha.Magnus@gov.bc.ca> wrote:

Dan can you send the slides to Julia when you are ready?

And I'm sorry for not catching that we'd be inserting all slides into a non-wide-screen uber-master deck for the event.... And creating the extra work☹

S.

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 22, 2018 11:31 AM
To: MacKenzie, Dan JTT:EX
Cc: Magnus, Samantha A HLTH:EX; Laporte, Dan HLTH:EX; Whitley, Rebecca HLTH:EX
Subject: Re: Opportunity to add poll questions + review ppts

Unfortunately, the slides won't work for me the way they currently are.

The transitions/animations and formatting have changed so things don't line up, and some slides are squished so they aren't legible anymore.

If we can't fix it to have them look right, is it possible to switch out to the deck loaded separately and then switch back to the main deck?

I agree with Dan's comments on the questions. Not sure how I would answer that one.

Dan

On Feb 22, 2018, at 11:11, MacKenzie, Dan JTT:EX
<Dan.MacKenzie@gov.bc.ca> wrote:

Hi Sam,

Thanks for this great overview. Dan P totally called the slides problem... hilarious.

- I'm ok with the mod question order, I just want to flag that I'm not

100% confident on the last q (Can rigorous evaluation be conducted internally? How necessary is it to have a third party conduct evaluation?). I wanted to check in with the other panellists to ensure they had something good and safe to say.

From: Magnus, Samantha A HLTH:EX
Sent: Thursday, February 22, 2018 10:51 AM
To: Laporte, Dan HLTH:EX; MacKenzie, Dan JTT:EX; Whitley, Rebecca HLTH:EX
Subject: Opportunity to add poll questions + review ppts

Hello Measuring Success panelists!

Very much looking forward to our event tomorrow morning.

A few items here:

1. Your ppts have been loaded into the conference master deck
2. We can add more poll questions - **Please provide any feedback by noon!** If you can ☺
3. Don't count on having your own screen to see notes impeded in your ppt
4. We didn't get a chance to talk about moderated questions during the dry run, feel free to let me know what questions you like best

1. Slides

It turns out that Julia was compiling a master deck by plunking all ppts into a single file (not a wide screen one). We both niggled imaged and text so everything looks ok. You may want to look over your own slides in case there is something we missed, so that you are not surprised by any differences (no opportunity to change at this point though). Even Rebecca's slides went a little wonky when they got pasted into the master deck so there was some finicky work to do.

2. Poll Questions

The conference sponsors are providing polling devices with their proprietary polling software called TurningPoint, and it turns out we are the only panel using the device, so it would be helpful to add a couple more questions.

Please provide your feedback by noon!

- | |
|--|
| <ol style="list-style-type: none">1. What best describes the state of measuring success in your policy or program area?<ul style="list-style-type: none">„ Formative --- Generally uncoordinated, siloed, ad hoc efforts„ Developing --- Moderately organized with growing standards/methods„ Acceptable --- Organizationally embedded, functions well with room for growth„ Advanced --- Collaborative, well-coordinated and effective, with the right toolsLeading Practice --- Comprehensive integrated approach |
|--|

- „ Leading Practice – Comprehensive integrated approach, subject to continuous improvement
- „ Don't know/ not sure

2. How many of the policies and programs in your area are formally evaluated?

- „ A few, here and there
- „ Roughly half
- „ Most
- „ Almost all
- „ Don't know/ not sure

3. What is the biggest barrier in your area to measuring success in your program/policy area?

- „ Lack of knowledge/skills
- „ Lack of time/resources
- „ No case for it / no buy-in
- „ Privacy/security concerns
- „ We just don't have the data
- „ Other
- „ Don't know/not sure.

Moderated questions ← **feel free to up vote, by end of day**

- Why should policy makers (who want to build their policy muscle) care about measurement or evaluation?
- **What are your reactions to the polling results?**
- What is the role of qualitative analysis in measuring success?
- How do you engage with ethics & privacy issues in your work?
- How important is it to have the right tools for measuring success?
- Can rigorous evaluation be conducted internally? How necessary is it to have a third party conduct evaluation?

Samantha Magnus | Health Economist

Methodologies and Cross Sector Analysis

Health Sector Information, Analysis and Reporting Division | Ministry of Health

phone: 250-952-3656 | email: samantha.magnus@gov.bc.ca

SERVICE ACCOUNTABILITY TEAMWORK CURIOSITY PASSION COURAGE

I N T E G R I T Y

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Hello
Date: February 22, 2018 at 3:58 PM
To: Murray Galbraith murray@youneeq.ca

DP

Hey Murray.

Walter will be in touch if and when we can find a good project to collaborate on.

Thanks for reaching out,
Dan

On Feb 22, 2018, at 13:48, Murray Galbraith <murray@youneeq.ca> wrote:

Dan

Just dropping a line to say hello. We're looking forward to working with you in April.

Cheers

Murray Galbraith
CEO
<image003.jpg>
Canadian Office
www.youneeq.ca
838 Fort St #320 - F
Victoria BC V8W 1H8
E:murray@youneeq.ca
T:866.515.0110 ext 101
D:250.483.5446
F: 866.544.3717
[Linkedin Profile](#)

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Page 328 to/à Page 329

Withheld pursuant to/removed as

s.22;s.13

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Did you call?
Date: February 22, 2018 at 11:49 PM
To: John Sherrah John.Sherrah@iticanada.ca

DP

Hey John,

It looks like I had another call from ITI.

Do you need a call back?

I'm at a conference tomorrow, but I can sneak away at some point. What's a good time?

Dan

On Feb 22, 2018, at 13:25, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Hey John,

It looks like I may have missed a call from you.

I'm in a training for the next 40 minutes or so. I should be able to call quickly after that or around 3:30.

What's up?

Dan

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Resuming the Jumpstart program

Date: February 23, 2018 at 9:33 AM

To: Ell, Adam GCPE:EX Adam.Ell@gov.bc.ca, Janes, Ryan R GCPE:EX Ryan.Janes@gov.bc.ca, Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca

DP

Hey team,

Any of the Wednesday times work for me.

How about you guys?

(Note, it's all in EST)

I'll book it if a time works for you.

Dan

On Feb 23, 2018, at 09:26, Rebecca Coughlan <rebecca.coughlan@looker.com> wrote:

Hi Province of B.C. team!

I hope you've all been having a great February! Megan and I have been in touch regarding your most recent conversations and it looks like you may be ready to resume the Jumpstart program to get the first iteration of your instance up and running.

I'd love to setup some time to sync to discuss timing and next steps. Please select the time that works best for you or let me know if you need any additional options. As noted in previous emails we're targeting to wrap your engagement by the end of March, so we'd love to better understand your timeline and scheduling considerations.

Province of B.C. x Looker Jumpstart Sync

Click or tap on a time to schedule instantly

Location: s.15,s.17

Time zone: **EST**

Mon, Feb 26

5:00 – 5:30p

5:30 – 6:00p

Tue, Feb 27

3:00 – 3:30p

3:30 – 4:00p

4:30 – 5:00p

Wed, Feb 28

1:30 – 2:00p

4:30 – 5:00p

Thu, Mar 1

1:30 – 2:00p

4:30 – 5:00p

Fri, Mar 2

12:00 – 12:30p

3:00 – 3:30p

4:00 – 4:30p

4.00 - 4.50p



We're looking forward to touching base!

Best,

Becca Coughlan
Project Manager, Professional Services

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: PUBLIC SECTOR BARGAINING ACADEMY - reschedule meeting
Date: February 23, 2018 at 9:35 AM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca
Cc: Johnstone, Susan PSEC:EX Susan.Johnstone@gov.bc.ca

DP

Friday 1-2 or 2-3 work for me as well.

Thanks,

Dan

On Feb 23, 2018, at 09:30, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

Hi Susan, any of the Friday times work for me.

David

On Feb 23, 2018, at 9:14 AM, Johnstone, Susan PSEC:EX <Susan.Johnstone@gov.bc.ca> wrote:

Good morning

I am looking to reschedule a meeting between you, Kindree Draper and Alisha Olson.
The meeting will be in the **s.15**

Can you please provide availability for the following dates:

Thursday March 8th – 9:00 – 10:00 am *or* 9:30 – 10:30 am

Friday March 9th – 1:00 – 10:00 am, 10:00 – 11:00 am, 1:00 – 2:00 pm *or* 2:00 – 3:00 pm

Thank you

Susan Johnstone

Acting Executive Administrative Assistant
Public Sector Employers' Council Secretariat
Province of BC
Tel: 778 698-8549

gov.bc.ca/PSEC

<image001.jpg>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Invitation: Analytics Co-Design Workshop (March 16th)
Date: February 23, 2018 at 11:18 AM
To: Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca
Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Macdonald, Sachen GCPE:EX Sachen.Macdonald@gov.bc.ca

DP

Agreed.

Thanks David!

Dan

On Feb 23, 2018, at 10:37, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

I like it, thanks. Will be sending the modified invite out to people now.

From: Wrate, David GCPE:EX
Sent: February-23-18 7:01 AM
To: Yona, Daniel GCPE:EX
Cc: Macdonald, Sachen GCPE:EX; Pollock, Dan GCPE:EX
Subject: Re: Invitation: Analytics Co-Design Workshop (March 16th)

I'd make the opening more direct:

We need your help!

Join us on March 16th and use your experience with WebTrends to help shape the new analytics service.

You can help inform topics such as:

David

On Feb 22, 2018, at 5:50 PM, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

You're invited to attend our Analytics Co-Design Workshop on March 16th to help shape our new analytics service!

We are hoping to get input from current WebTrends users and other stakeholders in order to discover and clarify:

- What our Analytics users expect to see as the new system replaces WebTrends
- Ways in which we we can ease the transition.
- Ways to improve the delivery of the new analytics service moving forward.

Your input will have a direct impact on what the service looks like when launched.

Our agenda:

| | |
|-------------------------|---|
| 1:00 pm - 1:30 pm | Welcome, introductions, and analytics update |
| 1:30 pm | Explanation of activities and forming |

| | |
|-------------------------|---|
| 1:30 pm - 1:40 pm | Explanation of activities and forming break-out groups |
| 1:40 pm - 2:05 pm | Breakout groups #1 (2-3 discussion topics and Hackathon Station) |
| 2:05 pm - 2:10 pm | Short break |
| 2:10 pm - 2:35 pm | Breakout groups #2 (2-3 discussion topics and Hackathon Station) |
| 2:35 pm - 2:45 pm | Table leads report out to the group on findings |
| 2:45 pm - 3:00 pm | Open discussion, wrap up, and next steps |
| 3:00 pm → | Mingle, add your thoughts, comments and notes to the reported findings |

Details around the various discussion topics are attached as a PDF.

Please RSVP by March 8th so that we can confirm numbers.

We are hoping to see you there and answer any questions you may have!

Thank you,

GDX Analytics Team (Dan Pollock, Adam Ell, Ryan Janes, David Wrate and Daniel Yona)

<Analytics Co-Design Workshop - Agenda & Topics - Mar 16.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Re-cap of MySelfServe meeting
Date: February 23, 2018 at 12:24 PM
To: Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca

DP

Exciting stuff :)

Dan

On Feb 23, 2018, at 12:23, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Rgr.

From: Pollock, Dan GCPE:EX
Sent: February-23-18 12:21 PM
To: Yona, Daniel GCPE:EX
Subject: Re: Re-cap of MySelfServe meeting

Sounds promising. Let's talk more next week. Good luck with First Voices stuff this afternoon!

I don't think Adam and Ryan are ready for intake type presentations yet.

We haven't got our house in order yet to know what the process is for that, so we need to be careful how we talk about future work. (That's explicit direction to me from above.)

Thanks,
Dan

On Feb 23, 2018, at 12:09, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Gave the folks an introduction to WebTrends and Looker/Snowplow, and the timelines we've communicated before s.13,s.17

s.13,s.17 They're in agreement to skip the WebTrends implementation, and go without analytics until Snowplow/Looker.

Some of their requirements are around things they didn't have implemented yet - like analyzing a user journey from MySelfServe - to creating a BCeid and back. Which we can definitely help with.

They will be looking at Snowplow a little bit deeper to understand how to implement it in their system, but wanted a more in-depth demo of Looker/Snowplow which I scheduled for March 7th. I think this is a good opportunity to make a more technical (combo of your ADM tech presentation, and the Comms council one?), and slowly getting Adam and Ryan up to speed on how to present these.

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Fwd: Friday ADM Update : Shout out edition
Date: February 23, 2018 at 1:34 PM
To: Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca

DP

In case you missed it, read this week's update.

Dan

Begin forwarded message:

From: "Hume, David GCPE:EX" <David.Hume@gov.bc.ca>
Date: February 23, 2018 at 13:31:18 PST
To: GCPE GDX - Government Digital Experience Division <GCPEGDX@Victoria1.gov.bc.ca>, GCPE Expanded GDX Contacts <EGDXCon@Victoria1.gov.bc.ca>
Subject: Friday ADM Update : Shout out edition

Afternoon all,

In case you missed Evan's note, ***please fill out your WES questionnaire today—it's the last day!***

This week was a big week for government. The budget was released, as well as some new web properties to help support the budget communication. A couple of shout outs there:

s.22

Please fill out your WES questionnaire today—it's the last day! The last measure I saw had GDX at a little over 80%, so please take 15 minutes this afternoon to fill in your survey. Look back in your email for a message from BC Stats with the subject “Reminder: 2018 Work Environment Survey” and click the provided link from there to get going.

Thanks all. Have a great weekend...

David

David Hume

Acting Assistant Deputy Minister – Government Digital Experience Division (GDX)

Government Communications and Public Engagement

Province of British Columbia

+1 250 589 9043 | david.hume@gov.bc.ca | @dbhume

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Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Resuming the Jumpstart program

Date: February 26, 2018 at 9:24 AM

To: Rebecca Coughlan rebecca.coughlan@looker.com

Cc: Adam Ell adam.ell@gov.bc.ca, Daniel Yona daniel.yona@gov.bc.ca, Ryan Lee ryan@looker.com, Megan Stewart megan@looker.com, Hugo Selbie hugo.selbie@looker.com, Eric Feinstein eric.feinstein@looker.com

DP

Let's do 4:30-5:00pm EST / 1:30-2:00pm PST.

See you then.

As well, Daniel Nevin is no longer working on this project. We can take him off the invite.

Dan

On Feb 23, 2018, at 09:26, Rebecca Coughlan <rebecca.coughlan@looker.com> wrote:

Hi Province of B.C. team!

I hope you've all been having a great February! Megan and I have been in touch regarding your most recent conversations and it looks like you may be ready to resume the Jumpstart program to get the first iteration of your instance up and running.

I'd love to setup some time to sync to discuss timing and next steps. Please select the time that works best for you or let me know if you need any additional options. As noted in previous emails we're targeting to wrap your engagement by the end of March, so we'd love to better understand your timeline and scheduling considerations.

Province of B.C. x Looker Jumpstart Sync

Click or tap on a time to schedule instantly

Location s.15,s.17

Time zone: EST

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Fri, Mar 2

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4:00 – 4:30p



We're looking forward to touching base!

Best,

Becca Coughlan
Project Manager, Professional Services

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Withheld pursuant to/removed as

s.22;s.15;s.17

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Flight is delayed
Date: February 26, 2018 at 10:57 AM
To: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca
Cc: Jess McMullin jess@situ.org

DP

Goog luck!

Dan

On Feb 26, 2018, at 10:55, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Ok, thanks Jess. See you when you get here.

From: Jess McMullin <jess@situ.org>
Date: Monday, February 26, 2018 at 9:50 AM
To: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>, Dan Pollock <Dan.Pollock@gov.bc.ca>
Subject: Flight is delayed

Won't make it to the office until 2:15 or so...

:-/

See you then,

Jess

Jess McMullin
Situ Strategy
jess@situ.org
780-709-9396
www.situ.org

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Looker in Vancouver
Date: February 26, 2018 at 11:08 AM
To: Gillani, Karim CITZ:EX Karim.Gillani@gov.bc.ca
Cc: Zhang, Fei MTIC:EX Fei.Zhang@gov.bc.ca, McColl, John H CITZ:EX John.McColl@gov.bc.ca, Slump, Perry CITZ:EX Perry.Slump@gov.bc.ca

DP

My team will be there and we've set up some meetings with Looker folks.

You're welcome to join, but I think we can cover it if you can't make it.

Dan

On Feb 26, 2018, at 10:31, Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca> wrote:

Hi Dan,

Is this something we should look at going to or do you have it covered?

Karim

From: McColl, John H CITZ:EX
Sent: Monday, February 26, 2018 10:21 AM
To: Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca>
Subject: FW: Looker in Vancouver

Hi Karim,
I was just looking for some BI tools on the weekend and came across this session in Vancouver in early March. Looker is the product that GCPE is proposing correct? Might be worth attending.
J

John McColl
Team Lead
SBC Technical Support
Ministry of Citizens' Services
T: 778 698-2702 | Web: <http://www.servicebc.gov.bc.ca>
"Access to government services made easy"

From: John McColl [mailto:s.22]
Sent: Sunday, February 25, 2018 11:03 AM
To: McColl, John H CITZ:EX
Subject: Looker in Vancouver

https://looker.com/events/join-the-tour/vancouver?utm_campaign=70144000001IUdk

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
 Subject: Re: Re-booking - Follow up Discussion from GovConnect and Digital / Open Gov work Teleconference
 Date: February 26, 2018 at 1:05 PM
 To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca
 Cc: Brownrigg, Caitlin GCPE:EX Caitlin.Brownrigg@gov.bc.ca, Williams, Holly Holly.Williams@tbs-sct.gc.ca, Hilt, Alannah Alannah.Hilt@tbs-sct.gc.ca

I will be on the road doing field research, but I will try to call in at that time.

If I can't make it, I'm confident that David and Caitlin can speak for me.

Thanks,
 Dan

On Feb 23, 2018, at 13:22, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

I can do that time.

David

On Feb 23, 2018, at 1:21 PM, Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca> wrote:

Works for me

On Feb 23, 2018, at 12:54 PM, Williams, Holly <Holly.Williams@tbs-sct.gc.ca> wrote:

Good Afternoon Everyone,
 I am so sorry but we need to rebook this teleconference. How does
 Thursday Mar 1 11:00am. EST

Thank you,
 Holly

Holly Williams
 Administrative Assistant
 Chief Information Officer Branch
 Treasury Board of Canada Secretariat / Government of Canada
holly.williams@tbs-sct.gc.ca / T: 613 369-3908

-----Original Message-----

From: Pollock, Dan GCPE:EX [<mailto:Dan.Pollock@gov.bc.ca>]
 Sent: Thursday, February 22, 2018 4:20 PM
 To: Williams, Holly <Holly.Williams@tbs-sct.gc.ca>
 Cc: Hilt, Alannah <Alannah.Hilt@tbs-sct.gc.ca>; Wrate, David GCPE:EX
 <David.Wrate@gov.bc.ca>; Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca>
 Subject: Re: Re-booking - Follow up Discussion from GovConnect and Digital / Open Gov work
 Teleconference

Let's do Wednesday 11:00-11:30 EST / 8:00-8:30 PST. That works for each of us.

Thanks again and sorry for the time zone confusion.

Dan

On Feb 22, 2018, at 12:18, Williams, Holly <Holly.Williams@tbs-sct.gc.ca> wrote:

Hi Dan,
Sorry about that no that will not work for Simon.
How does the following work:
Wednesday Feb 28 – 10-10:30am, 11-11:30am
Thursday March 1 11-11:30am or 2:30-3pm

All times are Eastern Standard

Thank you,
Holly

Holly Williams
Administrative Assistant
Chief Information Officer Branch
Treasury Board of Canada Secretariat / Government of Canada
holly.williams@tbs-sct.gc.ca / T: 613 369-3908

-----Original Message-----

From: Pollock, Dan GCPE:EX [<mailto:Dan.Pollock@gov.bc.ca>]
Sent: Thursday, February 22, 2018 3:12 PM
To: Williams, Holly <Holly.Williams@tbs-sct.gc.ca>
Cc: Hilt, Alannah <Alannah.Hilt@tbs-sct.gc.ca>; Wrate, David GCPE:EX <David.Wrate@gov.bc.ca>; Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca>
Subject: Re: Re-booking - Follow up Discussion from GovConnect and Digital / Open Gov work Teleconference

Hi Holly,

We just got an invite for Friday at 11am PST. It was 2pm PST that works for us.

If that doesn't work for you, let me know and I'll look for another time.

Thanks,
Dan

On Feb 22, 2018, at 11:50, Brownrigg, Caitlin GCPE:EX <Caitlin.Brownrigg@gov.bc.ca<<mailto:Caitlin.Brownrigg@gov.bc.ca>>> wrote:

Works for me too. Thanks,
Caitlin

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 22, 2018 11:05 AM
To: Williams, Holly
Cc: Brownrigg, Caitlin GCPE:EX; Hilt, Alannah; Wrate, David GCPE:EX
Subject: Re: Re-booking - Follow up Discussion from GovConnect and Digital / Open Gov work Teleconference

Hi Holly,

David and I can join on Friday 2:00-2:30 PST.

We'll be at a conference, but we've got a break at this time, so it will work perfectly.

Thanks,
Dan

On Feb 22, 2018, at 05:58, Williams, Holly <Holly.Williams@tbs-sct.gc.ca<<mailto:Holly.Williams@tbs-sct.gc.ca>>> wrote:

Good Morning Caitlin & Dan,
Here are the dates that I sent to David. Please let me know if any of these work for you.

I have a few alternate dates & times for your conversation with Simon Pomel. Please advise which one works best for you. FYI these are all Ontario time.

Thursday Feb 22 – 2-2:30pm

2:30-3pm

3-3:30pm

3:30-4pm

Friday Feb 23 - 2-2:30pm

Wednesday Feb 28 – 10-10:30am

Thank you,
Holly

Holly Williams
Administrative Assistant
Chief Information Officer Branch
Treasury Board of Canada Secretariat / Government of Canada
holly.williams@tbs-sct.gc.ca<<mailto:holly.williams@tbs-sct.gc.ca>> / T: 613 369-3908

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Modification ITI
Date: February 26, 2018 at 2:35 PM
To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca
Cc: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

Awesome :)

Dan

On Feb 26, 2018, at 14:34, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Have Names – Maurna was working on getting it out this morning.

From: Pollock, Dan GCPE:EX
Sent: Monday, February 26, 2018 2:34 PM
To: Smith, Karen A GCPE:EX
Cc: Cormack, Garrett GCPE:EX
Subject: Re: Modification ITI

Hey Karen,

Any news on ITI/Snowplow?

Dan

On Feb 21, 2018, at 10:17, Smith, Karen A GCPE:EX
<Karen.Smith@gov.bc.ca> wrote:

For discussion

Steps:

Have Renee sign MOU

Confirm with John that deliverables/pricing accurate

Confirm budget with Expense authority (Walter/Garrett)

Send the above to Maurna to get out the door.

From: Smith, Karen A GCPE:EX
Sent: Wednesday, February 21, 2018 10:01 AM
To: Davison, Maurna GCPE:EX
Subject: Modification ITI

This is what I see happening. Will be finalizing shortly – 2 minutes up....

**Summary of
ITI Contract
Project**

| Deliverable | Current Contract C18GDX37208 | Funding Source | Procurement Method |
|--|---|------------------------------------|--|
| 18-025 -Web Analytics Platform Replacement | 50 hours support | \$24,500.00 Operational COS Budget | 18SOW-035 sent to 3 vendors - possible |

modification
noted

| Project | Deliverable | Modification to C18GDX37208 | Funding Source | Procurement Method |
|--|-------------------------------------|-----------------------------------|---------------------------|--|
| 18-025 -Web Analytics Platform Replacement | 30 additional hours support | \$14,700.00 | Operational COS Budget | As per original SOW no need to re-issue. |
| 18-094 AEST Web Analytics Modification value | 50 hours support | \$24,500.00 | Recoverable under MOU | |
| | | <hr/> | | |
| | | \$39,200.00 | | |
| | | <hr/> | | |
| | New Contract C18GDX37208 | \$63,700.00 | | |

Karen Smith

Sr. Project Coordinator
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Cell: 250-589-5417 Office: 778-698-2120

<Contract Request FormforC18GDX37208-ITIMod.docx><Modification
Wording C18GDX37208.docx>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca 
Subject: Re: Snowplow/Looker
Date: February 26, 2018 at 2:39 PM
To: McLeod, Gavin TRAN:EX Gavin.McLeod@gov.bc.ca

DP

Here's the existing cost matrix for Webtrends, in case you don't have it:

| | New Profile / Site-within-a-site on Gov.bc.ca | Gov.bc.ca Themes | | | | | | | | |
|-----------------|--|--|--------------|---------|------|--------------|-------|---------------|-------|---|
| Use Case | 1. Custom domain/property (e.g. <i>MyCustomDomain.ca</i>) 2. Site-within-a-site on Gov.bc.ca (e.g. <i>Stop Invasive Mussels Campaign</i>) | Web analytics access for a theme on Gov.bc.ca (e.g. Health, Business) including all traffic under that theme (sub-theme, topics, pages, etc) | | | | | | | | |
| Monthly Cost | <table><tr><th>Component</th><th>Monthly Cost</th></tr><tr><td>Profile</td><td>\$38</td></tr><tr><td>User Account</td><td>\$2.5</td></tr><tr><td>Custom Report</td><td>\$2.5</td></tr></table> | Component | Monthly Cost | Profile | \$38 | User Account | \$2.5 | Custom Report | \$2.5 | Normally \$2.5 / month / user (1-2 users can be added for FREE at this time) |
| Component | Monthly Cost | | | | | | | | | |
| Profile | \$38 | | | | | | | | | |
| User Account | \$2.5 | | | | | | | | | |
| Custom Report | \$2.5 | | | | | | | | | |
| Sample Scenario | Area requires a single profile to track their web property, in addition 4 user accounts , and a custom report that shows search phrases by city. Monthly Cost: \$50.5 / month [Breakdown: \$38 (1 Profile) + \$10 (4 Users x \$2.5) + \$2.5 (1 Report)] | | | | | | | | | |

For Snowplow / Looker, we expect it will be a similar process, but a somewhat higher cost (given the significant boost in power).

We are looking to simplify the model down the road, but it will likely be similar for now. We should have the final cost model within a few weeks.

For delivery model for Snowplow, getting the basic tracking code is quite similar to Google (and simpler than it is with Webtrends).

Like with Google, many custom tracking options can be set in Javascript or with a Power User on the dashboard end of things.

There is also an opportunity now do much more advanced and much more involved integration between front end and back end instrumentation.

(Front end is the traditional web analytics model where you track user/browser behaviour. Back end is instrumentation built into the application itself. This allows to start measuring things the application does that are not visible to a user.)

Basic things are very easy. Much more involved and advanced options are possible too. Once we get the initial launch out the door, we'll be onboarding more advanced projects.

On March 16th we're hosting a Co-Design Workshop for web trends users, potential users, and those interested in helping shape the future of web analytics. Daniel Yona may have already been in touch with you

Thanks!

Dan

On Feb 15, 2018, at 09:37, McLeod, Gavin TRAN:EX <Gavin.McLeod@gov.bc.ca> wrote:

Dan

Thank you very much for this.

I'm quite sure that we will definitely want to have at least 2 power user accounts and acknowledge the per seat costs for this.

I'm really pleased that TranBC will be included.

I don't have spending powers and will defer to those that do with respect to costs, but they will want to know whether there is a per site cost, per seat costs, etc. If I remember the Webtrends model is site + per seat but I'm not clear about that.

For a delivery model I believe we need to know what will be required at our end. We are finalizing a contract to modernize the TranBC Wordpress site. We've been without analytics on our existing th.gov.bc public site and our intranet site and will be needing to implement quite sophisticated analytics for DriveBC and other properties. For any of these, we'll need to know if it's just a matter of including a block of tracker code in the source *a la* Google and Webtrends, or if there is more to it.

From experience I know that, particularly with legacy sites like our TH and Intranet sites, even implementing source code snippets is a non-trivial exercise so we need to get some idea of effort and associated costs that go with that implementation. What effort will be required to create the Looker (?) dashboards, etc.?

From this message it looks like a lot will be covered off so I'm really happy with what I'm hearing and look forward to continued communication.

Gavin McLeod
250-896-4437 (Cell)
778-698-3014 (Desk, Lync)

User Experience / Information Architect
Enterprise Architecture Services
Information Management Branch
Ministry of Transportation and Infrastructure
<image001.png>

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 15, 2018 8:27 AM
To: McLeod, Gavin TRAN:EX
Cc: Ritchie, Alexander TRAN:EX; Lavoie, Patrick TRAN:EX; Yona, Daniel GCPE:EX
Subject: Re: Snowplow/Looker

Hi Gavin and team,

s.13,s.17

Parallel to the approvals process, we are working on the technical part of the Webtrends historical data migration and testing out the new tracker implementation on CMS Lite and other systems.

We're planning to bring over non gov.bc.ca sites that used Webtrends, including

www.tranbc.ca and others.

We are also planning a Web Analytics Hackathon in March. This will be a great opportunity for some of our power users to help us refine and finalize our new system, map out some future work, and get early access to some of the new tools. A formal announcement of this will be going out early next week. We'd love to have folks from your team there.

For now, continue to use Webtrends profiles on existing sites. We won't have a drop dead date for Webtrends before the new system is ready, so you don't need to worry about a "dark" period with no data. If things take a little longer than we hope, we'll still have you covered.

Adding the new Snowplow tracker to your site(s) will be very easy, and we'll provide the detailed instructions with plenty of lead time.

We are finalizing the cost model now, and expect for the time being that costs will be on a similar model to Webtrends, a little higher to reflect the improved service offering.

One new option we will have is for a "Power User" account that will allow for much more customization and data exploration. Given your team's capacity, I expect you may opt for this option. (The cost for each additional Power User will be in the tens of dollars per month.)

More details to follow on all of this in the coming weeks.

In terms of Delivery Model, what do you need to know?

Dan

On Feb 5, 2018, at 15:25, McLeod, Gavin TRAN:EX
<Gavin.McLeod@gov.bc.ca> wrote:

Dan, I may have sent the following to the wrong people!

I'd just like to check in with how things are going with the Snowplow/Looker rollouts. I know that these are still held up in STRA/PIA review, but has any other progress been made that I can relay to my directors and MCIO?

In particular, has there been any thought to a **delivery model, and a cost model**?

Another concern is whether the TranBC blog site (www.tranbc.ca), which

is currently using Webtrends, will be included in the initial Webtrends replacement? We are looking at a substantial replacement of that site by fiscal year end and I'm wondering what the analytics impacts will be.

Thank you,

Gavin McLeod
250-896-4437 (Cell)
778-698-3014 (Desk, Lync)

User Experience / Information Architect
Enterprise Architecture Services
Information Management Branch
Ministry of Transportation and Infrastructure
<image001.png>

From: McLeod, Gavin TRAN:EX
Sent: Friday, February 2, 2018 3:48 PM
To: Yona, Daniel GCPE:EX; Nevin, Daniel GCPE:EX
Cc: Lavoie, Patrick TRAN:EX; Ritchie, Alexander TRAN:EX; Lolacher, Russel TRAN:EX
Subject: Snowplow/Looker

Dan, and Dan,

I'd just like to check in with how things are going with the Snowplow/Looker rollouts. I know that these are still held up in STRA/PIA review, but has any other progress been made that I can relay to my directors and MCIO?

In particular, has there been any thought to a **delivery model, and a cost model**?

Another concern is whether the TranBC blog site (www.tranbc.ca), which is currently using Webtrends, will be included in the initial Webtrends replacement? We are looking at a substantial replacement of that site by fiscal year end and I'm wondering what the analytics impacts will be.

Thank you gentlemen.

Gavin McLeod
250-896-4437 (Cell)
778-698-3014 (Desk, Lync)

User Experience / Information Architect
Enterprise Architecture Services
Information Management Branch
Ministry of Transportation and Infrastructure
<image001.png>

Page 353 to/à Page 355

Withheld pursuant to/removed as

s.15;s.13

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Quick question
Date: February 27, 2018 at 12:15 AM
To: Lolacher, Russel TRAN:EX Russel.Lolacher@gov.bc.ca

DP

It won't have that out of the box on day one, but it's something we will be able to do (And are planning to work on.)

What software are you using to send your email?

Dan

On Feb 22, 2018, at 12:18, Lolacher, Russel TRAN:EX <Russel.Lolacher@gov.bc.ca> wrote:

Will snowplow/lookrr have metrics for email and open rates. I've heard happy rumours.
R

Russel Lolacher

Director, Web and Social Media Services

Business Management Services

Ministry of Transportation & Infrastructure

Office: 250-356-9682

Cell: 778-679-2482

Connect with us on:

[<image001.png><image002.gif><image003.jpg><image004.png><image005.jpg>
<image006.png><image007.jpg>](#)

From: Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> 
Subject: Fwd: Service BC Measurement Map Workshop #1
Date: February 27, 2018 at 12:21 AM
To: Daniel Yona <Daniel.Yona@gov.bc.ca>

DP

FYI for Tuesday.

Dan

Begin forwarded message:

From: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: Service BC Measurement Map Workshop #1
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>, Jess McMullin <jess@situ.org>
Cc: "Guglielmi, Irene Z GCPE:EX" <Irene.Guglielmi@gov.bc.ca>, "Whetung, Meg GCPE:EX" <Meg.Whetung@gov.bc.ca>, "Shakdher, Smriti GCPE:EX" <Smriti.Shakdher@gov.bc.ca>

Hi Jess and Dan. Please find attached a draft of the deck for Tuesday's Measurement Map workshop.

It looks like Sim and/or Meg will be available to attend so I've asked them to assist me with parts of the workshop.

Please let me know if either of you would like a role co-facilitating any part of the workshop, otherwise, I will just expect that you both will attend as participants.

Thanks!

Deanna Young

Manager, Service Design
GDX – Government Digital Experience Division
Government Communications & Public Engagement
C: 250 889-2470 | Deanna.young@gov.bc.ca



ServiceBC
Analyti...op1.pdf

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Service BC Measurement Map Workshop #1

Date: February 27, 2018 at 8:44 AM

To: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

Cc: Jess McMullin jess@situ.org, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca, Whetung, Meg GCPE:EX Meg.Whetung@gov.bc.ca, Shakhder, Smriti GCPE:EX Smriti.Shakhder@gov.bc.ca



Excellent.

Dan

On Feb 27, 2018, at 07:35, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

No worries Dan. We got it covered!

What we can talk about for the 2nd workshop is possibly having s.22

D

Sent from my iPhone

On Feb 27, 2018, at 12:21 AM, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Sorry I missed this earlier.

s.22

I'm happy to help facilitate if I can. I'm also ok as a participant.

Whatever is most helpful.

Dan

On Feb 23, 2018, at 15:47, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

Hi Jess and Dan. Please find attached a draft of the deck for Tuesday's Measurement Map workshop.

It looks like Sim and/or Meg will be available to attend so I've asked them to assist me with parts of the workshop.

Please let me know if either of you would like a role co-facilitating any part of the workshop, otherwise, I will just expect that you both will attend as participants.

Thanks!

Deanna Young

Manager, Service Design

GDX – Government Digital Experience Division

Government Communications & Public Engagement

C: 250 889-2470 | Deanna.young@gov.bc.ca

<ServiceBC Analytics MMworkshop1.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: BCGov Repo
Date: February 27, 2018 at 9:14 AM
To: Mullane, Loren GCPE:EX Loren.Mullane@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca, Ehlers, Angelika G CITZ:EX Angelika.Ehlers@gov.bc.ca

DP

I'm already in.

Thanks,
Dan

On Feb 27, 2018, at 09:09, Mullane, Loren GCPE:EX <Loren.Mullane@gov.bc.ca> wrote:

Hey, Angelika did this last week. You both should have received an invite from Github? Check your spam if you don't have it.

Cheers,

Loren

Sent from my iPhone

On Feb 27, 2018, at 8:24 AM, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Hi Loren -

Can you add myself and Dan to the BCGov Repo on Github?

s.15,s.17

.

Thanks!

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Prism5 contract
Date: February 27, 2018 at 9:15 AM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca
Cc: Walter Moser Walter.Moser@gov.bc.ca

DP

I'm working on a workplan right now.

Barring unforeseen circumstances, I should have it ready by Monday.

I've checked with Kathryn LeSueur, and she says we should be able to order it directly from Environics using them as a pre-approved "Research" vendor.

Dan

On Feb 26, 2018, at 14:45, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Hi Dan,

Looks like there will be capital. Did you still want to pursue this? Walter, any objections? When you are ready, if you can send me the details I will try to confirm that it will qualify as a capital item, and then we will go from there.

Cheers,
Garrett

From: Cormack, Garrett GCPE:EX
Sent: Tuesday, February 13, 2018 2:47 PM
To: Pollock, Dan GCPE:EX
Subject: Prism5 contract

Hi Dan,

Reminder to both of us. Need to connect on Prism5 contract? Any update from Prism5? I have reached out, and we may be able to use capital, depending on total value of purchase and available capital funds.

We should have capital available, but waiting on confirmation.

Cheers,

Garrett Cormack
Director, Corporate Planning & Delivery
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Cell: 250-516-4179

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: v2 -use this one Draft re supporting childcare subsidy - rough estimate - does this make sense approx.?

Date: February 27, 2018 at 9:15 AM

To: Walter Moser Walter.Moser@gov.bc.ca

Cc: Savannah Murphy Savannah.Murphy@gov.bc.ca, Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca, Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca

DP

I suspect we may need more time for the Analytics work, but I can't say for sure at this point.

Once we are a bit further in the Service BC project, we'll have a better sense of that.

Is the "Service analytics model development" component expected to cover the Service Design needs or will there be separate Service Design resources we can couple with for the research?

Dan

On Feb 23, 2018, at 15:30, Moser, Walter GCPE:EX <Walter.Moser@gov.bc.ca> wrote:

phase 1 - content Mar 1-31

Support content strategist with SME

| FTE | | Delivery | Readiness |
|--------|-----|---|------------------------------------|
| | | Tagging, Information Architecture. CMSlite. Examples and advice | Now |
| .15-.2 | | Web content Standards; examples and advice | Now |
| .15-.2 | | Search optimization examples and advice | Now |
| .15-.2 | 0.2 | Accessibility | Now |
| TBD | | Multi Language support | Now (depending on which languages) |

phase 2 - service components - 01 Apr-31 Aug

| | | |
|-------|---|------|
| 0.3 | Forms prototyping and delivery | May |
| 0.2 | Forms' data API feed to MCF back end systems | July |
| 0.2 | Service analytics model development | May |
| | Service analytics technical set-up | June |
| 0.2 | Service Journey builder recommendation engine iteration and support | July |
| 0.3 | Service Journey builder iteration/ support | July |
| 0.3 | Mapping support (through Enterprise Data Services | |
| 0.3 ? | | |

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Connecting For Personalized Digital Services Strategy
Date: February 27, 2018 at 9:15 AM
To: Hewitt, Justin GCPE:EX Justin.Hewitt@gov.bc.ca
Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Walter Moser Walter.Moser@gov.bc.ca

DP

Thanks Justin.

We'll reach out to Bhupinder.

Dan

On Feb 26, 2018, at 11:47, Hewitt, Justin GCPE:EX <Justin.Hewitt@gov.bc.ca> wrote:

Hey Dan,

I hope I'm cc: the right folks here associated with the Service Inventory Tool you took on! Well, they gave me a response from my Copperleaf inquiry back in August of 2017.



You may or may not already know about this ask, but I wanted you to have it.

Cheers,
J

From: "Dulku, Bhupinder CITZ:EX" <Bhupinder.Dulku@gov.bc.ca>
Date: Monday, February 26, 2018 at 11:30 AM
To: "Hewitt, Justin GCPE:EX" <Justin.Hewitt@gov.bc.ca>
Subject: RE: Connecting For Personalized Digital Services Strategy

Hi Justin,

Unfortunately, Copperleaf is not set up with an API and "Service Provider" or "Vendor" is not a field we have areas include on the asset registry.

That being said you are the first to mention the value of having such a field and are currently mapping out with IMB the inclusion.

I had the pleasure of Walter and Kirsten from Purpose Five walk me through the Service Inventory Listing (great tool and resource for the government!) and heard more about it at STIR Day.

Once the Service Provider field is included and areas update applications then there would be the opportunity to run reports or link in some kind of business intelligence / potentially API down the road

potentially fall down the road.

Sorry, not more of help at the moment but happy to discuss further if we can find a creative way to work together.

Best,

--

Bhupinder Dulku, MBA

Investment Analyst I IM/IT Capital Investment Branch
OCIO, CITZ, British Columbia Public Service
(C) +1.250.507.1217 | (W) +1.250.514.7964

From: IMIT Capital Investment Branch CITZ:EX
Sent: Thursday, February 22, 2018 9:48 AM
To: Dulku, Bhupinder CITZ:EX
Subject: FW: Connecting For Personalized Digital Services Strategy

From: Hewitt, Justin GCPE:EX
Sent: Wednesday, August 2, 2017 12:54 PM
To: IMIT Capital Investment Branch MTIC:EX
Cc: Carruthers, Jillian MTIC:EX
Subject: Connecting For Personalized Digital Services Strategy

Hello hello!

Justin Hewitt here with Government Digital Experience (GDX), with GCPE. I'm helping lead a project with David Hume and Walter Moser relating to the Personalized Digital Services Strategy. The core of the project is creating a Service Inventory Tool/Listing of government services. It's quite the feat, and I'm pretty certain that Jillian has already heard/been invited to be part of this research in some shape form. If not, then, this is my first outreach!

We are working with a consultant company and a Start Up In Residency to create a conceptual data model of service attributes. We've gone through numerous iterations, through international research/resources made available to us, and our own provincial partners. As part of the Service Inventory tool, a key attribute is the 'Service Provider'. We would prefer to leverage, if an API is possible, the listing of service providers within Copperleaf. We would rather provide them with an accurate listing than have them create a folksonomy within the tool, and potentially get it wrong.

Looking forward to connect with you on next steps!

Cheers,

J

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Service BC Cats terminals
Date: February 27, 2018 at 9:16 AM
To: Dhawan, Rajeev CITZ:EX Rajeev.Dhawan@gov.bc.ca
Cc: Gillani, Karim CITZ:EX Karim.Gillani@gov.bc.ca

DP

Hi Rajeev,

That should work I believe.

Let me know how we can test it out.

Thanks,
Dan

On Feb 20, 2018, at 09:15, Dhawan, Rajeev CITZ:EX <Rajeev.Dhawan@gov.bc.ca> wrote:

Hi Dan,

I believe I have figured this out, we can place the reports in a directory on a virtual server at our end.

I am thinking if I give you access to that server/folder then you should be able to pick them and use for your purpose.

Let me know if this would work for you and we can try a quick test (I might need to request ESIT to allow you to access).

Rajeev

From: Pollock, Dan GCPE:EX
Sent: Thursday, January 25, 2018 12:46 PM
To: Dhawan, Rajeev CITZ:EX
Cc: Gillani, Karim CITZ:EX
Subject: Re: Service BC Cats terminals

I've got it.

Thanks,
Dan

On Jan 25, 2018, at 12:43, Dhawan, Rajeev CITZ:EX
<Rajeev.Dhawan@gov.bc.ca> wrote:

Yes, I am looking into that, could you confirm if you are receiving the report
?

Rajeev

From: Pollock, Dan GCPE:EX
Sent: Tuesday, January 23, 2018 10:34 PM
To: Dhawan, Rajeev CITZ:EX

Cc: Gillani, Karim CITZ:EX
Subject: Re: Service BC Cats terminals

Thanks Rajeev.

Please keep me posted on whether we can send the report to an external (but still Gov) location.

Dan

On Jan 23, 2018, at 08:14, Dhawan, Rajeev CITZ:EX
<Rajeev.Dhawan@gov.bc.ca> wrote:

Hi Dan,

I have set the report to fire to you and removed Karim. I am also checking if we can set the report to store at an external location (it may not be possible) but I will let you know.

You should receive the report around 00:50 every day, starting tonight, in case you do not please let me know.

Thank you.

Rajeev

From: Pollock, Dan GCPE:EX
Sent: Monday, January 22, 2018 5:03 PM
To: Dhawan, Rajeev CITZ:EX; Gillani, Karim CITZ:EX
Subject: Re: Service BC Cats terminals

Let's start with that.

I'm working on a spot to put them more permanently, but emailing is a great place to start.

Thanks,
Dan

P.S. I'm CCing Karim, to keep him in the loop.

On Jan 22, 2018, at 07:45, Dhawan, Rajeev CITZ:EX
<Rajeev.Dhawan@gov.bc.ca> wrote:

Hi Dan,

As per our talk last month I am ready to start

sending the report directly to you instead of Karim.
Let me know if this is OK and I can set it up .

Then if still required I can look into placing it at a
desired location on your end.

Rajeev

From: Dhawan, Rajeev CITZ:EX
Sent: Wednesday, December 20, 2017 11:30 AM
To: Pollock, Dan GCPE:EX
Cc: Henry, Austin CITZ:EX; McLean, Lindsay A CITZ:EX;
Gillani, Karim CITZ:EX; Dulam, Ram CITZ:EX
Subject: RE: Service BC Cats terminals

Let's just touch base on phone and then if required
we can meet, probably in the new year.

Rajeev

From: Pollock, Dan GCPE:EX
Sent: Tuesday, December 19, 2017 2:41 PM
To: Dhawan, Rajeev CITZ:EX
Cc: Henry, Austin CITZ:EX; McLean, Lindsay A CITZ:EX;
Gillani, Karim CITZ:EX; Dulam, Ram CITZ:EX
Subject: Re: Service BC Cats terminals

Friday 1:15 is great.

Would you rather come here, me go there, or do it by
phone?

Dan

On Dec 19, 2017, at 14:01, Dhawan,
Rajeev CITZ:EX
<Rajeev.Dhawan@gov.bc.ca> wrote:

Hi Dan,

As per your timing, I will only be
available on Friday after 1:15 (till 2:15).

I am available on other days of the
week in the mornings if you have time.

s.22

Rajeev Dhawan

Sr. Security Analyst | IT Security Operations
Office of the Chief Information Officer
Ministry of Technology Innovation and
Citizens' Services
Province of British Columbia
p: 250 387-9438 | **e:**
rajeev.dhawan@gov.bc.ca | **m:** PO Box
9412, Stn Prov Gov, Victoria, BC, V8W 9V1

From: Pollock, Dan GCPE:EX
Sent: Monday, December 18, 2017 12:37 PM
To: Dhawan, Rajeev CITZ:EX
Cc: Henry, Austin CITZ:EX; McLean, Lindsay
A CITZ:EX; Gillani, Karim CITZ:EX
Subject: Re: Service BC Cats terminals

Hi Rajeev,

Great to meet you.

I'm around over the holidays. If you are
too, are you free for a call Wednesday
after 2:15 or Thursday or Friday after
1:15?

Thanks,
Dan

On Dec 15, 2017, at 11:14,
Gillani, Karim CITZ:EX
<Karim.Gillani@gov.bc.ca>
wrote:

Hi Rajeev,

I am working with Dan
Pollock to integrate the
data you are sending me
via email to his event
driven analytics system.
He will be contacting you
with some questions about
how you can send his
application the data.

Karim Gillani

Digital Services Architect,
Strategic Services
Service BC
Ministry of Citizens'
Services
T: 778-698-2055 | C: 250-
507-1591 | Web:
[http://www.servicebc.gov.b
c.ca](http://www.servicebc.gov.bc.ca)
"Access to government
services made easy"

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: ADM Prioritization
Date: February 27, 2018 at 9:16 AM
To: Guglielmi, Irene Z GCPE:EX Irene.Guglielmi@gov.bc.ca

DP

Thank you.

s.22

We're pretty excited about the work too!

Dan

On Feb 26, 2018, at 19:17, Guglielmi, Irene Z GCPE:EX <Irene.Guglielmi@gov.bc.ca> wrote:

Hey Dan –

I really appreciate your feedback during today's meeting and your email. s.22

s.22 Several people on my team who have worked on analytics are also super excited that this work is happening.

So all is good.

We're iterating on our design as a team, I had a few things to talk about today and am grateful to have the space to be heard.

s.22

Irene

From: Pollock, Dan GCPE:EX
Sent: Monday, February 26, 2018 5:04 PM
To: Guglielmi, Irene Z GCPE:EX
Subject: Re: ADM Prioritization

Thank you Irene.

I really appreciate you bringing this forward this morning the way you did.

s.22

Dan

On Feb 26, 2018, at 15:06, Guglielmi, Irene Z GCPE:EX
<Irene.Guglielmi@gov.bc.ca> wrote:

Hello PDS Team,

Thank you for the opportunity to raise a few areas of concerns on behalf of my teams and to express what's working well.

Enclosed in this email is the artifact from the PDS Team building day (August 24) and the Link to the draft Roadmap:

s.15,s.17

<IMG_4062.JPG>-----Original Appointment-----

From: Hume, David GCPE:EX

Sent: Thursday, February 22, 2018 11:33 AM

To: Hume, David GCPE:EX; Cormack, Garrett GCPE:EX; Moser, Walter GCPE:EX; Guglielmi, Irene Z GCPE:EX; Murphy, Savannah R GCPE:EX; Pollock, Dan GCPE:EX; Finnigan, Brooke GCPE:EX; Wrate, David GCPE:EX; Albert, Steve GCPE:EX

Subject: ADM Prioritization

When: Monday, February 26, 2018 10:30 AM-12:00 PM (UTC-08:00) Pacific Time (US & Canada).

Where: GCPE s.15
GCPE:EX

(Seats 26 people)

<IMG_4062.JPG>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: modern analytics tools
Date: February 27, 2018 at 9:16 AM
To: Molavi, Cyrus PSSG:EX Cyrus.Molavi@gov.bc.ca

DP

Hi Cyrus,

I'd love to meet up.

I'm on the road most of this week for field research, but I should have time next week. Maybe Wednesday?

Dan

On Feb 26, 2018, at 11:39, Molavi, Cyrus PSSG:EX <Cyrus.Molavi@gov.bc.ca> wrote:

Hi Dan,

s.22 about how you've managed to secure
access to a modern analytics platform like Looker. s.22

s.22 and I
was quite impressed with it.

I'm currently working on a BI business case for my branch, and would love to be able to position them for the future with our vendor selection. (We're currently operating under the assumption that we'll be going with an enterprise option.)

Would you be open to sharing some info on where you are with your analytics stack and how you got past the common obstacles?

Thanks,

Cyrus Molavi, Policy Analyst
Road Safety Initiative, RoadSafetyBC, PSSG

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Coffee
Date: February 27, 2018 at 9:16 AM
To: Payette, Gillman AEST:EX Gillman.Payette@gov.bc.ca

DP

Hi Gillman,

I'd love to meet up.

I'm on the road most of this week for field research, but I should have time next week. Maybe Wednesday?

Dan

On Feb 23, 2018, at 16:26, Payette, Gillman AEST:EX <Gillman.Payette@gov.bc.ca> wrote:

Hi Dan,

Very good to meet you at the IPAC conference. If you have some time for coffee next week (or anytime), it would be great to get together and discuss success measures for immigrant information resources.

Take care,

Gillman Payette, PhD
Science Policy Fellow
Ministry of Advanced Education, Skills and Training.
Victoria BC V8W 9H2
Email: Gillman.Payette@gov.bc.ca
Tel: 778.698.9888

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Invitation: Snowplow <> Government of BC @ Mon 26 Feb 2018 17:00 - 18:00 (GMT) (richard.guenther@gov.bc.ca)
Date: February 27, 2018 at 9:32 AM
To: Renee Derksen Renee.Derksen@gov.bc.ca

DP

I'm acting as the bridge with Snowplow.

For the day to day, I'm hoping that your team and Snowplow can co-create the details of the work.

Dan

On Feb 27, 2018, at 09:31, Derksen, Renee AEST:EX <Renee.Derksen@gov.bc.ca> wrote:

Thanks, Dan. To keep the conversation focussed, can you please send out an agenda?

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 27, 2018 9:14 AM
To: Guenther, Richard AEST:EX
Cc: christophe@snowplowanalytics.com; Derksen, Renee AEST:EX; jamie.tan@fcvinteractive.com; itmsolutions@telus.net; Brown, Marina AEST:EX; Stone, Marlowe J AEST:EX; Jain, Siddharth AEST:EX; Paul, Reeya AEST:EX
Subject: Re: Invitation: Snowplow <> Government of BC @ Mon 26 Feb 2018 17:00 - 18:00 (GMT) (richard.guenther@gov.bc.ca)

Thanks for the notes Richard and thanks to all for participating.

For our weekly check-ins, it looks like Thursday mornings at 9am Pacific will work for most people. Koen will send around an invite shortly.

As well, Koen is working on creating a questionnaire which will gather the current state of the GA functionality (events, custom dimensions, reports). We'll get that to you shortly.

One change below is that pretty much all of Government is moving to Snowplow/Looker. About 12 are looking to do custom implementations on top of the basic web analytics migration.

Dan

On Feb 26, 2018, at 10:52, Guenther, Richard AEST:EX <Richard.Guenther@gov.bc.ca> wrote:

Hi all,

This meeting's action items:

1. Capturing current state
Dan/Christoph to set up meetings with Siddharth and Marina
2. Activities over next few weeks
Christopher to put together a light work plan
3. Snowplow demo
Once current state is known, Dan to schedule demonstration of functionality covering what CEU currently uses
4. Licensing
 - a. Dan to send information on licensing model (licensing for users, hosting, renewal cycle, fees)
 - b. Dan to send information on engaging professional resources for custom development (other than current engagement)

This project's deliverables (based on MOU)

- Licensing information (see action item 4)
- Report
- High-level work plan for migration (steps, duration, costs)
- Business requirements for current and future state
- Risks
- Timeline

A quick recap of what we've heard today:

- Our non-enterprise version of Google Analytics doesn't allow for extracting raw data, only reports – constrains Snowplow's ability to analyse our historical data
- Products: Snowplow (measuring) and Snowplow Looker (presentation)
- Approach
- Christoph to work with business on capturing current state functionality (triggers, rules, presentations, reports)
- Christoph to work with business on eliciting future needs to be addressed by Snowplow
- **s.13,s.17**

- Around 12 Ministries are working on moving to Snowplow

Best regards,

Richard

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

From: christophe@snowplowanalytics.com [mailto:christophe@snowplowanalytics.com]

Sent: Thursday, February 22, 2018 12:59 AM

To: christophe@snowplowanalytics.com; Pollock, Dan GCPE:EX; Derksen, Renee AEST:EX; Guenther, Richard AEST:EX; jamie.tan@fcvinteractive.com; itmsolutions@telus.net; Brown, Marina AEST:EX

Subject: Invitation: Snowplow <> Government of BC @ Mon 26 Feb 2018 17:00 - 18:00 (GMT) (richard.guenther@gov.bc.ca)

When: Monday, February 26, 2018 9:00 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: **s.15 s.17**

[more details »](#)

Snowplow <> Government of BC

When **s.15,s.17**

Where

Calendar richard.guenther@gov.bc.ca

• christophe@snowplowanalytics.com - organiser

• dan.pollock@gov.bc.ca

• renee.derksen@gov.bc.ca

Who • richard.guenther@gov.bc.ca

• jami.tan@fcvinteractive.com

• itmsolutions@telus.net

• marina.brown@gov.bc.ca

Hi there,

Christophe Bogaert is inviting you to a scheduled Zoom meeting.

s.15,s.17

Going? **Yes - Maybe - No** [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account richard.guenther@gov.bc.ca because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively, you can sign up for a Google account at <https://www.google.com/calendar/> and

control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).

<< File: invite.ics >>

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s.22

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: IMCAP
Date: February 27, 2018 at 10:03 AM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Thanks,
Dan

On Feb 27, 2018, at 09:56, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

The IM118 training is available through the Learning Centre accessible [here](#)

Let's connect on this perhaps next week.

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: Dan Pollock <Dan.Pollock@gov.bc.ca>
Date: Tuesday, February 27, 2018 at 9:16 AM
To: Walter Moser <Walter.Moser@gov.bc.ca>
Cc: "Bamford, Stephen A GCPE:EX" <Stephen.Bamford@gov.bc.ca>, Garrett Cormack <Garrett.Cormack@gov.bc.ca>, Steve Albert <Steve.Albert@gov.bc.ca>, David Wrate <David.Wrate@gov.bc.ca>, "Sall, Gurmeet GCPE:EX" <Gurmeet.Sall@gov.bc.ca>
Subject: Re: IMCAP

(Limiting this reply to GCPE internal folks)

What are the next steps?

I'm away on Service Design/Analytics research most of this week, but can find time next week or the week after. (My calendar should be up to date.)

One minor question, under "Information Protection" -> "Employee Training" it lists:

Employees have completed training related to the protection of government information (IM117 and IM118).

I can't seem to find a listing for IM118. What is it?

Dan

On Feb 19, 2018, at 14:21, Foster, Bruce GCPE:EX
<Bruce.Foster@gov.bc.ca> wrote:

Hi Walter,

I would like Krista D'Argis in the discussion as the spreadsheet has a section on managing FOI Requests.

Thanks.

Bruce Foster, Records Services Officer
Financial and Corporate Services
Workplace Support Services
Government Communications and Public Engagement (GCPE)
(250) 812-2122

From: Moser, Walter GCPE:EX
Sent: Monday, February 19, 2018 12:35 PM
To: Wrate, David GCPE:EX; Foster, Bruce GCPE:EX; Sall, Gurmeet GCPE:EX
Cc: Bamford, Stephen A GCPE:EX; Pollock, Dan GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX
Subject: FW: IMCAP

Please have a look at the attached. We should discuss (maybe next week?)

From: Grover, Brent CITZ:EX
Sent: Tuesday, February 13, 2018 4:16 PM
To: Moser, Walter GCPE:EX
Cc: Reed, Matt CITZ:EX
Subject: IMCAP

Hi Walter, As you know, CIRMO has been working on processes and tools to enable government to assess the maturity of ministry information management practices with respect to legislative and policy requirements. This email is to provide you with an update about the **IM Compliance Assessment Program (IMCAP)** within CIRMO.

From November 2017 to January 2018, four Ministries have been conducting a Self-Assessment of the Ministry's information management practices. The lessons learned from these Ministry volunteers are being incorporated into guidance documents that will enable broader participation in the Self-Assessment process.

The 2018 version of the Baseline Assessment Framework (attached) is used for both CIRMO-led and Ministry-led assessments.

IMCAP is intended to support Ministries in the assessment of government's information management practices. While Ministries continue to prepare for self-assessments of their information management practices, you may also want to consider volunteering for an **IMCAP**-led assessment as this may be an easier way to develop internal assessment capacities. Similarly if you have an information management issue that would benefit from an independent review please let me know so that we can discuss further.

As a follow up to this email, I will set up a meeting or phone call in the next few weeks to address any questions you or your staff might have about the Assessment Framework.

Thanks

Brent Grover, MPA | A/Director (Compliance Assessment)

Investigations and Audits | Privacy, Compliance and Training Branch | Ministry of Citizens' Services

Ph: 778-698-4992 | M: PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1

The dogmas of the quiet past are inadequate to the stormy present - Lincoln

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From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Fully signed: CONTRACT AMENDMENT C18GDX37208
Date: February 27, 2018 at 10:07 AM
To: Davison, Maurna GCPE:EX Maurna.Davison@gov.bc.ca

DP

Hi Maurna,

I don't see the attachment. Can you resend?

Thanks,
Dan

On Feb 27, 2018, at 10:01, Davison, Maurna GCPE:EX <Maurna.Davison@gov.bc.ca> wrote:

Good morning Meredith. Thank you for the quick turn around on this.

Please find attached the fully signed amendment for your records.

As mentioned, s.22 I do have a back-up, however, when you send along the other documentation, just send it to me and I'll take care of it s.22 .

Thanks again!
m

From: Meredith Matheson [<mailto:meredith.matheson@iticanada.ca>]
Sent: Monday, February 26, 2018 3:31 PM
To: Davison, Maurna GCPE:EX
Cc: Sherrah, John
Subject: RE: As per Andrea's email: ACTION REQUIRED: CONTRACT AMENDMENT C18GDX37208

Hi Maurna,

s.22 I have attached the signed amendment. We will get the other documentation to you as soon as possible.

Please let me know if there is anything else I can assist with at this time.

Kind regards,

Meredith

From: Davison, Maurna GCPE:EX [<mailto:Maurna.Davison@gov.bc.ca>]
Sent: Monday, February 26, 2018 3:23 PM
To: John Sherrah <John.Sherrah@iticanada.ca>; Meredith Matheson <meredith.matheson@iticanada.ca>
Subject: As per Andrea's email: ACTION REQUIRED: CONTRACT AMENDMENT C18GDX37208
Importance: High

Hi John and Meredith. s.22

Please see below.

Thanks,
Maurna

From: Davison, Maurna GCPE:EX
Sent: Monday, February 26, 2018 1:53 PM
To: 'Andrea Robert'
Subject: ACTION REQUIRED: CONTRACT AMENDMENT C18GDX37208
Importance: High

Hi Andrea – hope you are doing well.

Please find attached the documents for your contract amendment with Government Communications and Public Engagement, Government Digital Experience. Please action accordingly and scan documents back to me at your earliest convenience for signature by the province.

There are a ton of documents here – I've put all four sched. F's in the one document, though. Feel free to send the amendment first so we get that out of the way and the device agreements/schedule F can come in as soon as possible afterwards. The waivers, of course, don't get sent in until you send the final invoice.

s.22 so if we can get it signed before then, we can deal with any hiccups that might come up before I head away.

Should you have any questions, I'd be happy to assist.

Thank you,
Maurna

Maurna Davison
Financial Business Analyst
Government Communications & Public Engagement
Phone: 250.387.1457
Email: Maurna.Davison@gov.bc.ca

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s.22

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: Update
Date: February 27, 2018 at 11:08 AM
To: John Sherrah John.Sherrah@iticanada.ca

DP

Will do.

Thanks!

Dan

On Feb 27, 2018, at 11:08, John Sherrah <John.Sherrah@iticanada.ca> wrote:

Let me know if I can do anything.... enjoy your field trip

John

-----Original Message-----

From: Pollock, Dan GCPE:EX [mailto:Dan.Pollock@gov.bc.ca]
Sent: Tuesday, February 27, 2018 9:48 AM
To: John Sherrah
Subject: Re: Update

We haven't figured out the plan post April 1st, but we will be soon.

I'll be in touch when I know more. (I'm on the road for field research most of this week, so there won't likely be much movement until next week.)

Thanks again!

Dan

On Feb 27, 2018, at 09:46, John Sherrah <John.Sherrah@iticanada.ca> wrote:

Dan

Thanks for getting the Snowplow contract signed off.

The ongoing support of the G.O.B.C. pipeline has been paid up to March 31, 2018.

Can ITI help you renew the pipeline support for April 1, 2018 - March 31, 2019?

John

-----Original Message-----

From: Pollock, Dan GCPE:EX [mailto:Dan.Pollock@gov.bc.ca]
Sent: Wednesday, February 21, 2018 11:45 AM
To: John Sherrah
Subject: Re: Update

Hi John,

Karen will be in touch shortly about updating the existing contract.

As per your note below, we're looking to extend the contract with two additional blocks of up to 80 hours at that price.

Karen will make the arrangements with you.

On our end, this is for two projects, but it can come under one contract with you and Snowplow, we'll just make sure that Snowplow tracks their hours separately.

Thanks,
Dan

On Feb 14, 2018, at 15:33, John Sherrah
<John.Sherrah@iticanada.ca<<mailto:John.Sherrah@iticanada.ca>>> wrote:

Dan - \$25,000 CDN = 80 hours

John Sherrah
ITI International Technology Integration Inc.
Tel: 250-595-8282
Fax: 250-595-8088
Email: john.sherrah@iticanada.ca<<mailto:john.sherrah@iticanada.ca>>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Coffee with David Hume
Date: February 27, 2018 at 11:36 AM
To: Faust, Marnie L GCPE:EX Marnie.Faust@gov.bc.ca

DP

Perfect!

Dan

On Feb 27, 2018, at 11:35, Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca> wrote:

3:30pm it is - that is best for David as well.

Thanks!

Marnie

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 27, 2018 11:04 AM
To: Faust, Marnie L GCPE:EX
Subject: Re: Coffee with David Hume

Thanks Marnie.

The invite was for 3:30, not 3:00 as in the email below.

3:30 is slightly better for me than 3:00, so if it works for David, that's perfect for me.

Dan

On Feb 27, 2018, at 09:56, Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca> wrote:

Just sent an invite for 3pm today.

M

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 27, 2018 9:54 AM
To: Faust, Marnie L GCPE:EX
Subject: Re: Coffee with David Hume

This week, if possible.

Dan

On Feb 27, 2018, at 09:53, Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca> wrote:

This week or next?

marnie

-----Original Message-----

From: Pollock, Dan GCPE:EX
Sent: Tuesday, February 27, 2018 12:27 AM
To: Faust, Marnie L GCPE:EX
Subject: Coffee with David Hume

Subject: Coffee with David Hume

Hi Marnie,

I spoke to David Hume today about finding time to go for a coffee.

If there's room in his schedule, I'm free Tuesday after 3pm and Wednesday, 8-10, 12:45-1:30, and after 3pm.

Do you think he can fit in maybe 30 minutes in there somewhere?

Thanks,
Dan

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s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Your AWS Marketplace subscription for Hyperscale Digital Asset Platform (ECM)
Date: February 27, 2018 at 12:49 PM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca
Cc: Albert, Steve GCPE:EX Steve.Albert@gov.bc.ca

DP

How about Tuesday morning before the GDX Directors meeting?

(I'm offsite at workshops most of today and on the road for Field Research Thursday and Friday this week)

Dan

On Feb 27, 2018, at 12:48, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Does not need to be today, but do not want us to forget. Will bring forward for later this, or next week.

Garrett

From: Albert, Steve GCPE:EX
Sent: Tuesday, February 27, 2018 11:52 AM
To: Cormack, Garrett GCPE:EX
Cc: Pollock, Dan GCPE:EX
Subject: Re: Your AWS Marketplace subscription for Hyperscale Digital Asset Platform (ECM)

I'm off site but available for a call from 1-3

Sent from my iPhone

On Feb 27, 2018, at 11:45 AM, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Hi Steve, Dan,

If you have time for 15 minutes today we should discuss AWS expense authority, administration, and security. No specific action on this latest purchase, but we to get ahead of the wave. This would just be a high-level check-in with deeper dive surfaced by our technical folks at a later date.

Thanks,
Garrett

-----Original Message-----

From: Davison, Maurna GCPE:EX
Sent: Tuesday, February 27, 2018 10:32 AM
To: Cormack, Garrett GCPE:EX
Subject: FW: Your AWS Marketplace subscription for Hyperscale Digital Asset Platform (ECM)

Hi Garrett. Can you please give me some details on this? This looks like a

separate purchase but i m not sure.

Thanks,
Maurna

-----Original Message-----

From: The AWS Marketplace Team [<mailto:no-reply-aws@amazon.com>]

Sent: Saturday, February 24, 2018 12:28 AM

To: Nevin, Daniel GCPE:EX

Cc: Davison, Maurna GCPE:EX

Subject: Your AWS Marketplace subscription for Hyperscale Digital Asset Platform (ECM)

Dear AWS Marketplace Customer,

You have subscribed to the following product in AWS Marketplace:

* Hyperscale Digital Asset Platform (ECM) sold by Nuxeo

You are now able to use this software in AWS. You can launch the Amazon Machine Image (AMI) from AWS Marketplace, via the AWS Console, or the EC2 APIs.

Details needed to launch the software, including AMI IDs, instructions, and recommended security settings can be found by visiting Your Software on AWS Marketplace:

https://aws.amazon.com/marketplace/library/ref=bill_email_1

Software Pricing and Other Charges

You will not incur software charges for using this product, but you are still responsible for other AWS charges, including EC2 usage. If this is a "Bring Your Own License" product you must have a valid software license in order to use it.

You can review information for this software here:

https://aws.amazon.com/marketplace/pp/ref=bill_email_1?sku=dizrg6wdzb07j6d0o97sa3wmh.

If you have questions, please contact us:

https://aws.amazon.com/marketplace/help/contact-us/ref=bill_email_1

-- The AWS Marketplace Team

This message was produced and distributed by Amazon Web Services, Inc. and affiliates, 410 Terry Ave. North, Seattle, WA 98109-5210.

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Fwd: PowerBI POC Message for SMAC
Date: February 27, 2018 at 1:31 PM
To: Daniel Yona Daniel.Yona@gov.bc.ca

DP

I likely don't have time for this. (And having read up on it, I'm ok missing it.)

Do you?

Dan

Begin forwarded message:

From: "Larochelle, Connie FLNR:EX" <Connie.Larochelle@gov.bc.ca>
Subject: RE: PowerBI POC Message for SMAC
Date: February 1, 2018 at 10:07:42 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>
Cc: "Yona, Daniel GCPE:EX" <Daniel.Yona@gov.bc.ca>, "Bergstrom, Heidi JAG:EX" <Heidi.Bergstrom@gov.bc.ca>

Hi Dan,

Super to have your interest!

The Business Intelligence Community of Practice puts on monthly webinars that are listed on our @work site and SharePoint Sites. <https://www.gov.bc.ca/groups/business-intelligence-community-practice>

Information on the POC can be found on the link below. The POC 2018 has some useful info including our draft Project Charter, the POC Participant Profiles and other resources. As a first step, take a look at what we have here and if you think that this would be a good fit, I am more than happy to chat with you. My calendar is kept fairly current, but the best times for these kinds of meetings are usually 3 pm and onward. It would be super cool to see how your team could be part of the POC!

https://citizexec.gov.bc.ca/CSD/PPC/IP_CoP/SitePages/POC2.aspx

Regards, Connie

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 1, 2018 9:58 AM
To: Bergstrom, Heidi JAG:EX; Larochelle, Connie FLNR:EX
Cc: Yona, Daniel GCPE:EX
Subject: Re: PowerBI POC Message for SMAC

Hi Connie and Heidi,

My colleague Daniel Yona (CCed above) and I are working on analytics and reporting at GDX in GCPE.

We are very interested in learning more and including our team in the PoC.

Also, when is the next BI CoP meeting?

...and, then to the next PM CoP meeting.

Dan

From: Beaton, Cindy M CITZ:EX
Sent: Thursday, January 18, 2018 3:24 PM
To: CITZ IT Service Management Advisory Council
Subject: FW: PowerBI POC Message for SMAC

As discussed in our meeting

OCIO is working with the Business Intelligence Community of Practice to run a limited time, limited participant Proof of Concept of Microsoft's PowerBI in the cloud. One of the many aspects of the POC working group will be assessing whether this should be offered as an Enterprise service. Participants have been identified so far from the following ministries:

Justice
Health
MIRR/FLNR
GCPE
SDSR

The POC working group has a number of moving pieces. As a next step, we are seeking input from participants on possible outcomes of the POC and other pieces of the framework such as identifying common objectives, identifying the expectations/outcomes and scoping out deliverables/milestones.

If you would like to participate in the POC or learn more please contact the co-chairs Connie.Larochelle@gov.bc.ca and Heidi.Bergstrom@gov.bc.ca who are coordinating this effort.

Information about who is part of the BI CoP and Power BI can be found on their SharePoint site at:

https://citsexec.gov.bc.ca/CSD/PPC/IP_CoP/SitePages/BI%20Home.aspx

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Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: draft of an idea
Date: February 27, 2018 at 1:41 PM
To: Walter Moser Walter.Moser@gov.bc.ca

DP

Worth adding to the list for sure.

Real-time would be very nice to have.

Dan

On Feb 27, 2018, at 13:40, Moser, Walter GCPE:EX <Walter.Moser@gov.bc.ca> wrote:

What if Service BC buys the enterprise level of Looker? And we run/ corun/ consume that software purchase from them?

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: iExpense set up for Travel on Project 18-095 Service BC Analytics
Date: February 27, 2018 at 2:27 PM
To: Macpherson, Charles GCPE:EX Charles.Macpherson@gov.bc.ca
Cc: Davison, Maurna GCPE:EX Maurna.Davison@gov.bc.ca, Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca, Hilton, Dan GCPE:EX Dan.Hilton@gov.bc.ca, Russell, Duncan GCPE:EX Duncan.Russell@gov.bc.ca, Daniel Yona Daniel.Yona@gov.bc.ca



Daniel Yona is on this trip not Dan Hilton.

Dan

On Feb 27, 2018, at 14:21, Macpherson, Charles GCPE:EX <Charles.Macpherson@gov.bc.ca> wrote:

Hi Maurna,

Can we please ensure the Dan Pollock and Dan Hilton are set up in iExpense? They have travel expenses coming up Project 18-095 for Service BC Analytics

.....
CHARLES MACPHERSON

Governance & Corporate Planning Specialist
GDX - Government Digital Experience Division
Government Communications & Public Engagement
Direct: 250 387 1796 | Mobile: 250 886 2348

The information in this email is confidential, and may be privileged. It is intended solely for the addressee. Any review, distribution, copying, printing or other use of this email by persons or entities other than the addressee is prohibited without the sender's consent. If you have received this communication in error, please notify the sender by replying to the message and delete it from your computer

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca

Subject: Re: Dan & Dan need to visit Karen Smith

Date: February 27, 2018 at 2:27 PM

To: Jess McMullin jess@situ.org

Cc: Daniel Yona Daniel.Yona@gov.bc.ca, Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca, Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca

DP

Will do.

Dan

On Feb 27, 2018, at 14:17, Jess McMullin <jess@situ.org> wrote:

Hi Dan & Dan

Can you please visit with Karen / Charles to get briefed on traveling with govt so you aren't in a paperwork snarl later?

Thanks!

Jess

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Wolfram Follow-up
Date: February 27, 2018 at 7:24 PM
To: Nevin, Daniel GCPE:EX Daniel.Nevin@gov.bc.ca
Cc: Yona, Daniel GCPE:EX Daniel.Yona@gov.bc.ca

Sounds good.

Keep us posted if anything cool develops.

Thanks Dans!

Dan

On Feb 27, 2018, at 17:29, Nevin, Daniel GCPE:EX <Daniel.Nevin@gov.bc.ca> wrote:

Okay. I will talk to Ian and Len in the search replacement side.

Daniel Nevin
 250-514-0564

On Feb 27, 2018, at 4:22 PM, Yona, Daniel GCPE:EX <Daniel.Yona@gov.bc.ca> wrote:

Specifically related to analytics: I agree with Dan P that we don't have a use case at the moment.

From: Pollock, Dan GCPE:EX
Sent: February-27-18 1:59 PM
To: Nevin, Daniel GCPE:EX; Yona, Daniel GCPE:EX
Subject: Re: Wolfram Follow-up

Hey Dans.

At this point, I don't think we have a use for them right now.

What do you think?

Dan

On Feb 27, 2018, at 13:30, Angela Sims <asims@wolfram.com> wrote:

Hello Gentlemen

Are you still interested in an in-depth discussion of Wolfram|Alpha? If you can help me understand your expectations for the project, I can arrange a meeting to explore th

Based on the data you have now and Wolfram|Alpha, what are 5-10 questions you would ask the system today if you had Wolfram|Alpha in place?

What is a significant use case that has value across the organization?

Thank you,
 Angie

Angela Sims
 Account Executive
 Wolfram Research
 Phone (800) 965-3726, ext 3488
 Fax (217) 398-0747
asims@wolfram.com

On 2/7/18 9:51 PM, Angela Sims wrote:

Hello

Checking back to see if we can resume our discussion from late last year and move forward with a more technical discussion?

If you provide the information below and send me a summary of your project, I will arrange a meeting with our Wolfram|Alpha team to explore a solution for you.

Cheers!
 Angie

Angela Sims
 Account Executive
 Wolfram Research
 Phone (800) 965-3726, ext 3488
 Fax (217) 398-0747
asims@wolfram.com

On 1/18/18 3:19 PM, Angela Sims wrote:

Good afternoon all - Happy New Year

Following up the meeting we had towards the end of last year. I think there's a good interest to bring a Wolfram|Alpha solution to your development and want to touch l

Based on the data you have now and Wolfram|Alpha, what are 5-10 questions you would ask the system today if you had Wolfram|Alpha in place?

What is a significant use case that has value across the organization?

From those responses, I can set up a meeting that gets into the nuts and bolts of the computational linguistics and if we can meet your expectations.

Thanks!
 Angie

||| Angie

--

Angela Sims
Account Executive
Wolfram Research
Phone (800) 965-3726, ext 3488
Fax (217) 398-0747
asims@wolfram.com

This message and any attachments may contain confidential or privileged information. If you are not the intended recipient

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca

Subject: Re: IC: Mid-Sprint Meeting Minutes - 27 FEB 18

Date: February 27, 2018 at 7:46 PM

To: Stacey Ashworth stacey@purposefive.com

Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca, Erin Athene erin@purposefive.com, Kirsten D kirsten@purposefive.com, Trevor Morrison trevor@purposefive.com

DP

Sounds about right.

Thanks!

Dan

On Feb 27, 2018, at 16:12, Stacey Ashworth <stacey@purposefive.com> wrote:

Hi all --

From GDX:

- s.22 , David and Dan will be 'stick handling' until March 31st.
- David will be our primary contact, while Dan will be an advisory resource.
- s.22 David can use any technical assistance we can provide to move things forward.
- Sachin updated all project tickets in JIRA related to her work with us. They are in the Epic "Inventory - inCONNECT".
- Dan recommended a meeting to discuss version 2 following user testing. Stacey suggested something in the third week of March.
- We have two users who have confirmed testing (please review [this spreadsheet](#))
- David will be reviewing our user testing survey + strategy by end of this week

From P5:

- Trevor has been advised he can use data we've received to-date for user testing and just change all numbers (he has been connected with the [four sheets we've received thus far](#)). Our team will decide on a course of action on Thursday.

Action Items:

- David to provide documentation to P5 re: VPN access
- Stacey to book version 2 meeting
- P5 to review all GDX's cards in GDX's Epic "Inventory - inCONNECT"

Did I miss anything?

Many thanks!

Stacey Ashworth
Project Manager

PURPOSEFIVE

Web Design + Development // Digital Marketing // Software Development

2017 V I A T E C TECHNOLOGY AWARDS FINALIST!

Page 400

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Fully signed: CONTRACT AMENDMENT C18GDX37208
Date: February 27, 2018 at 11:03 PM
To: Smith, Karen A GCPE:EX Karen.Smith@gov.bc.ca
Cc: Macpherson, Charles GCPE:EX Charles.Macpherson@gov.bc.ca

DP

Sounds good, would you like to chat after our "Kick off for longer term Snowplow procurement strategy" call?

Alternately, I can talk around 11 after a team training.

Dan

On Feb 27, 2018, at 15:28, Smith, Karen A GCPE:EX <Karen.Smith@gov.bc.ca> wrote:

Hi Dan

ITI amendment fully signed. Need to discuss with you IDIR ID setup for all new resources as well as instructions that need to go back to Meredith re invoicing. Also travel for 18-095 and 18-066 how setup.

K

From: Davison, Maurna GCPE:EX
Sent: Tuesday, February 27, 2018 10:18 AM
To: 'Meredith Matheson'
Cc: Sherrah, John; Smith, Karen A GCPE:EX; Pollock, Dan GCPE:EX
Subject: RE: Fully signed: CONTRACT AMENDMENT C18GDX37208

I was in such a hurry to meet your quick action, I forgot to attach the document.

Let's try again.

Thanks!
m

From: Davison, Maurna GCPE:EX
Sent: Tuesday, February 27, 2018 10:01 AM
To: 'Meredith Matheson'
Cc: Sherrah, John; Smith, Karen A GCPE:EX; Pollock, Dan GCPE:EX
Subject: Fully signed: CONTRACT AMENDMENT C18GDX37208

Good morning Meredith. Thank you for the quick turn around on this.

Please find attached the fully signed amendment for your records.

As mentioned, s.22 I do have a back-up, however, when you send along the other documentation, just send it to me and I'll take care of it s.22 .

Thanks again!
m

From: Meredith Matheson [<mailto:meredith.matheson@iticanada.ca>]
Sent: Monday, February 26, 2018 3:31 PM
To: Davison, Murna GCPE:EX
Cc: Sherrah, John
Subject: RE: As per Andrea's email: ACTION REQUIRED: CONTRACT AMENDMENT C18GDX37208

Hi Murna,

s.22 I have attached the signed amendment. We will get the other documentation to you as soon as possible.

Please let me know if there is anything else I can assist with at this time.

Kind regards,

Meredith

From: Davison, Murna GCPE:EX [<mailto:Murna.Davison@gov.bc.ca>]
Sent: Monday, February 26, 2018 3:23 PM
To: John Sherrah <John.Sherrah@iticanada.ca>; Meredith Matheson <meredith.matheson@iticanada.ca>
Subject: As per Andrea's email: ACTION REQUIRED: CONTRACT AMENDMENT C18GDX37208
Importance: High

Hi John and Meredith. s.22

Please see below.

Thanks,
Murna

From: Davison, Murna GCPE:EX
Sent: Monday, February 26, 2018 1:53 PM
To: 'Andrea Robert'
Subject: ACTION REQUIRED: CONTRACT AMENDMENT C18GDX37208
Importance: High

Hi Andrea – hope you are doing well.

Please find attached the documents for your contract amendment with Government Communications and Public Engagement, Government Digital Experience. Please action accordingly and scan documents back to me at your earliest convenience for signature by the province.

There are a ton of documents here – I've put all four sched. F's in the one document, though. Feel free to send the amendment first so we get that out of the way and the device agreements/schedule F can come in as soon as possible afterwards. The waivers of course don't get sent in until you send the final invoice

waivers, of course, don't get sent in until you send the final invoice.

I'm off Wed-Fri so if we can get it signed before then, we can deal with any hiccups that might come up before I head away.

Should you have any questions, I'd be happy to assist.

Thank you,
Maurna

Maurna Davison

Financial Business Analyst

Government Communications & Public Engagement

Phone: 250.387.1457

Email: Maurna.Davison@gov.bc.ca

<C18GDX37208 - Fully Signed Amendment 001.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: Fwd: Service Listing for SBC
Date: February 27, 2018 at 11:42 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

FYI.

Coming out of the SBC Service Design workshop, here are some of the "top" in-person services offered by Service BC.

We should check this against what comes back in the inventory.

Dan


Begin forwarded message:

From: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: FW: Service Listing for SBC
Date: February 27, 2018 at 13:39:58 PST
To: Jess McMullin <jess@situ.org>
Cc: "Shakdher, Smriti GCPE:EX" <Smriti.Shakdher@gov.bc.ca>, "Whetung, Meg GCPE:EX" <Meg.Whetung@gov.bc.ca>, "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>, "Yona, Daniel GCPE:EX" <Daniel.Yona@gov.bc.ca>

From: "Gillani, Karim CITZ:EX" <Karim.Gillani@gov.bc.ca>
Date: Tuesday, February 27, 2018 at 9:58 AM
To: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: FW: Service Listing for SBC

From: Chapman, Deanna CITZ:EX
Sent: Tuesday, February 27, 2018 9:57 AM
To: Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca>
Subject: Service Listing for SBC

Deanna Chapman
Manager of Operations, Service Delivery
Ministry of Citizens' Services
T: 778-698-3148 | C: 250-812-0429 | Web: <http://www.servicebc.gov.bc.ca>
"Access to government services made easy"

Service With Heart 





List of Services
Provid...s.docx

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Service Listing for SBC
Date: February 27, 2018 at 11:42 PM
To: Young, Deanna C GCPE:EX Deanna.Young@gov.bc.ca

DP

Thanks,
Dan

On Feb 27, 2018, at 13:39, Young, Deanna C GCPE:EX <Deanna.Young@gov.bc.ca> wrote:

From: "Gillani, Karim CITZ:EX" <Karim.Gillani@gov.bc.ca>
Date: Tuesday, February 27, 2018 at 9:58 AM
To: "Young, Deanna C GCPE:EX" <Deanna.Young@gov.bc.ca>
Subject: FW: Service Listing for SBC

From: Chapman, Deanna CITZ:EX
Sent: Tuesday, February 27, 2018 9:57 AM
To: Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca>
Subject: Service Listing for SBC

Deanna Chapman
Manager of Operations, Service Delivery
Ministry of Citizens' Services
T: 778-698-3148 | C: 250-812-0429 | Web: <http://www.servicebc.gov.bc.ca>
"Access to government services made easy"
<image001.png>

<List of Services Provided by Service BC Offices- SBC Briefings.docx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: CSI Lab keys
Date: February 28, 2018 at 10:57 AM
To: Mailey, Coralynn Coralynn.Mailey@quartech.com
Cc: Finnigan, Brooke GCPE:EX Brooke.Finnigan@gov.bc.ca

DP

Excellent.

I'll stop by this afternoon.

Dan

On Feb 28, 2018, at 09:05, Mailey, Coralynn <Coralynn.Mailey@quartech.com> wrote:

Hey Dan,

I'll have keys for you later today. We were having the locks reassessed as the new keys weren't working properly.

Coralynn

From: Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca>
Sent: Tuesday, February 27, 2018 9:26:31 AM
To: Mailey, Coralynn
Cc: Finnigan, Brooke GCPE:EX
Subject: Re: CSI Lab keys

Hi Coralynn,

I haven't heard back regarding keys.

Is it possible to get them Wednesday? I'm on the road for field research the rest of the week and hoping to get in to the office this weekend.

Dan

On Feb 20, 2018, at 13:29, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Hi Coralynn,

I'm leading the GDX Analytics Team at the Lab.

Would it be possible to get keys for after hours access for myself and likely one or two members of my team?

s.22

Let me know what you need from us.

Thanks,
Dan

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Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: PowerBI POC Message for SMAC
Date: February 28, 2018 at 3:06 PM
To: Larochelle, Connie FLNR:EX Connie.Larochelle@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca, Bergstrom, Heidi JAG:EX Heidi.Bergstrom@gov.bc.ca

DP

Will do.

Thanks,
Dan

On Feb 28, 2018, at 14:28, Larochelle, Connie FLNR:EX <Connie.Larochelle@gov.bc.ca> wrote:

Oh – sorry to hear – our POC has some more defined timelines for next year – the launch is slated for May 1st with a POC end date of October 31st.

Keep us in mind.

Regards, Connie

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 28, 2018 10:56 AM
To: Larochelle, Connie FLNR:EX
Cc: Yona, Daniel GCPE:EX; Bergstrom, Heidi JAG:EX
Subject: Re: PowerBI POC Message for SMAC

Hi Connie,

Unfortunately, year end projects have eaten up our time and we won't be able to participate.

We'd love to hear about the results when the work is done.

Thanks for your hard work on this.

Dan

On Feb 1, 2018, at 10:07, Larochelle, Connie FLNR:EX
<Connie.Larochelle@gov.bc.ca> wrote:

Hi Dan,

Super to have your interest!

The Business Intelligence Community of Practice puts on monthly webinars that are listed on our @work site and SharePoint Sites.
<https://gwww.gov.bc.ca/groups/business-intelligence-community-practice>

Information on the POC can be found on the link below. The POC 2018 has some useful info including our draft Project Charter, the POC Participant Profiles and other resources. As a first step, take a look at what

we have here and if you think that this would be a good fit, I am more than happy to chat with you. My calendar is kept fairly current, but the best times for these kinds of meetings are usually 3 pm and onward. It would be super cool to see how your team could be part of the POC!

https://citsexec.gov.bc.ca/CSD/PPC/IP_CoP/SitePages/POC2.aspx

Regards, Connie

From: Pollock, Dan GCPE:EX
Sent: Thursday, February 1, 2018 9:58 AM
To: Bergstrom, Heidi JAG:EX; Larochelle, Connie FLNR:EX
Cc: Yona, Daniel GCPE:EX
Subject: Re: PowerBI POC Message for SMAC

Hi Connie and Heidi,

My colleague Daniel Yona (CCed above) and I are working on analytics and reporting at GDX in GCPE.

We are very interested in learning more and including our team in the PoC.

Also, when is the next BI CoP meeting?

Dan

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To: CITZ IT Service Management Advisory Council
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OCIO is working with the Business Intelligence Community of Practice to run a limited time, limited participant Proof of Concept of Microsoft's PowerBI in the cloud. One of the many aspects of the POC working group will be assessing whether this should be offered as an Enterprise service. Participants have been identified so far from the following ministries:

Justice
Health
MIRR/FLNR
GCPE
SDSR

The POC working group has a number of moving pieces. As a next step, we are seeking input from participants on possible outcomes of the POC

we are seeking input from participants on possible outcomes of the POC and other pieces of the framework such as identifying common objectives, identifying the expectations/outcomes and scoping out deliverables/milestones.

If you would like to participate in the POC or learn more please contact the co-chairs Connie.Larochelle@gov.bc.ca and Heidi.Bergstrom@gov.bc.ca who are coordinating this effort.

Information about who is part of the BI CoP and Power BI can be found on their SharePoint site at:
https://citsexec.gov.bc.ca/CSD/PPC/IP_CoP/SitePages/BI%20Home.aspx

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: lexpese Set up and Tips
Date: February 28, 2018 at 3:16 PM
To: Brandt, Charisma L GCPE:EX Charisma.Brandt@gov.bc.ca
Cc: Daniel Yona Daniel.Yona@gov.bc.ca

DP

Thanks.

I've put the registration request in.

Dan

On Feb 27, 2018, at 14:38, Brandt, Charisma L GCPE:EX <Charisma.Brandt@gov.bc.ca> wrote:

Hi guys,

To set up your lexpenses, you will first need to apply for Oracle Access at the link below. You should receive an email when you have accesss, it takes about a week.

http://gwww.fin.gov.bc.ca/gws/camss/FSA/Branch/Forms/Oracle_Access_Request/iexpense_access_request_form.asp

Attached are the instructions to set up your lexpense profile, as well as to create an lexpense report.

Your lexpense personal profile coding will be (copy and paste)

<image004.jpg>**Travel Group 1**

Client: 022

Resp: 32749

Serv line: 11842

Project code: 3200000

Approver: BRANDT, CHARISMA, Charisma.Brandt@gov.bc.ca, FI

Work Location: FIN-VIC-41353, FINANCE WINDOW, 4-617 GOVERNMENT ST, VICTORIA

Please let me know if you have any questions.

Charisma Brandt

Financial Services Coordinator

Government Communications and Public Engagement

778-698-3308

"A nessimist sees the difficultv in every onnortunitv: an ontimist sees the onnortunitv in every difficultv."

A pessimist sees the difficulty in every opportunity, an optimist sees the opportunity in every difficulty.
Winston Churchill

<iExpense Setup instructions.pdf><Creating an Expense Report Tips.pdf>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Scheduling version 2 backlog review
Date: February 28, 2018 at 3:50 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca
Cc: Stacey Ashworth stacey@purposefive.com, Erin Athene erin@purposefive.com

DP

Can we do 11:30 on the 20th?

I'm in a meeting until 11:30, but might be able to sneak out early.

I can order us some lunch :)

Dan

On Feb 28, 2018, at 15:34, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

Hi Stacey, I'm good for 11 on the 20th.

D

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
250-588-9231

From: Stacey Ashworth <stacey@purposefive.com>
Date: Wednesday, February 28, 2018 at 3:27 PM
To: Dan Pollock <Dan.Pollock@gov.bc.ca>, David Wrate <David.Wrate@gov.bc.ca>, Erin Athene <erin@purposefive.com>
Subject: IC: Scheduling version 2 backlog review

Hi Dan/David --

Can I ask for your availability after 11AM on either March 19th or 20th for a 60-90 minute in-person inCONNECT Version 2 review with Purpose Five? We'll have documentation prepared with our recommendations for you to view approximately 10 days before then.

Many thanks --

Stacey Ashworth
Project Manager
PURPOSEFIVE
Web Design + Development // Digital Marketing // Software Development

Page 415

Withheld pursuant to/removed as

s.22

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Scheduling version 2 backlog review
Date: February 28, 2018 at 9:41 PM
To: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Hey David,

I don't know about you, but I suspect it'll be tough to devote the last afternoon of Fiscal 17/18 to this.

What do you think?

Dan

On Feb 28, 2018, at 15:59, Stacey Ashworth <stacey@purposefive.com> wrote:

Right, yes, that makes sense. Then let's schedule this now so that we have something in place. Can I recommend 1:30-4:30PM on March 29th? I've extended it an hour so that we have the space to wrap-up on this cycle comprehensively.

Stacey Ashworth
Project Manager

PURPOSEFIVE

Web Design + Development // Digital Marketing // Software Development

(2017 V I A T E C TECHNOLOGY AWARDS FINALIST!)

On Wed, Feb 28, 2018 at 3:54 PM, Wrate, David GCPE:EX <David.Wrate@gov.bc.ca> wrote:

I'll check on an extension but as it extends past fiscal year-end I expect I'll get a "no"

Our best bet is to end on the 29th.

D

David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
[250-588-9231](tel:250-588-9231)

From: Stacey Ashworth <stacey@purposefive.com>

Date: Wednesday, February 28, 2018 at 3:53 PM

To: Dan Pollock <Dan.Pollock@gov.bc.ca>

Cc: David Wrate <David.Wrate@gov.bc.ca>, Erin Athene <erin@purposefive.com>

Subject: Re: Scheduling version 2 backlog review

Let's do 1130AM - 1PM on the 20th.

This brings up an item: The last date of our contract is March 31st, but our last sprint would technically end on April 3rd. Do you have a recommendation for mitigating this? Would we be able to ask for a three day extension on our contract so that we can complete the sprint in full, or should we attempt a sprint review on the 29th before the long weekend?

Stacey Ashworth
Project Manager

PURPOSEFIVE<<http://purposefive.com>>

Web Design + Development // Digital Marketing // Software Development

[image removed by sender.]<<https://www.viatec.ca/articles/2017-viatec-technology-awards-finalists-announced>>

On Wed, Feb 28, 2018 at 3:50 PM, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca<mailto:
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wrote:

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David Wrate
Director, Digital Policy
GDX – Government Digital Experience Division
Government Communications and Public Engagement
[250-588-9231](tel:250-588-9231)<tel:[250-588-9231](tel:250-588-9231)>

From: Stacey Ashworth <stacey@purposefive.com<mailto:stacey@purposefive.com><mailto:stacey@purposefive.com<mailto:stacey@purposefive.com>>>>>>
Date: Wednesday, February 28, 2018 at 3:27 PM
To: Dan Pollock <Dan.Pollock@gov.bc.ca<mailto:Dan.Pollock@gov.bc.ca><mailto:
Dan.Pollock@gov.bc.ca<mailto:Dan.Pollock@gov.bc.ca>>>>>>, David Wrate
<David.Wrate@gov.bc.ca<mailto:David.Wrate@gov.bc.ca><mailto:
David.Wrate@gov.bc.ca<mailto:David.Wrate@gov.bc.ca>>>>>>, Erin Athene
<erin@purposefive.com<mailto:erin@purposefive.com><mailto:erin@purposefive.com<mailto:erin@purposefive.com>>>>>>
Subject: IC: Scheduling version 2 backlog review

Hi Dan/David --

Can I ask for your availability after 11AM on either March 19th or 20th for a 60-90 minute in-person inCONNECT Version 2 review with Purpose Five? We'll have documentation prepared with our recommendations for you to view approximately 10 days before then.

Many thanks --

Stacey Ashworth
Project Manager
PURPOSEFIVE<<http://purposefive.com/>>
Web Design + Development // Digital Marketing // Software Development
<<https://www.viatec.ca/articles/2017-viatec-technology-awards-finalists-announced>>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca 
Subject: Fwd: BC First Nations Data Governance Initiative Team/Provincial Ministries Meeting
Date: February 28, 2018 at 9:47 PM
To: Hume, David GCPE:EX David.Hume@gov.bc.ca
Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Hey David(s),

Related to our conversation (Hume and I) yesterday, this looks very interesting.

They are looking for Executive Directors and Directors around government. (See the attached email at the bottom of the forward.)

They missed GCPE on the first pass through, but Stephanie has reached out to invite us to be there.

I'm hoping to attend.

Dan

Begin forwarded message:

From: "Gabel, Stephanie IRR:EX" <Stephanie.Gabel@gov.bc.ca>
Subject: FW: BC First Nations Data Governance Initiative Team/Provincial Ministries Meeting
Date: February 28, 2018 at 15:36:30 PST
To: "Pollock, Dan GCPE:EX" <Dan.Pollock@gov.bc.ca>, "Wrate, David GCPE:EX" <David.Wrate@gov.bc.ca>

Hello Dan and David,

I learned about your work at the policy conference last Friday and wanted to loop you in on a gathering we are organizing on March 28th (in Victoria) to bring provincial ministry colleagues together with our partners from the BC First Nations Data Governance Initiative (website: <http://www.bcfndgi.com/>). Will be the first time we have a gathering focused on Indigenous data governance and that brings the lands and social ministries together. You may have seen the investments in indigenous and first nations data governance the feds announced yesterday. Kind of exciting.

I am happy to set up a call or meet up if you'd like more context.

Let me know if you are interested in attending and I will send you the meeting invite.

Thanks for your attention.

warmly

Stephanie Gabel
Senior Advisor
Socio-Economic Partnerships
Ministry of Indigenous Relations & Reconciliation

T: 778-698-9694

E: Stephanie.Gabel@gov.bc.ca
W: <http://www2.gov.bc.ca>

From: Gabel, Stephanie IRR:EX

Sent: Thursday, February 1, 2018 2:33 PM

To: Balcaen, Trish L IRR:EX; Bechard, Chris JTT:EX; Blencowe, Bailey CITZ:EX; Bruce, Robert SDPR:EX; Cadwallader, Ted EDUC:EX; Coad, Jeremy A JTT:EX; Cox, Monica EMBC:EX; Dawson, Elaine M JTT:EX; Devenny, Denise MCF:EX; Dusterhoft, Carrie AEST:EX; Elderfield, Andrew HLTH:EX; Elmauer, Kai IRR:EX; Forrest, Cris J JAG:EX; Gale, Stuart IRR:EX; Gilmore, Christopher JTT:EX; Goodwin, Greg JTT:EX; Hargrove, Arthur A JAG:EX; Heinrich, Erika PSSG:EX; Higgs, Jeremy AEST:EX; Holden, Virginia OHCS:EX; Hope, Melanie OHCS:EX; Hull, Deborah AEST:EX; Hulme, Samantha JAG:EX; Hunter, Charles FLNR:EX; Hunter, Jaclynn JTT:EX; Kelly, Susan M IRR:EX; Kincross, Sean JTT:EX; Laing, Lissa J PSSG:EX; Lam, Roger OHCS:EX; Lambert, Genevieve JTT:EX; Lansdell, Hayden JTT:EX; Lau, Alvin JAG:EX; Linzey, Richard FLNR:EX; Logie, Linette PSSG:EX; Mason, Sarah AG:EX; McCormick, Colleen M JTT:EX; McKinley, Maia OHCS:EX; Mead, Rhonda M JAG:EX; Mezzarobba, Marcie PSSG:EX; Millar, Pamela J IRR:EX; Miramontes, Lara HLTH:EX; Mueller, Brent MAH:EX; Newnham, Jodi TRAN:EX; Nicholls, Cloe JTT:EX; Poole, Catherine AEST:EX; Pye, Sara IRR:EX; Renault, Shannon AEST:EX; Ross, Ian SDPR:EX; Ryan, Nicole HLTH:EX; Sandison, Denise SDPR:EX; Shuttleworth, Bev AEST:EX; Stock, Cathy AEST:EX; Storen, Jackie MTIC:EX; Summers, Patricia JTT:EX; Trudeau, Claudia FLNR:EX; Tucker, Melanie JAG:EX; Van Den Bulk, Jeannette JTT:EX; Vickery, Elizabeth M MTIC:EX; Wheatley, Sue JTT:EX; Wheler, Francesca M IRR:EX; Wood, Gillian TAC:EX; Wortzman, Rebecca IRR:EX

Subject: BC First Nations Data Governance Initiative Team/Provincial Ministries Meeting

Dear Colleagues,

The joint provincial ministries/BC First Nations Data Governance Initiative (BCFNDGI) team meeting has been set for **Wednesday March 28th, 2018p- please book off in your calendar until we get the meeting invite sent out- thank you**. The location will be in Victoria with the venue to be confirmed. As discussed, the one day meeting will be an opportunity for provincial ministries to learn more about the status of BCFNDGI at a national, provincial and community level and explore how this may relate to provincial data processes. This meeting is also an opportunity for information sharing and networking.

While ideally we would like to invite all provincial folks that we met with over the summer, we will need to keep the numbers manageable. Given this, we would like to keep provincial ministry participation to 30-35 people. We have attached the list of folks we spoke to over the past several months and based on this list, we would ask that you discuss amongst yourselves who would be best to attend from your ministry. To guide your decisions re: attendance, we ask that each ministry/agency identify 3 individuals (at the Executive Director and Director level and staff level with policy/data expertise).

Please get back to me by Monday February 12th with the names of those attending from your Ministry.

As a next step, we will work with Gwen Phillips, the data governance lead on BCFNDGI as well provincial ministries to develop an agenda for the day.

We will be in touch shortly with more details.

warmly

Stephanie Gabel

Senior Advisor

Socio-Economic Partnerships

Ministry of Indigenous Relations & Reconciliation

T: 778-698-9694

E: Stephanie.Gabel@gov.bc.ca

W: <http://www2.gov.bc.ca>



Mail Attachment



BCFNDGI
Contac...18.xlsx

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: BC First Nations Data Governance Initiative Team/Provincial Ministries Meeting
Date: February 28, 2018 at 9:47 PM
To: Gabel, Stephanie IRR:EX Stephanie.Gabel@gov.bc.ca
Cc: Wrate, David GCPE:EX David.Wrate@gov.bc.ca

DP

Hi Stephanie,

It was great to connect with you again.

I'm quite interested in attending if there is still space.

Dan

On Feb 28, 2018, at 15:36, Gabel, Stephanie IRR:EX <Stephanie.Gabel@gov.bc.ca> wrote:

Hello Dan and David,

I learned about your work at the policy conference last Friday and wanted to loop you in on a gathering we are organizing on March 28th (in Victoria) to bring provincial ministry colleagues together with our partners from the BC First Nations Data Governance Initiative (website: <http://www.bcfndgi.com/>). Will be the first time we have a gathering focused on Indigenous data governance and that brings the lands and social ministries together. You may have seen the investments in indigenous and first nations data governance the feds announced yesterday. Kind of exciting.

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Socio-Economic Partnerships

Ministry of Indigenous Relations & Reconciliation

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JAG:EX; Hunter, Charles FLNR:EX; Hunter, Jaclynn JTT:EX; Kelly, Susan M IRR:EX; Kincross, Sean JTT:EX; Laing, Lissa J PSSG:EX; Lam, Roger OHCS:EX; Lambert, Genevieve JTT:EX; Lansdell, Hayden JTT:EX; Lau, Alvin JAG:EX; Linzey, Richard FLNR:EX; Logie, Linette PSSG:EX; Mason, Sarah AG:EX; McCormick, Colleen M JTT:EX; McKinley, Maia OHCS:EX; Mead, Rhonda M JAG:EX; Mezzarobba, Marcie PSSG:EX; Millar, Pamela J IRR:EX; Miramontes, Lara HLTH:EX; Mueller, Brent MAH:EX; Newnham, Jodi TRAN:EX; Nicholls, Cloe JTT:EX; Poole, Catherine AEST:EX; Pye, Sara IRR:EX; Renault, Shannon AEST:EX; Ross, Ian SDPR:EX; Ryan, Nicole HLTH:EX; Sandison, Denise SDPR:EX; Shuttleworth, Bev AEST:EX; Stock, Cathy AEST:EX; Storen, Jackie MTIC:EX; Summers, Patricia JTT:EX; Trudeau, Claudia FLNR:EX; Tucker, Melanie JAG:EX; Van Den Bulk, Jeannette JTT:EX; Vickery, Elizabeth M MTIC:EX; Wheatley, Sue JTT:EX; Wheler, Francesca M IRR:EX; Wood, Gillian TAC:EX; Wortzman, Rebecca IRR:EX

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Ministry of Indigenous Relations & Reconciliation

T: 778-698-9694

E: Stephanie.Gabel@gov.bc.ca

W: <http://www2.gov.bc.ca>

| <Mail Attachment.eml><BCFNDGI Contact List Jan 2018.xlsx>

From: Pollock, Dan GCPE:EX Dan.Pollock@gov.bc.ca
Subject: Re: Travel arrangements Feb 28-Mar 2
Date: February 28, 2018 at 9:49 PM
To: Brandt, Charisma L GCPE:EX Charisma.Brandt@gov.bc.ca

DP

Will do.

Thanks!

Dan

On Feb 28, 2018, at 10:58, Brandt, Charisma L GCPE:EX <Charisma.Brandt@gov.bc.ca> wrote:

You're welcome! If you anticipate that either of you are travelling again we should get you set up with a BMO travel card. I've attached the application. Please discuss with Walter and fill

Thank you,
Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 28, 2018 10:53 AM
To: Brandt, Charisma L GCPE:EX
Cc: Yona, Daniel GCPE:EX
Subject: Re: Travel arrangements Feb 28-Mar 2

Amazing.

Thanks for all the help!

(it's a good lesson for us to book earlier next time)

Dan

On Feb 28, 2018, at 10:10, Brandt, Charisma L GCPE:EX <Charisma.Brandt@gov.bc.ca> wrote:

Hi Dan, yes I did. I had to call almost every car rental place in town but managed to set you up with Hertz. It's under Daniel Yona. I've attached the car rental guide for your review the rental.

Please remember to fill the tank before you drop it off as it gets expensive otherwise. Per the attached car rental guide, **do not accept any insurance offers made by the rental**

| Car rental: | PICK UP | DROP OFF | CONFIRMATION | TOTAL PRICE | Notes |
|-------------|---------|----------|--------------|-------------|--|
| Hertz | Feb 28 | Mar 2 | s.17,s.22 | 291.93 | Pick up and drop off at airport No extra insurance needed |

Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill

From: Pollock, Dan GCPE:EX
Sent: Wednesday, February 28, 2018 10:01 AM
To: Brandt, Charisma L GCPE:EX
Cc: Yona, Daniel GCPE:EX
Subject: Re: Travel arrangements Feb 28-Mar 2

Hi Charisma,

Were you able to confirm a car?

Without it, we can't get to our offices for the work we need to do.

Dan

On Feb 27, 2018, at 10:55, Brandt, Charisma L GCPE:EX <Charisma.Brandt@gov.bc.ca> wrote:

Hi guys,

It sounds pretty tight for car rentals in Kelowna the next few days. I have someone at Enterprise looking into it for me and will let you know as soon as I hear from them.

Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill

From: Yona, Daniel GCPE:EX
Sent: Tuesday, February 27, 2018 8:29 AM
To: Pollock, Dan GCPE:EX; Brandt, Charisma L GCPE:EX
Subject: Re: Travel arrangements Feb 28-Mar 2

Yes, not a problem.

From: Pollock, Dan GCPE:EX
Sent: February-26-18 2:38 PM
To: Brandt, Charisma L GCPE:EX
Cc: Yona, Daniel GCPE:EX
Subject: Re: Travel arrangements Feb 28-Mar 2

Daniel,

Are you able to pay and get re-imbursed?

Dan

On Feb 26, 2018, at 14:34, Brandt, Charisma L GCPE:EX <Charisma.Brandt@gov.bc.ca> wrote:

I can certainly do that. Will Daniel be paying with his credit card?

Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill

From: Pollock, Dan GCPE:EX
Sent: Monday, February 26, 2018 1:30 PM
To: Brandt, Charisma L GCPE:EX
Cc: Yona, Daniel GCPE:EX
Subject: Re: Travel arrangements Feb 28-Mar 2

One more thing!

Jess wasn't able to book a rental car.

Are you able to book one for us from the Kelowna airport Wednesday to return to the Kelowna airport Friday?

The drivers would be Daniel Yona and Jess McMullin.

Thanks,
Dan

On Feb 26, 2018, at 13:11, Pollock, Dan GCPE:EX <Dan.Pollock@gov.bc.ca> wrote:

Thanks!

Dan

On Feb 26, 2018, at 10:33, Brandt, Charisma L GCPE:EX <Charisma.Brandt@gov.bc.ca> wrote:

Hello, here are your travel arrangements, all confirmations are attached. The hotels will go on my purchasing card, I have the preauthorization forms and them directly to the hotels. Please let me know if you have any questions or concerns.

| DATE | CITY | AIRLINE | DEPART | ARRIVE | CONFIRMATION | PRICE | NOTES |
|---------|----------|-----------|--------------|-----------|--------------|-------------|--------------------------------|
| Feb 28 | Victoria | WJ | 19:40 | 20:35 | s.17,s.22 | | E-tickets are attached |
| March 2 | Kelowna | WJ | 18:00 | 19:04 | | | E-tickets are attached |
| HOTEL | CHECK IN | CHECK OUT | CONFIRMATION | PRICE/DAY | DAYS | TOTAL PRICE | |
| s.15 | Feb 28 | March 1 | s.17,s.22 | 105 | 1 | 105 | Per room, preauth via Charisma |
| | March 1 | March 2 | | 99 | 1 | 99 | Per room, preauth via Charisma |

Best regards,
Charisma Brandt
Financial Services Coordinator
Government Communications and Public Engagement
778-698-3308

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
Winston Churchill

<Mail Attachment.eml><Mail Attachment.eml><Mail Attachment.eml><Mail Attachment.eml><Mail Attachment.eml><Mail Attachment.eml>

<Mail Attachment.eml><Car Rental guide.pdf>

<BMO Travel Card application form - NEW.pdf>

From: **Pollock, Dan GCPE:EX** Dan.Pollock@gov.bc.ca
Subject: Re: funding requests
Date: February 1, 2018 at 8:03 AM
To: Cormack, Garrett GCPE:EX Garrett.Cormack@gov.bc.ca

DP

Thanks!

Dan

On Feb 1, 2018, at 07:16, Cormack, Garrett GCPE:EX <Garrett.Cormack@gov.bc.ca> wrote:

Thanks Dan,

Not sure how I missed the rest of the email. I will add them in.

Garrett Cormack

Director, Corporate Planning & Delivery

GDX - Government Digital Experience Division

Government Communications & Public Engagement

Cell: 250-516-4179