

## Larson, Ray SDPR:EX

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**From:** Norrish, David SDPR:EX  
**Sent:** Thursday, March 22, 2018 5:45 PM  
**To:** SDPR ISD Data Quality  
**Subject:** Team Meeting Minutes

Minutes posted to SharePoint.

Regards,  
David

## Larson, Ray SDPR:EX

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**From:** Yang, Heewon SDPR:EX  
**Sent:** Thursday, March 22, 2018 4:37 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Regarding Remedy ticket S.22

Hello, Ray.

I am sorry to assign this ticket to you – but App Support is looking for approval from our team for one time data remediation. Since Sherri won't be in the office tomorrow, I am assigning this ticket for your further review and approval.

Thank you in advance 😊

Regards,

**Heewon Yang**

ICM Data Steward, Systems Operations

Information Services Division (ISD)

*Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*



## Larson, Ray SDPR:EX

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**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Thursday, March 22, 2018 4:35 PM  
**Subject:** Government System Notification - Preparation for ICM System Maintenance (SDD and ELMSD)



**INFORMATION SERVICES DIVISION**  
supporting our social sector ministries

**Attention:** SDD and ELMSD ICM Staff

**Date:** March 22, 2018

### Description

In preparation for the planned ICM system release this weekend, ICM production will not be available **Friday, March 23, 2018 between 19:00 and Saturday, March 24, 2018 21:00**. MIS, MySS, Service Provider Portal, and the Bus Pass Online Form will also not be available during this time.

### Instructions to users

Staff are reminded to save their work and restart their workstations at the end of the day.

If you have any questions please contact the Social Sector Service Desk at 604-660-1636 or send an email to [Social.Sector.Service.Desk@gov.bc.ca](mailto:Social.Sector.Service.Desk@gov.bc.ca)

Thank you,  
Social Sector Service Desk  
Information Services Division (ISD)  
*Partnering with the ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

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**From:** Wood, Christine A SDPR:EX  
**Sent:** Thursday, March 22, 2018 1:38 PM  
**To:** Boschma, Brittany SDPR:EX; Davidson, Colin SDPR:EX; Dillon, Mary SDPR:EX; Fischer, Stephanie SDPR:EX; Larson, Ray SDPR:EX; Lindstrom, Dan T SDPR:EX; Morino, Kristina E SDPR:EX; Norrish, David SDPR:EX; Proceviat, Sherri SDPR:EX; Yang, Heewon SDPR:EX  
**Subject:** Missing Apple Earbuds

My headphones have gone missing; I may have left them somewhere at the end of the day yesterday. They are the newer in ear style with the round end.

Christine Wood, Data Analyst  
Business Intelligence & Data Quality  
Information Services Division (ISD)  
Ministries of Children & Family Development and Social Development & Poverty Reduction  
**ICM User Guide**

*For optimal performance, Restart your ministry computer at the end of every day.*  
<https://77000.gov.bc.ca>

## Larson, Ray SDPR:EX

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**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Thursday, March 22, 2018 1:03 PM  
**To:** Norrish, David SDPR:EX; Larson, Ray SDPR:EX  
**Subject:** FW: Child Welfare concern

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

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**From:** Merit, Catherine L MCF:EX  
**Sent:** Thursday, March 22, 2018 12:58 PM  
**To:** Proceviat, Sherri SDPR:EX  
**Cc:** Lein, Jo-anna MCF:EX  
**Subject:** Child Welfare concern

Hi Sherri

Jo and I want to thank you for taking the step to report the potential child welfare concern identified by your staff during the course of their regular work.

Please be advised that ICM Practice conducted a further cursory review of the history and have passed along the concerns to MCFD's Provincial Centralized Screening team, for a more detailed review and assessment.

Thank you and your staff person for bringing this to our attention.

**Catherine Merit**, Hon. BSW | ICM Senior Practice Lead  
Provincial Practice Branch, Ministry of Children & Family Development  
(604) 561-0043 | [catherine.merit@gov.bc.ca](mailto:catherine.merit@gov.bc.ca)

## Larson, Ray SDPR:EX

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**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Thursday, March 22, 2018 12:25 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: TICKET# s.22 : PID # s.22

Hi Ray  
Please see email below regarding ticket # s.22

Thank you.

**Sherry Lloyd-Jones**  
**FAA Level 2**

**604-660-1636 SDPR Help line option 2**  
Information Services Division (ISD)

Partnering with the Ministries of Social Development and Poverty Reduction  
and the Ministry of Children and Family Development

*"This message is confidential and may not be disclosed to anyone without the express written consent of the sender."*

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**From:** Clarke, Barbara MCF:EX  
**Sent:** Thursday, March 22, 2018 12:22 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** TICKET# s.22 : PID # s.22

Good Afternoon,  
This ticket was opened on 2018Mar19.  
I was contacted by help desk that it had been completed, however I am unable to "complete Setup" on this file: s.22  
s.22  
Would you kindly confirm.  
Thank you,  
Barbara Clarke.

## Larson, Ray SDPR:EX

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**From:** Little, Jennifer A SDPR:EX  
**Sent:** Thursday, March 22, 2018 12:17 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Attached Answers for RE: CI #3 - Organizational and Staff Development - Focus Group sessions

Thanks Ray – looking forward to today's session ☺

See you soon!  
J.

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 22, 2018 9:02 AM  
**To:** Little, Jennifer A SDPR:EX  
**Subject:** Attached Answers for RE: CI #3 - Organizational and Staff Development - Focus Group sessions

Good morning Jennifer,

I hope this email finds you well. Thank you for all of your hard work organizing these focus groups! Here are my questions answered that I will be bringing to the meeting. I hope this information will be helpful for you and the team.

I look forward to seeing you later.

<< File: Focus\_Group\_Questions\_Start\_Stop\_Continue\_RLarson.pdf >>

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

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

**From:** Little, Jennifer A SDPR:EX  
**Sent:** Thursday, March 8, 2018 4:53 PM  
**To:** Little, Jennifer A SDPR:EX; Walmsley, Megan E SDPR:EX; Larson, Ray SDPR:EX; Drew, James T SDPR:EX; Mwaramba, Amanda SDPR:EX; Wells, Roger SDPR:EX; Shrivell, Jason SDPR:EX; Payer, George F SDPR:EX; Payer, James W SDPR:EX  
**Subject:** CI #3 - Organizational and Staff Development - Focus Group sessions  
**When:** Thursday, March 22, 2018 2:00 PM-3:30 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** SDPR R 609 Broughton St 5th Flr Cedar Room (518) SDPR:EX

Thanks for putting your name forward to participate in our Continuous Improvement Project #3 – Organizational and Staff Development focus group sessions. We were thrilled to see the number of folks who expressed an interest. We had hoped to have the Focus Group sessions start at the end of February, but with our team lead Mandy accepting a new role, we are now looking at starting sessions the week of March 19<sup>th</sup>.

Your comments will be recorded by group number not as individuals. You are identified in Focus Group #2.

Please accept this calendar invitation to the focus group session. We have attached the list of questions, as well as the ground rules for our sessions.

We are looking forward to hearing from you, as your ideas will help shape and contribute to the development of our Organizational and Staff Development Framework which we plan to develop in 2018/19. The goal of the focus group sessions is to gather your ideas and thoughts so come prepared to share and discuss. If you have any questions, please reach out to someone from the project team.

<< File: Focus Group Ground Rules.pdf >> << File: Start\_Stop\_Continue.pdf >> << File: Focus Group Questions & Start\_Stop\_Continue.docx >>

Thanks,  
Jennifer, Tara, Roger

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## Join online meeting

s.17

### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

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## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 22, 2018 11:15 AM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** ISD Change Control SDPR:EX  
**Subject:** ISD Non-Prod, Production RFCs and OCIO activities for review this afternoon  
**Attachments:** 2018 03 22 ISD Non Prod RFCs for review.xlsx; 2018 03 22 ISD Prod RFCs for review.xlsx  
  
**Importance:** High

Attached are the Non-Prod and Production RFCs for review at today's ISD Change Advisory Board meeting. If you would like to see additional details for any of the requests, they are available in the RFC form located [here](#). Also please find the link to the [OCIO Changes Note](#) identifying OCIO changes that potentially impact ISD.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## **Larson, Ray SDPR:EX**

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**From:** Morino, Kristina E SDPR:EX  
**Sent:** Thursday, March 22, 2018 10:45 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Weekly Data Quality Team Meeting Agenda  
**Attachments:** Weekly Data Quality Team Meeting Agenda.docx



## Larson, Ray SDPR:EX

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**From:** Wilson, Simon SDPR:EX  
**Sent:** Thursday, March 22, 2018 9:44 AM  
**To:** Wilson, Simon SDPR:EX; Emery, Ali SDPR:EX; Payer, James W SDPR:EX; Larson, Ray SDPR:EX; Drew, James T SDPR:EX; Kent, Michelle SDPR:EX; Samant, Dipti SDPR:EX; Parkin, Keith SDPR:EX; Peerenboom, Shirley SDPR:EX; Armer, Michael A SDPR:EX; Proceviat, Sherri SDPR:EX; Goshulak, Janice SDPR:EX; Attwood, Rayna C SDPR:EX; Bickerton, Aaron SDPR:EX; Hughes, Vicki SDPR:EX; Costello, Don SDPR:EX; Forget, Charles SDPR:EX; Looysen, Alison SDPR:EX; Garcia, Kaye A SDPR:EX; Dunlop, Gail J SDPR:EX; Norrish, David SDPR:EX; Quesnel, Dwayne H SDPR:EX; Pardaens, Michael SDPR:EX; Hofman, Dan SDPR:EX; McLaren, Kim SDPR:EX; Reynolds, Elliott SDPR:EX; LaBoucane, Mary SDPR:EX; Mwaramba, Amanda SDPR:EX; Hall, Sharlene SDPR:EX; Leedham, Shannon SDPR:EX; Turner, Colleen P SDPR:EX; Payer, George F SDPR:EX; Rose, Dave SDPR:EX; Walmsley, Megan E SDPR:EX; Byers, Rob A SDPR:EX; Krasnov, Igor SDPR:EX; Wesley, Jessica SDPR:EX; Dillon, Mary SDPR:EX; Murch, Dennis SDPR:EX; Hallman, Jessica SDPR:EX; Cox, Wendy G SDPR:EX; Gordon, Jedidiah SDPR:EX; Smith, Michael D SDPR:EX; Little, Jennifer A SDPR:EX; Boschma, Sharlene A SDPR:EX; Jackson, Michael SDPR:EX; Trerice, Suzanne SDPR:EX  
**Subject:** Invitation to Celebrate - s.22 Retiring

Hello all,  
Just a quick reminder about s.22 retirement party tonight at s.22

**Where:** s.22

**When:** Thursday, March 22

**Time:** 4:30pm – onwards

**Cake:** YES!

Simon Wilson | **Admin Assistant**

**SDPR | ISD | Admin and Facilities** | 5th Floor, 609 Broughton St.

Phone: 778-698-3836 | E-mail: [Simon.Wilson@gov.bc.ca](mailto:Simon.Wilson@gov.bc.ca)

## Larson, Ray SDPR:EX

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**From:** Morino, Kristina E SDPR:EX  
**Sent:** Thursday, March 22, 2018 8:47 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items

Morning all,

Please provide any agenda items for today's meeting.

Thanks☺,

**Kristina Morino**  
**Data Quality Steward, Systems Operations**

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***Information Services Division (ISD)***  
*"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"*

## Larson, Ray SDPR:EX

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**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Thursday, March 22, 2018 7:52 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** MyPerformance reminder

Good morning team

Please ensure that your MyPerformance is up to date and ready for review next week. I will be scheduling one on ones all next week to try and get the MyPerformances ready for sign off.

**Sherri Proceviat**, Team Lead – Data Quality

**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 21, 2018 3:30 PM  
**To:** Morrison, Rob SDPR:EX; Proceviat, Sherri SDPR:EX  
**Subject:** 46424 - Completed reference checks compressed  
**Attachments:** 46424\_Completed\_ Reference\_ Checks.doc

Hi Rob and Sherri,

This is a compressed file so you will have to save to your folder and change the extension from .doc to .zip to Extract All.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 21, 2018 2:35 PM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** 46424 reference template and YOCS  
**Attachments:** Copy of YOCS\_COMPLETE\_Req46424 (4).xlsx; 46424\_reference\_check\_template.docx

Hi Sherry,

My apologies for not sending this to you sooner. Please find attached the Reference Check template and the copy of the YOCS with my pass marks added for s.22

Cheers.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Wednesday, March 21, 2018 12:01 PM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Quon, Eric H SDPR:EX  
**Subject:** Approved ISD Production Emergency request: RFC s.22 : RAP - Data Correction - Update Contract Office/Caseload

**Importance:** High

This note, with the attached approval notes, provides ISD Production Emergency approval for **RFC s.22 RAP - Data Correction - Update Contract Office/Caseload.**

**Remedy:** s.22

**Description:**

Contract was transferred in error from DAA to MCFD causing a payment to be rejected for payment.

As contract types are not the same across the two agencies, it has to be moved back to allow it to pay out the outstanding placement.

**Impact:**

Change needs to be completed before the RAP paygen which happens tomorrow to ensure payment.

**Solution Details:**

The old placement needs to be reset to process payment. A new MCFD contract and placement must be created by the worker.

When transferring back, the Office/Caseload did not update properly.

This needs to be changed back to DAA office to ensure that it pays out properly.

Deployment is scheduled today, Wednesday March 21<sup>st</sup>, as soon approval granted.

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Wednesday, March 21, 2018 10:32 AM  
**Cc:** Quon, Eric H SDPR:EX  
**Subject:** ISD Production Emergency approval request: RFC S.22 RAP - Data Correction - Update Contract Office/Caseload PLEASE REPLY BEFORE 12:30 PM

**Importance:** High

We have an ISD Production Emergency request submitted by Eric Quon on **RFC S.22 RAP - Data Correction - Update Contract Office/Caseload.**

**Remedy:** S.22

**Description:**

Contract was transferred in error from DAA to MCFD causing a payment to be rejected for payment.

As contract types are not the same across the two agencies, it has to be moved back to allow it to pay out the outstanding placement.

**Impact:**

Change needs to be completed before the RAP paygen which happens tomorrow to ensure payment.

**Solution Details:**

The old placement needs to be reset to process payment. A new MCFD contract and placement must be created by the worker.

When transferring back, the Office/Caseload did not update properly.

This needs to be changed back to DAA office to ensure that it pays out properly.

Deployment is scheduled today, Wednesday March 21<sup>st</sup>, as soon approval granted.

Please reply with your approval or concerns before 12:30 PM

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 21, 2018 10:16 AM  
**To:** Norrish, David SDPR:EX  
**Subject:** FW: Action required - Ticket # s.22 - Un - finalizing opening recording for s.22

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**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:30 AM  
**To:** Muylle, Katie MCF:EX  
**Cc:** Parsons, Jennifer MCF:EX; Moura, Renato M SDPR:EX  
**Subject:** Action required - Ticket # s.22 - Un - finalizing opening recording for s.22

Good morning Katie,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

My apologies, Data Quality is not able to uncheck the *Ready to Finalize* and the *Approved to Finalize* flags.

If you need to enter more information on this case simply follow the [Job Aid - Case – Copy a Previous Recording and Complete a New Recording](#).

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

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**From:** Muylle, Katie MCF:EX  
**Sent:** Thursday, March 15, 2018 10:51 AM  
**To:** Moura, Renato M SDPR:EX  
**Subject:** FW: Un - finalizing opening recording for s.22

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**From:** Parsons, Jennifer MCF:EX  
**Sent:** Wednesday, March 14, 2018 10:33 AM  
**To:** Muylle, Katie MCF:EX  
**Subject:** RE: Un - finalizing opening recording for s.22



approved

**Regards,**  
**Jennifer Parsons**  
Acting Team Leader  
Protective Family Service  
2809 – 28<sup>th</sup> Street  
Vernon, BC V1T 4Z5  
250-558-2756(Direct)  
250-558-8948 (Cell)  
250-558- 2727 (Fax)  
[Jennifer.Parsons@gov.bc.ca](mailto:Jennifer.Parsons@gov.bc.ca)

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**From:** Muylle, Katie MCF:EX  
**Sent:** Wednesday, March 14, 2018 10:32 AM  
**To:** Parsons, Jennifer MCF:EX  
**Subject:** Un - finalizing opening recording for s.22

Hello Jen,  
It appears that the Opening Recording for s.22 got finalized when it wasn't completed. It was finalized by <Redacted> and then by you. Asking that you approve it to be un-finalized so that I can add some additional information before closing the file.

Thanks,

Katie

Katie Muylle - Social Worker  
Protective Family Services  
2809 28<sup>th</sup> St.  
Vernon, BC  
V1T 4Z5

Tel: 250-558-2700  
Tel: 250-558-2722(direct)  
Fax: 250-558-2727

## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 20, 2018 4:48 PM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Laws, Stephen SDPR:EX  
**Subject:** RE: Approved ISD Production Emergency request: RFC s.22 CFMS - PreProd Data Refresh from Production  
**Attachments:** FW: Approval required - refresh PreProd data wiith PROD data; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; Re: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM; RE: ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM

Notes attached

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**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 20, 2018 4:38 PM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Laws, Stephen SDPR:EX  
**Subject:** Approved ISD Production Emergency request: RFC s.22 CFMS - PreProd Data Refresh from Production  
**Importance:** High

This note, with the attached approval notes, provides ISD Production Emergency approval for **RFC s.22 CFMS - PreProd Data Refresh from Production**.

\*Attached is the approval from Executive Director of the CTO, Daisy Jassar, to refresh the prod data in a non-prod environment\*

**Remedy:** s.22

**Description:**

We are requesting a refresh of the Production data into the PreProd environment to support the verification of a CFMS issue (correct the February 53-Vernon Invoice s.22 - Invoice Submitted - s.22 ).

Both of these databases reside on a single server.

Production data will be refreshed into the PreProd environment.

**Solution Details:**

A backup will be used to refresh the database and this may occur more than once during the verification process.

Deployment is scheduled today, Tuesday March 20<sup>th</sup>, between 2:00 PM and 5:00 PM.

Unable to test as only in production environment, this supports the testing/verification process.

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*“Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development”*

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 20, 2018 4:38 PM  
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**Cc:** Laws, Stephen SDPR:EX  
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Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 20, 2018 4:21 PM  
**Subject:** Government System Notification - MIS Connect customized settings  
**Attachments:** MIS Connection User Settings.pdf



**INFORMATION SERVICES DIVISION**  
supporting our social sector ministries

**Attention:** ICM Staff

**Date:** March 20, 2018

**Description**

Testing for ICM Release 4.3.3 has identified an impact for users who connect to MIS using MIS Connect and have customized their user settings. Customizing settings is something that users have to actively do, and includes changes to colours, fonts and keyboard shortcuts in the MIS Connection application.

**Impact to staff**

Staff using MIS Connection with customized settings will have to manually reset those setting preferences with the implementation of the new ICM Desktop.

**Instructions to staff**

Staff using MIS Connection with customized settings are advised to follow the attached steps:

Step 1 – How to save/export your current custom settings. This **must** be completed **before the end of the day on Tuesday, March 20**

Steps 2 and 3 (attached) cannot be completed until **AFTER the new ICM icons have been deployed** to your desktop between the evening of Tuesday, March 20 and the morning of Monday, March 26. As soon as the new icons appear, you can move forward with Steps 2 and 3.

If you continue to have issues or have any questions, please contact your service desk at the numbers below.

SDPR - 604 660-1636

MCFD - 604 775-4357

Email - [Social.Sector.Service.Desk@gov.bc.ca](mailto:Social.Sector.Service.Desk@gov.bc.ca)

Thank you,



## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 20, 2018 4:08 PM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** Emergency Break Fix Notification "NO RESPONSE REQUIRED"

Good afternoon. This is Informational only, no response required.

This is to advise you of an Emergency Production Break Fix Notification submitted by Michael Riyanto for **RFC S.22**  
**Users unable to access eAMS**

The break-fix was implemented into production today, 20 March 2018 between 3:30 PM – 4:00 PM.

**Remedy Ticket:** S.22

**Issue:** Users are unable to access eAMS

**Root cause:** The error message that appears is displaying a run-time error. However, it cannot be determined what the run-time error was regarding.

**Resolution:** The application pool was cleared for both the eAMS and AFO sites and the application returned to normal functionality.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 20, 2018 4:02 PM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** Emergency Break Fix Notification "NO RESPONSE REQUIRED"

Good afternoon. This is Informational only, no response required.

This is to advise you of an Emergency Production Break Fix Notification submitted by Wayne Guilbeault for **RFC S.22 Bus Pass reports did not generate.**

**The break-fix was implemented into production yesterday, 19 March 2018 between 11:00 AM – 11:30 AM.**

**Remedy Ticket:** S.22

**Issue:** Bus pass reports do not contain current data.

**Solution:** Trigger event for date is incorrect to derive 3rd Friday of the month. Backed-up the PL/SQL Function in Production, then updated in-place to run the ETL, then reverted to the original version.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*



## Larson, Ray SDPR:EX

---

**From:** Wilson, Geena MCF:EX  
**Sent:** Tuesday, March 20, 2018 2:55 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED: s.22 update CAS Site ID Service Provider record issue s.22

Hi Ray!

Regarding this ticket, I was wondering if you would be able to unrestrict the PID s.22 for me so I can update the address in ICM?

Cheers,

Geena Wilson  
Program Support Clerk  
Ministry of Children and Family Development

### Providing Services For:

**Web Link:**

[Autism Funding](#)

[Medical Benefits](#)

[Child Care Subsidy - Payments](#)

[Child Care Operating Funding - Payments](#)

**Email:**

[MCF.AutismFundingUnit@gov.bc.ca](mailto:MCF.AutismFundingUnit@gov.bc.ca)

[MCF.MedicalBenefitsProgram@gov.bc.ca](mailto:MCF.MedicalBenefitsProgram@gov.bc.ca)

[MCF.CCOF@gov.bc.ca](mailto:MCF.CCOF@gov.bc.ca)

**Toll Free**

**Number:**

1-877-777-3530

1-888-613-3232

1-888-338-6622

1-888-338-6622

**Fax Number:**

1-250-356-8578

1-250-356-2159

1-877-544-0699

1-250-953-3327

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**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 2:51 PM  
**To:** Wilson, Geena MCF:EX  
**Subject:** RESOLVED: s.22 update CAS Site ID Service Provider record issue s.22

Hi Geena,

✓ I've updated site ID from 001 to 002 for CAS Vendor ID s.22 ICM PID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Wilson, Geena MCF:EX  
**Sent:** Tuesday, March 20, 2018 9:22 AM  
**To:** MCF Service Desk MCF:EX  
**Subject:** 647867 Service Provider record issue

AFB/MBB is experiencing an issue with a SP as detailed below.	
Issue:	Please replace site 001 with site 002, address had changed and site 001 is Min of Ed
Business Priority ( <i>high, medium, low</i> ):	Low
Provider ID:	s.22
Comments:	s.22

Thank you!

Geena Wilson

Program Support Clerk  
Ministry of Children and Family Development

**Providing Services For:****Web Link:**[Autism Funding](#)[Medical Benefits](#)[Child Care Subsidy - Payments](#)[Child Care Operating Funding - Payments](#)**Email:**[MCF.AutismFundingUnit@gov.bc.ca](mailto:MCF.AutismFundingUnit@gov.bc.ca)[MCF.MedicalBenefitsProgram@gov.bc.ca](mailto:MCF.MedicalBenefitsProgram@gov.bc.ca)[MCF.CCOF@gov.bc.ca](mailto:MCF.CCOF@gov.bc.ca)**Toll Free Number:**

1-877-777-3530

1-888-613-3232

1-888-338-6622

1-888-338-6622

**Fax Number:**

1-250-356-8578

1-250-356-2159

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## Larson, Ray SDPR:EX

---

**From:** Smith, Janice SDPR:EX  
**Sent:** Tuesday, March 20, 2018 2:12 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED : s.22 2 Lines to be Removed from Client's Credentials

Hi Ray,

Thank you, you have a great day too ☺

*Jan Smith*  
*CSW - Provincial Profiling Team*  
*Ministry of Social Development & Poverty Reduction*  
*4070 8th Avenue,*  
*Port Alberni, BC V9Y 4S4*  
  
*Phone: (250) 720-2627 (Direct Line)*  
*Fax - 1-855-771-8777*



---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:59 PM  
**To:** Smith, Janice SDPR:EX  
**Subject:** RESOLVED : s.22 2 Lines to be Removed from Client's Credentials

Good afternoon Janice,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ **As per your request I've removed Credentials Row #: s.22 & Row #: s.22 on ICM PID s.22**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

**From:** Smith, Janice SDPR:EX  
**Sent:** Tuesday, March 20, 2018 9:26 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** s.22 2 Lines to be Removed from Client's Credentials

Hi,

Please remove the following lines of this client's credentials as there is a mistake in it.

Client: s.2

Client Person ID ICM: s.22

Client SR#: s.22

About Record:

1.

Created On:	2011-Dec-12 09:34:24 AM	Conflict #:	0
Created By:	MECOOPER_D_20150113	Modification #:	1
Updated On:	2018-Mar-20 09:17:10 AM	Row #:	1-A153LP
Updated By:	JAASMITH		
Last Updated Source:	User		
Last Updated On:	2018-Mar-20 09:17:10 AM		

2.

Created On:	2011-Dec-12 09:34:39 AM	Conflict #:	0
Created By:	MECOOPER_D_20150113	Modification #:	1
Updated On:	2018-Mar-20 09:17:16 AM	Row #:	1-A153LQ
Updated By:	JAASMITH		
Last Updated Source:	User		
Last Updated On:	2018-Mar-20 09:17:16 AM		

Thank you

*Jan Smith*  
*CSW - Provincial Profiling Team*  
*Ministry of Social Development & Poverty Reduction*  
*4070 8th Avenue,*  
*Port Alberni, BC V9Y 4S4*

*Phone: (250) 720-2627 (Direct Line)*  
*Fax - 1-855-771-8777*



## Larson, Ray SDPR:EX

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**From:** Cooke, Lynda SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:53 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Question: S.22 Remove CAS Vendor ID on SP S.22

Hi Ray,

Since I submitted the ticket I have discovered that this SP will be suspended once all orders are moved to a new Service Provider. Please close this ticket...thanks!

Regards,

*Lynda Cooke*

Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:43 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** Question: s.22 Remove CAS Vendor ID on SP S.22

Hi Lynda,

This Service Provider Record appears to be stand alone and does not have a parent child relationship.

Please advise.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

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**From:** Cooke, Lynda SDPR:EX  
**Sent:** Tuesday, March 20, 2018 8:41 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** S.22 Remove CAS Vendor ID on SP

Please remove the CAS Vendor ID & CAS Flag on PID s.22  
s.22

– this should be a child record to CAS Vendor

Thank you,

*Lynda Cooke*

**Team Lead - Service Provider Management Group**  
**Finances, Facilities & Assets**  
**Operations Support**  
**Service Delivery Division**  
**Ministry of Social Development and Poverty Reduction**  
**250-952-5361**

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 20, 2018 12:03 PM  
**Cc:** Laws, Stephen SDPR:EX; Costello, Don SDPR:EX  
**Subject:** ISD Production Emergency approval request: RFC s.22 CFMS - PreProd Data Refresh from Production – PLEASE REPLY BEFORE 2:00 PM

**Importance:** High

We have an ISD Production Emergency request submitted by Stephen Laws on **RFC s.22 CFMS - PreProd Data Refresh from Production.**

**Remedy:** s.22

**Description:**

We are requesting a refresh of the Production data into the PreProd environment to support the verification of a CFMS issue (correct the February 53-Vernon Invoice s.22 - Invoice Submitted - s.22 ).

Both of these databases reside on a single server.

Production data will be refreshed into the PreProd environment.

**Solution Details:**

A backup will be used to refresh the database and this may occur more than once during the verification process.

Deployment is scheduled today, Tuesday March 20<sup>th</sup>, between 2:00 PM and 5:00 PM.

Unable to test as only in production environment, this supports the testing/verification process.

Please reply with your approval or concerns before 2:00 PM

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*




## Larson, Ray SDPR:EX

**From:** Institute of Public Administration of Canada / L'Institut d'administration publique du Canada <rcahill@ipac.ca>  
**Sent:** Tuesday, March 20, 2018 11:33 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Adding value to your IPAC membership with Perkopolis / Ajouter de la valeur à votre adhésion à l'IAPC avec Perkopolis  
**Categories:** High Priority

**En français**

**Register today to enjoy additional IPAC membership benefits!**




At IPAC, we are always looking for new ways to add more value to your membership. We are delighted to announce that we are now in partnership with **Perkopolis**, Canada's Discount Program.

### What can I expect from Perkopolis?

Perkopolis is an employee discount program that provides access to exclusive discounts on a number of products and services across Canada. **There is no cost to join!** Through Perkopolis you can find discounts on hotels, theatre tickets, car rentals and wellness services, just to name a few. For a complete list of perks please refer to the [Perkopolis website](#).

### How Do I Register?



### How do I find my Member ID code?

- Visit: <https://www.ipac.ca/Login>
- Use your email as your username. If you have forgotten your password, or it is your first time logging on to the system, please use the 'forgot password link' to create your credentials.
- When you are logged on, under the 'Membership' item in the top menu bar you will see 'My Profile'. You can click there to visit your IPAC Profile. Your member number will be displayed as a numeric code labelled as "Member ID" .

---

### I Can't Login!

Reply to this email explaining your login issue and we'll troubleshoot it for you.

**Remember to insert IPAC before your Member ID number when logging in to the Perkopolis website!**

---

**The Institute of Public Administration of Canada**



Institute of Public Administration of Canada / L'Institut d'administration publique du Canada, 401-1075 rue Bay Street, Toronto, Ontario M5S 2B1 Canada

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Sent by [rcahill@ipac.ca](mailto:rcahill@ipac.ca) in collaboration with



Try it free today

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 20, 2018 11:33 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** Approved ISD Production Emergency request: RFC s.22 Rollback RFC s.22 (Remove deadlocks)  
**Attachments:** RE: ISD Production Emergency approval request: RFC s.22 Rollback s.22 (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM; RE: ISD Production Emergency approval request: RFC s.22 : Rollback RFC s.22 (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM; RE: ISD Production Emergency approval request: RFC s.22 Rollback RFC s.22 (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM; RE: ISD Production Emergency approval request: RFC s.22 Rollback RFC16,821 (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM; RE: ISD Production Emergency approval request: RFC s.22 : Rollback RFC s.22 (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM; RE: ISD Production Emergency approval request: RFC s.22 : Rollback RFC s.22 (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM; RE: ISD Production Emergency approval request: RFC s.22 : Rollback RFC s.22 (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM; RE: ISD Production Emergency approval request: RFC s.22 : Rollback RFC s.22 (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM  
**Importance:** High

This note, with the attached approval notes, provides ISD Production Emergency approval for RFC s.22 Rollback RFC16,821 (Remove deadlocks).

**Remedy:** s.22  
**Related RFC:** s.22

**Description:**  
Back out RFC s.22 (SR s.22 ), per rollback instructions in RFC16,821. Migrated code is failing due to intermittent deadlock issues. Will back out and mothball DM changes.

**Solution Details:** Restore data manager catalogue to previous version.

Deployment is scheduled today, Tuesday March 20<sup>th</sup>, between 12:00 PM and 8:00 PM.

Successfully tested by Keith Davies.

Thank you

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Tuesday, March 20, 2018 11:29 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Seating changes

Good morning team (sorry Zeena)

If any of you want to change your seating with any of the vacant seats – please let me know. We have openings in Aarons old spot – the space right outside Christine’s area and Jason’s seat along with the two available seats behind Rob’s office.

Otherwise I will move forward with setting up our new team members in those vacancies.

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

## Larson, Ray SDPR:EX

---

**From:** Attfield, Andrew R SDPR:EX  
**Sent:** Tuesday, March 20, 2018 10:39 AM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Choo, Chris SDPR:EX  
**Subject:** RE: Address mismatch issue - Ticket # S.22

Hi Ray,

I have no idea as to whether this is important or has any impact on portal promotion – maybe best to wait until Colin is back to check in with him?

**Andy Attfield**, *Senior Business Analyst*  
**INFORMATION SERVICES DIVISION**  
**Business Alignment and Request Management**  
**250.508.6746** [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)  
*"Providing Information Management and Information  
Technology services for the social sector Ministries"  
(MCFD and SDPR)*

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**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 10:21 AM  
**To:** Attfield, Andrew R SDPR:EX  
**Subject:** Address mismatch issue - Ticket # S.22

Good morning Andy,

I'm working on your request for portal access for S.22. The issue I currently have is that the CAS address does not match the Service Provider record address in ICM and the CAS address is not listed on the Address tab in ICM.

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 20, 2018 9:55 AM  
**Subject:** ISD Production Emergency approval request: RFC S.22 Rollback RFC S.22 . (Remove deadlocks) – PLEASE REPLY BEFORE 11:50 AM

**Importance:** High

We have an ISD Production Emergency request submitted by Keith Davies on RFC S.22 : Rollback RFC S.22 (Remove deadlocks).

**Remedy:** S.22  
**Related RFC:** S.22

**Description:**

Back out RFC S.22 (SR S.22 ), per rollback instructions in RFC S.22 . Migrated code is failing due to intermittent deadlock issues. Will back out and mothball DM changes.

**Solution Details:** Restore data manager catalogue to previous version.

Deployment is scheduled today, Tuesday March 20<sup>th</sup>, between 12:00 PM and 8:00 PM.

Successfully tested by Keith Davies.

Please reply with your approval or concerns before 11:50 AM

Thank you

**ISD Change Control**

Information Services Division, Social Sector

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**From:** MCF Policy Updates MCF:EX  
**Sent:** Tuesday, March 20, 2018 9:50 AM  
**To:** MCF All Exchange mailboxes  
**Subject:** March Policy Update

## POLICY UPDATE

Find all the information you need about policy updates that impact your work and [view updated content on iConnect](#).

### CHILD WELFARE POLICY

## Expansions to the Agreements with Young Adults Program

#### MODERATE IMPACT

DAAs  
Guardianship  
Youth and Young Adults

The Agreements with Young Adults (AYA) program has been expanded, with the changes coming into effect April 1<sup>st</sup>, 2018. Please see the [FAQ documents](#) that provide further details on the program expansion.

[More info ...](#)

I wanted to provide you with a brief update on the Policy Streamlining project.

- We will be removing out-of-date policy from iConnect and creating a dedicated resource specifically for archives accessible to both MCFD staff and DAA staff
- We continue work to improve ability to find policy on iConnect
- We will begin work to develop a new policy template and style guide
- We will begin work to develop a policy governance framework (rules for policy)

Learn more [on iConnect](#).

#### Quick Tip

Make the most of Outlook's bells and whistles.

- Don't have time to review an email right away?
  - [Flag emails for follow up](#)
- Are you getting distracted by incoming emails that are just for information?
  - [Create rules to manage emails](#)

Check out [12 Tips and Tricks to Work Faster in Microsoft Outlook](#)

**Email us with any suggestions for making our policy updates more clear or useful to you.**

## Larson, Ray SDPR:EX

---

**From:** LaBoucane, Mary SDPR:EX  
**Sent:** Tuesday, March 20, 2018 8:27 AM  
**To:** SDPR ISD Victoria Staff  
**Subject:** DM meet and greet this morning

Good morning,

A reminder there will be a meet and greet at 614 Humboldt, 7<sup>th</sup> floor large boardroom for our new DM David Galbraith. Please take an opportunity to stop by and have a coffee with him.

Happy Tuesday! M

Mary LaBoucane  
Executive Director, Business Performance Branch  
*Information Services Division*  
*Partnering with the Ministries of Children & Family and Social Development and Poverty Reduction*



Page 043 to/à Page 045

Withheld pursuant to/removed as

s.17

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Monday, March 19, 2018 4:58 PM  
**To:** SDPR ISD Data Quality  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: PCM lists

Hi all,

Just a reminder that there are still a few hundred not-yet-flagged PCM pairs awaiting investigation\*, over at [SharePoint](#). Please make these a priority as much as you're able over the next few days. We'll have more coming at us next Monday, and they *may* come in already flagged as PCMs in ICM.

Regards,  
David

\*I did look through a few dozen of these and found a few that had already been picked up by other means – or at least they weren't marked off on the worksheet – but it looks like the majority are still untouched. If you happen to find any that are already merged, feel free to put your name on them in the worksheet and claim victory!

---

**From:** Norrish, David SDPR:EX  
**Sent:** Monday, March 05, 2018 16:20  
**To:** SDPR ISD Data Quality  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: PCM lists

Good afternoon all,

Just when you thought it was over\*, you find out ... well, actually we're a little behind.

We have a backlog of about 400 non-flagged PCM contact pairs to look over, listed in the same spreadsheet we've been using for a while. Please find some time to grab a few of these over the next week or so.

We'll likely have one more report to add to this list at the end of March, but a fix is going in to Release 4.3.3 so that will definitely\*\* be the end of it.

Thanks in advance for your help, and let us know if you have any questions or problems.

Regards,  
David

\* *Dis[ingenuous/claimer]*: I never did understand Vine (even less than Instagram or even Twitter) but I especially don't get this. I hope it's not offensive (just stupid and pointless), but if it is, please explain everything about it to me. I apologise in advance, either way.

\*\* *...almost* definitely

---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, January 02, 2018 10:01  
**To:** Boschma, Brittany SDPR:EX; Davidson, Colin SDPR:EX; Dillon, Mary SDPR:EX; Fischer, Stephanie SDPR:EX; Larson, Ray SDPR:EX; Lindstrom, Dan T SDPR:EX; Mac, Theresa SDPR:EX; McDormand, Ashley SDPR:EX; Morino, Kristina E SDPR:EX; Shakya, Zeena SDPR:EX; Wood, Christine A SDPR:EX; Yang, Heewon SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: PCM lists

Good morning all,

Hope your 2018 got off to a decent start yesterday and nobody froze watching the three-minute fireworks downtown.

With a new month we have a new batch of non-flagged PCMs – 269 pairs to be investigated. They've been added to the tail end of the [tracking spreadsheet](#) with no Data Steward names assigned yet. Please go ahead and grab them for yourselves when you have time.

Regards,

David

---

**From:** Norrish, David SDPR:EX

**Sent:** Wednesday, November 29, 2017 11:26

**To:** Boschma, Brittany SDPR:EX; Davidson, Colin SDPR:EX; Dillon, Mary SDPR:EX; Fischer, Stephanie SDSI:EX; King, Jason C SDPR:EX; Larson, Ray SDPR:EX; Lindstrom, Dan T SDPR:EX; Mac, Theresa SDPR:EX; McDormand, Ashley SDPR:EX; Morino, Kristina E SDPR:EX; Norrish, David SDPR:EX; Shakya, Zeena SDPR:EX; Wood, Christine A SDPR:EX; Yang, Heewon SDPR:EX

**Cc:** Proceviat, Sherri SDPR:EX

**Subject:** RE: PCM lists

Morning all,

The last six months of unflagged PCMs are now complete – thanks to all! ☺ – but of course time marches on and we have a new list covering contact matches through November. These 165 new matches have been added to the [tracking spreadsheet](#) (with a small name change, so new link!) but are not assigned to anyone specific. Whenever you have some 'free' time\* over the next few days please go and grab a handful – just add your idir to the Assigned column and commence investigation, and record results when available. This should be a priority over any other 'back-burner' projects you may have, and we'll aim to have them complete within a week or so.

We'll assess progress in a couple of days, but let us know immediately if you have any issues.

Regards,

David

*\* haha, I know, right?*

---

**From:** Norrish, David SDSI:EX

**Sent:** Tuesday, November 21, 2017 10:54

**To:** Boschma, Brittany SDSI:EX; Davidson, Colin SDSI:EX; Fischer, Stephanie SDSI:EX; King, Jason C SDSI:EX; Lindstrom, Dan T SDSI:EX; Mac, Theresa SDSI:EX; McDormand, Ashley SDSI:EX; Morino, Kristina E SDSI:EX; Norrish, David SDSI:EX; Wood, Christine A SDSI:EX; Yang, Heewon SDSI:EX

**Cc:** Proceviat, Sherri SDSI:EX

**Subject:** RE: PCM lists

Ok folks,

Here we go:

[https://ssisd-icm.gov.bc.ca/dq/Shared%20Documents/20171106-List\\_of\\_Contact\\_Batch\\_Matching-6mths.xls](https://ssisd-icm.gov.bc.ca/dq/Shared%20Documents/20171106-List_of_Contact_Batch_Matching-6mths.xls)

Everybody gets a new list of 43 or 44 (luck of the draw) contact pairs to investigate, and as mentioned these are a priority until complete.

Please remember that the spreadsheet is on a shared site – you can work in it directly but will need to save / check in and out regularly to update.

Let us know if you have any questions or concerns.

Regards,  
David

---

**From:** Norrish, David SDSI:EX  
**Sent:** Tuesday, November 21, 2017 10:15  
**To:** SDSI ISD Data Quality  
**Subject:** RE: PCM lists

Okay, Round 2 (3?) is upon us.

Anyone who's still working on a little list of their own, please stop now and update your comments in the master sheet\*.

As soon as that's done, we'll split everything that's left and reassign them out again – everyone will end up with another 50 or so.

These are going to be a priority over the next couple of days

Regards,  
David

\* There's only one, so you may have to time your entries – I'll open a conversation for everyone to check in and out

---

**From:** Norrish, David SDSI:EX  
**Sent:** Thursday, November 16, 2017 11:40  
**To:** Lindstrom, Dan T SDSI:EX; King, Jason C SDSI:EX; Wood, Christine A SDSI:EX; Davidson, Colin SDSI:EX; Boschma, Brittany SDSI:EX  
**Subject:** PCM lists

Per earlier discussion, please make sure your spreadsheets are marked up to show which rows have been investigated, and send them back in to me. We'll shuffle and reassign out to everyone to make sure that they can be done by next week.

Thanks and regards,  
David Norrish

ICM Data Quality, Information Services Division  
Partnering with the Ministry of Children & Family Development  
and the Ministry of Social Development & Poverty Reduction  
908 Pandora Ave, 4th Floor  
PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
ph: 778-698-3140 • 250-415-0850

## **Larson, Ray SDPR:EX**

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**From:** Morrison, Rob SDPR:EX  
**Sent:** Monday, March 19, 2018 4:18 PM  
**To:** Proceviat, Sherri SDPR:EX; Larson, Ray SDPR:EX  
**Subject:** S.22 Update

Hi there, I talked to S.2 and he took me up on my offer to talk to Christine re a front-line perspective. They will talk tomorrow after lunch then he will let me know overnight at the latest.

## Larson, Ray SDPR:EX

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Monday, March 19, 2018 3:53 PM  
**To:** Larson, Ray SDPR:EX; Proceviat, Sherri SDPR:EX  
**Subject:** s.22 has declined the offer <eom>

## Larson, Ray SDPR:EX

---

**From:** McBride, Kaileigh MCF:EX  
**Sent:** Monday, March 19, 2018 3:53 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED: s.22 (ICM) S/P - Closure - s.22  
s.22

Thank you! And thanks for all the help today 😊

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 1:32 PM  
**To:** McBride, Kaileigh MCF:EX  
**Subject:** RESOLVED: s.22 (ICM) S/P - Closure - s.22  
s.22

Good afternoon Kaileigh,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

**As per your request, we've inactivated portal access the following Service Provider records**s.22  
s.22

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** McBride, Kaileigh MCF:EX  
**Sent:** Thursday, March 15, 2018 3:30 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 (ICM) S/P - Closure

Good Afternoon,

Can you please remove admin restrictions for the following so I can end date some licences?

s.22

s.22

Thanks,  
**Kaileigh McBride**  
Provider Maintenance Team (Licences)  
Child Care Subsidy Service Centre  
250-952-9624



## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Monday, March 19, 2018 3:41 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Resolved: ISD Notification - MCFD/SDPR - SharePoint Site

FYI

Thanks,

Zeena

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 19, 2018 3:39 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Resolved: ISD Notification - MCFD/SDPR - SharePoint Site

Resolved

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 19, 2018 3:19 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - MCFD/SDPR - SharePoint Site

**Short Description:** Technical teams are investigating an issue with connectivity to a ISD SharePoint sites. No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR will provided in next update/Remedy s.22

**Business Impact:** ISD staff and vendors are unable to access items on <https://imt-mcfd.gov.bc.ca/ICMSSICM/SitePages/Home.aspx> SharePoint site. Attachments showing application incidents are not accessible in remedy ticketing system. The loop and iConnect are not affected.

MCFD: Yes

SDPR: Yes

Phones: Not affected

**Incident Manager:** Service Desk

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Monday, March 19, 2018 3:21 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - MCFD/SDPR - SharePoint Site

As mentioned earlier this afternoon, SharePoint is ... uhh ... full?

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 19, 2018 15:19  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - MCFD/SDPR - SharePoint Site

**Short Description:** Technical teams are investigating an issue with connectivity to a ISD SharePoint sites. No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR will provided in next update/Remedy s.22

**Business Impact:** ISD staff and vendors are unable to access items on <https://imt-mcfd.gov.bc.ca/ICMSSICM/SitePages/Home.aspx> SharePoint site. Attachments showing application incidents are not accessible in remedy ticketing system. The loop and iConnect are not affected.

MCFD: Yes  
SDPR: Yes  
Phones: Not affected

**Incident Manager:** Service Desk

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Monday, March 19, 2018 3:21 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - MCFD/SDPR - SharePoint Site

fyi

Thanks,

Zeena

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 19, 2018 3:19 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - MCFD/SDPR - SharePoint Site

**Short Description:** Technical teams are investigating an issue with connectivity to a ISD SharePoint sites. No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR will provided in next update/Remedys.22

**Business Impact:** ISD staff and vendors are unable to access items on <https://imt-mcfd.gov.bc.ca/ICMSSICM/SitePages/Home.aspx> SharePoint site. Attachments showing application incidents are not accessible in remedy ticketing system. The loop and iConnect are not affected.

MCFD: Yes  
SDPR: Yes  
Phones: Not affected

**Incident Manager:** Service Desk

**From:** Nneka Otogbolu <Nneka.Otogbolu@moosehidecampaign.ca>  
**Sent:** Monday, March 19, 2018 3:09 PM  
**To:** Nneka Otogbolu  
**Subject:** 7TH ANNUAL MOOSE HIDE CAMPAIGN PROVINCIAL GATHERING AND DAY OF FASTING- THANK YOU NOTE AND SURVEY

Hello and good day.

On behalf of the Moose Hide Campaign (MHC) team, I will like to say a big THANK YOU for participating in the 7th annual MHC Provincial Gathering and Day of Fasting on February 15th, 2018.

Whether you attended an event, fasted (or supported someone fasting), watched the Victoria Gathering online, and/or wore the moose hide pin for the day, you played an important role in responding to the national crisis of violence against women and children.

Here are two videos that provide an overview of the event:

Video from Moose Hide Campaign (5 min)

<https://www.youtube.com/watch?v=hbyDmHI1guY&feature=youtu.be>

Video from Province of BC (2.5 min)

<https://www.youtube.com/watch?v=C9UDN6NiPhc>

Every day in Canada, there are over 8,000 women and children staying in shelters because it is not safe in their homes. At least 1 in 4 women attending college or university in Canada will be sexually assaulted by the time they graduate. These facts are hard to believe, and yet this is our reality as a nation. This is all preventable. It does not have to be this way.

The Moose Hide Campaign is working to change the culture in Canada so that we can all live in a country where all women and children are safe.

Each year since 2011 we have held Moose Hide Campaign gatherings in Victoria, and these have continued to evolve and grow in size. This year was our biggest gathering, with over 400 attendees and over 100 people fasting with us for the day, and many others participating in locations throughout BC. We also reached an important milestone with the distribution of our one millionth moose hide pin.

Visit our website to find out more about the campaign and view videos, including the video Story of a Million Moose Hides! [www.moosehidecampaign.ca](http://www.moosehidecampaign.ca)

This year we also worked with regional partners to hold Moose Hide Campaign events in Kamloops and Prince George. As well, many local communities and organizations held Moose Hide Campaign gatherings across BC to participate in the day. For all those who participated in any way, thank you!

Finally, we are hoping you would take a short 2-3 minute survey to help ensure we are delivering impactful and meaningful Moose Hide Campaign events. We would love to hear from you. To take the super short, action-packed, fun-filled and exciting survey please follow the link below.

[https://www.cognitoforms.com/MooseHideCampaign/\\_7thAnnualMooseHideCampaignProvincialGatheringAndDayOfFastingVictoriaBCParticipantSurvey](https://www.cognitoforms.com/MooseHideCampaign/_7thAnnualMooseHideCampaignProvincialGatheringAndDayOfFastingVictoriaBCParticipantSurvey)

Thank you and best regards

**Nneka Ologbolu**  
**Research and Fundraising Coordinator**  
**778-674-0424**  
**[www.moosehidecampaign.ca](http://www.moosehidecampaign.ca)**



Follow us on:   

---

Join us as we continue on this journey towards our goal of distributing 10 Million Moose Hide pins and 1 Million Canadian dollars to Indigenous communities and children. Wish to learn about the Moose Hide Campaign or how to order a moose hide pin? Visit us at [www.moosehidecampaign.ca](http://www.moosehidecampaign.ca)

---

**CONFIDENTIALITY NOTICE:** *This communication is from the Moose Hide Campaign Development Society and is for the sole use of the intended recipient or recipients and may contain confidential and privileged information. Any unauthorized review, use, disclosure, distribution or other dissemination of this communication and/or the information contained therein is strictly prohibited. If you are not the intended recipient of this communication, please contact the sender and destroy all copies of the original communication.*

## Larson, Ray SDPR:EX

---

**From:** News <DoNotReply@SP2010.gov.bc.ca>  
**Sent:** Monday, March 19, 2018 2:51 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Service Delivery Communications - Office 315 unable to print chequ...

[News](#)

### ***Office 315 unable to print chequ...*** has been added

[Modify my alert settings](#) | [View Office 315 unable to print chequ...](#) | [View Service Delivery Communications](#) | [Mobile View](#)

<b>Title:</b>	Office 315 unable to print cheques
<b>Content:</b>	Office 315 (New Westminster) is unable to print cheques at this time. The printer is currently being repaired. The newsfeed will be updated when the repairs are completed.
<b>Date:</b>	3/19/2018 2:50 PM
<b>Display:</b>	Yes
<b>Category:</b>	News Alerts

Last Modified 3/19/2018 2:50 PM by Receveur, Cameron SDPR:EX

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## Larson, Ray SDPR:EX

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**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Monday, March 19, 2018 2:41 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ADV Distribution: CHANGE IN PROCESS/PROCEDURES: SDD Communications Alerts – Effective Immediately

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
Cell 250.516.5081

---

**From:** SDPR SDD Field Communications SDPR:EX  
**Sent:** Monday, March 19, 2018 2:41 PM  
**To:** SDPR Policy and Program Implementation Managers  
**Subject:** ADV Distribution: CHANGE IN PROCESS/PROCEDURES: SDD Communications Alerts – Effective Immediately

**Please note: This revised field communication will be sent to all on Tuesday, March 20.**

Update

**FIELD COMMUNICATION**

---

**SDD Communications Alerts – Effective Immediately**

### **CHANGE IN PROCESS/PROCEDURES**

---

#### **What's changing?**

- Effective immediately, alert notifications will be sent automatically to all staff when new items are added to the SDD Communications page.
- Staff are no longer required to setup alerts on the page.

---

#### **Action for Staff**

- Please remove all previously set up alerts on the SDD Communications page as they may not be functioning correctly (see page 4 of the Job Aid below).

---

## Background

- The new Loop launched on November 15, 2017 and staff were required to reset alerts for SDD Communications.
- Errors were identified on the way staff were instructed to set the alerts, resulting in excess email notifications.
- Alerts are now managed centrally and staff are not required to set them up.

---

## Resources

- Job Aid: [Managing Alerts on Service Delivery Communications](#)

---

## For more information

- If you have any questions regarding these alerts, please contact [SDD.SiteAdmin@gov.bc.com](mailto:SDD.SiteAdmin@gov.bc.com).

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***This information is archived on [SDD Communications](#) page.***

**This message is sent from the SDPR SDD Field Communications mailbox. Please do not use your 'reply' button.**

**Please contact your supervisor if you have any questions, concerns or clarifications on the content.**



Page 061

Withheld pursuant to/removed as

s.22

## Larson, Ray SDPR:EX

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**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Monday, March 19, 2018 12:32 PM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** FW: FOR ACTION - Service Bulletin 1051: Windows 7 and Office 2010 End of Life (EOL)

**Sherri Proceviat**, Team Lead – Data Quality

**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

---

**From:** ICM TI Support SDPR:EX  
**Sent:** Friday, March 16, 2018 8:33 AM  
**Subject:** FOR ACTION - Service Bulletin 1051: Windows 7 and Office 2010 End of Life (EOL)

For your review.

Please see the following OCIO Service Bulletin [1051](#) :

Regards,  
ICM TI Support



To: Ministry and Broader Public Sector (BPS) Service Managers

March 15, 2018

### Windows 7 and Office 2010 End of Life (EOL)

Microsoft has announced it will not support for Windows 7, effective January 14, 2020. Similarly, support for Microsoft Office Professional 2010 will end on October 13, 2020. The Office of the Chief Information Officer (OCIO) will end support and retire services for Windows 7 and Office 2010 in concert

with these dates.

Client organizations are requested to prepare for the end of Windows 7 and Office 2010. Windows 7 is being replaced with Windows 10 (Service Bulletin [1020](#)). Office 2010 is being replaced by Office 2016 (Service Bulletin [996](#)).

As previously communicated (Service Bulletin [1012](#)), Windows 10 and Office 2016 are now the default operating system and office software versions on all newly-deployed Microsoft-based workstations and laptops as of December 15, 2017. **As of April 1, 2018, Windows 7 and Office 2010 will be offered only under limited circumstances following completion of the [Workstation Justification Form](#) and subsequent OCIO approval.**

Over time, the availability of Windows 7 workstations will decrease with a limited selection of models and quantities. The published [inventory report](#) provides details of workstation availability, including an indication of whether inventory items are Windows 7 capable. We estimate current **inventories of Windows 7 capable devices will likely be exhausted by July 2018**, though some additional used devices may become available through early workstation refresh returns.

As of April 1, 2018, the majority of deployed workstations will no longer be covered under warranty; however, the Office of the Chief Information Officer (OCIO) has worked with our vendors to develop an appropriate plan to address urgent break/fix replacements after this date. Please note, the OCIO will continue to replace any failed hard drives.

If a break/fix requires a replacement workstation device be provided, the OCIO may not be able to provide a workstation with Windows 7. Therefore, if no workstations capable of running Windows 7 are available, the replacement workstation will be deployed with Windows 10. Further details on the break/fix/replace process for workstations and the process for communication with client organizations' IT Service Managers will be provided in a subsequent service bulletin.

## Action Required

Clients are requested to prepare for Windows 10 and Office 2016 by ensuring all line of business applications are functionally tested. Clients are asked to confirm Windows 10 application compatibility with vendors.

Options for ordering hardware required for testing include:

- New workstations with Windows 10 and Office 2016 may be ordered through iStore as noted in Service Bulletin [1012](#).
- Existing deployed models may also be upgraded to Windows 10 and Office 2016 as per the specific machine types detailed in Service Bulletin [1010](#).

Clients are requested to review the unused and disabled device reports for their organisations (include link) and return all un-needed devices for potential redeployment.

**Questions?** For any questions regarding Service Bulletin content, contact [Device Services](#). For any concerns and/or request for further consultation, please contact your [Client Services Manager](#).

This service bulletin can be viewed [online](#).

## Larson, Ray SDPR:EX

---

**From:** Krasnov, Igor SDPR:EX  
**Sent:** Monday, March 19, 2018 11:20 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: March Sec-Net meeting

Sorry to hear this Ray! We are planning to record this one for training purposes, I will be able to share the recording with you later (or you will find the full account in the Minutes, probably this coming Friday).

Igor Krasnov

LYNC

Information Security Analyst  
Information Services Division  
Security, Privacy & Compliance Management  
Social Sector partnering with  
Ministry of Social Development and Poverty Reduction and Ministry of Children and Family Development

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 11:17 AM  
**To:** Krasnov, Igor SDPR:EX  
**Subject:** RE: March Sec-Net meeting

Hi Igor,

I would love to attend – I find these fascinating and most helpful. Unfortunately this one is scheduled during our weekly team meeting.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

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

**From:** Krasnov, Igor SDPR:EX  
**Sent:** Monday, March 19, 2018 11:16 AM  
**To:** SDPR Sec-Net  
**Subject:** March Sec-Net meeting

**When:** Thursday, March 22, 2018 11:00 AM-12:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Online Meeting

<< OLE Object: Picture (Device Independent Bitmap) >>

### Online meeting only

See details of the agenda below, and don't hesitate to invite others by forwarding this invitation to them!

---

## Join online meeting

s.17

### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

---

## We've got some great topics on the Agenda:

- **For Real – or Scam?**

*A new challenge each month: Can YOU tell if the email is legit or not? Become an expert at spotting and avoiding malicious emails!*

- **New Privacy/Security Training for Social Sector**

*The Personal Information and Privacy e-learning module is a new online training offering for the Social Sector. This module explores what personal information is and outlines the core principles for collecting and managing it. PIAs and STRAs are also given the attention they deserve. Estimated time to complete the module is 25-30 minutes. Don Costello, Director of Security, Privacy and Compliance Management, explains why this time is so well spent.*

- **“Fear Not!”: a new lighthearted video primer on reporting a privacy breach**

*A privacy breach is serious, but reporting it doesn't have to be scary or stressful. We will watch this new lighthearted video made here within the BC Government to learn about the established process for addressing and preventing privacy breaches. And it definitely doesn't involve an air horn. Or does it? (Watch the [video](#) to find out). Ministry Information Security Officer Charles Forget will “trumpet” his commentary.*

- **Anatomy of an Incident**

*Our front-line incident manager Rayna Attwood singles out an interesting recent case for a deeper analysis of root causes and lessons learned. Get out your magnifying glasses! This time it's a Case of "Dangerous Curiosity".*

Hope you can make it...

Igor Krasnov

Information Security Analyst

Information Services Division

Security, Privacy & Compliance Management

Social Sector partnering with

Ministry of Social Development and Poverty Reduction and Ministry of Children and Family Development

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Monday, March 19, 2018 11:14 AM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Hamman, Ed SDPR:EX; Bains, Rajvir S SDPR:EX  
**Subject:** Approved ISD Production Emergency request: RFC s.22 : Error log on BRUTICUS filling up C drive space  
**Attachments:** RE: ISD Production Emergency approval request: RFC s.22 Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM; RE: ISD Production Emergency approval request: RFC s.22 : Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM; RE: ISD Production Emergency approval request: RFC s.22 Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM; RE: ISD Production Emergency approval request: RFC s.22 : Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM; RE: ISD Production Emergency approval request: RFC s.22 : Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM; RE: ISD Production Emergency approval request: RFC s.22 : Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM; RE: ISD Production Emergency approval request: RFC s.22 : Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM; RE: ISD Production Emergency approval request: RFC s.22 Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM; RE: ISD Production Emergency approval request: RFC s.22 Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM

**Importance:** High

This note, with the attached approval notes, provides ISD Production Emergency approval for **RFC s.22 Error log on BRUTICUS filling up C drive space.**

**Remedy:** s.22

**Description:**

SNAP web host application is generating error logs that is 10GB and climbing, and if C drive fills up the server may freeze.

**Impact:**

Snap services need to be recycled - MCP and CFM will not be affected by this recycle.

Deployment is scheduled today, Monday March 19<sup>th</sup>, as soon as ECAB approved and no later than 11:30 am.

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*



## Larson, Ray SDPR:EX

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Monday, March 19, 2018 10:58 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Hello

Here is a quick note from Theresa

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

---

**From:** Mac, Theresa CITZ:EX  
**Sent:** Tuesday, March 13, 2018 8:25 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** Hello

Hello Sherri,

How are things with the DQ team? You and Rob must be really busy with all the interviews going on. I miss all of you. This team is a lot smaller than the DQ team. There are only four of us in the section I work in. The Device Services branch is about 20 people including the directors and executive director; however, there are a few vacant positions that they have not filled yet.

It has been a steep learning curve so far. I am starting to feel better now that I'm almost two months into this role and finally having all the access into the applications I need to do my work. My director said that once we get everything organized with the "Order Prioritization" system I will get the opportunity to do more BA related duties. I am looking forward to that.

My duties will be split into two, half day on Service Analyst work and the other half day on BA work. Hopefully, I will get to start learning the BA role soon.

Say hello to everyone for me and tell them I miss them.

Keep in touch,

Theresa Mac  
Service Analyst  
Ministry of Citizens' Services  
Device Services | Technology Solutions | OCIO

## Larson, Ray SDPR:EX

---

**From:** Jassar, Daisy SDPR:EX  
**Sent:** Monday, March 19, 2018 10:35 AM  
**To:** SDPR ISD All Staff  
**Subject:** Staffing News

Hello, as many of you have heard, s.22 is retiring!

s.22

---

### Daisy Jassar

Executive Director/CTO

Chief Technology Office | Information Services Division (ISD) | Social Sector

Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction

Phone: 778-698-4753 | E-mail: [daisy.jassar@gov.bc.ca](mailto:daisy.jassar@gov.bc.ca)

## Larson, Ray SDPR:EX

---

**From:** News <DoNotReply@SP2010.gov.bc.ca>  
**Sent:** Monday, March 19, 2018 10:06 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Service Delivery Communications - Merritt Service Delivery Enhance...

[News](#)

### ***Merritt Service Delivery Enhance...*** has been added

[Modify my alert settings](#) | [View Merritt Service Delivery Enhance...](#) | [View Service Delivery Communications](#) | [Mobile View](#)

<b>Title:</b>	Merritt Service Delivery Enhancemant
<b>Content:</b>	Effective Monday, March 19, 2018 the Merritt office will transition to a Service BC Point of Contact service delivery model with full cheque printing and ICM access. Please see the Community Loop page for further information.
<b>Date:</b>	3/19/2018 8:00 AM
<b>Display:</b>	Yes
<b>Category:</b>	News Alerts

Last Modified 3/19/2018 10:04 AM by Receveur, Cameron SDPR:EX

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## Larson, Ray SDPR:EX

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**From:** Jardine, Donna MCF:EX  
**Sent:** Monday, March 19, 2018 9:50 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Regarding Ticket# s.22 - Protocol Investigation Incident# s.22

Thank you for the information.

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 8:45 AM  
**To:** Jardine, Donna MCF:EX  
**Subject:** Regarding Ticket# s.22 - Protocol Investigation Incident# s.22

Good morning Donna,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

For incidents of type "Child Protection" and "Protocol Investigation": As of Phase 4, the ability for Data Stewards to re-open these has been removed. When we try to select "Open" or "In Progress" from the Status drop-down we receive an error message. We've confirmed with the Business that the process is for workers to create a new memo and incident, and to make a note in the new incident that it is a continuation of the closed incident.

If you have any questions or comments please let me know.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Monday, March 19, 2018 9:29 AM  
**Cc:** Hamman, Ed SDPR:EX; Bains, Rajvir S SDPR:EX  
**Subject:** ISD Production Emergency approval request: RFC s.22 : Error log on BRUTICUS filling up C drive space – PLEASE REPLY BEFORE 11:20 AM

**Importance:** High

We have an ISD Production Emergency request submitted by Ed Hamman on RFC s.22 : Error log on BRUTICUS filling up C drive space.

**Remedy:** Pending

**Description:**

SNAP web host application is generating error logs that is 10GB and climbing, and if C drive fills up the server may freeze.

**Impact:**

Snap services need to be recycled - MCP and CFM will not be affected by this recycle.

Deployment is scheduled today, Monday March 19<sup>th</sup>, as soon as ECAB approved and no later than 11:30 am.

Please reply with your approval or concerns before 11:20 AM

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

Page 074 to/à Page 076

Withheld pursuant to/removed as

s.22

**Larson, Ray SDPR:EX**

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**From:** Quesnel, Dwayne H SDPR:EX  
**Sent:** Monday, March 19, 2018 8:38 AM  
**To:** SDPR ISD All Staff  
**Cc:** Madhadi, Abhinav SDPR:EX  
**Subject:** Welcome New Staff to Business Operations Branch!

## BUSINESS OPERATIONS BRANCH

Hi, Please join me in welcoming new staff to the Business Alignment team!

**Abhinav Madhadi, Business Analyst**

s.22

Abhinav is joining us from the Ministry of Advanced Education. s.22  
s.22

Welcome Abhinav!

## **Larson, Ray SDPR:EX**

---

**From:** Stephanie Fischer s.22  
**Sent:** Monday, March 19, 2018 4:53 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** s.22

Good Morning,  
s.22

Thank you

Sent from my iPhone



**From:** survey-noreply@mr.surveymonkeyuser.com on behalf of amigone@ipac.ca via surveymonkey.com <member@surveymonkeyuser.com>  
**Sent:** Monday, March 19, 2018 2:02 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Reminder: Preferences and priorities in Canadian public services Survey / Rappel Sondage sur les Préférences et priorités dans la fonction publique canadienne

## Preferences and priorities in Canadian public services / Préférences et priorités dans la fonction publique canadienne

We recently contacted you about a survey, but noticed you haven't completed it. We'd really appreciate your participation.

Respond below to start or continue the survey. Thank you for your time.

Nous vous avons récemment contacté au sujet d'un sondage, mais avons remarqué que vous ne l'avez pas terminé. Nous apprécierions vraiment votre participation.

Répondez ci-dessous pour commencer ou continuer le sondage. Merci pour votre temps

Please select the language you wish to complete the survey in  
/ Veuillez sélectionner la langue dans laquelle vous souhaitez compléter le sondage

☐ English

☐ Français

Please do not forward this email as its survey link is unique to you.  
[Unsubscribe](#) from this list

Powered by



## Larson, Ray SDPR:EX

---

**From:** Wetherill, Anne MCF:EX  
**Sent:** Sunday, March 18, 2018 10:06 AM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Baird, James A MCF:EX  
**Subject:** FW: BA assistance today

Just fyi

---

**From:** Wetherill, Anne MCF:EX  
**Sent:** Sunday, March 18, 2018 10:05 AM  
**To:** Quesnel, Dwayne H SDPR:EX  
**Cc:** Barry, Jonathan MCF:EX  
**Subject:** RE: BA assistance today

Hi Dwayne – as discussed at the end of the day yesterday, thanks for your ok to allow Ray to finish off the user guide for the estimator and the calculator today. Tight timelines and really appreciate the team work!

**Anne Wetherill, Director**

Child Care Programs and Services  
Ministry of Children and Family Development  
Office: 250-952-9619 | Cel/Text: 250-812-4898  
[www.gov.bc.ca/childcare](http://www.gov.bc.ca/childcare)

## Larson, Ray SDPR:EX

---

**From:** Horner, Melissa EDUC:EX  
**Sent:** Friday, March 16, 2018 3:08 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Thank you

Thank you, Ray! Best of luck.

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 2:59 PM  
**To:** Horner, Melissa EDUC:EX  
**Subject:** Thank you

Hi Melissa,

Thanks again for speaking with me today on such short notice. It was an absolute pleasure.

I hope you have a wonderful weekend!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Horner, Melissa EDUC:EX  
**Sent:** Friday, March 16, 2018 8:41 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hello Ray,

Sure, how about 2:30 today?

Thank you,  
Melissa

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:39 AM  
**To:** Horner, Melissa EDUC:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Good afternoon Melissa,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for s.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by s.2 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call sometime between 10 am and 3:30pm today or any time on Monday?**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 2:59 PM  
**To:** Horner, Melissa EDUC:EX  
**Subject:** Thank you

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**From:** Horner, Melissa EDUC:EX  
**Sent:** Friday, March 16, 2018 8:41 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hello Ray,

Sure, how about 2:30 today?

Thank you,  
Melissa

---

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**Sent:** Friday, March 16, 2018 8:39 AM  
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*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 1:15 PM  
**To:** Dale, Anita FIN:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Anita,

Thanks again for the call this afternoon on short notice. I really appreciate it.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 9:53 AM  
**To:** Dale, Anita FIN:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Anita,

You were proved as a back up to Linda Dunn who's away until April. I hope this helps.

For 1pm today is it best to reach you at 250 953-4343?

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Dale, Anita FIN:EX  
**Sent:** Friday, March 16, 2018 9:22 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray, Yes I am available. Please take a look at my calendar – it is up to date.  
May I ask who else he has provided as references?  
Thanks,  
Anita

**Anita Dale**

Manager | Operations, Policy & Systems  
Receivables Management Office  
Ministry of Finance  
Ph 250 953-4343 Fax 250 356-5604  
mailto: [Anita.Dale@gov.bc.ca](mailto:Anita.Dale@gov.bc.ca)  
<http://www.fin.gov.bc.ca/rev.htm>

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:41 AM  
**To:** Dale, Anita FIN:EX  
**Subject:** Scheduling a reference check for S.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Good morning Anita,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for S.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by S.2 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call sometime between 10 am and 3:30pm today or any time on Monday?**

Thank you for your time and consideration.

Kind regards,

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*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
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and Social Development & Poverty Reduction



## **Larson, Ray SDPR:EX**

---

**From:** Norrish, David SDPR:EX  
**Sent:** Friday, March 16, 2018 12:04 PM  
**To:** SDPR ISD Data Quality  
**Subject:** Please update Time & Leave

Please make sure your Time & Leave is up to date today – the sooner, the better!

Thanks

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 11:28 AM  
**To:** King, Michelle CITZ:EX  
**Subject:** Thank you - REQ 46424 - ISL18 - Business Analyst, Data Steward

Hi Michelle,

Thank you for taking time to speak to me this morning, it was very much appreciated.

I hope you have a wonderful weekend.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 2:25 PM  
**To:** King, Michelle CITZ:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Hi Michelle,

Thanks for this. May I send you a calendar invite for 9:15am tomorrow?

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** King, Michelle CITZ:EX  
**Sent:** Thursday, March 15, 2018 2:17 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Hi Ray,

How about tomorrow morning at 9am? I'm just out of a meeting and have a number of items on my plate for this afternoon. If tomorrow at 9am works for you, please send a meeting invite so it is blocked in my calendar.

Thank you  
Michelle

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:44 PM  
**To:** King, Michelle CITZ:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Good afternoon Michelle,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for s.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by s.22 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call some time between 2pm and 3pm today or any time between 7:30 and 4pm tomorrow?**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Liversedge, David MCF:EX  
**Sent:** Friday, March 16, 2018 11:28 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Thank you - REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray,

I hope s.22 is successful and if she is then you have a great addition to your team.

d

David Liversedge, PMP, MCPM | Senior Manager, Operations  
Learning and Development, Talent Management Branch  
Ministry of Children and Family Development  
2-525 Superior Street  
Victoria BC V8V 1T7  
Mobile: 250-893-1527, Desk: 778-698-5078  
[David.liversedge@gov.bc.ca](mailto:David.liversedge@gov.bc.ca)

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 11:27 AM  
**To:** Liversedge, David MCF:EX  
**Subject:** Thank you - REQ 46424 - ISL18 - Business Analyst Data Steward

Good morning David,

Thank you for taking time to speak to me yesterday, it was very much appreciated.

I hope you have a wonderful weekend.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:52 PM  
**To:** Liversedge, David MCF:EX  
**Subject:** RE: Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

Thanks David! I will do.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Liversedge, David MCF:EX  
**Sent:** Thursday, March 15, 2018 1:51 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray,

Please call me at 250-893-1527.

Cheers,

David

**David Liversedge, PMP, MCPM | Senior Manager, Operations**  
Learning and Development, Talent Management Branch  
**Ministry of Children and Family Development**  
2-525 Superior Street  
Victoria BC V8V 1T7  
Mobile: 250-893-1527, Desk: 778-698-5078  
[David.liversedge@gov.bc.ca](mailto:David.liversedge@gov.bc.ca)

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

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:48 PM  
**To:** Larson, Ray SDPR:EX; Liversedge, David MCF:EX  
**Subject:** Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

**When:** Thursday, March 15, 2018 2:00 PM-2:20 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Phone Call UC +1 250-356-1719

Thanks for this David! Shall I call you at your work or mobile number?

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

UC +1 250-356-1719

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 11:27 AM  
**To:** Liversedge, David MCF:EX  
**Subject:** Thank you - REQ 46424 - ISL18 - Business Analyst Data Steward

Good morning David,

Thank you for taking time to speak to me yesterday, it was very much appreciated.

I hope you have a wonderful weekend.

Kind regards,

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*Business Analyst / Data Steward*  
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**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:52 PM  
**To:** Liversedge, David MCF:EX  
**Subject:** RE: Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

Thanks David! I will do.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Liversedge, David MCF:EX  
**Sent:** Thursday, March 15, 2018 1:51 PM

**To:** Larson, Ray SDPR:EX

**Subject:** RE: Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray,

Please call me at 250-893-1527.

Cheers,

David

**David Liversedge, PMP, MCPM | Senior Manager, Operations**

Learning and Development, Talent Management Branch

**Ministry of Children and Family Development**

2-525 Superior Street

Victoria BC V8V 1T7

Mobile: 250-893-1527, Desk: 778-698-5078

[David.liversedge@gov.bc.ca](mailto:David.liversedge@gov.bc.ca)

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

**From:** Larson, Ray SDPR:EX

**Sent:** Thursday, March 15, 2018 1:48 PM

**To:** Larson, Ray SDPR:EX; Liversedge, David MCF:EX

**Subject:** Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

**When:** Thursday, March 15, 2018 2:00 PM-2:20 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Phone Call UC +1 250-356-1719

Thanks for this David! Shall I call you at your work or mobile number?

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

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and Social Development & Poverty Reduction



## Larson, Ray SDPR:EX

---

**From:** Lindstrom, Dan T SDPR:EX  
**Sent:** Friday, March 16, 2018 11:20 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Board announces landmark changes to Public Service Pension Plan (PSPP)

Information regarding changes to our Pension Plan

Dan Lindstrom, B.A., DPSM,  
Data Steward – Data Quality  
Information Services Division  
Ph: 778-698-3115

“Partnering with the Ministry of Family  
Development and the Ministry of Social  
Development and Poverty Reduction”  
4<sup>th</sup> Floor, 908 Pandora Avenue, Victoria, BC  
Mailing: PO Box 9943 Stn Prov Govt,  
Victoria, BC V8W 1C8

---

**From:** BCGEU [mailto:communications@bcgeu.ca]  
**Sent:** Friday, March 16, 2018 10:57 AM  
**To:** Lindstrom, Dan T SDPR:EX  
**Subject:** Board announces landmark changes to Public Service Pension Plan (PSPP)



Dan --

Today the Public Service Pension Plan (PSPP) Board of Trustees has announced a landmark change to the plan design of the PSPP. The BCGEU has a long history of negotiating and advocating for pensions for our members in all sectors. Over the last few years, the BCGEU, as the Plan Partner representative for the PSPP, has engaged the Government Partner on potential plan design improvements. It has been our intent to enhance benefits while increasing equity within the plan, thereby improving its design for the benefit of plan members.

We are very proud to report to members of the PSPP that we have been successful in achieving design changes that will significantly increase lifetime pensions for the vast majority of our members. Members with pensionable service (you were working and contributing to the PSPP between April 1, 2006 and March 31, 2018) will see a lift in their future lifetime pension based on earnings below the yearly maximum pensionable earning (YMPE - \$55,900 in

2018). The calculation for those years will be 22.2% higher—a rate of 1.65% rather than the current 1.35%.

After April 1, 2018, the calculation for all earnings will be set at 1.85%. For those with maximum earnings below the YMPE, this represents a 37% increase to their lifetime pension benefit calculation for each year of future service going forward.

Existing rights, such as past service earned—which applies to current early retirement options such as the rule of 85—are vested and you will retain those entitlements when you eventually retire. Following the changes, members with 35 years of contributory service will still be able to retire as early as age 55 without any reduction in those benefits. Service after the effective date (April 1, 2018) will be calculated at the new flat rate of 1.85%. When you retire, your pension will be a combination of the three formulas.

These changes will not immediately apply to Corrections officers, due to their public safety designation and the need to consider their earlier retirement options. The BCGEU is actively consulting with the Pension Corporation on specifics regarding changes in plan design for this group.

The move to a flat rate of accrual, combined with the retroactive improvement to the below-YMPE accrual from 2006, represents a substantial improvement over the existing plan design. It is also not without precedent: the Teachers and College plans have already moved to a flat rate of accrual, although without the retroactive provision we have secured for the Public Service plan members.

We encourage you to go to the PSPP website at <https://pspp.pensionsbc.ca/board-communicue-march-16-2018> for details and further information that is available now. Should you have any questions we encourage you to contact the administrator at 1-800-665-3554.

<http://www.bcgeu.ca/>

UWU/MoveUP

BCGEU · Canada

This email was sent to [dan.lindstrom@gov.bc.ca](mailto:dan.lindstrom@gov.bc.ca). To stop receiving emails, [click here](#).



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 9:53 AM  
**To:** Dale, Anita FIN:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Anita,

You were proved as a back up to Linda Dunn who's away until April. I hope this helps.

For 1pm today is it best to reach you at 250 953-4343?

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Dale, Anita FIN:EX  
**Sent:** Friday, March 16, 2018 9:22 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray, Yes I am available. Please take a look at my calendar – it is up to date.

May I ask who else he has provided as references?

Thanks,

Anita

**Anita Dale**  
Manager | Operations, Policy & Systems  
Receivables Management Office  
Ministry of Finance  
Ph 250 953-4343 Fax 250 356-5604  
mailto: [Anita.Dale@gov.bc.ca](mailto:Anita.Dale@gov.bc.ca)  
<http://www.fin.gov.bc.ca/rev.htm>

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**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:41 AM  
**To:** Dale, Anita FIN:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Good morning Anita,

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**Do you have 20 minutes for a call sometime between 10 am and 3:30pm today or any time on Monday?**

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Dale, Anita FIN:EX  
**Sent:** Friday, March 16, 2018 9:22 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray, Yes I am available. Please take a look at my calendar – it is up to date.  
May I ask who else he has provided as references?  
Thanks,  
Anita

**Anita Dale**  
Manager | Operations, Policy & Systems  
Receivables Management Office  
Ministry of Finance  
Ph 250 953-4343 Fax 250 356-5604  
mailto: [Anita.Dale@gov.bc.ca](mailto:Anita.Dale@gov.bc.ca)  
<http://www.fin.gov.bc.ca/rev.htm>

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**From:** Larson, Ray SDPR:EX  
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*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:56 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** RE: References - S.22 - Req# 46424

Thanks Rob!

I've got second reference check for S.22 this morning at 9:15 and the first one for S.22 scheduled for 2:30 this afternoon.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Friday, March 16, 2018 8:20 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: References - S.22 - Req# 46424

1 more accepted!

---

**From:** S.22  
**Sent:** Thursday, March 15, 2018 5:24 PM  
**To:** Morrison, Rob SDPR:EX <[Rob.Morrison@gov.bc.ca](mailto:Rob.Morrison@gov.bc.ca)>  
**Subject:** References - S.22 - Req# 46424

Hi Rob,

Thanks for the phone call earlier. I'm really excited for the opportunity, and I will certainly accept the position. I've attached my references to this email, and I have confirmed with each one of them that they are comfortable serving as a reference. If you have any questions or concerns, please don't hesitate to ask.

Kind regards,

S.22

Page 102

Withheld pursuant to/removed as

s.22



## Larson, Ray SDPR:EX

---

**From:** Horner, Melissa EDUC:EX  
**Sent:** Friday, March 16, 2018 8:41 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hello Ray,

Sure, how about 2:30 today?

Thank you,  
Melissa

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:39 AM  
**To:** Horner, Melissa EDUC:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Good afternoon Melissa,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for s.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by s.2 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call sometime between 10 am and 3:30pm today or any time on Monday?**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:41 AM  
**To:** Dale, Anita FIN:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Good morning Anita,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for s.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by s.2 as a reference. The reference check will take approximately 20 minutes to complete.

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Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:39 AM  
**To:** Horner, Melissa EDUC:EX  
**Subject:** Scheduling a reference check for S.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Good afternoon Melissa,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for S.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by S.2 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call sometime between 10 am and 3:30pm today or any time on Monday?**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Friday, March 16, 2018 8:20 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: References - s.22 : - Req# 46424  
**Attachments:** References.docx

1 more accepted!

---

**From:** s.22  
**Sent:** Thursday, March 15, 2018 5:24 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** References - s.22 - Req# 46424

Hi Rob,

Thanks for the phone call earlier. I'm really excited for the opportunity, and I will certainly accept the position. I've attached my references to this email, and I have confirmed with each one of them that they are comfortable serving as a reference. If you have any questions or concerns, please don't hesitate to ask.

Kind regards,

s.22

## Larson, Ray SDPR:EX

---

**From:** David, Yvonne MCF:EX  
**Sent:** Thursday, March 15, 2018 3:55 PM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Yeung, Bill MCF:EX  
**Subject:** RE: RESOLVED - Ticket # s.22 - Delete CPF, update Key Player on SR & Incident

Thanks Ray,

That's awesome .. Will check them tomorrow to confirm; if you do not hear from me it's all good

Have yourself a wonderful day!

**Yvonne David**

Administration Assistant  
Ministry of Children & Family Development,  
HDO/HDG  
Tri-Cities Youth Services  
Fernwood Lodge - 2601 Lougheed Highway  
Coquitlam, BC - V3C 4J2  
Phone : 604 927 2616  
Email: [mailto: Yvonne.David@gov.bc.ca](mailto:Yvonne.David@gov.bc.ca)



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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 3:47 PM  
**To:** David, Yvonne MCF:EX  
**Cc:** Yeung, Bill MCF:EX  
**Subject:** RESOLVED - Ticket # s.22 - Delete CPF, update Key Player on SR & Incident

Good afternoon Yvonne,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

As per your request I've:

- ✓ Deleted CFP # s.22
- ✓ Updated the Key Player to ICM PID s.22 on incident # s.22
- ✓ Updated the relationships to the key player on incident # s.22
- ✓ Updated the primary name on incident #s.22
- ✓ Admin Reopened SR # s.22
- ✓ Updated the Key Player to ICM PID s.22 on SR #s.22
- ✓ Updated the relationships to the key player on SR #s.22

- ✓ Updated the primary name on SR # s.22
- ✓ Set the status back to Closed on SR

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** David, Yvonne MCF:EX  
**Sent:** Wednesday, March 14, 2018 2:18 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** FW: Need approval to change

Hi there,

Please see approval below and delete FS CPF # s.22

Also could a name change be done for the following :  
Service Request s.22  
Incident s.22

They need to be in the name of s.22

Please advise

Thanks  
**Yvonne David**  
Administration Assistant  
Ministry of Children & Family Development,  
HDO/HDG  
Tri-Cities Youth Services  
Fernwood Lodge - 2601 Lougheed Highway  
Coquitlam, BC - V3C 4J2  
Phone : 604 927 2616  
Email: <mailto:Yvonne.David@gov.bc.ca>



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---

**From:** Yeung, Bill MCF:EX  
**Sent:** Tuesday, March 13, 2018 2:08 PM  
**To:** David, Yvonne MCF:EX  
**Cc:** Hilliard, Shannon MCF:EX  
**Subject:** Re: Need approval to change

Approved

On Mar 13, 2018, at 2:00 PM, David, Yvonne MCF:EX <[Yvonne.David@gov.bc.ca](mailto:Yvonne.David@gov.bc.ca)> wrote:

Hi Bill

Please approve to change the inc & SR from s.22 name as there was an error  
from screening team whilst being generated.

s.22

incident number

s.22

Service Request

The above to be changed from s.22

Also the CPF number s.22 will need to be deleted and a new CPF id will need to be created  
under s.22 name

FS file already on s.22 name

Thanks

**Yvonne David**  
Administration Assistant  
Ministry of Children & Family Development,  
HDO/HDG  
Tri-Cities Youth Services  
Fernwood Lodge - 2601 Lougheed Highway  
Coquitlam, BC - V3C 4J2  
Phone : 604 927 2616  
Email: <mailto:Yvonne.David@gov.bc.ca>

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## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 15, 2018 3:19 PM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** ISD Change Advisory Board Meeting Minutes March 15, 2018

Here are the [meeting minutes](#) and links to the OCIO RFCs, Service Bulletins and TIBs that identify OCIO changes that potentially impact ISD from today's ISD Change Advisory Board meeting.

Please let me know of any errors or omissions.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 3:07 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** RE: Follow-up call

Thanks Rob! I've completed the one with David and Michelle is scheduled for tomorrow at 9:15am.

Best regards  
- Ray

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Thursday, March 15, 2018 10:39 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Fwd: Follow-up call

Begin forwarded message:

**From:** s.22  
**Date:** March 15, 2018 at 10:25:20 AM PDT  
**To:** "Morrison, Rob SDPR:EX" <[Rob.Morrison@gov.bc.ca](mailto:Rob.Morrison@gov.bc.ca)>  
**Subject:** RE: Follow-up call

Hi Rob,

Thank you for the call yesterday. Please see my two references below.

David Liversedge  
Operations Manager s.22  
Learning and Development, Talent Management Branch  
Ministry of Children and Family Development  
Mobile: 250-893-1527  
[David.liversedge@gov.bc.ca](mailto:David.liversedge@gov.bc.ca)

Michelle King  
Team Lead - Technology Services s.22  
Information Services Division  
Ministry of Social Development and Social Innovation  
[Michelle.King@gov.bc.ca](mailto:Michelle.King@gov.bc.ca)

Thank you,

s.22

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Wednesday, March 14, 2018 3:44 PM  
**To:** s.22  
**Subject:** Follow-up call

Hi s.22 are you available for a call between 4-5 tomorrow afternoon?

Brgds/Rob

**Rob Morrison**  
**Director, Business Intelligence and Data Quality**  
Information Services Division  
Social Sector  
Lync: 778.698.3333  
*Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*

## **Larson, Ray SDPR:EX**

---

**From:** Boschma, Brittany SDPR:EX  
**Sent:** Thursday, March 15, 2018 2:55 PM  
**To:** SDPR VEFRA BUILDING  
**Subject:** VEFRA JOHS Newsletter  
**Attachments:** Occupational Health & Safety Newspaper - Vol 1 Issue 1.pdf

Hello everyone,

Welcome to the first VEFRA specific Joint Occupational Health and Safety Newsletter!

Once a month the newsletter will come out and include things such as: Tips, special features, helpful links, did you know, and any updates to JOHS or First Aid staff 😊

**Your VEFRA Joint Occupational Health & Safety Committee.**

**Brittany Boschma**

Vefra Employee Rep

Joint Occupational Health & Safety Committee

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 2:25 PM  
**To:** King, Michelle CITZ:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Hi Michelle,

Thanks for this. May I send you a calendar invite for 9:15am tomorrow?

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** King, Michelle CITZ:EX  
**Sent:** Thursday, March 15, 2018 2:17 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Hi Ray,  
How about tomorrow morning at 9am? I'm just out of a meeting and have a number of items on my plate for this afternoon. If tomorrow at 9am works for you, please send a meeting invite so it is blocked in my calendar.

Thank you  
Michelle

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:44 PM  
**To:** King, Michelle CITZ:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Good afternoon Michelle,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for s.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by s.22 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call some time between 2pm and 3pm today or any time between 7:30 and 4pm tomorrow?**

Thank you for your time and consideration.

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

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## Larson, Ray SDPR:EX

---

**From:** King, Michelle CITZ:EX  
**Sent:** Thursday, March 15, 2018 2:17 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Hi Ray,  
How about tomorrow morning at 9am? I'm just out of a meeting and have a number of items on my plate for this afternoon. If tomorrow at 9am works for you, please send a meeting invite so it is blocked in my calendar.

Thank you  
Michelle

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:44 PM  
**To:** King, Michelle CITZ:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Good afternoon Michelle,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for s.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by s.22 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call some time between 2pm and 3pm today or any time between 7:30 and 4pm tomorrow?**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:57 PM  
**Subject:** Government System Notification - SharePoint Maintenance Friday, March 16, 2018  
**Attachments:** How To - SharePoint.pdf



**INFORMATION SERVICES DIVISION**  
supporting our social sector ministries

**Attention:** All Staff

**Date:** March 15, 2018

### Description

SharePoint will be unavailable on **Friday, March 16, 2018 from 4:30 PM until Monday, March 19, 2018 at 8:30 AM** in order to perform system maintenance.

### Instructions to staff

Staff that require access to SharePoint content during the maintenance are advised to save files on the LAN drive or other offline location (please refer to attached 'How to' guide) prior to **4:30 PM on Friday, March 16, 2018**.

Upon completion of system maintenance staff who downloaded SharePoint file(s) to an offline location will be required to manually upload the file(s) back to SharePoint.

If you have any questions or issues please contact the [OCIO Service Desk online](#), by email at [77000@gov.bc.ca](mailto:77000@gov.bc.ca) or call 250 387-7000 (**toll-free 1 866-660-0811**), option 1.

Thank you,

Social Sector Service Desk  
Information Services Division (ISD)  
*Partnering with the ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:52 PM  
**To:** Liversedge, David MCF:EX  
**Subject:** RE: Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

Thanks David! I will do.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Liversedge, David MCF:EX  
**Sent:** Thursday, March 15, 2018 1:51 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray,

Please call me at 250-893-1527.

Cheers,

David

**David Liversedge, PMP, MCPM | Senior Manager, Operations**  
Learning and Development, Talent Management Branch  
**Ministry of Children and Family Development**  
2-525 Superior Street  
Victoria BC V8V 1T7  
Mobile: 250-893-1527, Desk: 778-698-5078  
[David.liversedge@gov.bc.ca](mailto:David.liversedge@gov.bc.ca)

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

**From:** Larson, Ray SDPR:EX



**Sent:** Thursday, March 15, 2018 1:48 PM

**To:** Larson, Ray SDPR:EX; Liversedge, David MCF:EX

**Subject:** Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

**When:** Thursday, March 15, 2018 2:00 PM-2:20 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Phone Call UC +1 250-356-1719

Thanks for this David! Shall I call you at your work or mobile number?

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Liversedge, David MCF:EX  
**Sent:** Thursday, March 15, 2018 1:51 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray,

Please call me at 250-893-1527.

Cheers,

David

David Liversedge, PMP, MCPM | Senior Manager, Operations  
Learning and Development, Talent Management Branch  
**Ministry of Children and Family Development**  
2-525 Superior Street  
Victoria BC V8V 1T7  
Mobile: 250-893-1527, Desk: 778-698-5078  
[David.liversedge@gov.bc.ca](mailto:David.liversedge@gov.bc.ca)

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

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:48 PM  
**To:** Larson, Ray SDPR:EX; Liversedge, David MCF:EX  
**Subject:** Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward  
**When:** Thursday, March 15, 2018 2:00 PM-2:20 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** Phone Call UC +1 250-356-1719

Thanks for this David! Shall I call you at your work or mobile number?

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:44 PM  
**To:** King, Michelle CITZ:EX  
**Subject:** Scheduling a reference check for S.22 - REQ 46424 - ISL18 - Business Analyst, Data Steward

Good afternoon Michelle,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for S.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by S.22 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call some time between 2pm and 3pm today or any time between 7:30 and 4pm tomorrow?**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Liversedge, David MCF:EX  
**Sent:** Thursday, March 15, 2018 1:43 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Hi Ray,

I'm very happy to connect regarding s.22. 2:00 – 3:00 today works for me and anytime tomorrow morning. Please feel free to send an invite.

Cheers,

David

David Liversedge, PMP, MCPM | Senior Manager, Operations  
Learning and Development, Talent Management Branch  
Ministry of Children and Family Development  
2-525 Superior Street  
Victoria BC V8V 1T7  
Mobile: 250-893-1527, Desk: 778-698-5078  
[David.liversedge@gov.bc.ca](mailto:David.liversedge@gov.bc.ca)

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:39 PM  
**To:** Liversedge, David MCF:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Good afternoon David,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for s.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by s.22 as a reference. The reference check will take approximately 20 minutes to complete.

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Kind regards,

Ray Larson

*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:39 PM  
**To:** Liversedge, David MCF:EX  
**Subject:** Scheduling a reference check for s.22 - REQ 46424 - ISL18 - Business Analyst Data Steward

Good afternoon David,

I hope this email finds you well. I'm with the Ministry's Data Quality Team and I'm writing to schedule a reference check for s.22 who is being considered for the position of **ISL18 – Business Analyst, Data Steward** with Information Services Division supporting the of Ministries of Children & Family Development and Social Development & Poverty Reduction. Your name has been provided by s.22 as a reference. The reference check will take approximately 20 minutes to complete.

**Do you have 20 minutes for a call some time between 2pm and 3pm today or any time between 7:30 and 4pm tomorrow?**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:09 PM  
**To:** Shakya, Zeena SDPR:EX  
**Cc:** Larson, Ray SDPR:EX  
**Subject:** RE: QM today from 8:30 to 1pm - Thank you

Thanks Zeena,  
We're all hands back on deck now, so ... I guess you can take the afternoon off?

Nah, kidding, but thanks 😊

Regards,  
David

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Thursday, March 15, 2018 08:20  
**To:** Larson, Ray SDPR:EX  
**Cc:** Norrish, David SDPR:EX  
**Subject:** RE: QM today from 8:30 to 1pm - Thank you

No problem and I will also cover for the team lunch so please don't worry! 😊

Thanks,

Zeena

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 8:15 AM  
**To:** Shakya, Zeena SDPR:EX  
**Cc:** Norrish, David SDPR:EX  
**Subject:** QM today from 8:30 to 1pm - Thank you

Good morning Zeena,

Thank you again for watching the Queue today from 8:30 to 1pm today so that I may attend the Business Plan Roll out with the rest of the team. Your sacrifice is very much appreciated. I will try to get back to the office as quickly as possible after the event (I hope by 12:30).

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction





## Larson, Ray SDPR:EX

---

**From:** Turner, Colleen P SDPR:EX  
**Sent:** Thursday, March 15, 2018 11:05 AM  
**To:** SDPR ISD All Staff  
**Subject:** FW: Thank You to Everyone

Hello Everyone,

s.22

s.22 She was deeply touched and asked us to pass along this thanks.

Colleen.

---

To Everyone in ISD,

Please pass on my Thanks and Gratitude to all of our Colleagues for their thoughtful wishes and positive vibes. s.22

s.22 Thank  
you all very much!

Sincerely,  
s.22



## Larson, Ray SDPR:EX

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Thursday, March 15, 2018 10:39 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Fwd: Follow-up call

Begin forwarded message:

**From:** s.22  
**Date:** March 15, 2018 at 10:25:20 AM PDT  
**To:** "Morrison, Rob SDPR:EX" <[Rob.Morrison@gov.bc.ca](mailto:Rob.Morrison@gov.bc.ca)>  
**Subject:** RE: Follow-up call

Hi Rob,  
Thank you for the call yesterday. Please see my two references below.  
s.22

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Wednesday, March 14, 2018 3:44 PM  
**To:** s.22  
**Subject:** Follow-up call  
Hi s.22 are you available for a call between 4-5 tomorrow afternoon?  
Brgds/Rob  
Rob Morrison  
Director, Business Intelligence and Data Quality  
Information Services Division  
Social Sector  
Lync: 778.698.3333  
*Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 15, 2018 10:36 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** ISD Non-Prod, Production RFCs and OCIO activities for review this afternoon  
**Attachments:** 2018 03 15 ISD Prod RFCs for review.xlsx; 2018 03 15 ISD Non Prod RFCs for review.xlsx  
  
**Importance:** High

Attached are the Non-Prod and Production RFCs for review at today's ISD Change Advisory Board meeting. If you would like to see additional details for any of the requests, they are available in the RFC form located [here](#). Also please find the link to the [OCIO Changes Note](#) identifying OCIO changes that potentially impact ISD.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 15, 2018 10:19 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** Approved ISD Non-Production Emergency request: RFC s.22 : Update the Banner Message on Partner Portal Application in SITPS  
**Attachments:** Re: ISD Non-Production Emergency approval request: RFC s.22 Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM; RE: ISD Non-Production Emergency approval request: RFC s.22 Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM; RE: ISD Non-Production Emergency approval request: RFC s.22 Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM; RE: ISD Non-Production Emergency approval request: RFC s.22 : Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM; RE: ISD Non-Production Emergency approval request: RFC s.22 Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM; RE: ISD Non-Production Emergency approval request: RFC s.22 Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM; Re: ISD Non-Production Emergency approval request: RFC s.22 Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM  
**Importance:** High

This note, with the attached approval notes, provides ISD Non-Production Emergency approval for **RFC s.22 : Update the Banner Message on Partner Portal Application in SITPS.**

**Remedy Ticket: s.22 – Impact: Medium / Urgency: High / Priority: High**

We have ECAB approval for an urgent request from the business to add the following banner message to the Partner Portal for the upcoming ICM Release 4.3.3 so that users are aware that there is a planned system maintenance activity next week.

“Please be advised that the Service Provider Portal will be unavailable for system maintenance from March 23<sup>rd</sup> at 7pm to March 24<sup>th</sup> at 9pm”

Deployment is scheduled today Thursday March 15<sup>th</sup> to SITPS now that approval is granted. Once successful UAT is signed off, we will review and approve the Production implementation at today’s CAB meeting.

Dany, as you are the requestor, your approval is implied.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

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& Children and Family Development”*

## Larson, Ray SDPR:EX

---

**From:** De Levo, Pierre SDPR:EX  
**Sent:** Thursday, March 15, 2018 9:16 AM  
**To:** Larson, Ray SDPR:EX; Fischer, Stephanie SDPR:EX  
**Subject:** RE: Insufficient Info on Ticket # S.22 - DS: ICM - Data - delete record

Attachment has been added. Thank you Ray and Stephanie

Thank you,

Pierre De Levo

Team Lead, Social Sector Service Desk  
Information Services Division (ISD)  
*Partnering with the Ministries of Social Development and Poverty Reduction  
and the Ministry of Children and Family Development*

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:55 AM  
**To:** De Levo, Pierre SDPR:EX  
**Subject:** Insufficient Info on Ticket # S.22 - DS: ICM - Data - delete record

Good morning Pierre,

When you get a chance, could you please follow up on Ticket # S.22 - DS: ICM - Data - delete record – there appears to be insufficient information to complete the ticket. Row IDs and screen capture would be excellent.

Thank you sir!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Thursday, March 15, 2018 8:20 AM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Norrish, David SDPR:EX  
**Subject:** RE: QM today from 8:30 to 1pm - Thank you

No problem and I will also cover for the team lunch so please don't worry! ☺

Thanks,

Zeena

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 8:15 AM  
**To:** Shakya, Zeena SDPR:EX  
**Cc:** Norrish, David SDPR:EX  
**Subject:** QM today from 8:30 to 1pm - Thank you

Good morning Zeena,

Thank you again for watching the Queue today from 8:30 to 1pm today so that I may attend the Business Plan Roll out with the rest of the team. Your sacrifice is very much appreciated. I will try to get back to the office as quickly as possible after the event (I hope by 12:30).

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

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**From:** Boschma, Brittany SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:56 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: ICM Data Quality - Duplicate Contact Involvements Check

Thank you Ray for letting me know!! :D

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:25 AM  
**To:** Boschma, Brittany SDPR:EX  
**Subject:** FW: ICM Data Quality - Duplicate Contact Involvements Check

Good morning Brittany! There's only one DCI today.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

**From:** [ICM.ProductionNotifications@gov.bc.ca](mailto:ICM.ProductionNotifications@gov.bc.ca) [mailto:ICM.ProductionNotifications@gov.bc.ca]  
**Sent:** Thursday, March 15, 2018 6:03 AM  
**To:** SDPR ICM Production Notifications SDPR:EX; SDPR MCF ICM Data Stewards SDPR:EX; Singh, Kratika SDPR:EX; Krishna, Aditya SDPR:EX  
**Subject:** ICM Data Quality - Duplicate Contact Involvements Check

### ICM Data Quality - Duplicate Contact Involvements:

TYPE	NUMBER	CONTACT
Case Involvements	s.22	

Regards,  
ICM PROD Monitoring.



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:44 AM  
**To:** ISD Change Control SDPR:EX  
**Cc:** Norrish, David SDPR:EX  
**Subject:** RE: ISD Non-Production Emergency approval request: RFC s.22 : Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM

Approved by Data Quality.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:38 AM  
**To:** ISD Change Control SDPR:EX  
**Subject:** ISD Non-Production Emergency approval request: RFC s.22 : Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM  
**Importance:** High

We have an ISD Non-Production Emergency request submitted by Dany Wagh on **RFC s.22** **Update the Banner Message on Partner Portal Application in SITPS.**

**Remedy Ticket:** s.22 **- Impact: Medium / Urgency: High / Priority: High**

We have an urgent request from the business to add the following banner message to the Partner Portal for the upcoming ICM Release 4.3.3

“Please be advised that the Service Provider Portal will be unavailable for system maintenance from March 23<sup>rd</sup> at 7pm to March 24<sup>th</sup> at 9pm”

Deployment is scheduled today Thursday March 15th to SITPS as soon as approval is granted. Once successful UAT is signed off, we will review and approve the Production implementation at today’s CAB meeting.

Please reply with your approval or concerns before 10:00 AM.

Dany, as you are the requestor, your approval is implied.

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*“Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development”*

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:38 AM  
**To:** ISD Change Control SDPR:EX  
**Subject:** ISD Non-Production Emergency approval request: RFC s.22 Update the Banner Message on Partner Portal Application in SITPS – PLEASE REPLY BEFORE 10:00 AM

**Importance:** High

We have an ISD Non-Production Emergency request submitted by Dany Wagh on **RFC s.22 : Update the Banner Message on Partner Portal Application in SITPS.**

**Remedy Ticket: s.22 – Impact: Medium / Urgency: High / Priority: High**

We have an urgent request from the business to add the following banner message to the Partner Portal for the upcoming ICM Release 4.3.3

“Please be advised that the Service Provider Portal will be unavailable for system maintenance from March 23<sup>rd</sup> at 7pm to March 24<sup>th</sup> at 9pm”

Deployment is scheduled today Thursday March 15th to SITPS as soon as approval is granted. Once successful UAT is signed off, we will review and approve the Production implementation at today’s CAB meeting.

Please reply with your approval or concerns before 10:00 AM.

Dany, as you are the requestor, your approval is implied.

Thank you

### ISD Change Control

Information Services Division, Social Sector

*“Partnering with the Ministries of Social Development and Poverty Reduction  
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## Larson, Ray SDPR:EX

---

**From:** Van der Kamp, Seth SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:23 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED - Ticket # s.22 - Set status of SR # s.22 from Admin  
Reopen to Closed

Thanks for the help Ray! If I could trouble you once more, there is one other SR I had to re-open that now needs to be closed again. The SR # is s.22 . If you could change the status of this SR to closed as well, it would be much appreciated. Thanks Ray!

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:19 PM  
**To:** Van der Kamp, Seth SDPR:EX  
**Subject:** RESOLVED - Ticket # s.22 - Set status of SR # s.22 from Admin Reopen to Closed

Good afternoon Seth,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ **I've set Status of SR # s.22 from Admin Reopen to Closed as per your request.**

\*Please be advised that this is a known issue with a fix that scoped for the R4.3.3 release.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Zimmermann, John W SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:12 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Data Quality 1st Draft Process Assessment Models

Thanks! You to Ray.

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:10 PM  
**To:** Zimmermann, John W SDPR:EX  
**Cc:** Morrison, Rob SDPR:EX; Proceviat, Sherri SDPR:EX  
**Subject:** RE: Data Quality 1st Draft Process Assessment Models

Hi John,

You're more than welcome to share our drafts - although they're really a starting point and are far from perfect. It would be my pleasure to assist you and the team (pending approval from my Team Lead and/or Director).

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Zimmermann, John W SDPR:EX  
**Sent:** Wednesday, March 14, 2018 1:58 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Data Quality 1st Draft Process Assessment Models

Hi Ray, Don and I have been working on the implementation plan for COBIT5 so I'm finally getting to looking at these. I hope it's OK that I can share your attachments with another ISD member (Ali Emery)? We're looking at how the COBIT5 format can be adapted for the EA repository.

Don and I will likely be calling on you to assist our group (Security, Privacy, and Compliance Management) when we begin 'COBIT-izing' our processes in April or May.

Thanks, John

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, January 30, 2018 2:06 PM

**To:** Morrison, Rob SDPR:EX; Costello, Don SDPR:EX; Zimmermann, John W SDPR:EX; Proceviat, Sherri SDPR:EX

**Subject:** Data Quality 1st Draft Process Assessment Models

Good afternoon Don and John,

Thank you both for coming by our office to share your perspective and to review our first attempts at process assessments. Please find attached the three drafts as-is. As always, we welcome your feedback.

Cheers.

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

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Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Zimmermann, John W SDPR:EX  
**Sent:** Wednesday, March 14, 2018 1:58 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Data Quality 1st Draft Process Assessment Models

Hi Ray, Don and I have been working on the implementation plan for COBIT5 so I'm finally getting to looking at these. I hope it's OK that I can share your attachments with another ISD member (Ali Emery)? We're looking at how the COBIT5 format can be adapted for the EA repository.

Don and I will likely be calling on you to assist our group (Security, Privacy, and Compliance Management) when we begin 'COBIT-izing' our processes in April or May.

Thanks, John

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, January 30, 2018 2:06 PM  
**To:** Morrison, Rob SDPR:EX; Costello, Don SDPR:EX; Zimmermann, John W SDPR:EX; Proceviat, Sherri SDPR:EX  
**Subject:** Data Quality 1st Draft Process Assessment Models

Good afternoon Don and John,

Thank you both for coming by our office to share your perspective and to review our first attempts at process assessments. Please find attached the three drafts as-is. As always, we welcome your feedback.

Cheers.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 1:57 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** RE: ISL18 Junior Business Analyst\_REQ46424 [Incident: s.22  
**Attachments:** reference-check-template-managers.docx; reference\_check\_template.docx

Hi Rob,  
I've downloaded the templates and I've highlighted the question areas I we could / should ask about (not all of them). Perhaps there are other questions I didn't find on MyHR. We can discuss when you have a chance.  
Required:

- General Verification Questions
- Reliability, Standards of Conduct, Closing

Other optional questions:

- Teamwork and Cooperation
- Relationship building
- Computer Application Skills
- Communication Skills
- Organizational Skills
- Ability to Manage Stress/ Workload
- Areas for development and support

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

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and Social Development & Poverty Reduction

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Wednesday, March 14, 2018 9:22 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: ISL18 Junior Business Analyst\_REQ46424 [Incident: s.22  
FYI

---

**From:** MyHR [<mailto:myhr@gov.bc.ca>]  
**Sent:** Wednesday, March 14, 2018 9:14 AM  
**To:** Morrison, Rob SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** ISL18 Junior Business Analyst\_REQ46424 [Incident: s.22

Hello,

Thank you for your request to complete a Years of Continuous Service Calculation. The results of our calculations are attached. .

s.22

To extend an offer to your successful candidate, further information can be found under [Extend the Offer](#) on [MyHR](#). In addition, [offer letter templates](#) are available for your use, on [MyHR](#).

With this information, we would like to wish you the best of luck in determining your successful candidate.

**Ways you can connect with us regarding this service request:**



1. **Click "REPLY" directly to this message.** To avoid ticket disconnect, delays and/or missed messages; please do not change the subject or address fields, or email hiring staff directly; OR
2. **Visit [AskMyHR](#) to view your Service Request History page.** Click on your ticket number [171123-000225] to see all messages associated with this service request, or to make updates to your request that will go directly to your Recruiter.

Thank you for contacting the BC Public Service Agency.

Visit [AskMyHR](#) to create, update or track your service requests.

Davor Ilic

BC Public Service Agency

[AskMyHR](#)

MyHR 250.952.6000 | Toll Free 1.877.277.0772

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Wednesday, March 14, 2018 10:42 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** Approved ISD Production Emergency request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice  
**Attachments:** Re: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM; RE: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM; RE: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM; RE: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM; RE: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM; RE: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM; RE: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM; RE: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM; RE: ISD Production Emergency approval request: RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM  
**Importance:** High

This note, with the attached approval notes, provides ISD Production Emergency approval for RFC S.22 : Enabling Landing Page on new IE Icons-Production and Practice.

**Remedy:** S.22

**Related RFC:** S.22 (details all scoped items)

### Description:

As part of the 433 scoped items for transition of Firefox to IE 11, new icons were pushed to PS2 workstations for Production and Practice. Since the update, the new icons do not display anything and multiple calls have been subsequently made to the service desk .Mary LaBoucane has confirmed that we need to activate landing page on the new icons.

### Impact:

Rolling restart of the IIS services are required on Production and Practice.

Deployment is scheduled today, Wednesday March 14<sup>th</sup>, between 7:00 PM and 8:00 PM.

Successfully tested by Priyanka Singh.

Thank you

### ISD Change Control

Information Services Division, Social Sector

*“Partnering with the Ministries of Social Development and Poverty Reduction*



## Larson, Ray SDPR:EX

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Wednesday, March 14, 2018 9:22 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: ISL18 Junior Business Analyst\_REQ46424 [Incident: s.22  
**Attachments:** YOCS\_COMPLETE\_Req46424.xlsx

FYI

---

**From:** MyHR [mailto:myhr@gov.bc.ca]  
**Sent:** Wednesday, March 14, 2018 9:14 AM  
**To:** Morrison, Rob SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** ISL18 Junior Business Analyst\_REQ46424 [Incident: s.22 ]

Hello,

Thank you for your request to complete a Years of Continuous Service Calculation. The results of our calculations are attached. .

s.22

To extend an offer to your successful candidate, further information can be found under [Extend the Offer](#) on [MyHR](#). In addition, [offer letter templates](#) are available for your use, on [MyHR](#).

With this information, we would like to wish you the best of luck in determining your successful candidate.

**Ways you can connect with us regarding this service request:**

1. **Click "REPLY" directly to this message.** To avoid ticket disconnect, delays and/or missed messages; please do not change the subject or address fields, or email hiring staff directly; OR
2. **Visit [AskMyHR](#) to view your Service Request History page.** Click on your ticket number [171123-000225] to see all messages associated with this service request, or to make updates to your request that will go directly to your Recruiter.

Thank you for contacting the BC Public Service Agency.

Visit [AskMyHR](#) to create, update or track your service requests.

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BC Public Service Agency  
[AskMyHR](#)  
MyHR 250.952.6000 | Toll Free 1.877.277.0772



## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Wednesday, March 14, 2018 9:19 AM  
**Subject:** ISD Production Emergency approval request: RFC S.22 : : Enabling Landing Page on new IE Icons-Production and Practice – PLEASE REPLY BEFORE 11:15 AM

**Importance:** High

We have an ISD Production Emergency request submitted by Priyanka Singh on RFC S.22 Enabling Landing Page on new IE Icons-Production and Practice.

**Remedy:** S.22

**Related RFC:** S.22 (details all scoped items)

**Description:**

As part of the 433 scoped items for transition of Firefox to IE 11, new icons were pushed to PS2 workstations for Production and Practice. Since the update, the new icons do not display anything and multiple calls have been subsequently made to the service desk .Mary LaBoucane has confirmed that we need to activate landing page on the new icons.

**Impact:**

Rolling restart of the IIS services are required on Production and Practice.

Deployment is scheduled today, Wednesday March 14<sup>th</sup>, between 7:00 PM and 8:00 PM.

Successfully tested by Priyanka Singh.

Please reply with your approval or concerns before 11:15 AM

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Fischer, Stephanie SDPR:EX  
**Sent:** Wednesday, March 14, 2018 8:40 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Team Lunch

Hey everyone,

Tomorrow after the Business Plan Roll Out, Christine and I thought it would be fun to all go out for lunch together.

A few folks from the Sec Admin team will be joining as well, including our long lost Team member: Ashley!

Please use the voting buttons to let me know if you plan on joining!

Copyright

Thanks,

**Stephanie Fischer**

ICM Data Steward, Systems Operations  
Information Services Division (ISD)

*Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** s.22  
**Sent:** Wednesday, March 14, 2018 8:32 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** s.22 Resume  
**Attachments:** Req# 48566 - s.22 - Resume.docx

s.22

Information Services Division (ISD)

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Page 151 to/à Page 156

Withheld pursuant to/removed as

s.22

## **Larson, Ray SDPR:EX**

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**From:** Morino, Kristina E SDPR:EX  
**Sent:** Wednesday, March 14, 2018 7:12 AM  
**To:** Larson, Ray SDPR:EX; Norrish, David SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** WFH - March 14

Morning all☺

Started my shift

Thank you,

Kristina Morino  
ICM Data Steward, Systems Operations  
Information Services Division (ISD)  
Partnering with the Ministry of Children and Family Development and  
the Ministry of Social Development and Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Wednesday, March 14, 2018 7:06 AM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Belfer, Alex SDPR:EX  
**Subject:** Emergency Break Fix Notification "NO RESPONSE REQUIRED"

Good morning. This is Informational only, no response required.

This is to advise you of an Emergency Production Break Fix Notification submitted by Alex Belfer for **RFC S.22 BCFPI - "On-Behalf Of" search does not return expected results.**

**Remedy Tickets:** s.22

**Issue:** When CRIS members access BCFPI to create a new questionnaire "On Behalf Of" another clinician, the "On Behalf Of" search does not return the entry for the requested clinician in the search results.

**Impact:** Multiple CRIS and BCFPI users are unable to create BCFPI questionnaires for clients.

**Root Cause:** A daily scheduled task executes the CacheBootstrap.exe console application to clear and rebuild the BCFPI cache for the "On Behalf Of" search.

The service account that owns the scheduled task was experiencing log-in failure.

**Solution:** Re-entered the password for the service account for the scheduled task.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** @Work <EmployeeNews@gov.bc.ca>  
**Sent:** Tuesday, March 13, 2018 11:01 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** @Work subscription digest for Larson, Ray SDPR:EX

Hi, Larson, Ray SDPR:EX, The following updates have been made since your previous digest:

===== 1 of 8 (commented) Called to Action: Meeting Government Commitments to Reconciliation, Cultural Safety and Indigenous Rights

Lyle, Heather EMBC:EX said:

Can you advise whether further courses will be offered across the rest of the province? We have staff in every region of the province that could benefit from this training.

To stop receiving emails when someone comments on this post:

[https://gwww.gov.bc.ca/s/del/node/group\\_audience/14073/-1/88066/fd03747ff...](https://gwww.gov.bc.ca/s/del/node/group_audience/14073/-1/88066/fd03747ff...)

===== 2 of 8 (commented) The Virtues of Good Data

Jager, Brenda CSNR:EX said:

When using a mailmerge, the template document can be set to print out in "Small caps" - so no matter how the database has the address info, it is merged with caps.

Loguisto, Colleen X ENV:EX said:

Thank you Brenda.

Breathet, Janine CITZ:EX said:

I am so happy to see this entry and all of the comments people have made. As a Data Management Lead I run into so many data issues that impact our systems and increase risk. Much of the time when trying to advocate for better data standards I run into roadblocks where access has been provided to people to self-manage their data entry, however, they have not been provided with guidelines and standards to guide them in the process. From an enterprise level I feel this is where the focus should be along with using technology as described by others in the comments to force best practice where possible. This would help limit some of the workarounds people are currently using which is causing unintended negative impacts to others who then need to consume the data.

Harvey, Mary P SDPR:EX said:

Employee Info: most government data is alpha sorted by last name....except CAS reports (by IDIR, eg mpharvey)....and our new BMO system is first name....seriously....hard to export data from one to the other I have to say. Especially those of us who are technically challenged.

Robertson, Karen SDPR:EX said:

Thanks Connie, for this. You're preaching to the choir: I feel there's so much more we need to learn.

Next to my computer I have this quote:

"Information is a source of learning. But unless it is organized, processed, and available to the right people in a format for decision making, it is a burden, not a benefit." ~William Pollard.

As a Reporting Specialist (this is data nerd off the side of the desk, not an expert) in the Employment & Labour Market Services Division of MSDPR, I go where many of my colleagues fear to tread. I keep teaching little snippets and learning all the time, but you're right: many of us need to coordinate and standardize, at least within a division, but preferably across divisions in a ministry. I have nothing useful to offer the conversation except "Know that you are not alone in your desire to improve!" (Do I see a Learning Centre course development coming on? Hint, hint.)

Ford, Dave G HLTH:EX said:

Another useful point is to use a common table that all/other systems and applications reference for routine information (In Connie's example - city).

In Healthcare, we have facilities (hospitals, clinics, health authorities) and all systems should reference a common facilities table, as opposed to every database having their own table with their own variants of spelling names.

Larochelle, Connie FLNR:EX said:

That is a fabulous idea - PSA here we come!

Wallwork, Andrew FIN:EX said:

Thanks for this.

Are there any plugins for common data management apps that we can use to sanitize the data? I know TACS (our taxpayer management system) has validation against a Canada Post database for addresses and I find it quite helpful.

Larochelle, Connie FLNR:EX said:

Hmmmm..... now that is a great question!

I know that in some business intelligence tools, you can clean the data within the file so that all future errors of the same type are corrected each time you refresh the data source. But I have also been involved in (read: sitting on the sideline watching the giants battle) lively discussions around BI practitioners going back to the data folks and having them clean up their own data. Their argument being that BI practitioners should not have to spend the majority of their time cleaning data (which many of us do now).

Is it possible to have data cleansing best practises using things like TACS prior to the data file being saved or shared?

Anglin, Patrick C HLTH:EX said:

Never assume that data has the same value just because it exists. Data builds models of how we can see the world. Data integrity is far more important than volume. Don't keep more data than you can manage and If you keep data, make sure it's worth keeping.

Ford, Dave G HLTH:EX said:

Patrick, that's a fabulous point that is often overlooked with organizations priding themselves on the amount of data they have at any given time. The more data you have at any given time = a significant risk for a breach/intrusion and malicious attacks.

From a government perspective, the more data you have, also increases the potential number of FOI requests and FTE hours to fill those FOI requests. Data should be governed by the same archiving and retention rules we have in place for regular applications.

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===== 3 of 8 (commented) Called to Action: Meeting Government Commitments to Reconciliation, Cultural Safety and Indigenous Rights

Wood, Catherine GCPE:EX said:

This is timely and a great opportunity. I had the adventure of participating in the Blanket Exercise while working with the Yukon government - life shifting. I hope to participate, and I hope all of these opportunities are filled to capacity!

Vanderkuip, Kristin TRAN:EX said:

Hi Amanda. Can you clarify whether there is any plan to offer these outside of Victoria?

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===== 4 of 8 (updated) how do I add supplemental learning

I've taken a course outside BC Public Service Learning - out do I add this course to my learning profile

To stop receiving emails when someone updates this post:

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===== 5 of 8 (updated) How do I add an outside course I have taken

How do I add an outside course I have taken?

To stop receiving emails when someone updates this post:

[https://gwww.gov.bc.ca/s/del/node/group\\_audience/14073/-1/88066/fd03747ff...](https://gwww.gov.bc.ca/s/del/node/group_audience/14073/-1/88066/fd03747ff...)

===== 6 of 8 (updated) Promoting Ethics in the BC Public Service" course

How often do you run the "Promoting Ethics in the BC Public Service" course? in 2018 ?

To stop receiving emails when someone updates this post:

[https://gwww.gov.bc.ca/s/del/node/group\\_audience/14073/-1/88066/fd03747ff...](https://gwww.gov.bc.ca/s/del/node/group_audience/14073/-1/88066/fd03747ff...)

===== 7 of 8 (commented) Called to Action: Meeting Government Commitments to Reconciliation, Cultural Safety and Indigenous Rights

Kimberley, Kate JAG:EX said:

I have searched the course catalogue using the course name and various other search term and nothing is coming up. Can you provide a direct link to the registration page for the course? Many thanks.

Gill, Dolly PSA:EX said:

Hi Kimberley, You can access the course through the learning system at this link

<https://gwww.gov.bc.ca/groups/learning-bc-public-service> and then click on access the learning system, under the search field you can put in Called to Action, it should be the first on the list.

-Dolly

Kimberley, Kate JAG:EX said:

Thanks for your reply, Dolly. I tried that search term but unfortunately the course was not listed.

van den Broek, Jude FLNR:EX said:

Greetings. I accessed myLearning directly and noticed a link on the upper left for these, under Announcements, and accessed directly through the Announcement link.

Unfortunately, they're all full now, I believe.

~Jude

Kimberley, Kate JAG:EX said:

Thanks - Dolly connected with me and I was in fact searching in the Course Catalog, where the session is not listed (apparently because it is a pilot).

I also learned that the sessions are full. Hopefully the high demand results in more offerings.

To stop receiving emails when someone comments on this post:

[https://gwww.gov.bc.ca/s/del/node/group\\_audience/14073/-1/88066/fd03747ff...](https://gwww.gov.bc.ca/s/del/node/group_audience/14073/-1/88066/fd03747ff...)

===== 8 of 8 (commented) We Declare

Gorup, Souie IRR:EX said:

On July 18, 2017 cabinet ministers received their mandate letters from Premier John Horgan outlining key cross-government commitments and individual file priorities. A key priority for all ministries is to work with Indigenous peoples to establish a cross-government vision to adopt the UN declaration, the TRC Calls to Action, and the 2014 Supreme Court Tsilhqot'in decision, and to **review policy**, programs and legislation to determine how to bring these principles into action.

The Ministry of Indigenous Relations and Reconciliation (IRR) is recognized across government as having the most current expertise and answers on emerging issues and work related to Indigenous peoples in British Columbia (B.C.). As such, IRRs work spans both internal and across government playing a key role in providing guidance and support on reconciliation and work related to Indigenous peoples.

what this declaration means to me is that we need to take our ministry mandates seriously and work on bringing the principles of reconciliation into action. What this will require for the province, is still in its early stages but we need to work together to help guide this work at both within our own ministries and at the provincial level of the whole.

What are some of your ideas? What are some of the will work areas related to this you're working on?

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Withheld pursuant to/removed as

s.22

## Larson, Ray SDPR:EX

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**From:** Romanow, Holly CITZ:EX  
**Sent:** Tuesday, March 13, 2018 4:25 PM  
**Subject:** Waitlist - BC Information Privacy Certificate

Hello,

You are currently marked as Pending Approval for the following course:

- Privacy Governance – April 25

This means that you have not received Supervisor approval to complete your registration.

Unfortunately, **the April 25<sup>th</sup> course is now full**. The good news is that the Privacy, Compliance and Training branch has opened up a second course offering.

### Next Steps

1. **Register for the new date:**
  - Privacy Governance – **May 30**
2. **Drop yourself from the April 25<sup>th</sup> Privacy Governance course**

If you have any questions, please email [privacy.helpline@gov.bc.ca](mailto:privacy.helpline@gov.bc.ca).

Regards,

**Holly Romanow** | Senior Advisor  
on behalf of the **Privacy & Access Helpline**  
Privacy, Compliance and Training  
Corporate Information & Records Management Office | Ministry of Citizens' Services  
250-356-1851 | [privacy.helpline@gov.bc.ca](mailto:privacy.helpline@gov.bc.ca)

**From:** SDPR Communications SDPR:EX  
**Sent:** Tuesday, March 13, 2018 11:42 AM  
**Subject:** Insights - March 13, 2018

## Insights | Ministry of Social Development and Poverty Reduction

March 13, 2018

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### Executive Corner

- [A Message from the Deputy Minister](#)  
Deputy Minister David Galbraith discusses his new role.

### In Case You Missed It

- [2018 Long Service Awards](#)  
Registration for the 2018 Long Service Awards is open until April 30.
- [Register for Corporate Service Pins](#)  
Are you celebrating 5, 10, 15 or 20 years of service in 2018? Register for your service pin until April 30.
- [Telus & Rogers Employee Discounts](#)  
Telus and Rogers are offering discounted plans and devices for BC Public Service employees during the month of March.
- [Pacific Leaders for Children](#)  
Do you have a child attending university or college? Find out if they are eligible for a Pacific Leaders Scholarship.
- [2018 Service Plan and Budget released](#)  
Learn more about our ministry's strategic priorities this fiscal year. Explore our new Service Plan and Budget 2018.
- [March Wellness: Nutrition Support Services](#)  
Check out the Nutrition Support Services available to all employees through Morneau Shepell.
- [Write for the Water Cooler](#)  
Start a conversation. Write about your role in the ministry, a life lesson, a favorite hobby, or something that's been on your mind.

### Important Dates

- [Mental Health in the Workplace \(Victoria\)](#) – Mar. 20
- [Poverty Reduction Community Meeting \(Vancouver- two\)](#) – Mar. 20
- [Region to Region \(Kamloops\)](#) – Mar. 21
- [Poverty Reduction Community Meeting \(Chilliwack\)](#) – Mar. 29
- Good Friday Statutory Holiday – Mar. 30
- [Region to Region \(Cranbrook\)](#) – Apr. 11

## Latest Opportunities

- Visit the [Job Board](#) for the latest ministry-wide job opportunities.
- Check out the [Pick Me](#) site for the latest ministry-wide volunteer opportunities.

**From:** Institute of Public Administration of Canada / L'Institut d'administration publique du Canada <ipac@ipac.ca>  
**Sent:** Tuesday, March 13, 2018 11:02 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Canadian Public Administration Journal - March 2018 / Revue Administration publique du Canada - March 2018

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**Download it here / Téléchargez ici**

MARCH/MARS 2018 | VOLUME 61 | NUMBER/NUMÉRO 1

# Canadian Public Administration publique du Canada

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*Analyzing national, provincial, territorial, municipal, aboriginal  
and international governance practice in a changing world /  
Analyse la pratique de la gouvernance nationale, provinciale, territoriale, municipale,  
autochtone et internationale dans un monde en évolution*

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## Original Articles / Articles Originaux

**G. Bergman, E. Macfarlane**

The impact and role of officers of  
Parliament: Canada's conflict of interest

and ethics commissioner

**K. Levasseur**

Co-producing accountability? Drawing conclusions from non-profit child care services in Manitoba

**K. Fierlbeck, W. Gardner, A. Levy**

New Public Governance in health care: Health Technology Assessment for Canadian pharmaceuticals

**W. Towns, D. Henstra**

Federal policy ideas and involvement in Canadian urban transit, 2002-2017

**S. Adi, P. Dutil**

Searching for strategy: Value for Money (VFM) audit choice in the new public management era

---

### **Research Note / Note De Recherche**

**M. Kassen**

Open data and its institutional ecosystems: A comparative cross-jurisdictional analysis of open data platforms

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### **New Frontiers / Nouvelles Frontières**

**N. Bouvier, R. Walker, P. F. McKenna**

Indigenous planning and municipal governance: Lessons from the transformative frontier  
Evidence-based policing in Canada

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## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 13, 2018 9:57 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** 46424 - Interview Passed and No Pass email addresses  
**Attachments:** 46424\_Interview\_Passed\_Emails.txt; 46424\_Interview\_No\_Pass\_Emails.txt

Hi Rob,

Attached are the 8 no pass and 5 passed email addresses in notepad.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction



## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, March 13, 2018 8:59 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Tuesday morning update

Yep, thanks. I don't know what hard rules we have for accessing client information, but I usually just ask Michael (or Rayna, Igor, etc.) what information he needs and let him lead. If there is no ticket yet there's no harm in creating one, and you can probably resolve it immediately – if anything further comes you can go back and reopen or relate to a new ticket, but I find that InfoSec don't generally follow up with us when they close out their incidents.

We can discuss all with Sherri (and Rob, Michael, etc., as necessary) in a week or two.

Thanks for covering on the call this morning, too.

Regards,  
David

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 13, 2018 08:46  
**To:** Norrish, David SDPR:EX  
**Subject:** Tuesday morning update

Good morning David,

Heads up: I have an **information security request ticket** s.22 that I created on Friday when Michael Armer called me about a security concern and asked me to review a contact for him. I'm not sure about the protocols around this so I wanted to ensure that we protect ourselves and so I've recorded the PID and the background information. Rob suggests we review with Sherri when she's back.

I'm on DL today - as of 7:30 am this morning:

- Unclaimed Tickets: 17
- PDCs: 13 (4 unclaimed)
- PCMs: 28 (17 unclaimed)

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 13, 2018 8:21 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** Emergency Production Break Fix Notification " NO RESPONSE REQUIRED"

Good morning

This is to notify you of an Emergency Production Break Fix Notification submitted by Raj Bains Monday March 12<sup>th</sup> at 6:51 pm for **RFC s.22 : Expired certificate on WIDMARK.**

**Remedy Ticket: s.22 Impact: Medium / Urgency: High / Priority: High**

The Web Services certificate on the CDW-SDPR WIDMARK Production Server expired before the 5:00 pm implementation which resulted in the ELMSD BI Portal Welcome Page going down and the portal could not be accessed by all users. After the certificate was applied, s.17 was up and functioning.

As this is a Notification only, No response is required.

Thank you

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Dickson, Spring SDPR:EX  
**Sent:** Tuesday, March 13, 2018 8:13 AM  
**To:** SDPR VEFRA BUILDING  
**Subject:** Fire Alarm Testing - Wednesday March 14th

Good morning,

Please be advised that there will be fire alarm testing Wednesday March 14<sup>th</sup> between 7:30-8:30am  
Copyright

thanks

### Spring Dickson

*Supervisor – Operations Support*

Ministry of Social Development and Poverty Reduction

Ph: 778 698-2014

Email: [Spring.Dickson@gov.bc.ca](mailto:Spring.Dickson@gov.bc.ca)



NEW Facility Resource Document: [Facilities and Assets Infographic](#)

## Larson, Ray SDPR:EX

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**From:** Howarth, Tara M SDPR:EX  
**Sent:** Monday, March 12, 2018 6:01 PM  
**To:** SDPR ISD All Staff  
**Subject:** Invitation to Celebrate - s.22 Retiring

Greetings s.22  
ISD! Come out and wish s.22 all the best!!

s.22 is retiring! s.22 last day with us at ISD will be Thursday, March 22, 2018.

An after work get-together and celebration is planned for next Thursday, March 22 from 4:30pm onwards. s.22  
s.22 has been reserved so come on out to reminisce, laugh, and celebrate nearly a lifetime of  
service with s.22

**Where:** s.22

**When:** Thursday, March 22

**Time:** 4:30pm – onwards

**Cake:** YES!

## Larson, Ray SDPR:EX

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**From:** Miyoshi, Fiona HLTH:EX  
**Sent:** Monday, March 12, 2018 4:20 PM  
**To:** hlth Richard Blanshard Building Staff; MMHA All Staff; Belanger, Matthew GCPE:EX; XT:AMSSPOC, Vic HLTH:IN; Victoria Children's Centre (vccs@telus.net); Ackinclose, Doug CITZ:EX; Swagar, Don CITZ:EX; Fitness Centre CITZ:EX; hlth Fitness Facility; Conferencing Services CITZ:EX  
**Cc:** Cassidy Langner (Cassidy.Langner@bgis.com); robert.walton@bgis.com; SecurityDesk, Health HLTH:EX  
**Subject:** BUILDING CLOSED: 1515B Water Shut Off - Wed, Mar 14/18 afterhours

**What's happening:** Water Shut-Off

**Where:** 1515 Blanshard Street

**When:** Wednesday, March 14<sup>th</sup>, 6:00pm to 10:00pm

**Why do I need to know:** All water supply sources (hot and cold) will be unavailable during this timeframe in all break areas and washrooms (toilets, sinks, urinals) in the building. Due to employee health and safety, the building will be **CLOSED** for the duration of the project activity. Therefore, any and all occupants are required to **leave the building by 5:45pm, Mar 14/18**. No entry will be authorized until building water is fully restored. This means the **MoH Fitness Facility will not be available** for use during the water shut-off.

When water supply sources are back in service, you may notice air in the water (sputtering tap), but that should disappear after use. If you experience water discolouration, please run the tap until the water is clear.

**Questions:** Please call Facilities at 250-952-2203.

Please note:

If you are receiving this email and not physically located at 1515B, it is because you are a member of the Ministry of Health Fitness Facility located at this site OR you are responsible for an operation working from this site.

**Fiona Miyoshi** | Facilities Manager & Ministry Security Officer  
Facilities Management and Support Services  
Ministry of Health | PO Box 9647 Stn Prov Gov | Victoria BC V8W 9P4  
Ph: 250-952-1198 | Fax: 250-952-2194 | Email: [Fiona.Miyoshi@gov.bc.ca](mailto:Fiona.Miyoshi@gov.bc.ca)

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## Larson, Ray SDPR:EX

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**From:** Dickson, Spring SDPR:EX  
**Sent:** Monday, March 12, 2018 2:44 PM  
**To:** SDPR VEFRA BUILDING  
**Cc:** MacDonald, Lannea SDPR:EX  
**Subject:** RE: Window Blind Installation - 908 Pandora Ave March 12-17

Good afternoon,

The contractors will be returning tonight (March 12<sup>th</sup>) for Window Blind Installation. They will be finishing up on the 4<sup>th</sup> floor, working their way down to the 3<sup>rd</sup> floor.

### **Tentative Time frames for the rest of the week**

March 13<sup>th</sup> finishing up 3<sup>rd</sup> floor, working their way down to the 2<sup>nd</sup> floor

March 15-17<sup>th</sup> finishing up 2<sup>nd</sup> floor working their way down to the 1<sup>st</sup> floor

**A quick reminder for staff to Clean off desk surfaces, windows sills, and remove any personal items from the work area to allow clear access for the installers.**

thanks

**Spring Dickson**  
778 698-2014

NEW Facility Resource Document: [Facilities and Assets Infographic](#)

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**From:** Dickson, Spring SDPR:EX  
**Sent:** Thursday, March 8, 2018 12:33 PM  
**To:** SDPR VEFRA BUILDING  
**Cc:** MacDonald, Lannea SDPR:EX  
**Subject:** Window Blind Installation - 908 Pandora Ave March 9-11  
**Importance:** High

Good afternoon,

Please be advised that commencing this weekend (March 9-11), The installers will be starting on the 4<sup>th</sup> floor, working their way down to the 1<sup>st</sup> replacing blinds😊

To accommodate this work, staff are requested to do the following:

- Clean off desk surfaces, windows sills, and remove any personal items from the work area to allow clear access for the installers.

Thank you

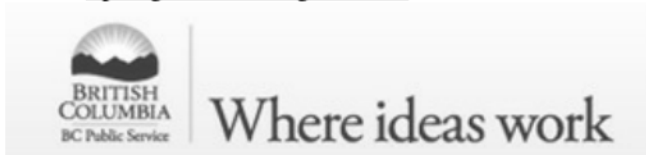
**Spring Dickson**

*Supervisor – Operations Support*

Ministry of Social Development and Poverty Reduction

Ph: 778 698-2014

Email: [Spring.Dickson@gov.bc.ca](mailto:Spring.Dickson@gov.bc.ca)



**NEW Facility Resource Document:** [Facilities and Assets Infographic](#)

Page 180

Withheld pursuant to/removed as

s.22



## Larson, Ray SDPR:EX

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**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Monday, March 12, 2018 1:38 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Resolved: Update: ISD Notification - Incident Monitor notifications

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 12, 2018 12:36 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Resolved: Update: ISD Notification - Incident Monitor notifications

Resolved.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 12, 2018 11:02 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - Incident Monitor notifications

Update:

- eCAB planned to restart services.
- Once resolved IncidentMonitor email notifications will begin to flow to Ministry staff who submitted access requests, as well as Financial Policy expense authority notifications.
- No ETR at this time

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 12, 2018 9:33 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - Incident Monitor notifications

**Short Description:** Technical teams are investigating an issue with Incident Monitor notifications ; No ETR at this time  
**Master Ticket Numbers (OCIO IN/SR and Remedy):** Remedy<sup>s.22</sup>

**Business Impact:** : There may be a delay in approving requests for access through incident Monitor.

MCFD: Yes  
SDPR: Yes  
Phones: No

**Incident Manager:** Claire Marrison

**From:** Institute of Public Administration of Canada / L'Institut d'administration publique du Canada <ntl@ipac.ca>  
**Sent:** Monday, March 12, 2018 1:05 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Announcing our first keynote speaker, Geert Bouckaert / Annonce de notre premier conférencier principal, Geert Bouckaert

[En français](#)



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## Registration now open!

**Hurry - early bird rates available only until March 31st**

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### Announcing our first keynote speaker

We are pleased to announce that Geert Bouckaert is our first keynote speaker for IPAC's 70th Annual Conference. Mr Bouckaert is President of IIAS (International Institute of Administrative Sciences) and Professor at the KU Leuven Public Governance Institute (Faculty of Social Sciences) of the KU Leuven, at Leuven, Belgium. For his keynote address, Mr. Bouckaert will be addressing the theme of Complex Governance in a Pressured State.

**Register today, get early bird pricing!**

You can now register for IPAC's 70th Annual Conference, held August 19-22, 2018 in Quebec City. This year, the theme of conference will be **public administration under pressure**.

During the three day conference, three different sub-themes will be addressed:

- \* The complex governance of a state under pressure;
- \* New intervention models;
- \* Future prospects.

View our preliminary program [here](#), and watch our conference video below:



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## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Monday, March 12, 2018 11:55 AM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Riyanto, Michael SDPR:EX; ISD Change Control SDPR:EX  
**Subject:** Approved ISD Production Emergency request: RFC s.22 stop/start all monitor 247 services on Banks Server  
**Attachments:** RE: ISD Production Emergency approval request: RFC s.22 : stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 : stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.

**Importance:** High

This note, with the attached approval notes, provides ISD Production Emergency approval for RFC s.22 stop/start all monitor 247 services on Banks Server.

**Remedy Ticket s.22      Impact: High / Urgency: Medium / Priority: High**

Currently the users in Incident Monitor are unable to receive a ticket approval notifications and the notifications have stopped going out from IM. Upon our investigation it seems that the CPU on Bank server is very high and in need of restart

We now have ECAB approval for Avocette to stop and start Monitor 24-7 services on the Banks Server to resolves the issue.

Further investigation into the root cause is on-going.

Deployment is scheduled today Monday March 12th now that approval is granted.

This is a production change only, no testing is required.

Thank you

**ISD Change Control**  
Information Services Division, Social Sector

*“Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development”*

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Monday, March 12, 2018 11:12 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Update: ISD Notification - Incident Monitor notifications

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 12, 2018 11:02 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - Incident Monitor notifications

Update:

- eCAB planned to restart services.
- Once resolved IncidentMonitor email notifications will begin to flow to Ministry staff who submitted access requests, as well as Financial Policy expense authority notifications.
- No ETR at this time

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 12, 2018 9:33 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - Incident Monitor notifications

**Short Description:** Technical teams are investigating an issue with Incident Monitor notifications ; No ETR at this time

**Master Ticket Numbers (OCIO IN/SR and Remedy):** Remedy s.22

**Business Impact:** : There may be a delay in approving requests for access through incident Monitor.

MCFD: Yes  
SDPR: Yes  
Phones: No

**Incident Manager:** Claire Marrison

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Monday, March 12, 2018 10:40 AM  
**To:** ISD Change Control SDPR:EX  
**Subject:** ISD Production Emergency approval request: RFC s.22 stop/start all monitor 247 services on Banks Server – PLEASE REPLY BEFORE 12:30 pm.

**Importance:** High

We have an ISD Production Emergency request submitted by Michael Riyanto on RFC s.22 stop/start all monitor 247 services on Banks Server.

**Remedy Ticket s.22 : Impact: High / Urgency: Medium / Priority: High**

Currently the users in Incident Monitor are unable to receive a ticket approval notifications and the notifications have stopped going out from IM. Upon our investigation it seems that the CPU on Bank server is very high and in need of restart

We are requesting ECAB approval for Avocette to stop and start Monitor 24-7 services on the Banks Server to resolves the issue.

Further investigation into the root cause is on-going.

Deployment is scheduled today Monday March 12th as soon as approval is granted.

This is a production change only, no testing is required.

Please reply with your approval or concerns before 12:30 pm

Thank you

### ISD Change Control

Information Services Division, Social Sector

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& Children and Family Development"*



## Larson, Ray SDPR:EX

---

**From:** Krasnov, Igor SDPR:EX  
**Sent:** Monday, March 12, 2018 9:58 AM  
**To:** Laws, Stephen SDPR:EX  
**Cc:** ISD Change Control SDPR:EX; Costello, Don SDPR:EX; SDPR ISD Change Advisory Board  
**Subject:** FW: SOPs for Review

Hi Stephen,

Thanks for addressing my concern re SOP **"My Self-Serve (MySS) attachment removal"** and removing the word "malicious" from it.

I still have not received a reply re SOP **"CFMS Refresh Preprod Database from Production"** from you. Mainly, I would like to see something to the effect that the "Production data" in this SOP does not mean "Personal data". In this case there are no concerns on the part of Security, Privacy and Compliance Management unit (SPCM).

However, if "Production data" does mean "personal data" here, you will have to provide policy exemption from OCIO, or submit PIA/STRA on the use of personal data in lower environments. Without these controls in place I would not be able to approve of this SOP this coming CAB.

Please feel free to address any of your concerns with the SPCM Director Don Costello (copied).

Igor Krasnov

LYNC

Information Security Analyst

Information Services Division

Security, Privacy & Compliance Management

Social Sector partnering with

Ministry of Social Development and Poverty Reduction and Ministry of Children and Family Development

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**From:** Krasnov, Igor SDPR:EX  
**Sent:** March 7, 2018 4:50 PM  
**To:** ISD Change Control SDPR:EX <[ISDChange@gov.bc.ca](mailto:ISDChange@gov.bc.ca)>; SDPR ISD Change Advisory Board <[ICMCAB@Victoria1.gov.bc.ca](mailto:ICMCAB@Victoria1.gov.bc.ca)>  
**Cc:** Laws, Stephen SDPR:EX <[Stephen.Laws@gov.bc.ca](mailto:Stephen.Laws@gov.bc.ca)>  
**Subject:** RE: SOPs for Review

These SOPs need some changes to be approved by Information Security.

In the SOP **"My Self-Serve (MySS) attachment removal"** in the "Purpose/Scope" section in the sentence *"There have been many occurrences in MySS where one or more documents have been accidentally or maliciously attached by either the worker or the client."* The highlighted phrase should be replaced with something like **incorrectly**. As an information incident investigator for SDPR I have not seen any evidence of anybody doing it maliciously (that is, with ill intent). In the "Impact Description" section a similar change is needed in *"If the data-correction is not executed clients can be*

exposed to information from other clients and workers could be potentially be exposed to **malicious** content.” The highlighted area should run something like **unauthorized**.

In SOP “**CFMS Refresh Preprod Database from Production**” it should be specified whether “production data” actually means “personal data” and if so the guidance in the Information Security Policy is “**Personal information must not be used in the testing or development phases without a valid policy exemption from the Office of the Chief Information Officer.**” (ISP, 10.2.6 a). A more detailed guidance on the protection of test data is given in the same policy in the section 10.4.1 a) “Protection of test data”.

Without these changes Information Security cannot approve of these SOPs.

Igor Krasnov

LYNC

Information Security Analyst

Information Services Division

Security, Privacy & Compliance Management

Social Sector partnering with

Ministry of Social Development and Poverty Reduction and Ministry of Children and Family Development

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Wednesday, March 7, 2018 3:11 PM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Laws, Stephen SDPR:EX  
**Subject:** SOPs for Review  
**Importance:** High

Good afternoon.

Please find attached **SOP077 – My Self-Serve Attachment Removal** and **SOP079 - SDPR CFMS Refresh Pre-prod from Production** submitted by Stephen Laws for your review. Please have all feedback returned to Stephen by end of day Friday March 9<sup>th</sup>. These will be brought to CAB Thursday March 15<sup>th</sup> for approval.

#### **SOP077 - My Self-Serve Attachment Removal**

**Purpose:**

There have been many occurrences in MySS where one or more documents have been accidentally or maliciously attached by either the worker or the client.

The data-corrections to remove these documents involve the following QSL teams: MySS support, DBAs and Operators.

The data-correction to be covered by this SOP include deleting documents from the database in following areas of MySS:

- Messaging
- Monthly Reports
- Client Initiated Service Requests
- Registration

#### **SOP079 - SDPR CFMS Refresh Preprod from Prod**

**Purpose:**

The purpose of this SOP is to allow the CFMS preprod database to be refreshed from production data when needed in order to troubleshoot production issues and allow the business to verify report changes. This database already contains production data, but may be several months out of date. Replicating some of the more complex production issues in another environment is not feasible. Testing against a copy of production data is the most efficient way to replicate and troubleshoot these types of issues.

Thank you

#### **ISD Change Control**

Information Services Division, Social Sector

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& Children and Family Development”*

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Monday, March 12, 2018 9:40 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - Incident Monitor notifications

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 12, 2018 9:33 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - Incident Monitor notifications

**Short Description:** Technical teams are investigating an issue with Incident Monitor notifications ; No ETR at this time

**Master Ticket Numbers (OCIO IN/SR and Remedy):** Remedy s.22

**Business Impact:** : There may be a delay in approving requests for access through incident Monitor.

MCFD: Yes

SDPR: Yes

Phones: No

**Incident Manager:** Claire Marrison

## Larson, Ray SDPR:EX

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Monday, March 12, 2018 8:47 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Recon Report : Ticket # S.22 - CONTACTS -> X\_PHN category: discrepancy between ICM and MIS

Hello all!

As Peseta is decommissioning, our **Data Steward folder** including the **Recon Report \_CONTACTS\_X\_PHN mismatch\_ID39** file has been moved to the new location **EKOS\_Tier 3 (D)\_03\_Data\_Team\_Data Stewards**. I have also made few changes on the **Instruction** tab in the excel sheet.

Thanks,

Zeena

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Thursday, March 1, 2018 10:13 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Recon Report : Ticket # S.22 - CONTACTS -> X\_PHN category: discrepancy between ICM and MIS

Hello all,

As mentioned in our team meeting, there are 512 contacts displaying in the Recon Report due to PHN mismatch. Our first approach to resolve this issue would be to merge any potential duplicates and the remainder will be discussed with the Business so need some help please! The excel sheet is on **Peseta - F Drive – Data Stewards** folder and has an **Instruction** tab. When you have some time, please investigate and merge if possible, and update the excel sheet columns.

### **Scenario#1: One PHN is associated with 2 contacts on MIS –MSP screen**

MIS allows a PHN to be saved on more than one contact however when the information is sent to ICM, it is rejected as ICM does not allow the PHN to be the same on more than one contact. For example, PHN 98\*\*\*\* is on listed on S.22 ' and S.22 /PIDs # S.22 in MIS.

**Total Number of Records : 144**

### **Scenario#2: A PHN is on different contacts in ICM and MIS**

When a PHN is updated by a user in MIS and the transaction is sent to ICM it fails because it is on a different contact in ICM. ICM does not allow the PHN to be the same on more than one contact. For example, PHN 989\*\*\*\* is on PID # S.22 in MIS and on PID# S.22 in ICM.

**Total Number of Records: 368**

**Folder Location:**

1. Log in into Peseta
2. Navigate to F Drive – Data Stewards – Recon Report \_CONTACTS\_X\_PHN mismatch\_ID39 folder

**Instruction to update the excel sheet:**

1. Update **Column J- Assigned To**.
2. Investigate if the contacts are duplicates.
3. Merge if applicable and update **Column K- Merged to Yes or No**.
4. If they are not duplicates then also update **Column L-Not Merged Reason**.
5. Update **Column M- Untangle Ticket Number** if a ticket was created.

Please let me know if you have any questions regarding this issue and thank you for the help ! 😊

Thanks,

Zeena Shakya

ICM Data Quality Team

Information Services Division, Data Quality and Business Intelligence

*Partnering with the Ministries of Children and Family Development & Poverty Reduction*

Phone: 604-660-1477

Email: [Zeena.Shakya@gov.bc.ca](mailto:Zeena.Shakya@gov.bc.ca)

## **Larson, Ray SDPR:EX**

---

**From:** Boschma, Brittany SDPR:EX  
**Sent:** Monday, March 12, 2018 8:32 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Last meeting minutes

Team meeting minutes: [2018 03 08 DSMinutes](#)

### **Brittany Boschma**

ICM Data Steward, Systems Operations

Information Services Division (ISD)

*Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Monday, March 12, 2018 7:55 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Resolved: Update: ISD Notification - SDPR - CCA / ICE - Call back feature

---

**From:** Wells, Roger SDPR:EX  
**Sent:** Saturday, March 10, 2018 12:18 PM  
**To:** SDPR ISD Incident Notifications  
**Cc:** Social Sector Service Desk SDPR:EX  
**Subject:** Resolved: Update: ISD Notification - SDPR - CCA / ICE - Call back feature

Issue is now resolved.  
Root cause investigation ongoing.

Sent from my mobile device.

On Mar 9, 2018, at 4:34 PM, Social Sector Service Desk SDPR:EX <[Social.Sector.Service.Desk@gov.bc.ca](mailto:Social.Sector.Service.Desk@gov.bc.ca)> wrote:

### Update:

- Technical teams have identified an issue with the SDPR - CCA ICE server. The vendor will attempt to restart the services this evening and or reboot the server.
- There will be no impact to staff.
- Aaron Born will be available tomorrow to confirm resolution.
- Next update Monday, March 12, 2018 by 9:00 AM

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Friday, March 9, 2018 2:58 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - SDPR - CCA / ICE - Call back feature

**Short Description:** Technical teams are investigating a performance issue with CCA / ICE (callback feature/function); No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR s.22 / Remedy s.22

**Business Impact:** Staff are not receiving client call back requests from the ICE callback queues.

MCFD: Not affected

SDPR: Yes – Provincial contact centers

Phones: Yes

**Incident Manager:** Service Desk / Aaron Born



**Additional information and ETR:** Ticket has been escalated with Shared Services. As a temporary solution, a front end message will be posted advising clients not to request a call back.

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Monday, March 12, 2018 7:55 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Update: ISD Notification - SDPR - CCA / ICE - Call back feature

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Friday, March 9, 2018 4:35 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - SDPR - CCA / ICE - Call back feature

### Update:

- Technical teams have identified an issue with the SDPR - CCA ICE server. The vendor will attempt to restart the services this evening and or reboot the server.
- There will be no impact to staff.
- Aaron Born will be available tomorrow to confirm resolution.
- Next update Monday, March 12, 2018 by 9:00 AM

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Friday, March 9, 2018 2:58 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - SDPR - CCA / ICE - Call back feature

**Short Description:** Technical teams are investigating a performance issue with CCA / ICE (callback feature/function); No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR s.22 / Remedy s.22

**Business Impact:** Staff are not receiving client call back requests from the ICE callback queues.

MCFD: Not affected

SDPR: Yes – Provincial contact centers

Phones: Yes

**Incident Manager:** Service Desk / Aaron Born

**Additional information and ETR:** Ticket has been escalated with Shared Services. As a temporary solution, a front end message will be posted advising clients not to request a call back.

**From:** survey-noreply@mr.surveymonkeyuser.com on behalf of amigone@ipac.ca via surveymonkey.com <member@surveymonkeyuser.com>  
**Sent:** Monday, March 12, 2018 6:34 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Reminder/Rappel: Preferences and priorities in Canadian public services / Préférences et priorités dans la fonction publique canadienne

## Preferences and priorities in Canadian public services / Préférences et priorités dans la fonction publique canadienne

We recently contacted you about a survey, but noticed you haven't completed it. We'd really appreciate your participation.

Respond below to start or continue the survey. Thank you for your time.

Nous vous avons récemment contacté au sujet d'un sondage, mais avons remarqué que vous ne l'avez pas terminé. Nous apprécierions vraiment votre participation.

Répondez ci-dessous pour commencer ou continuer le sondage. Merci pour votre temps

Please select the language you wish to complete the survey in  
/ Veuillez sélectionner la langue dans laquelle vous souhaitez compléter le sondage

☐ English

☐ Français

Please do not forward this email as its survey link is unique to you.  
[Unsubscribe](#) from this list

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## Larson, Ray SDPR:EX

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Friday, March 9, 2018 3:32 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED - Ticket# S.22 - remove CAS flag, CAS Vendor ID & CAS Site ID on Service Provider PID S.22

Hi Ray – are you able to fix the address so the city is “100 Mile House” not Mile House? There is a glitch in ICM and it won’t enter the “100”

Thanks  
Lynda

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 3:31 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RESOLVED - Ticket# S.22 - remove CAS flag, CAS Vendor ID & CAS Site ID on Service Provider PID S.22

Hi Lynda,

✓ **I've removed CAS flag, CAS Vendor ID & CAS Site ID on Service Provider PID S.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful weekend!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

From: Cooke, Lynda SDPR:EX  
Sent: Friday, March 9, 2018 11:20 AM  
To: SDPR Support SDPR:EX  
Subject: Remove CAS Flag on SP

Please remove the CAS flag on PID S.22 - this is a child record and 3053 to be sent to FASB requesting CAS Vendor S.22 be inactivated.

Also - address on PID S.22 needs to be corrected to 100 Mile House.

Thank you,

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

## Larson, Ray SDPR:EX

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Friday, March 9, 2018 3:24 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Ticket s.22 - Remove CAS flag, CAS Vendor ID and CAS Site ID on PID s.22

Thank you,

*Lynda Cooke*

Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 3:24 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** Ticket s.22 - Remove CAS flag, CAS Vendor ID and CAS Site ID on PID s.22

Hi Lynda,

✓ I've removed the CAS flag, CAS Vendor ID and CAS Site ID on PID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

From: Cooke, Lynda SDPR:EX  
Sent: Friday, March 9, 2018 11:10 AM  
To: SDPR Support SDPR:EX  
Subject: Remove CAS Flag on SP

Please remove the CAS flag on PID s.22 - this is a child record and a 3053 will be sent to CAS requesting CAS Vendor s.22 be inactivated.

Thank you,

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

## Larson, Ray SDPR:EX

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Friday, March 9, 2018 3:13 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED - Ticket# s.22 - remove the CAS flag from ICM Service Provider ID s.22

Hi Ray – I've now realized that my request should have included removing the CAS Vendor ID and Site ID. So sorry!

Thanks

*Lynda Cooke*

Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 3:08 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RESOLVED - Ticket# s.22 - remove the CAS flag from ICM Service Provider IC s.22

Happy Friday Lynda,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ **I've removed the CAS flag from ICM Service Provider ID s.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction



From: Cooke, Lynda SDPR:EX  
Sent: Thursday, March 8, 2018 4:17 PM  
To: SDPR Support SDPR:EX  
Subject: Remove CAS Flag on SP

Please remove the CAS flag on PID S.22 - this is a child record and shouldn't have been linked to CAS. 3053  
will be sent to CAS.

Thanks,

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Friday, March 9, 2018 2:58 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - SDPR - CCA / ICE - Call back feature

FYI

Thanks,

Zeena

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Friday, March 9, 2018 2:58 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - SDPR - CCA / ICE - Call back feature

**Short Description:** Technical teams are investigating a performance issue with CCA / ICE (callback feature/function); No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR s.22 / Remedy s.22

**Business Impact:** Staff are not receiving client call back requests from the ICE callback queues.

MCFD: Not affected

SDPR: Yes – Provincial contact centers

Phones: Yes

**Incident Manager:** Service Desk / Aaron Born

**Additional information and ETR:** Ticket has been escalated with Shared Services. As a temporary solution, a front end message will be posted advising clients not to request a call back.

**Importance:** High

Remedy ticket s.22 : Impact: Medium / Urgency: High / Priority: High

This issue ( Remedy # s.22 ) is causing a privacy breach, where attachment with income details of a contact is getting associate to another contact. Detailed logging is required for further debugging purposes, hence Workflow instance monitoring level to be raised. The increase will not impact any users.

Deployment is scheduled today Friday March 9th 4:00 pm to 4:25 pm now that approval is granted.

Priyanka, as you are the requestor, your approval is implied.

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*“Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development”*

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 2:35 PM  
**To:** ISD Change Control SDPR:EX  
**Cc:** Singh, Priyanka SDPR:EX  
**Subject:** RE: ISD Production Emergency approval request: RFC s.22 Workflow Monitoring Log Level Increase in ICM Production – PLEASE REPLY BEFORE 3:30 PM

Approved by Data Quality.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Friday, March 9, 2018 2:08 PM  
**To:** ISD Change Control SDPR:EX  
**Cc:** Singh, Priyanka SDPR:EX  
**Subject:** ISD Production Emergency approval request: RFC s.22 Workflow Monitoring Log Level Increase in ICM Production – PLEASE REPLY BEFORE 3:30 PM  
**Importance:** High

We have an ISD Production Emergency request submitted by Priyanka Singh on **RFC s.22 Workflow Monitoring Log Level Increase in ICM Production.**

**Remedy ticket** s.22 **Impact: Medium / Urgency: High / Priority: High**

We have a request to increase the monitoring log levels to capture more detailed logs in ICM Production Application for the below workflows.

This issue ( Remedy # s.22 ) is causing a privacy breach, where attachment with income details of a contact is getting associate to another contact. Detailed logging is required for further debugging purposes, hence Workflow instance monitoring level to be raised. The increase will not impact any users.

WorkFlow name	Monitoring Level
ICM Client Portal SD81 Submission Wrapper WF	3
ICM Client Portal SD81 Submission WF	3
ICM Client Portal SD81 Submission Subprocess WF	3
ICM Client Portal SD81 Attachment Subprocess WF	3

--	--

Deployment is scheduled today Friday March 9<sup>th</sup> 4:00 pm to 4:25 pm as soon as approval is granted.

No downtime or testing is required for this change.

Priyanka, as you are the requestor, your approval is implied.

Please reply with your approval or concerns before 3:30 PM.

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Esplin, Liz A SDPR:EX  
**Sent:** Friday, March 9, 2018 2:28 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED: 70 Mile House, known address issue

*Happy Friday to you too Ray, thanks so much for your help...I really appreciate the fix and the update. Have a great weekend.*

*Liz Esplin  
Employment and Assistance Worker  
Virtual Services Stream - Specialized Services - Case Reviews  
Ministry of Social Development and Poverty Reduction  
(T)1-604-870-5840  
(F) 1-855-771-8748*

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 1:54 PM  
**To:** Esplin, Liz A SDPR:EX  
**Subject:** RESOLVED: 70 Mile House, known address issue

Happy Friday Liz,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've updated the address to include 70 Mile House on ICM contact ID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Esplin, Liz A SDPR:EX  
**Sent:** Friday, March 9, 2018 10:51 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** 70 Mile House, known address issue

*Good Morning,*

*Re: s.22*

*Please correct the "Residence" address on this file which should be: s.22  
s.22*

*ICM will only add the City as "Mile House" instead of 70 Mile House.  
As per Snips included, this is a known issue.  
Thank you.*

*Liz Esplin  
Employment and Assistance Worker  
Virtual Services Stream - Specialized Services - Case Reviews  
Ministry of Social Development and Poverty Reduction  
(T) 1-604-870-5840  
(F) 1-855-771-8748*



## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Friday, March 9, 2018 2:08 PM  
**To:** ISD Change Control SDPR:EX  
**Cc:** Singh, Priyanka SDPR:EX  
**Subject:** ISD Production Emergency approval request: RFC s.22 Workflow Monitoring Log Level Increase in ICM Production – PLEASE REPLY BEFORE 3:30 PM

**Importance:** High

We have an ISD Production Emergency request submitted by Priyanka Singh on **RFC s.22** : **Workflow Monitoring Log Level Increase in ICM Production**.

**Remedy ticket s.22** : **Impact: Medium / Urgency: High / Priority: High**

We have a request to increase the monitoring log levels to capture more detailed logs in ICM Production Application for the below workflows.

This issue ( Remedy #s.22 ) is causing a privacy breach, where attachment with income details of a contact is getting associate to another contact. Detailed logging is required for further debugging purposes, hence Workflow instance monitoring level to be raised. The increase will not impact any users.

WorkFlow name	Monitoring Level
ICM Client Portal SD81 Submission Wrapper WF	3
ICM Client Portal SD81 Submission WF	3
ICM Client Portal SD81 Submission Subprocess WF	3
ICM Client Portal SD81 Attachment Subprocess WF	3

Deployment is scheduled today Friday March 9<sup>th</sup> 4:00 pm to 4:25 pm as soon as approval is granted.

No downtime or testing is required for this change.

Priyanka, as you are the requestor, your approval is implied.

Please reply with your approval or concerns before 3:30 PM.

Thank you

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Friday, March 9, 2018 12:12 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: NMBP indicator and recon report issues

Thanks,

Zeena

---

**From:** Cheripally, Sandeep SDSI:EX  
**Sent:** Monday, February 6, 2017 4:30 PM  
**To:** Shakya, Zeena SDSI:EX; Pasta, Andrea SDSI:EX  
**Cc:** Khan, Thowsiff SDSI:EX; Mac, Theresa SDSI:EX; Burgess, Natalie L SDSI:EX; Brabander, Henry SDSI:EX  
**Subject:** RE: NMBP indicator and recon report issues

Hi All,

Please find below the BL from Case Management FDD regarding Next Month bus pass indicator update on EA Case Closure:

BL-410 EA Case Closure	When EA Case gets closed with any of below reason: <ul style="list-style-type: none"><li>• Person deceased</li><li>• Moved out of Province</li><li>• Married/cl or reconcile</li><li>• Non comply-Info request</li><li>• In Prison/Halfway house</li><li>• No response-signal,letter</li><li>• By request-Reason unknown</li></ul>	For EA Key Player AND Spouse Contact: If [PWD Status] = 'Eligible' and [Person Status] = ('O', 'B', 'H', 'R') then <ul style="list-style-type: none"><li>• System to find the Case record with [Type] = 'Bus Pass', [Status] = 'Open' and where Contact is a Key Player</li><li>• System to set the [Pending Cancel] flag as 'Yes' and Effective End Date as 'System Date' for order(s) with [Status] = 'Approved' under the Bus Pass Case</li><li>• System to clear 'Next Month Bus Pass' indicator at contact</li></ul>
------------------------	--	--

Thanks and Regards,  
Sandeep

---

**From:** Shakya, Zeena SDSI:EX

**Sent:** Wednesday, February 1, 2017 3:27 PM

**To:** Pasta, Andrea SDSI:EX <Andrea.Pasta@gov.bc.ca>

**Cc:** Khan, Thowsiff SDSI:EX <Thowsiff.Khan@gov.bc.ca>; Mac, Theresa SDSI:EX <Theresa.Mac@gov.bc.ca>; Burgess, Natalie L SDSI:EX <Natalie.Burgess@gov.bc.ca>; Cheripally, Sandeep SDSI:EX <Sandeep.Cheripally@gov.bc.ca>; Brabander, Henry SDSI:EX <Henry.Brabander@gov.bc.ca>

**Subject:** RE: NMBP indicator and recon report issues

Thank you. ☺ Will submit the tickets soon and update you all.

Zeena

---

**From:** Mac, Theresa SDSI:EX

**Sent:** Wednesday, February 1, 2017 3:20 PM

**To:** Pasta, Andrea SDSI:EX; Burgess, Natalie L SDSI:EX; Cheripally, Sandeep SDSI:EX; Shakya, Zeena SDSI:EX; Brabander, Henry SDSI:EX

**Cc:** Khan, Thowsiff SDSI:EX

**Subject:** RE: NMBP indicator and recon report issues

Hi Andrea,

Thank you very much Andrea for taking notes and for arranging this meeting.

Cheers,

Theresa

Theresa Mac, BCom.

Data Quality Analyst, Systems Operations

Information Services Division (ISD)

Partnering with the Ministries of Children and Family Development & Social Development and Social Innovation

---

**From:** Pasta, Andrea SDSI:EX

**Sent:** Wednesday, February 1, 2017 3:19 PM

**To:** Burgess, Natalie L SDSI:EX; Cheripally, Sandeep SDSI:EX; Shakya, Zeena SDSI:EX; Mac, Theresa SDSI:EX; Brabander, Henry SDSI:EX

**Cc:** Khan, Thowsiff SDSI:EX

**Subject:** RE: NMBP indicator and recon report issues

Hi everyone,

Here are the spreadsheets we reviewed with my notes from the meeting.

<< File: CONTACTS\_BUS PASS\_END\_DATE\_617\_Natalie and Andrea notes.xlsx >> << File: CONTACTS\_X\_NEXT\_MONTH\_BUS PASS\_FLAG\_615\_Natalie and Andrea notes.xlsx >>

Thanks,

Andrea

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

**From:** Pasta, Andrea SDSI:EX

**Sent:** Wednesday, February 1, 2017 10:07 AM

**To:** Pasta, Andrea SDSI:EX; Burgess, Natalie L SDSI:EX; Cheripally, Sandeep SDSI:EX; Shakya, Zeena SDSI:EX; Mac, Theresa SDSI:EX; Brabander, Henry SDSI:EX

**Cc:** Khan, Thowsiff SDSI:EX

**Subject:** NMBP indicator and recon report issues

**When:** Wednesday, February 1, 2017 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** SDSI R 614 Humboldt, Rm 310, Bugaboo, Seats 4-6 SDSI:EX

Hi Sandeep, thanks for your reply, Natalie and I would like to go over the scenarios in person as we still have a few questions.

.....  
[Join online meeting](#)

s.17

[First online meeting?](#)  
.....

1-877-353-9184 Toll Free - North America

Participant Conference ID: S.17

## Larson, Ray SDPR:EX

---

**From:** Pasta, Andrea SDPR:EX  
**Sent:** Friday, March 9, 2018 11:44 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Regarding Remedy · s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Thanks Ray!

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 11:43 AM  
**To:** Pasta, Andrea SDPR:EX  
**Subject:** Regarding Remedy · s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Good morning Andrea,

Thanks for taking time to speak to me today about this and ensuring there would be no business impact. I approve this Data Zap as A/Team Lead in Sherri's absence.

I hope you have a wonderful weekend.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Friday, March 9, 2018 11:27 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: Regarding Remedy · s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

As discussed forwarding it to you.

Thanks,

Zeena

---

**From:** Pasta, Andrea SDPR:EX  
**Sent:** Friday, March 9, 2018 11:09 AM  
**To:** SDPR MCF ICM Data Stewards SDPR:EX  
**Cc:** Mishra, Vivek SDPR:EX; Kulkarni, Vishal SDPR:EX  
**Subject:** FW: Regarding Remedy · s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hello Data stewards,

The work queues were incorrectly updated to OAS/GIS as part of the pre-validation for regular renewal activities. For reporting purposes, the Work Queues in the attached spreadsheet need to be corrected to "Unknown" for all bus pass cases with Work Queue "GIS Over" where the client is not in receipt of GIS.

Can you approve this data zap please?

Regards,  
Andrea

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Friday, March 9, 2018 10:27 AM  
**To:** Pasta, Andrea SDPR:EX  
**Cc:** Kulkarni, Vishal SDPR:EX  
**Subject:** FW: Regarding Remedy s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Andrea,  
Could you please help us getting approval from data Steward team for below updates of Work queue ?

Thanks,  
Vivek Mishra

---

**From:** Lane, Cheree N SDPR:EX  
**Sent:** Tuesday, February 27, 2018 9:52 AM  
**To:** Mishra, Vivek SDPR:EX <[Vivek.Mishra@gov.bc.ca](mailto:Vivek.Mishra@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Oh, Alvin SDPR:EX <[Alvin.Oh@gov.bc.ca](mailto:Alvin.Oh@gov.bc.ca)>; Pasta, Andrea SDPR:EX <[Andrea.Pasta@gov.bc.ca](mailto:Andrea.Pasta@gov.bc.ca)>; Kuruvilla, Binny SDPR:EX <[Binny.Kuruvilla@gov.bc.ca](mailto:Binny.Kuruvilla@gov.bc.ca)>; Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Subject:** RE: Regarding Remedy s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Vivek

I have completed this report for all cases except for Age 25-64 clients with closed cases (On Cases without Income tab). Is it possible to provide the closed date and closed reason for these cases? This would allow me to work off the spreadsheet without looking up 150 cases. Why was the Work Queue updated to "GIS Over" for this client group?

Also, on the Cases without income tab I happen to find one case s.22 with OAS/GIS. Can you confirm that there are no other cases with active income from Fed Data Feed on this list?

I have highlighted the cases as follows:

Yellow = Update to "Unknown"  
Blue = Update to "PWD"  
Green = Leave as "GIS Over"

Thank-you

*Cheree Lane  
Employment and Assistance Worker  
Virtual Services-Contact Centre  
Ministry of Social Development and Poverty Reduction*

Ph# 250 387-1967  
[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Friday, February 9, 2018 12:15 PM  
**To:** Lane, Cheree N SDPR:EX  
**Cc:** Nelson, Heather SDPR:EX; Kulkarni, Vishal SDPR:EX; Nguyen, Diem (Hai Dang) SDPR:EX; Oh, Alvin SDPR:EX; Pasta, Andrea SDPR:EX; Kuruvilla, Binny SDPR:EX  
**Subject:** RE: Regarding Remedy -s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Cheree,

As discussed, Please find attached the updated report.

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Thursday, February 8, 2018 10:45 AM  
**To:** Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Oh, Alvin SDPR:EX <[Alvin.Oh@gov.bc.ca](mailto:Alvin.Oh@gov.bc.ca)>; Pasta, Andrea SDPR:EX <[Andrea.Pasta@gov.bc.ca](mailto:Andrea.Pasta@gov.bc.ca)>  
**Subject:** RE: Regarding Remedy - s 22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Cheree,

Please find attached list of cases (Count=1316) which would need to be updated.

Could you please do spot check from the list and let us know if we can proceed with update ?

**Criteria:**

Case Type: Bus Pass

Case Status: Open

Active Key Player's PWD Status: Eligible

OAS/GIS Income : No active income

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

---

**From:** Lane, Cheree N SDPR:EX  
**Sent:** Thursday, February 1, 2018 2:12 PM  
**To:** Mishra, Vivek SDPR:EX <[Vivek.Mishra@gov.bc.ca](mailto:Vivek.Mishra@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Subject:** RE: Regarding Remedy s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Vivek

I discussed this ticket with Diem, for reporting purposes, we need to get the Work Queues corrected to "Unknown" for all bus pass cases with Work Queue "GIS Over" where the client is **not** in receipt of GIS.

Thank-you

*Cheree Lane  
Employment and Assistance Worker  
Virtual Services-Contact Centre  
Ministry of Social Development and Poverty Reduction*

*Ph# 250 387-1967  
[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)*

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Thursday, February 1, 2018 1:25 PM  
**To:** Lane, Cheree N SDPR:EX  
**Cc:** Nelson, Heather SDPR:EX; Kulkarni, Vishal SDPR:EX  
**Subject:** RE: Regarding Remedy s.22

Hi Cheree,

Could you please let me know if we can close this ticket ?

Thanks,  
Vivek Mishra

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Tuesday, January 30, 2018 3:51 PM  
**To:** Lane, Cheree N SDSI:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>  
**Subject:** Regarding Remedy s.22

Hi Cheree,

Please find the analysis below for the remedy. s.22



**Issue Description :** User has raised a concern that why work queue on Bus pass case -s.22 client is not in receipt of GIS income.

is GIS over when

**Analysis :** upon analyzing it further, we found that there was data update done to change the work queue of this case from 'Unknown' to 'GIS Over' as part of pre validation activity during regular renewal.

Please find attached mail with list of cases which were updated as part of that activity.

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Friday, March 9, 2018 11:27 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: Regarding Remedy s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown  
**Attachments:** Copy of GISOverClients (2)1.xlsx

As discussed forwarding it to you.

Thanks,

Zeena

---

**From:** Pasta, Andrea SDPR:EX  
**Sent:** Friday, March 9, 2018 11:09 AM  
**To:** SDPR MCF ICM Data Stewards SDPR:EX  
**Cc:** Mishra, Vivek SDPR:EX; Kulkarni, Vishal SDPR:EX  
**Subject:** FW: Regarding Remedy s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

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Can you approve this data zap please?

Regards,  
Andrea

---

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**To:** Mishra, Vivek SDPR:EX <[Vivek.Mishra@gov.bc.ca](mailto:Vivek.Mishra@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Oh, Alvin SDPR:EX <[Alvin.Oh@gov.bc.ca](mailto:Alvin.Oh@gov.bc.ca)>; Pasta, Andrea SDPR:EX <[Andrea.Pasta@gov.bc.ca](mailto:Andrea.Pasta@gov.bc.ca)>; Kuruvilla, Binny SDPR:EX <[Binny.Kuruvilla@gov.bc.ca](mailto:Binny.Kuruvilla@gov.bc.ca)>; Lane, Cheree N

SDPR:EX <Cheree.Lane@gov.bc.ca>

**Subject:** RE: Regarding Remedy - s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

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Blue = Update to "PWD"

Green = Leave as "GIS Over"

Thank-you

**Cheree Lane**  
**Employment and Assistance Worker**  
**Virtual Services-Contact Centre**  
**Ministry of Social Development and Poverty Reduction**

**Ph# 250 387-1967**  
**Cheree.Lane@gov.bc.ca**

---

**From:** Mishra, Vivek SDPR:EX

**Sent:** Friday, February 9, 2018 12:15 PM

**To:** Lane, Cheree N SDPR:EX

**Cc:** Nelson, Heather SDPR:EX; Kulkarni, Vishal SDPR:EX; Nguyen, Diem (Hai Dang) SDPR:EX; Oh, Alvin SDPR:EX; Pasta, Andrea SDPR:EX; Kuruvilla, Binny SDPR:EX

**Subject:** RE: Regarding Remedy - s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Cheree,

As discussed, Please find attached the updated report.

Please let me know if any other information is needed on this.

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Vivek Mishra

---

**From:** Mishra, Vivek SDPR:EX

**Sent:** Thursday, February 8, 2018 10:45 AM

**To:** Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>

**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Oh, Alvin SDPR:EX <[Alvin.Oh@gov.bc.ca](mailto:Alvin.Oh@gov.bc.ca)>; Pasta, Andrea SDPR:EX <[Andrea.Pasta@gov.bc.ca](mailto:Andrea.Pasta@gov.bc.ca)>

**Subject:** RE: Regarding Remedy -s.22 · Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Cheree,

Please find attached list of cases (Count=1316) which would need to be updated.

Could you please do spot check from the list and let us know if we can proceed with update ?

**Criteria:**

Case Type: Bus Pass

Case Status: Open

Active Key Player's PWD Status: Eligible

OAS/GIS Income : No active income

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

---

**From:** Lane, Cheree N SDPR:EX

**Sent:** Thursday, February 1, 2018 2:12 PM

**To:** Mishra, Vivek SDPR:EX <[Vivek.Mishra@gov.bc.ca](mailto:Vivek.Mishra@gov.bc.ca)>

**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>

**Subject:** RE: Regarding Remedy -s.22 · Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Vivek

I discussed this ticket with Diem, for reporting purposes, we need to get the Work Queues corrected to "Unknown" for all bus pass cases with Work Queue "GIS Over" where the client is **not** in receipt of GIS.

Thank-you

*Cheree Lane  
Employment and Assistance Worker  
Virtual Services-Contact Centre  
Ministry of Social Development and Poverty Reduction*

*Ph# 250 387-1967  
[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)*

---

**From:** Mishra, Vivek SDPR:EX

**Sent:** Thursday, February 1, 2018 1:25 PM

**To:** Lane, Cheree N SDPR:EX  
**Cc:** Nelson, Heather SDPR:EX; Kulkarni, Vishal SDPR:EX  
**Subject:** RE: Regarding Remedy s.22

Hi Cheree,

Could you please let me know if we can close this ticket ?

Thanks,  
Vivek Mishra

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Tuesday, January 30, 2018 3:51 PM  
**To:** Lane, Cheree N SDSI:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>  
**Subject:** Regarding Remedy s.22

Hi Cheree,

Please find the analysis below for the remedy- s.22

**Issue Description :** User has raised a concern that why work queue on Bus pass case - s.22 is GIS over when client is not in receipt of GIS income.

**Analysis :** upon analyzing it further, we found that there was data update done to change the work queue of this case from 'Unknown' to 'GIS Over' as part of pre validation activity during regular renewal.

Please find attached mail with list of cases which were updated as part of that activity.

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

## **Larson, Ray SDPR:EX**

---

**From:** Fischer, Stephanie SDPR:EX  
**Sent:** Friday, March 9, 2018 11:20 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Ticket s.22 - Missing attachment

Hi Ray,

Ticket s.22 is missing the attachment, could you please ask the Service Desk to add it please?

Thank you,

### **Stephanie Fischer**

ICM Data Steward, Systems Operations

Information Services Division (ISD)

*Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** Library - Health and Human Svcs, HLTH HLTH:EX  
**Sent:** Friday, March 9, 2018 10:15 AM  
**To:** HLTH All MOH Employees; MCF All Exchange mailboxes  
**Subject:** HHS Library: New Book Titles, January-February 2018

Copyright

### **New Book Titles** from the Health and Human Services Library

**To request titles, please follow the link above. We serve all MOH and MCFD staff throughout the province.**

We ship by House Mail to all ministry locations throughout B.C. Or if you're in the neighbourhood, drop in to the Library and we'll help you find what you need. We're located on the main floor at 1515 Blanshard Street, Victoria.

For assistance with this or any information query, please contact us at 250-952-2196 or [HLTH.Library@gov.bc.ca](mailto:HLTH.Library@gov.bc.ca).

**Health and Human Services Library** | Ministry of Health | **Mailing address:** HHS Library, Ministry of Health, PO Box 9637 Stn Prov Govt, Victoria, BC V8W 9P1 | **Visit us:** 1-1, 1515 Blanshard St, Victoria, BC V8W 3C8 | Email: [HLTH.library@gov.bc.ca](mailto:HLTH.library@gov.bc.ca) | Ph: 250-952-2196 | Serving : Ministry of Health and the Ministry of Children and Family Development | Intranet: <http://admin.moh.hnet.bc.ca/libinfo/>

## Larson, Ray SDPR:EX

---

**From:** Nelson, Heather SDPR:EX  
**Sent:** Friday, March 9, 2018 8:36 AM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Clayton, Steven SDPR:EX  
**Subject:** RE: Action Required - Ticket # s.22 - Incorrect contact associated to Case

Hi Ray,

If you are referring to file name Form\_OGGKKLQ from March 7 in case s.22 – it was not actually mailed out to the client. When the worker CLIGALLO created the letter, he noticed the wrong name and escalated to the issue for fixing. I have voided the form in ICM now – but it was shredded on site here and not mailed.

Did you need to delete the letter since it is incorrect?

Please advise  
Heather

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 8:26 AM  
**To:** Nelson, Heather SDPR:EX  
**Cc:** Clayton, Steven SDPR:EX  
**Subject:** Action Required - Ticket # s.22 - Incorrect contact associated to Case

Good morning Heather,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

I've removed the incorrect contact ICM PID s.22 from Bus Pass Case ID s.22 and renamed the case so it reflects the name of the correct contact ICM PID s.22. You may now work on Bus Pass Case ID s.22 as required. From a data integrity standpoint, the note should remain visible on this case as it is an accurate reflection of what occurred

### **ACTION REQUIRED:**

I noticed that a letter went out in the incorrect contact's name to the correct contacts' address which would constitute a privacy breach.

- **If you suspect a privacy breach has occurred, please call the Shared Services BC Service Desk (250 387-7000 or toll-free at 1-866 660-0811; select option 3) and request an "information incident investigation"**
- **All data remediation steps to contain the breach from a Data Quality stand point have been taken.**

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

From: Clayton, Steven SDPR:EX  
Sent: Wednesday, March 7, 2018 3:03 PM  
To: SDPR Support SDPR:EX  
Cc: Nelson, Heather SDPR:EX; Nguyen, Diem (Hai Dang) SDPR:EX  
Subject: Please remove case from SR

Hi there,

Please remove case S.22 from SR S.22 as it belongs to the incorrect client.

As a result of ticket S.22 the SR was re-opened and has been re-assigned to the correct contact but the case is not removable as there was a note entered by a worker. The note should either stay in the SR or be deleted completely for re-entry.

Incorrect Person ID ICM S.22  
Correct Person ID ICM: :

Heather Nelson will be the primary contact for this ticket.

Thank you

Steven Clayton  
Acting Assistant Supervisor  
Employment & Assistance Worker  
Refresher Team Coordinator  
Virtual Services - Contact Centre  
Ministry of Social Development and Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Morino, Kristina E SDPR:EX  
**Sent:** Friday, March 9, 2018 7:07 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Brittany

Morning Ray,

Brittany texted me this morning, s.22  
today. Brit is scheduled on PCM today so I will take that over.

she won't be in

Thanks☺,

**Kristina Morino**  
**Data Quality Steward, Systems Operations**

---

***Information Services Division (ISD)***  
*"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"*

## Larson, Ray SDPR:EX

---

**From:** Stephanie Fischer s.22  
**Sent:** Friday, March 9, 2018 6:52 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** s.22

Hi Ray,

I'm going to be <sup>s.</sup><sub>oo</sub> this morning s.22

See you soon  
Sent from my iPhone

## Larson, Ray SDPR:EX

---

**From:** Attfield, Andrew R SDPR:EX  
**Sent:** Thursday, March 8, 2018 4:27 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Resolved Ticket # s.22 - DS: Please Delete Incident # s.22

Hey Ray,

Just wanted to point out that I think it is so nice that you follow up with workers upon resolving a ticket; and, the way in which you write your communication is second to none – thanks for going over and above, great work...

**Andy Attfield, Senior Business Analyst**  
**INFORMATION SERVICES DIVISION**  
**Business Alignment and Request Management**  
**250.508.6746** [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)  
*"Providing Information Management and Information  
Technology services for the social sector Ministries"*  
(MCFD and SDPR)

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 3:24 PM  
**To:** Celli, Nicole MCF:EX  
**Cc:** Attfield, Andrew R SDPR:EX  
**Subject:** Resolved Ticket # s.22 - DS: Please Delete Incident # s.22

Good afternoon Nicole,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've deleted incident # s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

MCFD Team Leader requesting deletion of an Incident - thanks...

**Andy Attfield, Senior Business Analyst**  
**INFORMATION SERVICES DIVISION**

## Business Alignment and Request Management

250.508.6746 [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)

*"Providing Information Management and Information  
Technology services for the social sector Ministries"  
(MCFD and SDPR)*

---

From: Celli, Nicole MCF:EX

Sent: Saturday, March 3, 2018 12:19 PM

To: MCF Service Desk MCF:EX

Cc: Attfield, Andrew R SDPR:EX

Subject: Request for an Incident to be Deleted

Worker opened Incident s.22 in error. Report should be going to a Best Practice office, so we have taken the information from the Incident and created new memo # s.22 This Incident now needs to be deleted.

Thanks

Nicole Celli

Team Leader, SQB, STB, STC

Provincial Centralized Screening

Phone: 604-660-4927 Cell: 604-375-6067

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 8, 2018 3:17 PM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** ISD Change Advisory Board Meeting Minutes March 8, 2018

Here are the [meeting minutes](#) and links to the OCIO RFCs that identify OCIO changes that potentially impact ISD from today's ISD Change Advisory Board meeting.

Please let me know of any errors or omissions.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Turner, Kim E SDPR:EX  
**Sent:** Thursday, March 8, 2018 2:51 PM  
**To:** Larson, Ray SDPR:EX; SDPR Support SDPR:EX  
**Subject:** RE: RESOLVED: Ticket # s.22 AKA Deletions on ICM PID s.22

I had a peek.... Awesome, thanks Ray!

Kim [via Lync](#)

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 1:40 PM  
**To:** Turner, Kim E SDPR:EX; SDPR Support SDPR:EX  
**Subject:** RESOLVED: Ticket # s.22 AKA Deletions on ICM PID s.22

Good afternoon Kim,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ **I've removed the incorrect and duplicate AKAs on ICM Person ID s.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Turner, Kim E SDPR:EX  
**Sent:** Wednesday, March 7, 2018 1:02 PM  
**To:** SDPR Support SDPR:EX  
**Subject:** AKA Deletions needed

Hello there,

Looks like my staff member creating 3 AKAs in error on the wrong contact, and 1 duplicate on the correct contact.

ICM Case Number: s.22

**About Record**

Created On: 2018-Feb-15 08:42:31 AM Conflict #: 0  
Created By: SADMIN Modification #: 1  
Updated On: 2018-Mar-07 10:45:48 AM Row #: 1-O5G0HWD  
Updated By: KMTURNER  
Last Updated Source: User  
Last Updated On: 2018-Mar-07 10:45:48 AM

**About Record**

Created On: 2018-Mar-07 09:31:45 AM Conflict #: 0  
Created By: SADMIN Modification #: 1  
Updated On: 2018-Mar-07 10:45:57 AM Row #: 1-OGIGWOZ  
Updated By: KMTURNER  
Last Updated Source: User  
Last Updated On: 2018-Mar-07 10:45:57 AM

OK

**About Record**

Created On: 2018-Mar-07 10:38:42 AM Conflict #: 0  
Created By: SADMIN Modification #: 1  
Updated On: 2018-Mar-07 10:46:07 AM Row #: 1-OGKU1FJ  
Updated By: KMTURNER  
Last Updated Source: User  
Last Updated On: 2018-Mar-07 10:46:07 AM

OK

**About Record**

Created On: 2018-Mar-07 10:41:07 AM Conflict #: 0  
Created By: SADMIN Modification #: 1  
Updated On: 2018-Mar-07 10:46:45 AM Row #: 1-OGKU1M5  
Updated By: KMTURNER  
Last Updated Source: User  
Last Updated On: 2018-Mar-07 10:46:45 AM

OK

Cheers,

via Lync



**Kim E Turner | 250-828-4665 |**

**Supervisor of Administrative Service | Centralized Profiling Team |**

**Local Services & Outreach | Social Delivery Division |**

**Social Development and Poverty Reduction |**



## Larson, Ray SDPR:EX

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Thursday, March 8, 2018 2:16 PM  
**Subject:** REVISED DATES: Government System Notification - SharePoint Maintenance Friday, March 16, 2018  
**Attachments:** How To - SharePoint.pdf



**INFORMATION SERVICES DIVISION**  
supporting our social sector ministries

**Attention:** All Staff

**Date:** March 8, 2018

### Description

SharePoint will be unavailable on **Friday, March 16, 2018 from 4:30 PM until Monday, March 19, 2018 at 8:30 AM** in order to perform system maintenance.

### Instructions to staff

Staff that require access to SharePoint content during the maintenance are advised to save files on the LAN drive or other offline location (please refer to attached 'How to' guide) prior to **4:30 PM on Friday, March 16, 2018.**

Upon completion of system maintenance staff who downloaded SharePoint file(s) to an offline location will be required to manually upload the file(s) back to SharePoint.

If you have any questions or issues please contact the OCIO Service Desk online, by email at [77000@gov.bc.ca](mailto:77000@gov.bc.ca) or call 250 387-7000 (**toll-free 1 866-660-0811**), option 1.

Thank you,

Social Sector Service Desk  
Information Services Division (ISD)  
*Partnering with the ministries of Children & Family Development and Social Development & Poverty Reduction*

## **Larson, Ray SDPR:EX**

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**From:** Boschma, Sharlene A SDPR:EX  
**Sent:** Thursday, March 8, 2018 2:14 PM  
**To:** Larson, Ray SDPR:EX; Morrison, Rob SDPR:EX  
**Subject:** 46424 Oral Interview Questions s.22  
**Attachments:** 46424 Oral Interview Questions

With Panel Consensus.

Thank you,

Shar Boschma (Danchuk)  
Team Lead – Service and Request Management  
Business Analyst  
Information Services Division  
Social Sector  
Email: [Sharlene.Boschma@gov.bc.ca](mailto:Sharlene.Boschma@gov.bc.ca)

*'Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Thursday, March 8, 2018 2:04 PM  
**Subject:** Government System Notification - SharePoint Maintenance Friday, March 16, 2018  
**Attachments:** How To - SharePoint.pdf



**INFORMATION SERVICES DIVISION**  
supporting our social sector ministries

**Attention:** All Staff

**Date:** March 8, 2018

### Description

SharePoint will be unavailable on **Friday, March 16, 2018 from 4:30 PM until Monday, February 19, 2018 at 8:30 AM** in order to perform system maintenance.

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Thank you,

Social Sector Service Desk  
Information Services Division (ISD)  
*Partnering with the ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** Dickson, Spring SDPR:EX  
**Sent:** Thursday, March 8, 2018 12:33 PM  
**To:** SDPR VEFRA BUILDING  
**Cc:** MacDonald, Lannea SDPR:EX  
**Subject:** Window Blind Installation - 908 Pandora Ave March 9-11

**Importance:** High

Good afternoon,

Please be advised that commencing this weekend (March 9-11), The installers will be starting on the 4<sup>th</sup> floor, working their way down to the 1<sup>st</sup> replacing blinds😊

To accommodate this work, staff are requested to do the following:

- Clean off desk surfaces, windows sills, and remove any personal items from the work area to allow clear access for the installers.

Thank you  
Copyright

### Spring Dickson

*Supervisor – Operations Support*

Ministry of Social Development and Poverty Reduction

Ph: 778 698-2014

Email: [Spring.Dickson@gov.bc.ca](mailto:Spring.Dickson@gov.bc.ca)



NEW Facility Resource Document: [Facilities and Assets Infographic](#)



## Larson, Ray SDPR:EX

---

**From:** Little, Jennifer A SDPR:EX  
**Sent:** Thursday, March 8, 2018 12:10 PM  
**To:** SDPR ISD All Staff  
**Subject:** Insider newsletter - March edition

Hi everyone,

The latest issue of the [ISD Insider newsletter](#) has been posted to the [Staff Room](#) on the Loop. We hope you all enjoy the information and stories provided in this issue.

The trivia contest winner in the December issue was Meg Walmsley, congratulations! There is a new trivia contest in this edition, please send your answers to [isd@gov.bc.ca](mailto:isd@gov.bc.ca) in order for you to win lunch with Rob.

We welcome your feedback and story ideas, please let us know if there is something you would like to include in the next edition.

Thanks,  
Jennifer

**Jennifer Little**

Project Manager Analyst, Strategic Planning & Engagement  
Information Services Division

*Partnering with the Ministries of Children & Family Development and  
Social Development and Poverty Reduction*

## Larson, Ray SDPR:EX

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**From:** Norrish, David SDPR:EX  
**Sent:** Thursday, March 8, 2018 11:57 AM  
**To:** Shakya, Zeena SDPR:EX; Wood, Christine A SDPR:EX  
**Cc:** Larson, Ray SDPR:EX  
**Subject:** RE: Business Plan Rollout and Success Session - Tuesday, March 13, 2018 for Vancouver

Perfect! Thanks Zeena

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Thursday, March 08, 2018 11:56  
**To:** Wood, Christine A SDPR:EX  
**Cc:** Norrish, David SDPR:EX; Larson, Ray SDPR:EX  
**Subject:** Business Plan Rollout and Success Session - Tuesday, March 13, 2018 for Vancouver

Hi Christine,

We have Business Plan Rollout and Success Session scheduled on Tuesday, March 13, 2018 from 9-12pm. Please update our DS schedule and I will cover the queue from 9-12pm on Thursday for Victoria session.

Thanks,

Zeena Shakya  
ICM Data Quality Team  
Information Services Division, Data Quality and Business Intelligence  
*Partnering with the Ministries of Children and Family Development & Poverty Reduction*

Phone: 604-660-1477  
Email: [Zeena.Shakya@gov.bc.ca](mailto:Zeena.Shakya@gov.bc.ca)



## **Larson, Ray SDPR:EX**

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**From:** Shakya, Zeena SDPR:EX  
**Sent:** Thursday, March 8, 2018 11:56 AM  
**To:** Wood, Christine A SDPR:EX  
**Cc:** Norrish, David SDPR:EX; Larson, Ray SDPR:EX  
**Subject:** Business Plan Rollout and Success Session - Tuesday, March 13, 2018 for Vancouver

Hi Christine,

We have Business Plan Rollout and Success Session scheduled on Tuesday, March 13, 2018 from 9-12pm. Please update our DS schedule and I will cover the queue from 9-12pm on Thursday for Victoria session.

Thanks,

Zeena Shakya  
ICM Data Quality Team  
Information Services Division, Data Quality and Business Intelligence  
*Partnering with the Ministries of Children and Family Development & Poverty Reduction*

Phone: 604-660-1477  
Email: [Zeena.Shakya@gov.bc.ca](mailto:Zeena.Shakya@gov.bc.ca)

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 10:46 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** Update to Agenda for today's team meeting

the Agenda has a couple of updates:  
please find the [Data Quality Team Meeting Agenda here](#)

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

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**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 10:06 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Data Quality team - please find the [Data Quality Team Meeting Agenda here](#)

If you have anything to report around Training, Emerging issues / Ticket trends, or Occupational Health & Safety please feel free to bring them up during that section of the meeting or during the round-table.

See you all at 11am!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:53 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items for today's team meeting

Good morning team,

Please forward me any agenda items for today's team meeting by 10am thanks!



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 10:06 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Data Quality team - please find the [Data Quality Team Meeting Agenda here](#)

If you have anything to report around Training, Emerging issues / Ticket trends, or Occupational Health & Safety please feel free to bring them up during that section of the meeting or during the round-table.

See you all at 11am!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:53 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items for today's team meeting

Good morning team,

Please forward me any agenda items for today's team meeting by 10am thanks!



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*

Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 8, 2018 10:01 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** ISD Non-Prod, Production RFCs and OCIO activities for review this afternoon  
**Attachments:** 2018 03 08 ISD Non Prod RFCs for review.xlsx; 2018 03 08 ISD Prod RFCs for review.xlsx

**Importance:** High

Attached are the Non-Prod and Production RFCs for review at today's ISD Change Advisory Board meeting. If you would like to see additional details for any of the requests, they are available in the RFC form located [here](#). Also please find the link to the [OCIO Changes Note](#) identifying OCIO changes that potentially impact ISD.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Romanow, Holly CITZ:EX  
**Sent:** Thursday, March 8, 2018 9:52 AM  
**Subject:** FYI: British Columbia Information Privacy Certificate Program (BCIP) - FOIPPA all day session

To those enrolled in BCIP:

We are offering a course equivalency on Wednesday, April 11.

**FOIPPA: Privacy and Access in B.C.**

The next all day training session on the *Freedom of Information and Protection of Privacy Act* (FOIPPA) will be held **Wednesday, April 11** from **9:00 a.m. - 4:00 p.m.** in the auditorium of St. Ann's Academy, 835 Humboldt Street.

This 6-hour course, **FOIPPA: Privacy and Access in B.C.**, contains the same content as the following courses from the British Columbia Information Privacy Certificate Program (BCIP):

- **FOIPPA: Privacy;** and
- **FOIPPA: Access.**

**FOIPPA: Privacy and Access in B.C.** may be taken in lieu of the two separate courses.

Please register through [Learning in the BCPS](#).

If you have any questions, please let me know.

Thanks,

**Holly Romanow** | Senior Advisor  
on behalf of the **Privacy & Access Helpline**  
Privacy, Compliance and Training  
Corporate Information & Records Management Office | Ministry of Citizens' Services  
250-356-1851 | [privacy.helpline@gov.bc.ca](mailto:privacy.helpline@gov.bc.ca)

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:53 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items for today's team meeting

Good morning team,

Please forward me any agenda items for today's team meeting by 10am thanks!



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction



Page 253 to/à Page 254

Withheld pursuant to/removed as

s.22

## **Larson, Ray SDPR:EX**

---

**From:** Boschma, Sharlene A SDPR:EX  
**Sent:** Wednesday, March 7, 2018 5:18 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** 46424 Oral Interview Questions s.22  
**Attachments:** 46424 Oral Interview Questions

Hi Ray,

Here is my scoring. Please let me know if there is anything else you need.

Thanks,  
Shar

## Larson, Ray SDPR:EX

---

**From:** Krasnov, Igor SDPR:EX  
**Sent:** Wednesday, March 7, 2018 4:50 PM  
**To:** ISD Change Control SDPR:EX; SDPR ISD Change Advisory Board  
**Cc:** Laws, Stephen SDPR:EX  
**Subject:** RE: SOPs for Review

These SOPs need some changes to be approved by Information Security.

In the SOP **"My Self-Serve (MySS) attachment removal"** in the "Purpose/Scope" section in the sentence *"There have been many occurrences in MySS where one or more documents have been accidentally or maliciously attached by either the worker or the client."* The highlighted phrase should be replaced with something like **incorrectly**. As an information incident investigator for SDPR I have not seen any evidence of anybody doing it maliciously (that is, with ill intent). In the "Impact Description" section a similar change is needed in *"If the data-correction is not executed clients can be exposed to information from other clients and workers could be potentially be exposed to malicious content."* The highlighted area should run something like **unauthorized**.

In SOP **"CFMS Refresh Preprod Database from Production"** it should be specified whether "production data" actually means "personal data" and if so the guidance in the Information Security Policy is **"Personal information must not be used in the testing or development phases without a valid policy exemption from the Office of the Chief Information Officer."** (ISP, 10.2.6 a). A more detailed guidance on the protection of test data is given in the same policy in the section 10.4.1 a) "Protection of test data".

Without these changes Information Security cannot approve of these SOPs.

Igor Krasnov

LYNC

Information Security Analyst

Information Services Division

Security, Privacy & Compliance Management

Social Sector partnering with

Ministry of Social Development and Poverty Reduction and Ministry of Children and Family Development

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Wednesday, March 7, 2018 3:11 PM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Laws, Stephen SDPR:EX  
**Subject:** SOPs for Review  
**Importance:** High

Good afternoon.

Please find attached **SOP077 – My Self-Serve Attachment Removal** and **SOP079 - SDPR CFMS Refresh Pre-prod from Production** submitted by Stephen Laws for your review. Please have all feedback returned to Stephen by end of day Friday March 9<sup>th</sup>. These will be brought to CAB Thursday March 15<sup>th</sup> for approval.

## **SOP077 - My Self-Serve Attachment Removal**

### **Purpose:**

There have been many occurrences in MySS where one or more documents have been accidentally or maliciously attached by either the worker or the client.

The data-corrections to remove these documents involve the following QSL teams: MySS support, DBAs and Operators.

The data-correction to be covered by this SOP include deleting documents from the database in following areas of MySS:

- Messaging
- Monthly Reports
- Client Initiated Service Requests
- Registration

## **SOP079 - SDPR CFMS Refresh Preprod from Prod**

### **Purpose:**

The purpose of this SOP is to allow the CFMS preprod database to be refreshed from production data when needed in order to troubleshoot production issues and allow the business to verify report changes. This database already contains production data, but may be several months out of date. Replicating some of the more complex production issues in another environment is not feasible. Testing against a copy of production data is the most efficient way to replicate and troubleshoot these types of issues.

Thank you

### **ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** News <DoNotReply@SP2010.gov.bc.ca>  
**Sent:** Wednesday, March 7, 2018 4:35 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Service Delivery Communications - \*NEW\* OAS/GIS Processing SOPs av...

[News](#)

### **\*NEW\* OAS/GIS Processing SOPs av...** has been added

[Modify my alert settings](#) | [View \\*NEW\\* OAS/GIS Processing SOPs av...](#) | [View Service Delivery Communications](#) | [Mobile View](#)

<b>Title:</b>	*NEW* OAS/GIS Processing SOPs available
<b>Content:</b>	The OAS/GIS Situational Matrix has been updated and posted to the Resource Finder. It has been updated to include a chart to easily determine which Person Status to select, and which SOP to follow to issue payment. Additionally, the previous SOPs OAS/GIS - Person Status O, OAS/GIS Person Status B, and OAS/GIS Person Status R have been replaced, and a new SOP created called: OAS/GIS - Issuing Assistance from Intake or Subsequent Months. This SOP goes through the processes to issue in all scenarios, including Hardship Assistance to a person over the age of 65. OAS/GIS Situational Matrix <a href="https://kmops.gov.bc.ca/Resources/Documents/oas-gis-situational-matrix.docx">https://kmops.gov.bc.ca/Resources/Documents/oas-gis-situational-matrix.docx</a> OAS/GIS – Issuing Assistance from Intake or Subsequent Months <a href="https://kmops.gov.bc.ca/Resources/Documents/oas-gis-issuing-assistance.docx">https://kmops.gov.bc.ca/Resources/Documents/oas-gis-issuing-assistance.docx</a>
<b>Date:</b>	3/7/2018 4:00 PM
<b>Display:</b>	Yes
<b>Category:</b>	SOP/Job Aid Notifications

Last Modified 3/7/2018 4:34 PM by Strell, Kristianne SDPR:EX

---

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Wednesday, March 7, 2018 4:10 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Update: ISD Notification - MCFD/SDPR - DTS Connectivity

DTS issue being escalated – global notification pending

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 07, 2018 16:00  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - MCFD/SDPR - DTS Connectivity

Confirmed Public citizens attempting to access MySS from a Service BC location or face to face office are impacted.

Global communication is being prepared.

Issue has been escalated with OCIO – Critical P1 Ticket# s.22

Technical teams are investigating. No ETR at this time

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 7, 2018 2:09 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - MCFD/SDPR - DTS Connectivity

**Short Description:** Technical teams are investigating an issue with connectivity to DTS / Citrix; No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO s.22 / Remedy s.22

**Business Impact:** Staff are unable to log into DTS.

MCFD: Yes (and DAA offices)

SDPR: Yes

Phones: Not affected

**Incident Manager:** Dave Rose

**Additional information and ETR:**

Error: could not start the app. there was a problem contacting BCGOV.

Staff do not see any published applications once logged in.

ISD Service Desk is receiving reports KIOSKS may be impacted by this issue as well (investigating)

Shared Services has a front end message acknowledging DTS issue.

## Larson, Ray SDPR:EX

---

**From:** Young, Julie MCF:EX  
**Sent:** Wednesday, March 7, 2018 3:28 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED: s.22 - FW: ICM Case/Contact Untangle ICM PIDs s.22 or s.22

Thank you Ray  
I'll check all over tomorrow.  
I appreciate your help on this confusing matter!!

*Julie Young*  
*Team Assistant - Adoption Services, GEJ*  
Ministry of Children & Family Development  
South Fraser Adoptions (GEJ)  
Suite 102 – 9180 King George Boulevard, Surrey V3V 5V9

Phone: 778/609-2146(direct)  
Fax: 604/586-3384

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 2:46 PM  
**To:** Young, Julie MCF:EX  
**Subject:** RESOLVED: s.22 - FW: ICM Case/Contact Untangle ICM PIDs s.22

Good afternoon Julie,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

- ✓ As per your request, I've untangled the overwritten ICM person IDs s.22 including swapping the AH case and cleaning up the AKAs and addresses.
- **You may wish to copy and/or update the phone numbers ICM PID # s.22 to PID #: s.22 as I cannot confirm which phone number belongs to which contact. Also, you may wish to update the address as well (I've added the case address with the correct start date to ICM PID #: s.22**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

**From:** Young, Julie MCF:EX  
**Sent:** Monday, February 26, 2018 2:45 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 - FW: ICM Case/Contact Untangle

Good afternoon,

Please see my email below to Team Leader, Dianne Patenaude, and her approval to correct/untangle the 2 contacts specified.

Thank you.

*Julie Young*  
*Team Assistant - Adoption Services, GEJ*  
Ministry of Children & Family Development  
South Fraser Adoptions (GEJ)  
Suite 102 – 9180 King George Boulevard, Surrey V3V 5V9

Phone: 778/609-2146(direct)  
Fax: 604/586-3384

---

**From:** Patenaude, Dianne MCF:EX  
**Sent:** Monday, February 26, 2018 1:52 PM  
**To:** Young, Julie MCF:EX  
**Subject:** RE: ICM Case/Contact

Approved for Helpdesk to take make corrections as outlined.

\*\*\*\*\*

**Sincerely,**  
**Dianne Patenaude**  
**Adoption Team Leader, GEJ**  
102 - 9180 King George Hwy  
Surrey, BC, V3V 5V9  
778-609-2130 direct  
604-586-3384 fax  
778 984 2423 cell

---

**From:** Young, Julie MCF:EX  
**Sent:** Thursday, February 22, 2018 9:39 AM  
**To:** Patenaude, Dianne MCF:EX  
**Subject:** FW: ICM Case/Contact

Dianne,

As we discussed, there is a problem in ICM where there are 2 contacts, one being s.22 and the other, s.22 presently reporting with the same birth dates. These are actually 2 separate contacts where an error has occurred.



In 2016 a new AH file was opened under s.22 which was incorrect and should have been opened under s.22

In March, 2017, the DOB for s.22 was changed from s.22 . This is incorrect and should not have been changed.s.22 contact no. s.22 and that is the only case that should be associated to this contact.

The s.2 DOB is for our client, s.22 is an existing contact in ICM, contact no. s.22 s.22

What needs to happen is :

1) for the contact s.22 I've changed the DOB s.22 There's an AKA on that contact, s.22 with the DOBS.22 which needs to be removed. I've flagged for deletion.

s.22 2) the AH case under s.22 should be moved to contact s.22 ICM contact no. s.22

The Service Desk requires your authorization to make the above change. Please approve the changes to both contacts and the moving of the AH case from one contact to the other.

Thank you.

*Julie Young*  
*Team Assistant - Adoption Services, GEJ*  
Ministry of Children & Family Development  
South Fraser Adoptions (GEJ)  
Suite 102 – 9180 King George Boulevard, Surrey V3V 5V9

Phone: 778/609-2146(direct)  
Fax: 604/586-3384

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Friday, February 16, 2018 2:50 PM  
**To:** Young, Julie MCF:EX  
**Subject:** RE: ICM Case/Contact

Hi Julie,

This request is going to require TL approval.

Please obtain and forward back through to us.

Also please clarify what contact needs to be attached to the AH file.

Thank you,

**Mike**  
Service Desk Analyst  
Information Services Division

---

**From:** Young, Julie MCF:EX  
**Sent:** Friday, February 16, 2018 10:39 AM  
**To:** MCF Service Desk MCF:EX  
**Subject:** ICM Case/Contact

Good morning,

There are presently 2 contacts in ICM for:

s.22

In error, an adoption (AH) file was added to the contact s.22  
s.22

when in fact, the client is s.22

Please transfer the AH file from s.22

I'm not sure if you can merge the contacts as the other case under s.22  
s.22 under a different Ministry.

Thank you for your assistance.

*Julie Young*  
*Team Assistant ~ Adoption Services, GEJ*  
Ministry of Children & Family Development  
South Fraser Adoptions (GEJ)  
Suite 102 – 9180 King George Boulevard, Surrey V3V 5V9

Phone: 778/609-2146(direct)

Fax: 604/586-3384

## Larson, Ray SDPR:EX

---

**From:** Boschma, Sharlene A SDPR:EX  
**Sent:** Wednesday, March 7, 2018 3:17 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: REQ - 46424 - ISL 18 Business Analyst - Oral Interview Questions - s.22  
Wed 2018-03-07 3:30pm

Thanks Ray. ☺

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 3:09 PM  
**To:** Morrison, Rob SDPR:EX; Boschma, Sharlene A SDPR:EX  
**Subject:** FW: REQ - 46424 - ISL 18 Business Analyst - Oral Interview Questions - s.22 - Wed 2018-03-07 3:30pm

Making sure you have the Oral Interview Questions for this afternoon.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:19 PM  
**To:** Morrison, Rob SDPR:EX; Boschma, Sharlene A SDPR:EX  
**Subject:** REQ - 46424 - ISL 18 Business Analyst - Oral Interview Questions - s.22 - Wed 2018-03-07 3:30pm

Good afternoon Rob & Shar,

Thank you Shar for agreeing to help us with one last interview tomorrow with s.22

I've attached her **Oral Interview Questions sheet** and the **Job Posting**. I will send the questions to s.22 about 3:30 and give her 15 minutes to review. We will take turns asking questions if you don't mind asking question 3? Each question as a Max value of 10 points and we are grading on 'Oral Communication Skills' out of 10 as well (2 points for each).

Rob and I will be in the small board room on the 4<sup>th</sup> floor of 908 Pandora if you want to join us or you may join online.

[Join online meeting](#)

s.17

Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Wednesday, March 7, 2018 3:13 PM  
**To:** Larson, Ray SDPR:EX; Boschma, Brittany SDPR:EX; Fischer, Stephanie SDPR:EX; Lindstrom, Dan T SDPR:EX; Wood, Christine A SDPR:EX; Davies, Keith J SDPR:EX  
**Subject:** FW: @Work Newsletter | March 7, 2018

FYI re "Did You Know" section below

Some of your GAL entries show incorrect / non-standard info:

Who	Field	current value	standard / should be
Ray	Address	908 Pandora Avenue	4th Floor E - 908 Pandora Avenue
	Department	ISD Business Alignment & Request Management	ISD - Business Intelligence & Data Quality
	Office	843	838
Britt	Department	ISD - Business Alignment & Request Management	ISD - Business Intelligence & Data Quality
	Office	843	838
Stephanie	Address	908 Pandora Avenue	4th Floor E - 908 Pandora Avenue
	Phone*	<blank> see below	778 698-3132
Dan	Title	Data Steward – SSISD	Data Steward
Christine	Title	Data Analyst	Data Steward
Ashley?	Address	5th Floor - 614 Humboldt Street	4th Floor E - 908 Pandora Avenue
	Zip Code	V8W 1A4	V8V 3P3
	Title	Security Analyst	Data Steward
	Department	ISD - Business Alignment & Request Management	ISD - Business Intelligence & Data Quality
	Office	843	838
Keith	Department	CFD / SDSI	ISD - Business Intelligence & Data Quality

Note: fields in red require an iStore request – I'll email [Social.Sector.Service.Desk@gov.bc.ca](mailto:Social.Sector.Service.Desk@gov.bc.ca) to request those changes for Ray, Brittany, and Keith – I'm just letting you know; Ashley, I'm guessing all your information shown is valid during your TA and shouldn't be changed yet.

Otherwise you can update your titles and address using the Update GAL Info tool (in the left-hand menu) on the [Technology Support](#) website. Please use the standard BI/DQ formats given above.

\* Stephanie, you also have no phone number listed on the public directory, which is weird, but luckily for you they have a handy [self-update](#) function.

Let us know if you have any questions.

Regards,  
David

---

**From:** At Work News PSA:EX  
**Sent:** Wednesday, March 07, 2018 11:11  
**Subject:** @Work Newsletter | March 7, 2018

@Work



Where ideas work

• A SELECTION OF WHAT'S MAKING NEWS RIGHT NOW •



## Diversity Wins

The BC Public Service has been named a Top Employer many times over - but perhaps none more significant than this one.

[Read more >>](#)

News



## Time Flies

It's time to look back and count your years of service and – if the numbers add up – register for a well-deserved Long Service Award.

[Read more >>](#)

News

## Privacy Proficient

Want to up your privacy game and boost your résumé? Consider the new British Columbia Information Privacy Certificate Program.

[Read more >>](#)

News

## Take Note

- [International Women's Day](#) is Thursday, March 8.
- Don't forget to [spring forward](#) one hour on Sunday, March 11 at 2 a.m. for Daylight Savings.
- Learn how to enhance your relationships with Indigenous peoples through these [March workshops](#).
- Sign up for a [mental health workshop](#) in Victoria, coming up on March 20.
- Donate your gently used work clothes to this [Victoria clothing drive](#) (or donate to the charities through [PECSF](#)).

## Did You Know?

The Global Address List (GAL) is the directory for BC Public Service employees in Outlook. You can edit your title, address and phone number(s) in a matter of minutes using the Update GAL Info tool (located in the left-hand menu) on the [Technology Support website](#). Remaining details can be updated through an iStore request. The online [B.C. Government Directory](#) is not connected to the GAL – you'll have to update your information separately with [this online form](#).

## The Virtues of Good Data

"To all of you who enter data, manage databases and create Excel spreadsheets – for the sake of all of us, please, I beg you: Follow some basic data standards."

[Read more >>](#)

Posted by: [Laroche, Connie FLNR:EX](#)

Blogs

## Join the Conversation

"We are really, really lucky to have occupational health nurses in the BC Public Service and I credit John's and my employer's support for helping me in my recovery."

[Read more >>](#)

Posted by: [Black, Brenda EAO:EX](#)

Comments



EmployeeNews

You're one of 27,000+ employees receiving the @Work newsletter – a selection of noteworthy news from your corporate intranet. Visit @Work to stay informed and connect with your colleagues across the BC Public Service.



## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Wednesday, March 7, 2018 3:11 PM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Laws, Stephen SDPR:EX  
**Subject:** SOPs for Review  
**Attachments:** SOP077 - My Self-Serve Attachment Removal.docx; SOP079 - SDPR CFMS Refresh Preprod from Prod.docx

**Importance:** High

Good afternoon.

Please find attached **SOP077 – My Self-Serve Attachment Removal** and **SOP079 - SDPR CFMS Refresh Pre-prod from Production** submitted by Stephen Laws for your review. Please have all feedback returned to Stephen by end of day Friday March 9<sup>th</sup>. These will be brought to CAB Thursday March 15<sup>th</sup> for approval.

### **SOP077 - My Self-Serve Attachment Removal**

#### **Purpose:**

There have been many occurrences in MySS where one or more documents have been accidentally or maliciously attached by either the worker or the client.

The data-corrections to remove these documents involve the following QSL teams: MySS support, DBAs and Operators.

The data-correction to be covered by this SOP include deleting documents from the database in following areas of MySS:

- Messaging
- Monthly Reports
- Client Initiated Service Requests
- Registration

### **SOP079 - SDPR CFMS Refresh Preprod from Prod**

#### **Purpose:**

The purpose of this SOP is to allow the CFMS preprod database to be refreshed from production data when needed in order to troubleshoot production issues and allow the business to verify report changes. This database already contains production data, but may be several months out of date. Replicating some of the more complex production issues in another environment is not feasible. Testing against a copy of production data is the most efficient way to replicate and troubleshoot these types of issues.

Thank you

#### **ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Wednesday, March 7, 2018 2:47 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Resolved: ISD Notification - MCFD/SDPR - Unable to log into ICE / CCA

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 7, 2018 2:13 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Resolved: ISD Notification - MCFD/SDPR - Unable to log into ICE / CCA

Issue has been confirmed as resolved. Technical teams will continue to monitor.  
Root cause analysis (RCA) has been requested

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 7, 2018 1:42 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - MCFD/SDPR - Unable to log into ICE / CCA

Update:

- All SDPR contact centers are impacted as well.
- Temporary Line Redirect (TLR) has been invoked at PCS
- A possible workaround solution is currently being tested

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 7, 2018 1:32 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - MCFD - Unable to log into ICE / CCA

Short Description: Technical teams are investigating an issue with connectivity to ICE/CCA; No ETR at this time

Master Ticket Numbers (OCIO IN/SR and Remedy): OCIO s.22 / Remedys.22

Business Impact: Some staff are unable to log into ICE/CCA

MCFD: Yes

SDPR: Yes

Phones: Yes

Incident Manager: Michelle Kent

Additional information and ETR:

Known business areas impacted: ISD Service Desk, Provincial Services and Centralized Screening

Staff are receiving the following error: Connection to ice server has been lost-attempting to reconnect (5008) CTI\_SSL\_CONNECT\_ERROR

Issue has been escalated to OCIO Service Manager, Keegan M



## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Wednesday, March 7, 2018 1:46 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Update: ISD Notification - MCFD/SDPR - Unable to log into ICE / CCA

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 7, 2018 1:42 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - MCFD/SDPR - Unable to log into ICE / CCA

Update:

- All SDPR contact centers are impacted as well.
- Temporary Line Redirect (TLR) has been invoked at PCS
- A possible workaround solution is currently being tested

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 7, 2018 1:32 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - MCFD - Unable to log into ICE / CCA

**Short Description:** Technical teams are investigating an issue with connectivity to ICE/CCA; No ETR at this time  
**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO s.22 / Remedy s.22

**Business Impact:** Some staff are unable to log into ICE/CCA

MCFD: Yes

SDPR: Yes

Phones: Yes

**Incident Manager:** Michelle Kent

**Additional information and ETR:**

**Known business areas impacted:** ISD Service Desk, Provincial Services and Centralized Screening

Staff are receiving the following error: Connection to ice server has been lost-attempting to reconnect (5008) CTI\_SSL\_CONNECT\_ERROR

Issue has been escalated to OCIO Service Manager, Keegan M

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Wednesday, March 7, 2018 1:33 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - MCFD - Unable to log into ICE / CCA

FYI: Phone issues at Service Desk and elsewhere

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 07, 2018 13:32  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - MCFD - Unable to log into ICE / CCA

**Short Description:** Technical teams are investigating an issue with connectivity to ICE/CCA; No ETR at this time

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO s.22 / Remedy s.22

**Business Impact:** Some staff are unable to log into ICE/CCA

MCFD: Yes

SDPR: Unknown at this time

Phones: Yes

**Incident Manager:** Michelle Kent

**Additional information and ETR:**

**Known business areas impacted:** ISD Service Desk, Provincial Services and Centralized Screening

Staff are receiving the following error: Connection to ice server has been lost-attempting to reconnect (5008) CTI\_SSL\_CONNECT\_ERROR

Issue has been escalated to OCIO Service Manager, Keegan M

## **Larson, Ray SDPR:EX**

---

**From:** Institute of Public Administration of Canada / L'Institut d'administration publique du Canada <ipac@iapc.ca>  
**Sent:** Wednesday, March 7, 2018 12:35 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** IPAC Connects: March 2018

Copyright

Page 276 to/à Page 284

Withheld pursuant to/removed as

Copyright

## Larson, Ray SDPR:EX

---

**From:** News <DoNotReply@SP2010.gov.bc.ca>  
**Sent:** Wednesday, March 7, 2018 12:21 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Service Delivery Communications - Class Action: Methadone Clinic ...

[News](#)

### ***Class Action: Methadone Clinic ...*** has been changed

[Modify my alert settings](#) | [View Class Action: Methadone Clinic ...](#) | [View Service Delivery Communications](#) | [Mobile View](#)

<b>Title:</b>	Class Action: Methadone Clinic Fees Mail Out - March 8, 2018		
<b>Content:</b>	Class Action: Methadone Clinic Fees Mail Out - March 8, 2018		
<b>Date:</b>	3/6/2018 11:00 AM		
<b>Display:</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	Edited	
<b>Category:</b>	Field Communications		

Last Modified 3/7/2018 12:18 PM by Receveur, Cameron SDPR:EX

---



## Larson, Ray SDPR:EX

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Wednesday, March 7, 2018 12:10 PM  
**To:** Norrish, David SDPR:EX  
**Cc:** Larson, Ray SDPR:EX  
**Subject:** FW: Peseta Server Replacement -> EKOS (New citrix Server)

Hi David,

If Peseta is decommissioning then what about our other DQ folders? Won't we have to move to EKOS?

Thanks,

Zeena.

---

**From:** Kuruvilla, Binny SDPR:EX  
**Sent:** Wednesday, March 7, 2018 11:46 AM  
**To:** SDPR MCF ICM Data Stewards SDPR:EX; SDPR ISD Data Quality  
**Cc:** Yang, Heewon SDPR:EX; Proceviat, Sherri SDPR:EX; Norrish, David SDPR:EX; Shakya, Zeena SDPR:EX  
**Subject:** Peseta Server Replacement -> EKOS (New citrix Server)

Hello All,

This is just a FYI that peseta box will be unavailable from end of this week and will be decommissioned this month end.

EKOS is the replacement server for peseta. As the recon report is currently configured in peseta box. We have migrated the folders from peseta to EKOS server.

Ekos Recon Path – D:\03\_Data\_Team\ICM\_Report

Request the team to confirm the access to EKOS citrix server and check the connectivity from EKOS box.

Please let me know in case of any issues.

Thank you!

Regards,  
Binny Kuruvilla  
ICM Application Support  
Mob: +1-(778)-533-2406

## Larson, Ray SDPR:EX

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Wednesday, March 7, 2018 12:06 PM  
**To:** Kuruvilla, Binny SDPR:EX  
**Cc:** SDPR ISD Data Quality  
**Subject:** RE: Peseta Server Replacement -> EKOS (New citrix Server)

Hi Binny,

I am unable to access the report. Displays following error messages:



Thanks,

Zeena.

---

**From:** Kuruvilla, Binny SDPR:EX  
**Sent:** Wednesday, March 7, 2018 11:46 AM  
**To:** SDPR MCF ICM Data Stewards SDPR:EX; SDPR ISD Data Quality  
**Cc:** Yang, Heewon SDPR:EX; Proceviat, Sherri SDPR:EX; Norrish, David SDPR:EX; Shakya, Zeena SDPR:EX  
**Subject:** Peseta Server Replacement -> EKOS (New citrix Server)

Hello All,

This is just a FYI that peseta box will be unavailable from end of this week and will be decommissioned this month end.

EKOS is the replacement server for peseta. As the recon report is currently configured in peseta box. We have migrated the folders from peseta to EKOS server.

Ekos Recon Path – D:\03\_Data\_Team\ICM\_Report

Request the team to confirm the access to EKOS citrix server and check the connectivity from EKOS box.

Please let me know in case of any issues.

Thank you!

Regards,  
Binny Kuruvilla  
ICM Application Support  
Mob: +1-(778)-533-2406

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 7, 2018 12:00 PM  
**Subject:** Government System Notification - Ministry Service Desk Contact Information

**INFORMATION SERVICES DIVISION**  
supporting our social sector ministries

**Attention:** All Staff

**Important Reminder to report system and application problems**

When staff experience problems working within an application such as ICM, CARIS, RAP, MIS or any other Ministry application, it is very important to contact the Ministry Service Desk. Reporting the problem will enable the Ministry to track the problem to resolution. The Information Services Division within the Ministry will work collaboratively with staff, partners and Corporate Shared Services to find solutions. Tracking problems also provides the ability to escalate should there be delays; and also enables accurate reporting that provides valuable information to support making future improvements.

**Impact to staff**

If system and application problems are not reported, they may not be resolved or there could be delays in finding and implementing solutions. Some examples of problems include: difficulty logging on, seeing a spinning wheel or donut, receiving an error message, losing access or connection.

**Instructions to staff**

Please contact the Ministry Service Desk when you experience a problem at:

Ministry Service Desk at (604) 775-4357 or send an email to [Social Sector Service Desk](#)

Service Desk Information is also located on [iConnect](#).

Thank you for your support!

Social Sector Service Desk  
Information Services Division (ISD)

*Partnering with the ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Wednesday, March 7, 2018 11:23 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Resolved: ISD Notification - SDPR - Delay completing MySS Override

FYI

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Wednesday, March 7, 2018 11:20 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Resolved: ISD Notification - SDPR - Delay completing MySS Override

ISD Service Desk has not received any further reports of performance issues. Technical teams will continue to monitor the server performance on "Secondus". No further updates will be provided - a mitigation strategy is currently being reviewed.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 9:52 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - SDPR - Delay completing MySS Override

Update:

- Technical teams are continuing to monitor the MySS server performance.
- ISD Service Desk has not received any reports of MySS issues.
- Next update will be provided as information becomes available.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 8:40 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - SDPR - Delay completing MySS Override

Update:

- MySS servers were successfully rebooted last night.
- Staff have not reported any MySS issues this morning.
- Technical teams will continue to monitor performance.
- Next update in approximately 1 hour.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 5, 2018 3:12 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: Update: ISD Notification - SDPR - Delay completing MySS Override

Update:

- The MySS application pool restart was successful.

- The MySS servers will be rebooted 6-7 PM after hours. Messaging will be added to the MySS application.
- Technical teams will continue to monitor performance.
- Next update will be sent tomorrow Tuesday March 6<sup>th</sup>.

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

From: "Wells, Roger SDPR:EX" <[Roger.Wells@gov.bc.ca](mailto:Roger.Wells@gov.bc.ca)>

Date: 2018-03-05 2:57 PM (GMT-08:00)

To: "Pardaens, Michael SDPR:EX" <[Michael.Pardaens@gov.bc.ca](mailto:Michael.Pardaens@gov.bc.ca)>, "Quesnel, Dwayne H SDPR:EX" <[Dwayne.Quesnel@gov.bc.ca](mailto:Dwayne.Quesnel@gov.bc.ca)>

Cc: SDPR ISD Service Desk Critical Incident Escalations <[ISDSDCIE@Victoria1.gov.bc.ca](mailto:ISDSDCIE@Victoria1.gov.bc.ca)>

Subject: RE: Update: ISD Notification - SDPR - Delay completing MySS Override

Hi Mike, let me know what you would like me to send out to ISD Notification list once you have an update, thanks.

Hi Dwayne, let me know if we need additional global messaging for additional work needed to resolve.

I've included the critical response team as I am out of the office tomorrow, thanks!

---

**From:** Social Sector Service Desk SDPR:EX

**Sent:** Monday, March 5, 2018 1:51 PM

**To:** SDPR ISD Incident Notifications

**Subject:** Update: ISD Notification - SDPR - Delay completing MySS Override

Recommendation is to restart the application pool to resolve, which will logout any active sessions.

Approval received to restart the application pool at 1:55 PM today.

Global notification to SDPR staff sent.

---

**From:** Social Sector Service Desk SDPR:EX

**Sent:** Monday, March 5, 2018 12:45 PM

**To:** SDPR ISD Incident Notifications

**Subject:** ISD Notification - SDPR - Delay completing MySS Override

**Short Description:** Technical teams are investigating performance issues with MYSS Override- long delays completing each stage. No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** Remedy s.22

**Business Impact:** Long delays of over 1 hour completing the MySS override.

MCFD: Not affected

SDPR: Yes

Phones: Not affected

**Time Incident Reported:** 11:20AM

**Incident Manager:** Michael Pardaens

**Additional information and ETR:** Reports from multiple offices of long delays to move from section to section in MySS. The override does complete, however a delay. No ETR at this time.

**From:** At Work News PSA:EX  
**Sent:** Wednesday, March 7, 2018 11:11 AM  
**Subject:** @Work Newsletter | March 7, 2018

[View in browser](#)

@Work Newsletter | March 7, 2018

@Work



Where ideas work

• A SELECTION OF WHAT'S MAKING NEWS RIGHT NOW •



## Diversity Wins

The BC Public Service has been named a Top Employer many times over - but perhaps none more significant than this one.

[Read more >>](#)

News



## Time Flies

It's time to look back and count your years of service and – if the numbers add up – register for a well-deserved Long Service Award.

[Read more >>](#)

News



## Privacy Proficient

Want to up your privacy game and boost your résumé? Consider the new British Columbia Information Privacy Certificate Program.

[Read more >>](#)

News

## Take Note

- [International Women's Day](#) is Thursday, March 8.
- Don't forget to [spring forward](#) one hour on Sunday, March 11 at 2 a.m. for Daylight Savings.
- Learn how to enhance your relationships with Indigenous peoples through these [March workshops](#).
- Sign up for a [mental health workshop](#) in Victoria, coming up on March 20.
- Donate your gently used work clothes to this [Victoria clothing drive](#) (or donate to the charities through [PECSF](#)).

## Did You Know?

The Global Address List (GAL) is the directory for BC Public Service employees in Outlook. You can edit your title, address and phone number(s) in a matter of minutes using the Update GAL Info tool (located in the left-hand menu) on the [Technology Support website](#). Remaining details can be updated through an iStore request. The online [B.C. Government Directory](#) is not connected to the GAL – you'll have to update your information separately with [this online form](#).

## The Virtues of Good Data

"To all of you who enter data, manage databases and create Excel spreadsheets – for the sake of all of us, please, I beg you: Follow some basic data standards."

## Join the Conversation

"We are really, really lucky to have occupational health nurses in the BC Public Service and I credit John's and my employer's support for helping me in my recovery."



Read more >>

Posted by: [Larochelle, Connie FLNR:EX](#)

Read more >>

Posted by: [Black, Brenda EAO:EX](#)

Blogs

Comments



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You're one of 27,000+ employees receiving the [@Work newsletter](#) – a selection of noteworthy news from your corporate intranet. Visit [@Work](#) to stay informed and connect with your colleagues across the BC Public Service.

## Larson, Ray SDPR:EX

---

**From:** Thiessen, Joshua MCF:EX  
**Sent:** Wednesday, March 7, 2018 11:07 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Following up on Ticket # s.22 - Portal Access Request (2) - s.22  
s.22

Hi Ray,

I have not yet heard back from CAS. I'm reaching out to Anne Gamboa (Security Data Analyst) to see if I can get the advice.

Apologies that this has taken so long!

-Josh

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 11:01 AM  
**To:** Thiessen, Joshua MCF:EX  
**Subject:** Following up on Ticket # s.22 - Portal Access Request (2) - s.22

Happy Wednesday Josh,

Were you able to contact CAS or the client to confirm if there's any reason why we can't merge **Service Providers 1-s.22**

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, February 26, 2018 8:32 AM  
**To:** Thiessen, Joshua MCF:EX  
**Subject:** RE: Question: s.22 - Portal Access Request (2) - s.22

Happy Monday Josh,

Thanks for looking into this for us! ☺

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Thiessen, Joshua MCF:EX  
**Sent:** Monday, February 26, 2018 8:32 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Question: s.22 - Portal Access Request (2) - s.22

Hi Ray,

I have not yet received a response from CAS. I'm going to reach out to an individual with CAS to see if they can look into it at this point.

Apologies for the delay.

Best,

**Joshua Thiessen**

Position Title - Program Support Clerk – Specialized Provincial Services  
Ministry of Children and Family Development

**Providing Services For:**

Web Link:	Email:	Toll Free Number:	Fax Number:
<a href="#">Autism Funding</a>	<a href="mailto:MCF.AutismFundingUnit@gov.bc.ca">MCF.AutismFundingUnit@gov.bc.ca</a>	1-877-777-3530	1-250-356-8578
<a href="#">Medical Benefits</a>	<a href="mailto:MCF.MedicalBenefitsProgram@gov.bc.ca">MCF.MedicalBenefitsProgram@gov.bc.ca</a>	1-888-613-3232	1-250-356-2159
<a href="#">Child Care Subsidy - Payments</a>		1-888-338-6622	1-877-544-0699
<a href="#">Child Care Operating Funding - Payments</a>	<a href="mailto:MCF.CCOF@gov.bc.ca">MCF.CCOF@gov.bc.ca</a>	1-888-338-6622	1-250-953-3327

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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, February 23, 2018 7:42 AM  
**To:** Thiessen, Joshua MCF:EX  
**Subject:** RE: Question: s.22 - Portal Access Request (2) - s.22

Hi Josh,

Were you able to contact CAS to confirm if there's any reason why we can't merge Service Providers s.22  
s.22

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Thiessen, Joshua MCF:EX  
**Sent:** Monday, February 19, 2018 9:14 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Question: s.22 - Portal Access Request (2) - s.22

Good morning Ray,

Thank you for bringing this to my attention.

Is it possible to merge s.22 ' I can then request to have s.22 inactivated in CAS.

Best regards,

**Joshua Thiessen**

Position Title - Program Support Clerk – Specialized Provincial Services  
Ministry of Children and Family Development

**Providing Services For:**

Web Link:	Email:	Toll Free Number:	Fax Number:
<a href="#">Autism Funding</a>	<a href="mailto:MCF.AutismFundingUnit@gov.bc.ca">MCF.AutismFundingUnit@gov.bc.ca</a>	1-877-777-3530	1-250-356-8578
<a href="#">Medical Benefits</a>	<a href="mailto:MCF.MedicalBenefitsProgram@gov.bc.ca">MCF.MedicalBenefitsProgram@gov.bc.ca</a>	1-888-613-3232	1-250-356-2159
<a href="#">Child Care Subsidy - Payments</a>		1-888-338-6622	1-877-544-0699
<a href="#">Child Care Operating Funding - Payments</a>	<a href="mailto:MCF.CCOF@gov.bc.ca">MCF.CCOF@gov.bc.ca</a>	1-888-338-6622	1-250-953-3327

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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, February 16, 2018 1:23 PM  
**To:** Thiessen, Joshua MCF:EX  
**Subject:** Question: s.22 - Portal Access Request (2) - s.22

Hi Josh,

I hope this email finds you well. Second request has been reviewed and task is in with Access Management to complete promotion.

For the first request below Service Provider Record s.22  
**duplicate:**

appears to have a

- CAS IDs s.22
- BCeIDs:
- ICM IDs

**Please advise as to how you would like to proceed.**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** MCF Service Provider Portal MCF:EX  
**Sent:** Thursday, February 15, 2018 4:39 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 - Portal Access Request (2)

The Service Provider (detailed below) has requested Portal access. Please review, Admin Restrict and promote to the Portal.
---

Service Provider Name: s.22 s.22	ICM Provider ID: s.22
-------------------------------------	-----------------------

Business Priority ( <i>high, medium, low</i> ):	
---	--

Requesting Provider to be Admin Restricted:	Yes
Requesting Portal Promotion:	Yes
Impacts (review involvements tab and send email based on Communication matrix) other programs (Y/N): <i>If Yes, attach email from other program verifying request or justify here why consultation not requested.</i>	
Comments: Setup Portal Access as Autism Funding provider BCeID: EBN No additional users	SR#: s.22

Merge required (Y/N):							
Service Provider Merge Details							
Master Record (Winner)				Duplicates (Loser)			
Name	ICM Provider ID	CAS Vendor ID	Site ID	Name	ICM Provider ID	CAS Vendor ID	Site ID

The Service Provider (detailed below) has requested Portal access. Please review, Admin Restrict and promote to the Portal.

Service Provider Name: s.22	ICM Provider ID: s.22
Business Priority ( <i>high, medium, low</i> ):	HIGH
Requesting Provider to be Admin Restricted:	Yes
Requesting Portal Promotion:	Yes
Impacts (review involvements tab and send email based on Communication matrix) other programs (Y/N): <i>If Yes, attach email from other program verifying request or justify here why consultation not requested.</i>	N
Comments: Setup Portal Access as Autism Funding provider BCeID: s.22 No additional users	SR#: s.22

Merge required (Y/N):	
Service Provider Merge Details	
Master Record (Winner)	Duplicates (Loser)

Name	ICM Provider ID	CAS Vendor ID	Site ID	Name	ICM Provider ID	CAS Vendor ID	Site ID

Thank you,

**Joshua Thiessen**

Position Title - Program Support Clerk – Specialized Provincial Services  
Ministry of Children and Family Development

**Providing Services For:**

**Web Link:**

[Autism Funding](#)

[Medical Benefits](#)

[Child Care Subsidy - Payments](#)

[Child Care Operating Funding - Payments](#)

**Email:**

[MCF.AutismFundingUnit@gov.bc.ca](mailto:MCF.AutismFundingUnit@gov.bc.ca)

[MCF.MedicalBenefitsProgram@gov.bc.ca](mailto:MCF.MedicalBenefitsProgram@gov.bc.ca)

[MCF.CCOF@gov.bc.ca](mailto:MCF.CCOF@gov.bc.ca)

**Toll Free Number:**

1-877-777-3530

1-888-613-3232

1-888-338-6622

1-888-338-6622

**Fax Number:**

1-250-356-8578

1-250-356-2159

1-877-544-0699

1-250-953-3327

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## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Wednesday, March 7, 2018 8:53 AM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Dillon, Mary SDPR:EX  
**Subject:** RE: Daily systems health check call for Wednesday

Thanks Ray

Regards,  
David

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 07, 2018 08:53  
**To:** Norrish, David SDPR:EX; Dillon, Mary SDPR:EX  
**Subject:** Daily systems health check call for Wednesday

Good morning David & Mary!

- ICM & MIS - All good – nothing to report
- Service Desk – The loop and iConnect were not available yesterday. DNS servers needed to be restarted, all back up and running.
- MySS portal issues are still being investigated.

Best regards  
- Ray



## Larson, Ray SDPR:EX

---

**From:** Morrison, Rob SDPR:EX  
**Sent:** Wednesday, March 7, 2018 8:46 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: 46424 - storyline issue - calculated cumulative scores

Thanks – they changed the template – in the past, it was cumulative only if you filled in a value in the header “Pass Score:”.

It is now less of a storyline, and more of a Coles Notes.

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 5:28 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** 46424 - storyline issue - calculated cumulative scores

Hi Rob,

Not a massive issue. When I add in the scores for each assessment, it adds the scores to the cumulative final score and it's altered the ranking for our top five candidates – reversing s.2 and s.22 positions. It hasn't changed the outcome or who's passed of course.

Ranking with cumulative scores:

1. s.22
- 2.
- 3.
- 4.
- 5.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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Page 303

Withheld pursuant to/removed as

s.22

## **Larson, Ray SDPR:EX**

---

**From:** Morino, Kristina E SDPR:EX  
**Sent:** Wednesday, March 7, 2018 7:07 AM  
**To:** Norrish, David SDPR:EX; Larson, Ray SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** S.2 - March 7/18

Morning all☺

Started my shift, scheduled on PCM.

Thank you,

Kristina Morino  
ICM Data Steward, Systems Operations  
Information Services Division (ISD)  
Partnering with the Ministry of Children and Family Development and  
the Ministry of Social Development and Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Tuesday, March 6, 2018 4:15 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Resolved: ISD Notification - Ministry MCFD\SDPR - the loop and IConnect outage

fyi

Thanks,

Zeena

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 4:11 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Resolved: ISD Notification - Ministry MCFD\SDPR - the loop and IConnect outage

SSBC restarted one of the reverse proxy servers as it was down. Confirmed issue has been resolved.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:26 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - Ministry MCFD\SDPR - the loop and IConnect outage

Update:

- SSBC has identified a DNS issue with two of the backend servers ('Cyna' and 'Cabrotor')
- Staff are experiencing intermittent connectivity issues to The Loop and IConnect websites.
- It is not known at this time if other Government websites are impacted.
- Technical teams are continuing to investigate. No ETR at this time.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:24 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - Ministry SDSI\SDPR - the loop and IConnect outage

**Short Description:** Technical teams are investigating an issue with connectivity to the loop and IConnect; No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR<sup>s.22</sup> / Remedy<sup>s.22</sup>

**Business Impact:** Unable to connect to The Loop (<https://intranet.gov.bc.ca/theloop>) or IConnect (<https://intranet.gov.bc.ca/mcfd/>) webpages

MCFD: Yes

SDPR: Yes

Phones: Not affected

**Time Incident Reported:** 2:10 PM

**Incident Manager:** Service Desk

**Additional information and ETR:** long delay loading the pages results in a message stating “ This Page Cannot be Displayed”

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:58 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Assignments double check

I have never heard any of those names.

Regards,  
David

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 06, 2018 15:57  
**To:** Norrish, David SDPR:EX  
**Subject:** Assignments double check

Hi David,

Could you please do me a huge favour and ensure that you didn't get assignments back for:

— s.22

—

—

—

Thank you sir!

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

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## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:51 PM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** Approved ISD Production Emergency approval request: RFC s.22 Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions  
**Attachments:** RE: ISD Production Emergency approval request: RFC s.22 : Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions – PLEASE REPLY BEFORE 3:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions – PLEASE REPLY BEFORE 3:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 : Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions – PLEASE REPLY BEFORE 3:30 pm.; RE: ISD Production Emergency approval request: RFC :s.22 Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions – PLEASE REPLY BEFORE 3:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 : Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions – PLEASE REPLY BEFORE 3:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions – PLEASE REPLY BEFORE 3:30 pm.; RE: ISD Production Emergency approval request: RFC s.22 Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions – PLEASE REPLY BEFORE 3:30 pm.  
**Importance:** High

This note, with the attached approval notes, provides ISD Production Emergency approval for RFC s.22 Request to Increase Integration Engine Logs for MYSS SD81 transactions.

**Remedy** s.22 **Impact: Medium / Urgency: Medium / Priority: Medium**

We have an issue that is causing a privacy breach, where attachment with income details of a contact is getting associate to another contact. Log level needs to be increased to debug the issue.

We are requesting approval to Increase Integration Engine Logs for MY Self-Serve SD81 Transactions and update the Execution Mode to 'Asynchronous- DirectDb' for the transaction EA SD81 Submission to ICM and the log level to '3-Each Step.

**Solution:**

The overall impact of the log level increase is as follows:

- Each request coming in from MYSS for SD81 will be logged asynchronously, so no impact to client.
- Performance needs to be monitored as we get multiple retries from MY Self-Serve which will cause asynchronous requests getting triggered for each log event. This uses S\_SRM\_REQUEST table.
- SAN storage will show an increase for the time duration we keep the logs on. Will be monitored.
- We plan to keep the logs on until cheque run next week to catch any request that errors out
- We have a mechanism in Integration Engine that allows us to purge the log file. We can run this post the cheque run as part of cleanup

This has been already pre-approved by Dave Rose.

Deployment is scheduled for today Tuesday March 6th as soon as approval is granted.

This is a Production change only.

Dany/Priyanka, as you are the requestor, your approval is implied.

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*“Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development”*



## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:35 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Update: ISD Notification - Ministry MCFD\SDPR - the loop and IConnect outage

fyi

Thanks,

Zeena

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:26 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - Ministry MCFD\SDPR - the loop and IConnect outage

Update:

- SSBC has identified a DNS issue with two of the backend servers ('Cyna' and 'Cabrotor')
- Staff are experiencing intermittent connectivity issues to The Loop and IConnect websites.
- It is not known at this time if other Government websites are impacted.
- Technical teams are continuing to investigate. No ETR at this time.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:24 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - Ministry SDSI\SDPR - the loop and IConnect outage

**Short Description:** Technical teams are investigating an issue with connectivity to the loop and IConnect; No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR s.22 / Remedy s.22

**Business Impact:** Unable to connect to The Loop (<https://intranet.gov.bc.ca/theloop>) or IConnect (<https://intranet.gov.bc.ca/mcfd/>) webpages

MCFD: Yes

SDPR: Yes

Phones: Not affected

**Time Incident Reported:** 2:10 PM

**Incident Manager:** Service Desk

**Additional information and ETR:** long delay loading the pages results in a message stating " This Page Cannot be Displayed"

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:35 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - Ministry SDSI\SDPR - the loop and IConnect outage

FYI

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:24 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - Ministry SDSI\SDPR - the loop and IConnect outage

**Short Description:** Technical teams are investigating an issue with connectivity to the loop and IConnect; No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR s.22 / Remedy s.22

**Business Impact:** Unable to connect to The Loop (<https://intranet.gov.bc.ca/theloop>) or IConnect (<https://intranet.gov.bc.ca/mcfd/>) webpages

MCFD: Yes

SDPR: Yes

Phones: Not affected

**Time Incident Reported:** 2:10 PM

**Incident Manager:** Service Desk

**Additional information and ETR:** long delay loading the pages results in a message stating " This Page Cannot be Displayed"

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:25 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - Ministry SDSI\SDPR - the loop and IConnect outage

FYI: Gov intranet sites apparently having issues.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 06, 2018 14:24  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - Ministry SDSI\SDPR - the loop and IConnect outage

**Short Description:** Technical teams are investigating an issue with connectivity to the loop and IConnect; No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO SR s.22 / Remedy s.22

**Business Impact:** Unable to connect to The Loop (<https://intranet.gov.bc.ca/theloop>) or IConnect (<https://intranet.gov.bc.ca/mcfd/>) webpages

MCFD: Yes

SDPR: Yes

Phones: Not affected

**Time Incident Reported:** 2:10 PM

**Incident Manager:** Service Desk

**Additional information and ETR:** long delay loading the pages results in a message stating " This Page Cannot be Displayed"

## Larson, Ray SDPR:EX

---

**From:** s.22  
**Sent:** Tuesday, March 6, 2018 2:05 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Re: Business Analyst, ISL 18 - Requisition #46424

No problem!

Looking forward to chatting tomorrow,

s.22

On Tue, Mar 6, 2018 at 5:01 PM, Larson, Ray SDPR:EX <[Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca)> wrote:

Thanks s.22

I hope you don't mind that we've had to move back 15 minutes to 3:30 pm PST / 6:30 pm EST.

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

UC +1 [250-356-1719](tel:250-356-1719)

Partnering with the Ministries of Children & Family Development

and Social Development & Poverty Reduction

**From:** s.22  
**Sent:** Tuesday, March 6, 2018 1:18 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Re: Business Analyst, ISL 18 - Requisition #46424

Hello Ray,

Thank you for your call. 3:15 PST (6:15 my time) sounds good.

Best,

s.22

On Tue, Mar 6, 2018 at 4:06 PM, Larson, Ray SDPR:EX <[Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca)> wrote:

Congratulations,

Based on your written exercise results, I am happy to ask you to proceed in the above noted competition.

I have scheduled you for a **3:15 pm Pacific Standard Time** interview time on **Wednesday, March 7, 2018**.

**The interview will take place online** through a link that will be sent to you after you confirm your attendance.

To participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for help with joining a Lync meeting. You will be given 15 mins to review the interview questions and make any notes that you feel will assist you. I have allotted a total of one hour for your review of the questions, your interview and any follow up questions.

Please **send a confirmation E-Mail to [Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca) if you are able to attend**.

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:04 PM  
**To:** ISD Change Control SDPR:EX  
**Subject:** ISD Production Emergency approval request: RFC S.22 Request to Increase Integration Engine Logs for MY Self-Serve SD81 transactions – PLEASE REPLY BEFORE 3:30 pm.  
  
**Importance:** High

We have an ISD Production Emergency request submitted by Priyanka Singh on **RFC S.22 Request to Increase Integration Engine Logs for MYSS SD81 transactions.**

**Remedy S.22 Impact: Medium / Urgency: Medium / Priority: Medium**

We are requesting approval to Increase Integration Engine Logs for MY Self-Serve SD81 Transactions and update the Execution Mode to 'Asynchronous- DirectDb' for the transaction EA SD81 Submission to ICM and the log level to '3-Each Step'

The overall impact of the log level increase is as follows

- Each request coming in from MYSS for SD81 will be logged asynchronously, so no impact to client.
- Performance needs to be monitored as we get multiple retries from MY Self-Serve which will cause asynchronous requests getting triggered for each log event. This uses S\_SRM\_REQUEST table.
- SAN storage will show an increase for the time duration we keep the logs on. Will be monitored.
- We plan to keep the logs on until cheque run next week to catch any request that errors out
- We have a mechanism in Integration Engine that allows us to purge the log file. We can run this post the cheque run as part of cleanup

This has been already pre-approved by Dave Rose.

Deployment is scheduled for today Tuesday March 6<sup>th</sup> as soon as approval is granted.

This is a Production change only.

Please reply with your approval or concerns before 3:30 pm.

Thank you

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** s.22  
**Sent:** Tuesday, March 6, 2018 1:18 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Re: Business Analyst, ISL 18 - Requisition #46424

Hello Ray,

Thank you for your call. 3:15 PST (6:15 my time) sounds good.

Best,

s.22

On Tue, Mar 6, 2018 at 4:06 PM, Larson, Ray SDPR:EX <[Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca)> wrote:  
Congratulations,

Based on your written exercise results, I am happy to ask you to proceed in the above noted competition. I have scheduled you for a **3:15 pm Pacific Standard Time** interview time on **Wednesday, March 7, 2018**. **The interview will take place online** through a link that will be sent to you after you confirm your attendance. To participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#). You will be given 15 mins to review the interview questions and make any notes that you feel will assist you. I have allotted a total of one hour for your review of the questions, your interview and any follow up questions. Please **send a confirmation E-Mail to [Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca) if you are able to attend**.

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 6, 2018 11:55 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** Emergency Production Break Fix Notification "NO RESPONSE REQUIRED"

**Importance:** High

Good morning

"No Response Required"

This is to inform you of an Emergency Production Break Fix Notification submitted by Stephen Laws today Tuesday March 6, 2018 at 11:06 am for **RFC s.22 My Self-Serve Oracle Exception.**

**Remedy Ticket: S.22 Impact: Medium / Urgency: High / Priority: High**

Incident:

My Self-Serve was receiving an Oracle Exception which corrupts certain queries from being executed.

Solution:

The restart the IIS Application Pool for the My Self-Serve Services on the Secundus server has appeared to address the issue. Further investigation and monitoring into the root cause will continue.

Thank you

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*



## Larson, Ray SDPR:EX

---

**From:** Dickson, Spring SDPR:EX  
**Sent:** Tuesday, March 6, 2018 11:43 AM  
**To:** Campbell, Rhonda J SDPR:EX; SDPR VEFRA BUILDING  
**Subject:** RE: Security Swipe Cards - temporarily not working

Hi everyone,

All doors/passes have been restored

thanks

**Spring Dickson**  
778 698-2014

NEW Facility Resource Document: [Facilities and Assets Infographic](#)

---

**From:** Dickson, Spring SDPR:EX  
**Sent:** Tuesday, March 6, 2018 11:26 AM  
**To:** Campbell, Rhonda J SDPR:EX; SDPR VEFRA BUILDING  
**Subject:** RE: Security Swipe Cards - temporarily not working

Morning everyone,

Versatech are on route to the building to fix the swipe pass/door issue. There was a power outage last night, and unfortunately I was not able to reset the system successfully☺ hopefully it won't be much longer

Thanks so much

**Spring Dickson**  
778 698-2014

NEW Facility Resource Document: [Facilities and Assets Infographic](#)

---

**From:** Campbell, Rhonda J SDPR:EX  
**Sent:** Tuesday, March 6, 2018 10:21 AM  
**To:** SDPR VEFRA BUILDING  
**Subject:** Security Swipe Cards - temporarily not working  
**Importance:** High

Hi All,

Spring is not available so I'm sending this out.

The swipe cards are temporarily not working. Please be aware:

- They will not work in the elevator, so you can only reach the second floor and you will need to take the stairs
- The pass will not work taking the stairs and trying to exit on the first floor.
- The pass will not work in the garage.

We will send a note out when the passes work again.

Thanks.

*Rhonda Campbell*

Investigative Officer, START

**Ministry of Social Development and Poverty Reduction  
Prevention and Loss Management Services**

250-356-6886

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Tuesday, March 6, 2018 11:31 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - SDPR - MySS Login / PIN Error

FYI

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 11:01 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - SDPR - MySS Login / PIN Error

**Short Description:** Technical teams are investigating an issue with resetting an applicant's PIN in MySS. No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** Remedy s.22

**Business Impact:** Applicants are unable to reset their PIN login to submit an application and documents.

MCFD: Not affected

SDPR: Yes

Phones: Not affected

**Incident Manager:** Michael Pardaens

**Additional information and ETR:** error: *An unexpected error has occurred and the site administrator has been notified.*

## Larson, Ray SDPR:EX

---

**From:** Dickson, Spring SDPR:EX  
**Sent:** Tuesday, March 6, 2018 11:26 AM  
**To:** Campbell, Rhonda J SDPR:EX; SDPR VEFRA BUILDING  
**Subject:** RE: Security Swipe Cards - temporarily not working

Morning everyone,

Versatech are on route to the building to fix the swipe pass/door issue. There was a power outage last night, and unfortunately I was not able to reset the system successfully☺ hopefully it won't be much longer

Thanks so much

**Spring Dickson**  
778 698-2014

NEW Facility Resource Document: [Facilities and Assets Infographic](#)

---

**From:** Campbell, Rhonda J SDPR:EX  
**Sent:** Tuesday, March 6, 2018 10:21 AM  
**To:** SDPR VEFRA BUILDING  
**Subject:** Security Swipe Cards - temporarily not working  
**Importance:** High

Hi All,

Spring is not available so I'm sending this out.

The swipe cards are temporarily not working. Please be aware:

- They will not work in the elevator, so you can only reach the second floor and you will need to take the stairs
- The pass will not work taking the stairs and trying to exit on the first floor.
- The pass will not work in the garage.

We will send a note out when the passes work again.

Thanks.

*Rhonda Campbell*

Investigative Officer, START  
**Ministry of Social Development and Poverty Reduction**  
**Prevention and Loss Management Services**  
250-356-6886

## Larson, Ray SDPR:EX

---

**From:** Campbell, Rhonda J SDPR:EX  
**Sent:** Tuesday, March 6, 2018 10:21 AM  
**To:** SDPR VEFRA BUILDING  
**Subject:** Security Swipe Cards - temporarily not working

**Importance:** High

Hi All,

Spring is not available so I'm sending this out.

The swipe cards are temporarily not working. Please be aware:

- They will not work in the elevator, so you can only reach the second floor and you will need to take the stairs
- The pass will not work taking the stairs and trying to exit on the first floor.
- The pass will not work in the garage.

We will send a note out when the passes work again.

Thanks.

*Rhonda Campbell*

Investigative Officer, START

**Ministry of Social Development and Poverty Reduction  
Prevention and Loss Management Services**

250-356-6886

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, March 6, 2018 9:36 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scoring  
**Attachments:** Copy of Copy of Exercise scoring - Ray 1.xlsx

Ray, see attached.

Regards,  
David

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 06, 2018 09:31  
**To:** Norrish, David SDPR:EX  
**Subject:** Scoring

Hi David,

My apologies, could you please quickly score S. for me? Thanks!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Tuesday, March 6, 2018 8:52 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: Update: ISD Notification - SDPR - Delay completing MySS Override

FYI

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Tuesday, March 6, 2018 8:40 AM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - SDPR - Delay completing MySS Override

Update:

- MySS servers were successfully rebooted last night.
- Staff have not reported any MySS issues this morning.
- Technical teams will continue to monitor performance.
- Next update in approximately 1 hour.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 5, 2018 3:12 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: Update: ISD Notification - SDPR - Delay completing MySS Override

Update:

- The MySS application pool restart was successful.
- The MySS servers will be rebooted 6-7 PM after hours. Messaging will be added to the MySS application.
- Technical teams will continue to monitor performance.
- Next update will be sent tomorrow Tuesday March 6<sup>th</sup>.

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

**From:** "Wells, Roger SDPR:EX" <[Roger.Wells@gov.bc.ca](mailto:Roger.Wells@gov.bc.ca)>  
**Date:** 2018-03-05 2:57 PM (GMT-08:00)  
**To:** "Pardaens, Michael SDPR:EX" <[Michael.Pardaens@gov.bc.ca](mailto:Michael.Pardaens@gov.bc.ca)>, "Quesnel, Dwayne H SDPR:EX" <[Dwayne.Quesnel@gov.bc.ca](mailto:Dwayne.Quesnel@gov.bc.ca)>  
**Cc:** SDPR ISD Service Desk Critical Incident Escalations <[ISDSDCIE@Victoria1.gov.bc.ca](mailto:ISDSDCIE@Victoria1.gov.bc.ca)>  
**Subject:** RE: Update: ISD Notification - SDPR - Delay completing MySS Override

Hi Mike, let me know what you would like me to send out to ISD Notification list once you have an update, thanks.

Hi Dwayne, let me know if we need additional global messaging for additional work needed to resolve.

I've included the critical response team as I am out of the office tomorrow, thanks!

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 5, 2018 1:51 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** Update: ISD Notification - SDPR - Delay completing MySS Override

Recommendation is to restart the application pool to resolve, which will logout any active sessions.  
Approval received to restart the application pool at 1:55 PM today.  
Global notification to SDPR staff sent.

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 5, 2018 12:45 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - SDPR - Delay completing MySS Override

**Short Description:** Technical teams are investigating performance issues with MYSS Override- long delays completing each stage. No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** Remedy s.22

**Business Impact:** Long delays of over 1 hour completing the MySS override.

**MCFD:** Not affected

**SDPR:** Yes

**Phones:** Not affected

**Time Incident Reported:** 11:20AM

**Incident Manager:** Michael Pardaens

**Additional information and ETR:** Reports from multiple offices of long delays to move from section to section in MySS. The override does complete, however a delay. No ETR at this time.



## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Tuesday, March 6, 2018 8:46 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** ECAB Break Fix Notification "No Response Required"

**Importance:** High

Good morning.

"No Response Required"

This is to notify you of an Emergency Production Break Fix Notification submitted by Stephen Laws for the Reboot of the Secundus Server.

**Remedy Ticket S.22    Impact: High / Urgency: Medium / Priority: High**

It was identified yesterday Monday March 5<sup>th</sup> that a memory utilization was running high on the Secundus Server. My Self-Serve seemed to be impacted by this as we're seeing performance issues. It was agreed to reboot Secundus at 6:00 pm to free up memory.

Stephen Laws reported this morning that the reboot was successfully, staff have not reported any My Self-Serve issues and technical teams will continue to monitor performance.

At this time, there is no root cause identified and are requesting a Post Incident Review to further investigate this issue.

Thank you

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Monday, March 5, 2018 4:20 PM  
**To:** SDPR ISD Data Quality  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: PCM lists

Good afternoon all,

Just when you thought it was over\*, you find out ... well, actually we're a little behind.

We have a backlog of about 400 non-flagged PCM contact pairs to look over, listed in the same spreadsheet we've been using for a while. Please find some time to grab a few of these over the next week or so.

We'll likely have one more report to add to this list at the end of March, but a fix is going in to Release 4.3.3 so that will definitely\*\* be the end of it.

Thanks in advance for your help, and let us know if you have any questions or problems.

Regards,  
David

\* *Dis[ingenuous/claimer]*: I never did understand Vine (even less than Instagram or even Twitter) but I especially don't get this. I hope it's not offensive (just stupid and pointless), but if it is, please explain everything about it to me. I apologise in advance, either way.

\*\* ...almost definitely

---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, January 02, 2018 10:01  
**To:** Boschma, Brittany SDPR:EX; Davidson, Colin SDPR:EX; Dillon, Mary SDPR:EX; Fischer, Stephanie SDPR:EX; Larson, Ray SDPR:EX; Lindstrom, Dan T SDPR:EX; Mac, Theresa SDPR:EX; McDormand, Ashley SDPR:EX; Morino, Kristina E SDPR:EX; Shakya, Zeena SDPR:EX; Wood, Christine A SDPR:EX; Yang, Heewon SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: PCM lists

Good morning all,

Hope your 2018 got off to a decent start yesterday and nobody froze watching the three-minute fireworks downtown.

With a new month we have a new batch of non-flagged PCMs – 269 pairs to be investigated. They've been added to the tail end of the tracking spreadsheet with no Data Steward names assigned yet. Please go ahead and grab them for yourselves when you have time.

Regards,  
David

---

**From:** Norrish, David SDPR:EX  
**Sent:** Wednesday, November 29, 2017 11:26  
**To:** Boschma, Brittany SDPR:EX; Davidson, Colin SDPR:EX; Dillon, Mary SDPR:EX; Fischer, Stephanie SDSI:EX; King, Jason C SDPR:EX; Larson, Ray SDPR:EX; Lindstrom, Dan T SDPR:EX; Mac, Theresa SDPR:EX; McDormand, Ashley SDPR:EX; Morino, Kristina E SDPR:EX; Norrish, David SDPR:EX; Shakya, Zeena SDPR:EX; Wood, Christine A SDPR:EX; Yang, Heewon SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: PCM lists

Morning all,

The last six months of unflagged PCMs are now complete – thanks to all! ☺ – but of course time marches on and we have a new list covering contact matches through November. These 165 new matches have been added to the [tracking spreadsheet](#) (with a small name change, so new link!) but are not assigned to anyone specific. Whenever you have some ‘free’ time\* over the next few days please go and grab a handful – just add your idir to the Assigned column and commence investigation, and record results when available. This should be a priority over any other ‘back-burner’ projects you may have, and we’ll aim to have them complete within a week or so.

We’ll assess progress in a couple of days, but let us know immediately if you have any issues.

Regards,  
David

*\* haha, I know, right?*

---

**From:** Norrish, David SDSI:EX  
**Sent:** Tuesday, November 21, 2017 10:54  
**To:** Boschma, Brittany SDSI:EX; Davidson, Colin SDSI:EX; Fischer, Stephanie SDSI:EX; King, Jason C SDSI:EX; Lindstrom, Dan T SDSI:EX; Mac, Theresa SDSI:EX; McDormand, Ashley SDSI:EX; Morino, Kristina E SDSI:EX; Norrish, David SDSI:EX; Wood, Christine A SDSI:EX; Yang, Heewon SDSI:EX  
**Cc:** Proceviat, Sherri SDSI:EX  
**Subject:** RE: PCM lists

Ok folks,  
Here we go:

[https://ssisd-icm.gov.bc.ca/dq/Shared%20Documents/20171106-List\\_of\\_Contact\\_Batch\\_Matching-6mths.xls](https://ssisd-icm.gov.bc.ca/dq/Shared%20Documents/20171106-List_of_Contact_Batch_Matching-6mths.xls)

Everybody gets a new list of 43 or 44 (luck of the draw) contact pairs to investigate, and as mentioned these are a priority until complete.

Please remember that the spreadsheet is on a shared site – you can work in it directly but will need to save / check in and out regularly to update.

Let us know if you have any questions or concerns.

Regards,  
David

---

**From:** Norrish, David SDSI:EX  
**Sent:** Tuesday, November 21, 2017 10:15  
**To:** SDSI ISD Data Quality  
**Subject:** RE: PCM lists

Okay, Round 2 (3?) is upon us.

Anyone who’s still working on a little list of their own, please stop now and update your comments in the master sheet\*.

As soon as that’s done, we’ll split everything that’s left and reassign them out again – everyone will end up with another 50 or so.

These are going to be a priority over the next couple of days

Regards,  
David

\* There's only one, so you may have to time your entries – I'll open a conversation for everyone to check in and out

---

**From:** Norrish, David SDSI:EX

**Sent:** Thursday, November 16, 2017 11:40

**To:** Lindstrom, Dan T SDSI:EX; King, Jason C SDSI:EX; Wood, Christine A SDSI:EX; Davidson, Colin SDSI:EX; Boschma, Brittany SDSI:EX

**Subject:** PCM lists

Per earlier discussion, please make sure your spreadsheets are marked up to show which rows have been investigated, and send them back in to me. We'll shuffle and reassign out to everyone to make sure that they can be done by next week.

Thanks and regards,

David Norrish

ICM Data Quality, Information Services Division

Partnering with the Ministry of Children & Family Development  
and the Ministry of Social Development & Poverty Reduction

908 Pandora Ave, 4th Floor

PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

ph: 778-698-3140 • 250-415-0850

**From:** Institute of Public Administration of Canada / L'Institut d'administration publique du Canada <ipac@iapc.ca>  
**Sent:** Monday, March 5, 2018 2:33 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** 2018 IPAC Call for nominations - Appel à nominations IAPC 2018!



## **Nominations are now being accepted for:**

- [IPAC/IBM Innovative management Award](#)
- [IPAC Promising New Professional Award](#)
- [IPAC/IBM Social Leadership Award](#)
- [IPAC Student and Thought Leadership Awards](#)

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## **Les candidatures sont à présent acceptées pour:**

- [Prix IAPC/IBM pour gestion innovatrice](#)
- [Nouveau professionnel prometteur](#)
- [Prix du leadership social IAPC/IBM](#)
- [Prix nationaux étudiants et de leadership éclairé en administration publique](#)



## **Background**

Administered by the Institute of Public Administration of Canada and with the support

of IBM, the IMA is a national program that aims to encourage and recognize innovation in all public organizations, across all three tiers of government and First Nations. The awards are designed to recognize world-class innovators who are changing the face of public service in Canada by showing exceptional innovations that address the wide variety of issues facing society today.

## Eligibility & Criteria

We encourage submissions from across the country that:

- \* Transform public administration
- \* Advance knowledge management systems and structures
- \* Enhance the use and management of public funds
- \* Improve transparency, accountability and responsiveness

### Innovation

The submission must clearly demonstrate innovation within the public sector.

### Relevance

The submission must address issues facing the public sector.

### Significance

The benefits of the innovation, either actual or potential, must be significant.

### Effectiveness

The innovation in question must have been sufficiently implemented to enable the jury to ascertain the effectiveness of the initiative.

More details can be found [here](#).

## Key Dates

- Nominations Close: June 1, 2018
- Jury presentations in Toronto: late June, 2018
- Announcement of winners: August 20-22, 2018

**Please Apply Online Here: <https://form.jotform.com/80214433118244>**



## Contexte

Administré par l'Institut d'administration publique du Canada et avec le soutien d'IBM, le PGI est un programme national qui vise à encourager et reconnaître l'innovation dans tous les organismes publics, dans l'ensemble des trois paliers de gouvernement

et les Premières Nations. Le prix est conçu de sorte à reconnaître les innovateurs de classe mondiale qui changent la face de la fonction publique au Canada en montrant des innovations exceptionnelles répondant à une grande variété de questions qui confrontent la société d'aujourd'hui.

## Admissibilité et Critères

Nous encourageons les soumissions de partout au pays qui :

- \* transforment l'administration publique
- \* favorisent l'amélioration des systèmes et structures de gestion du savoir
- \* renforcent l'utilisation et la gestion des fonds publics
- \* améliorent la transparence, la responsabilité et la réactivité
- \* augmentent la participation publique.

Les lauréats précédents ont fait de grands pas en ce qui concerne l'innovation et les meilleures pratiques dans une variété de domaines, notamment les services de l'administration municipale, l'accessibilité des services à la clientèle, la technologie et l'innovation sociale, entre autres.

### Innovation

La présentation doit apporter une preuve manifeste de réalisations vraiment innovatrices au sein du secteur public.

### Pertinence

La présentation portera sur des problèmes auxquels est confronté le secteur public d'aujourd'hui.

### Importance

Les avantages, réels ou potentiels, de l'innovation sont d'une importance locale ou nationale.

### Efficacité

L'innovation aura été mise suffisamment longtemps en pratique pour pouvoir en juger l'efficacité.

Plus de détails peuvent se trouver [ici](#).

## Dates importantes :

- Fermeture du dépôt des candidatures : 1 juin 2018
- Présentations devant le Jury à Toronto : fin juin 2018
- Annonce des gagnants : 20-22 août 2018

**Veuillez soumettre votre candidature en ligne <https://form.jotform.com/80214433118244>.**

---



### Who is Your Promising New Public Servant?

Are you, or do you know a new professional who is an emerging leader within the public sector and represent the ideals, values and abilities of sound public administration? Consider nominating them for IPAC's Promising New Public Servant award.

**Deadline for Nomination - June 1, 2018** [Click Here](#) to Learn More.



### Qui est votre nouveau fonctionnaire prometteur?

Êtes vous ou connaissez-vous un nouveau chef de file au sein du secteur public qui représente les principes, les valeurs et les capacités d'une saine administration publique? Pensez à soumettre les candidatures pour le « Prix du nouveau fonctionnaire prometteur » de l'IAPC.

**Date limite pour soumettre les candidatures : 1 juin 2018.** [Cliquez ici](#) pour en savoir plus.





**Social leadership is a process of social influence, which maximizes the efforts of others, towards the achievement of a goal.**

Social leaders are excellent communicators, engaged and passionate about their work. They inspire this passion in others. Social leaders lead by example. They are technologically astute, conscientious of personal boundaries. They believe in sharing, in collective intelligence

**Deadline for Nomination - June 22, 2018 [Click Here](#) to Learn More.**



**Le leadership social est un processus d'influence sociale qui maximise les efforts des autres vers la réalisation d'un objectif.**

Les leaders sociaux sont des personnes inspirées au sein de tout groupe et toute communauté d'expertise, et à tout niveau, qui sont d'excellents communicateurs, engagés et passionnés par leur travail, et qui sont doués pour inspirer cette passion et cet engagement à d'autres.

**Date limite pour soumettre les candidatures : 22 juin 2018. [Cliquez ici](#) pour en savoir plus.**



**National Student and Thought Leadership Awards in Public Administration**

The National Student and Thought Leadership Awards in Public Administration, a joint initiative of the Institute of Public Administration of Canada (IPAC) and the Canadian Association of Programs in Public Administration (CAPPA), recognizes talent in Canadian schools at the regional level and the national level.

**Deadline for Nominations: June 29 2018. [Click Here](#)** for more information.



### **Prix nationaux étudiants et de leadership éclairé en administration publique**

Les nouveaux « Prix nationaux étudiants et de leadership éclairé en administration publique » représentent une initiative conjointe de l'Institut d'administration publique du Canada (IAPC) et de l'Association canadienne des programmes en administration publique (ACPAP).

**Deadline for Nominations: 29 juin 2018. [Cliquez ici](#)** pour en savoir plus.

Institute of Public Administration of Canada / L'Institut d'administration publique du Canada, 401-1075 rue Bay Street, Toronto, Ontario M5S 2B1 Canada

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## Larson, Ray SDPR:EX

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 5, 2018 1:50 PM  
**Subject:** Government System Notification - MySS Outage



**INFORMATION SERVICES DIVISION**  
supporting our social sector ministries

**Attention** SDPR Staff

**Description**

MySS is currently experiencing slowness and an application restart is needed.

**Impact to staff**

MySS will be temporarily unavailable (less than 2 minutes) while the application is being restarted at approximately 1:55pm. Client should not lose information for MySS applications in progress.

**Instructions to staff**

MySS will be available after a short outage.

If you have any questions please contact the Social Sector Service Desk at (604) 660-1636 or send an email to [Social.Sector.Service.Desk@gov.bc.ca](mailto:Social.Sector.Service.Desk@gov.bc.ca)

Thank you,

Social Sector Service Desk  
Information Services Division (ISD)  
*Partnering with the ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Monday, March 5, 2018 12:55 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - SDPR - Delay completing MySS Override

FYI

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**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Monday, March 5, 2018 12:45 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - SDPR - Delay completing MySS Override

**Short Description:** Technical teams are investigating performance issues with MYSS Override- long delays completing each stage. No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** Remedy s.22

**Business Impact:** Long delays of over 1 hour completing the MySS override.

MCFD: Not affected

SDPR: Yes

Phones: Not affected

**Time Incident Reported:** 11:20AM

**Incident Manager:** Michael Pardaens

**Additional information and ETR:** Reports from multiple offices of long delays to move from section to section in MySS. The override does complete, however a delay. No ETR at this time.

## Larson, Ray SDPR:EX

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**From:** Wilson, Simon SDPR:EX  
**Sent:** Monday, March 5, 2018 11:55 AM  
**To:** SDPR ISD All Staff  
**Subject:** Food sensitivities, allergies and other health notes

Hello all,

The admin team will be organising refreshments for the upcoming Business Plan Rollout Sessions in Victoria and Vancouver. Please let me know as soon as possible of any food allergies, sensitivities or other health concerns that effect you, or someone you know who is not able to answer this email within the next day or two.

Thank you,

Simon.

Simon Wilson | **Admin Assistant**

**SDPR | ISD | Admin and Facilities** | 5th Floor, 609 Broughton St.

Phone: 778-698-3836 | E-mail: [Simon.Wilson@gov.bc.ca](mailto:Simon.Wilson@gov.bc.ca)

**From:** Quigley, Shanna SDPR:EX on behalf of Galbraith, David J SDPR:EX  
**Sent:** Monday, March 5, 2018 11:25 AM  
**Subject:** A message from Deputy Minister, David Galbraith

A message from

Deputy Minister  
David Galbraith



**A message from Deputy Minister, David Galbraith**

It is great to be back at the Ministry of Social Development and Poverty Reduction and I appreciate the warm welcome I've already received. I have spent my first days learning about the many accomplishments coming out of this ministry over the last year, as well as the many exciting projects and initiatives currently underway.

It really is an exciting time to be a part of this ministry. The work we do is a key focus of the government's mandate, and I know there is a lot happening throughout the organization to reflect this. With work continuing on important initiatives such as the poverty reduction strategy and the Employment Program of BC renewal—not to mention the other projects throughout all of our divisions and our ongoing operational work to serve the most vulnerable of our province's citizens—I know you have all been very busy. I am very much looking forward to being involved in this work.

Each of you play a critical role in our ministry, and I want to hear from you. Once I have settled in and the house has finished sitting, I plan to get out and meet as many of you as possible. In the meantime, if you see me or run into me, please introduce yourself. I would really appreciate any opportunity to get to know you.

I look forward to working together in the coming weeks and months.

David Galbraith  
Deputy Minister  
Ministry of Social Development and Poverty Reduction

Visit our ministry intranet, [The Loop](#)



## Larson, Ray SDPR:EX

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**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Friday, March 2, 2018 1:35 PM  
**To:** Norrish, David SDPR:EX; Dillon, Mary SDPR:EX; Larson, Ray SDPR:EX  
**Subject:** Update on your assigned goals

Hi

Please send Rob and update on the statuses of your goals that you were assigned before Tuesday March 6. If you are not able to meet any of your targets please clearly indicate what is missing and why you will not make your targeted goals.

Mary – I would request that you consolidate all of the information provided at the two brainstorming sessions and make your results and make your recommendations on these along with what items have been identified and what items we can look at and use to move forward.

**Sherri Proceviat**, Team Lead – Data Quality

**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081



## Larson, Ray SDPR:EX

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**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Friday, March 2, 2018 1:29 PM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** Happy Friday team

Good afternoon

As you have all heard – today is my last day before S.22 I hope you have a great 2 weeks here without me (well not too much) but enjoyable. I will have my cell with me while in S.22 but leaving it behind (I know shocker) when we head out Tuesday morning. David will be covering for me all but the 9<sup>th</sup> of March and Ray will be point on that day.

Please remember to notify David and Ray if you are working from home, not able to come into the office or with any issues that you would normally notify me about.

A reminder that we are getting ready to close off the 2017 – 218 My Performances so while I am gone – please ensure that you have entered all the goals we have talked about, be it work or learning and be ready to meet with me the week of March 26

I will be back in the office on Monday the 19 and look forward to catching up with you all.

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**

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*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

## Larson, Ray SDPR:EX

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**From:** s.22  
**Sent:** Friday, March 2, 2018 1:03 PM  
**To:** Larson, Ray SDPR:EX; Proceviat, Sherri SDPR:EX  
**Subject:** Re: ISL18 Requisition # 46424 Interview questions

Good afternoon everyone,  
s.22

Looking forward to the results, s.22

Enjoy your weekend everyone. Especially you Sherri on your s.22

Thank you,  
s.22

On Fri, Mar 2, 2018 at 1:22 PM, Larson, Ray SDPR:EX <Ray.Larson@gov.bc.ca> wrote:  
> ISL18 Requisition # 46424 Interview questions  
>  
> You will be given 15 mins to review the following interview questions  
> and make any notes that you feel will assist you. We have allotted a  
> total of one hour for your review of the questions, your interview and  
> any follow up questions. These interview questions are confidential,  
> please delete this question sheet and your notes at the end of the  
> interview and do not share them with anyone else.  
>  
s.3

-  
>  
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>  
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>  
>

**Remedy Ticket: s. 22 - Impact: High / Urgency: Medium / Priority: High**

We now have approval to apply a data correction to delete the identified sensitive data

This is a Production only change, no testing required

### ISD Change Control

## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Friday, March 2, 2018 9:19 AM  
**To:** ISD Change Control SDPR:EX  
**Cc:** Laws, Stephen SDPR:EX  
**Subject:** ISD Production Emergency approval request: RFC s.22 IRT - Data Correction: HBP- event reported in Error – PLEASE REPLY BEFORE 11:30 AM

**Importance:** High

We have an ISD Production Emergency request submitted by Stephen Laws on **RFC s.22 IRT - Data Correction: HBP- event reported in Error.**

**Remedy Ticket:** s.22 - **Impact: High / Urgency: Medium / Priority: High**

An employee submitted an Incident Tracking and Reporting (IRT Event) yesterday in error on the system. Occasionally we get these put in and they need to be "deleted" as soon as possible due to confidentiality and privacy issues.

We are requesting approval to apply a data correction to delete the identified sensitive data as soon as possible.

Deployment is scheduled today Friday March 2<sup>nd</sup> 2:00 pm to 5:00 pm.

This is a Production only change, no testing required.

Please reply with your approval or concerns before 11:30 AM

Thank you

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Friday, March 2, 2018 8:49 AM  
**To:** Dillon, Mary SDPR:EX  
**Cc:** Morrison, Rob SDPR:EX; Larson, Ray SDPR:EX; Norrish, David SDPR:EX  
**Subject:** RE: Telework/Appointment change next week

Approved

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
Cell 250.516.5081

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**From:** Dillon, Mary SDPR:EX  
**Sent:** Friday, March 2, 2018 8:41 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Cc:** Morrison, Rob SDPR:EX; Larson, Ray SDPR:EX; Norrish, David SDPR:EX  
**Subject:** Telework/Appointment change next week

Hi,

s.22 I discussed with Sherri,  
and I will telework on Wednesday, in addition to my normal Tuesday afternoon. Aside from the appointment time, I will  
be available on Lync like always.

s.22

Thank you,

**Mary Dillon**  
Business Analyst & ICM Data Steward, Systems Operations

Information Services Division  
Social Sector  
Partnering with the Ministries of Social Development & Poverty Reduction  
and Children & Family Development.

## Larson, Ray SDPR:EX

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**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Friday, March 2, 2018 8:08 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: Copies of all of the submission for Competition # 46424 IS 18  
**Attachments:** Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Assignment for REQ #46424, Junior Business Analyst IS 18; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Written Exercise - Business Analyst, IS 18 - Requisition# 46424; Completed Written Exercise, Requisition# 46424; RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424 - s.22 RF: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424 - s.22 RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Written assignment for Requisition 46424, Business Analyst, IS 18; Written Exercise - Business Analyst, IS 18 - Requisition #46424; RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424 - s.22  
s.22 - Written Assignment Req #46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; RE:Written Assignments; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Written assignment for Requisition 46424, Business Analyst, IS 18; Written Exercise - Business Analyst, IS 18 - Requisition #46424; RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424 - s.22  
s.22 Completed Written Exercise - Business Analyst, IS 18 - Requisition#46424; Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424 - s.22  
s.22 Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424; Written Exercise - BA IS 18, Requisition# 46424

Sherri Proceviat, Team Lead – Data Quality

Information Services Division (ISD)

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*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

---

**From:** Proceviat, Sherri SDPR:EX

**Sent:** Monday, February 26, 2018 8:49 AM

**To:** Morrison, Rob SDPR:EX

**Subject:** Copies of all of the submission for Competition # 46424 IS 18



## Larson, Ray SDPR:EX

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Friday, March 2, 2018 7:56 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: Written Exercise - Business Analyst, IS 18 - Requisition# 46424  
**Attachments:** Business Analyst, IS 18 - Requisition# 46424.docx; excel exercise - Business Analyst, IS 18 - Requisition# 46424.xlsx

**Sherri Proceviat**, Team Lead – Data Quality

**Information Services Division (ISD)**

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*Victoria, BC*

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Victoria, BC V8W 1C8

Cell 250.516.5081

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**From:** O'Sullivan, Lyndall HLTH:EX  
**Sent:** Friday, February 23, 2018 9:12 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** Written Exercise - Business Analyst, IS 18 - Requisition# 46424

Hi Sherri,

Please see attachments for the written exercises for the Business Analyst IS 18 - Requisition# 46424 position.

Thank you

**Lyndall O'Sullivan** | Third Party Liability Clerk | Ministry of Health  
2<sup>nd</sup> Floor, 1515 Blanshard Street, PO Box 9647 STN PROV GOVT, Victoria BC V8W 9P4  
Phone 250-952-2439 | Fax 250-952-2090 | [www.health.gov.bc.ca/thirdpartyliability](http://www.health.gov.bc.ca/thirdpartyliability)

**IMPORTANT:** The forms used as Notice under the *Health Care Costs Recovery Act* have changed. The new forms are available on the Forms page of our website and are located at [TPL Forms Page](#). If you have any questions, please contact us at [hlth.tpl@gov.bc.ca](mailto:hlth.tpl@gov.bc.ca).

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## Larson, Ray SDPR:EX

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**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Friday, March 2, 2018 7:48 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX; Cox, Wendy G SDPR:EX  
**Subject:** FW: Posting for Jr Business Analyst - User Acceptance Testing

Good morning

If any of you are interested in applying for these positions, I have spoken with Wendy and she would like anyone who is interested to please apply. At this time they do not want to consider lateral transfers into these positions.

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
Cell 250.516.5081

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**From:** Cox, Wendy G SDPR:EX  
**Sent:** Thursday, March 1, 2018 5:11 PM  
**To:** SDPR ISD All Staff  
**Subject:** Posting for Jr Business Analyst - User Acceptance Testing

Good afternoon,

Wanted to let everyone know that we have a new posting that has gone up today for Jr Business Analysts – ISL18 (4 positions).

[https://search.employment.gov.bc.ca/cgi-bin/i/internal\\_highlightjob.cgi?jobid=48566](https://search.employment.gov.bc.ca/cgi-bin/i/internal_highlightjob.cgi?jobid=48566)

Thank you!

Wendy Cox  
**ICM Product and Release Manager**  
*Ministry of Children & Family Development  
and Social Development & Poverty Reduction*  
Mobile: 250-889-4845 | email: [Wendy.g.Cox@gov.bc.ca](mailto:Wendy.g.Cox@gov.bc.ca)

## Larson, Ray SDPR:EX

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**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 1, 2018 3:05 PM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** ISD Change Advisory Board Meeting Minutes March 1, 2018

Here are the [meeting minutes](#) and links to the OCIO RFCs, Service Bulletins and TIBs that identify OCIO changes that potentially impact ISD from today's ISD Change Advisory Board meeting.

Please let me know of any errors or omissions.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Thursday, March 1, 2018 3:05 PM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: ISD Notification - MCFD/SDPR - Adobe Attachments

FYI

---

**From:** Social Sector Service Desk SDPR:EX  
**Sent:** Thursday, March 1, 2018 2:58 PM  
**To:** SDPR ISD Incident Notifications  
**Subject:** ISD Notification - MCFD/SDPR - Adobe Attachments

**Short Description:** SSBC Technical teams are investigating an issue with opening some Adobe PDF attachment/documents (error: insufficient data for an image); No ETR at this time.

**Master Ticket Numbers (OCIO IN/SR and Remedy):** OCIO s.22 / Remedy s.22

**Business Impact:** Some staff are unable to open some PDF documents in ICM to complete assessments.

MCFD: Yes

SDPR: Yes

Phones: Not affected

**Incident Manager:** Service Desk

**Additional information and ETR:**

Issue appears to be related to a specific version of the Adobe DC application (.30413 vs .30392). Adobe has an out of band fix to correct symptoms/issue being experienced. A potential workaround and as well as a solution is currently being tested.

## Larson, Ray SDPR:EX

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**From:** s.22  
**Sent:** Thursday, March 1, 2018 2:03 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Re: Interview - Business Analyst, ISL 18 - Requisition #46424

Hello,

Thank you.

Looking forward to the Interview tomorrow.

Kind regards,  
s.22

On Thu, Mar 1, 2018 at 12:38 PM, Larson, Ray SDPR:EX <[Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca)> wrote:  
Hi s.22 we will connect with you about 5 minutes before the start time to make sure your Lync is working.  
We will send the questions via email after we connect for you to review for 15 minutes.

A reminder - to participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#) as well as the instructions for installing Lync Web App below.

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### Join online meeting

s.17

#### Join by Phone

Local - Victoria: [+1 \(250\) 952-9304](#)

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---

Instructions for installation and using Lync Web App outside of the BC Government organization.

Step	Instruction for PC or Mac	Example
------	---------------------------	---------

- 1 Select the Join online meeting included in the calendar invite email sent to you.



- 2 Select Join Using Lync Web App instead.



- 3 Select the Download and install the Lync Web App plug in and install the plug in.



- 4 After installation of the plug in select the Join the meeting link.



5

Be sure to select Unmute and Start my video by using audio and video icons in the bottom left hand corner of the Lync Web App window.

\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**From:** s.22  
**Sent:** Thursday, March 1, 2018 12:49 PM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** Re: Interview - Business Analyst, ISL 18 - Requisition #46424

Thank you Ray.

We will chat tomorrow.

Thank you again.

s.22

On Thu, Mar 1, 2018 at 3:33 PM, Larson, Ray SDPR:EX <[Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca)> wrote:  
Hi s.22, we will connect with you about 5 minutes before the start time to make sure your Lync is working.  
We will send the questions via email after we connect for you to review for 15 minutes.  
A reminder - to participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#) as well as the instructions for installing Lync Web App below.

---

### Join online meeting

s.17

#### Join by Phone

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---

Instructions for installation and using Lync Web App outside of the BC Government organization.

Step	Instruction for PC or Mac	Example
------	---------------------------	---------



- 1 Select the Join online meeting included in the calendar invite email sent to you.



- 2 Select Join Using Lync Web App instead.



- 3 Select the Download and install the Lync Web App plug in and install the plug in.

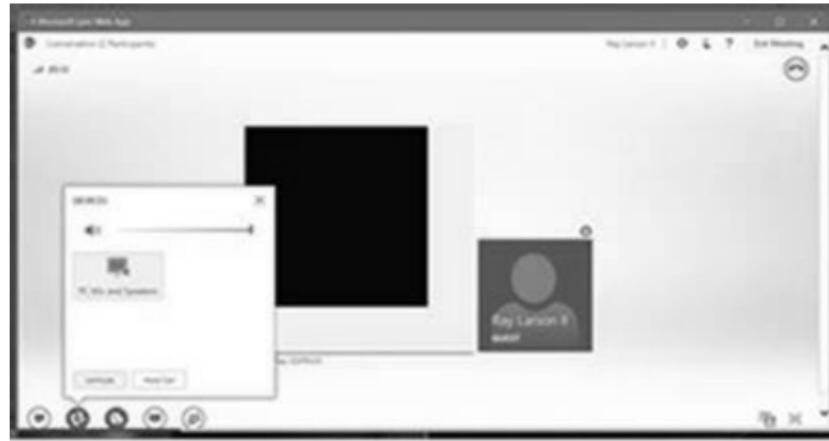


- 4 After installation of the plug in select the Join the meeting link.



5

Be sure to select Unmute and Start my video by using audio and video icons in the bottom left hand corner of the Lync Web App window.  
\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**From:** Shakya, Zeena SDPR:EX  
**Sent:** Thursday, March 1, 2018 10:13 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Recon Report : Ticket # s.22 - CONTACTS -> X\_PHN category: discrepancy between ICM and MIS

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Hello all,

As mentioned in our team meeting, there are 512 contacts displaying in the Recon Report due to PHN mismatch. Our first approach to resolve this issue would be to merge any potential duplicates and the remainder will be discussed with the Business so need some help please! The excel sheet is on **Peseta - F Drive – Data Stewards** folder and has an Instruction tab. When you have some time, please investigate and merge if possible, and update the excel sheet columns.

### Scenario#1: One PHN is associated with 2 contacts on MIS –MSP screen

MIS allows a PHN to be saved on more than one contact however when the information is sent to ICM, it is rejected as ICM does not allow the PHN to be the same on more than one contact. For example, PHN 98\*\*\*\* is on listed on s.22 and s.22 and s.22 in MIS.

**Total Number of Records :** 144

### Scenario#2: A PHN is on different contacts in ICM and MIS

When a PHN is updated by a user in MIS and the transaction is sent to ICM it fails because it is on a different contact in ICM. ICM does not allow the PHN to be the same on more than one contact. For example, PHN 989\*\*\*\* is on PID # s.22 in MIS and on PID# s.22 in ICM.

**Total Number of Records:** 368

#### **Folder Location:**

1. Log in into Peseta
2. Navigate to F Drive – Data Stewards – Recon Report \_CONTACTS\_X\_PHN mismatch\_ID39 folder

#### **Instruction to update the excel sheet:**

1. Update **Column J- Assigned To**.
2. Investigate if the contacts are duplicates.
3. Merge if applicable and update **Column K- Merged** to **Yes or No**.
4. If they are not duplicates then also update **Column L-Not Merged Reason**.
5. Update **Column M- Untangle Ticket Number** if a ticket was created.

Please let me know if you have any questions regarding this issue and thank you for the help ! ☺

Thanks,

Zeena Shakya

ICM Data Quality Team

Information Services Division, Data Quality and Business Intelligence

*Partnering with the Ministries of Children and Family Development & Poverty Reduction*

Phone: 604-660-1477

Email: [Zeena.Shakya@gov.bc.ca](mailto:Zeena.Shakya@gov.bc.ca)

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Thursday, March 1, 2018 10:07 AM  
**To:** SDPR ISD Data Quality  
**Subject:** RE: Team Meeting - Mar 01 - agenda call

Seems there's nothing pressing for us all today, so we'll postpone to next week's regular meeting.

I can't delete or cancel the actual Outlook Calendar item, so just dismiss that reminder for today.

Regards,  
David

---

**From:** Norrish, David SDPR:EX  
**Sent:** Thursday, March 01, 2018 09:12  
**To:** SDPR ISD Data Quality  
**Subject:** Team Meeting - Mar 01 - agenda call

Good morning all,

Anything for the agenda today? Please forward items to me by 10:00.

Obviously we'll be missing a few people – Sherri and Ray are interviewing, Colin and Dan are likely busy with testing – but we can still get together if needed.

Thanks and regards,  
David Norrish

ICM Data Quality, Information Services Division  
Partnering with the Ministry of Children & Family Development  
and the Ministry of Social Development & Poverty Reduction  
908 Pandora Ave, 4th Floor  
PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
ph: 778-698-3140

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 1, 2018 9:44 AM  
**To:** SDPR ISD Change Advisory Board  
**Subject:** ISD Non-Prod, Production RFCs and OCIO activities for review this afternoon  
**Attachments:** 2018 03 01 ISD Non Prod RFCs for review.xlsx; 2018 03 01 ISD Prod RFCs for review.xlsx

Attached are the Non-Prod and Production RFCs for review at today's ISD Change Advisory Board meeting. If you would like to see additional details for any of the requests, they are available in the RFC form located [here](#). Also please find the link to the [OCIO Changes Note](#) identifying OCIO changes that potentially impact ISD.

Thank you.

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Norrish, David SDPR:EX  
**Sent:** Thursday, March 1, 2018 9:12 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Team Meeting - Mar 01 - agenda call  
  
**Expires:** Thursday, March 1, 2018 11:00 AM

Good morning all,

Anything for the agenda today? Please forward items to me by 10:00.

Obviously we'll be missing a few people – Sherri and Ray are interviewing, Colin and Dan are likely busy with testing – but we can still get together if needed.

Thanks and regards,

David Norrish

ICM Data Quality, Information Services Division  
Partnering with the Ministry of Children & Family Development  
and the Ministry of Social Development & Poverty Reduction  
908 Pandora Ave, 4th Floor  
PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
ph: 778-698-3140

## Larson, Ray SDPR:EX

---

**From:** s.22  
**Sent:** Thursday, March 1, 2018 8:35 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Fwd: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

Good morning Ray,

I sent a confirmation Email to [Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca) yesterday, as seen in the forwarded message below.

Kindly let me know if she has received it accordingly.

Kind regards,  
s.22

----- Forwarded message -----

**From:** s.22  
**Date:** Wed, Feb 28, 2018 at 3:18 PM  
**Subject:** Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424  
**To:** "Proceviat, Sherri SDPR:EX" <[Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca)>

Good day,

I hope you are doing fine.

I am writing to confirm my attendance to join the interview at 1:30pm on Friday, March 2, 2018, for the Junior Business Analyst Position as requested by Ray, with the E-mail address [Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca).

Kind regards,  
s.22

On Fri, Feb 23, 2018 at 8:47 AM, s.22 wrote:  
Good day,

Thank you for contacting me about this position.

I have completed the exercise and I have attached the final Excel and word document.

Please let me know if you have any questions and I am hoping to hear back from you.

Kind regards,  
s.22



Virus-free. [www.avg.com](http://www.avg.com)



On Wed, Feb 21, 2018 at 12:26 PM, Proceviat, Sherri SDPR:EX <[Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca)> wrote:

The Excel Spreadsheet was located in the word document, however you can also access it through this link.

**Sherri Proceviat**, Team Lead – Data Quality

**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

---

**From:** Proceviat, Sherri SDPR:EX

**Sent:** Wednesday, February 21, 2018 12:13 PM

**To:** Proceviat, Sherri SDPR:EX

**Subject:** RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

Further to my email sent on Tuesday, February 21, 2018, please find attached the written assignment for Requisition 46424, Business Analyst, IS 18 with the Ministry of Social Development and Poverty Reduction.

Attachments to this email include a Word document with questions and the related Excel document.

As noted in the attached Word document, please submit your completed written assignment by email to myself, [Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca) by **Friday, February 23 at 10:00 am Pacific Standard Time**. Submission of late assignments will not be accepted.

Please Note: The panel will assess the written responses and will then select candidates to participate in an oral interview. Interviews will be held Tuesday, February 27, 2018 to Thursday, March 1, 2018.

**Sherri Proceviat**, Team Lead – Data Quality

**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 1, 2018 8:32 AM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Kalaighani, Vyas SDPR:EX  
**Subject:** RE: SOP076 Request - Data correction on GA files getting assigned to MCFD physical file locations  
**Attachments:** SOP076 - List of open GA files attached to MCFD.docx

Sorry forgot the attachment. ☺

### ISD Change Control

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 1, 2018 7:23 AM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Kalaighani, Vyas SDPR:EX  
**Subject:** SOP076 Request - Data correction on GA files getting assigned to MCFD physical file locations  
**Importance:** High

Good morning,

Please find attached **SOP076 Request - Data correction on GA files getting assigned to MCFD physical file locations** submitted by Vyas Kalaighani for your review.

### Purpose:

This is a Bi-Weekly Standard Operating Procedure (SOP) to update CPFs associated to open GA files so that the correct physical file of the GA cases flows to MIS. This SOP should remain active for next 4 months until the long-term code fix is scoped for a release.

Please have all questions or concerns returned to Vyas Kalaighani by end of day Monday March 5<sup>th</sup>. This will be reviewed at ISD CAB Thursday March 8<sup>th</sup> for approval.

Thank you

### ISD Change Control

Information Services Division, Social Sector

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## Larson, Ray SDPR:EX

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Thursday, March 1, 2018 8:30 AM  
**To:** SDPR ISD Data Quality  
**Subject:** FW: UPDATE - FOR ACTION - Service Bulletin 1033: SharePoint Extended Outage – March 16 - 19, 2018

fyi

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
Cell 250.516.5081

---

**From:** ICM TI Support SDPR:EX  
**Sent:** Thursday, March 1, 2018 8:30 AM  
**Subject:** FW: UPDATE - FOR ACTION - Service Bulletin 1033: SharePoint Extended Outage – March 16 - 19, 2018

For your review:



To: Ministry and Broader Public Sector (BPS) Service Managers and SharePoint 2010 Contacts

**UPDATE – February 28, 2018:** The extended SharePoint outage has been rescheduled to Friday, March 16, 2018, at 4:30 p.m. to Monday, March 19, 2018, at 8:30 a.m. Updated information is posted to the related Technical Information Bulletin ([TIB# D-2018-004](#)). Clients should note there will be no additional postponements.

The bulletin below has been updated with the new dates highlighted with red text.

**UPDATE – February 15, 2018:** The Office of the Chief Information Officer has postponed the SharePoint extended outage planned for February 23 to 26, 2018. An update to this bulletin will be published once the new date is confirmed.

**January 25, 2018**

## SharePoint Extended Outage – February 23 - 26, 2018

To maintain the security of the SharePoint 2010 platform, the Office of the Chief Information Officer (OCIO) will update SharePoint beginning Friday, March 16, 2018, at 4:30 p.m. through to Monday, March 19, 2018, at 8:30 a.m. SharePoint will not be available during the update. For more information, please review the related Technical Information Bulletin ([TIB# D-2018-004](#)).

Once the update is complete, the OCIO will test core infrastructure functionality and basic site availability. However, clients are advised to test their SharePoint sites for availability and functionality after the extended outage concludes at 8:30 a.m., Monday, March 19, 2018.

### Action Required

We request Service Managers and SharePoint Administrators distribute this information to individuals within their organizations who may be impacted as a result of this extended outage.

**Important:** Clients requiring access to content during the update are advised to save files on a LAN drive or an alternate secure offline location prior to 4:30 p.m. Friday, March 16, 2018. Once the software update is complete, content previously saved and updated on an offline location (i.e. LAN or other medium) will need to be uploaded back to SharePoint.

**If you have issues or questions,** please contact the [Service Desk](#) online, by email at [77000@gov.bc.ca](mailto:77000@gov.bc.ca) or call 250 387-7000 (**toll-free 1 866 660-0811**), option 1. For additional information on the Service Desk 77000 options, please see [Service Bulletin 879](#).

This service bulletin can be viewed [online](#).

## Larson, Ray SDPR:EX

---

**From:** Campbell, Rhonda J SDPR:EX  
**Sent:** Thursday, March 1, 2018 7:52 AM  
**To:** SDPR VEFRA BUILDING  
**Subject:** Reminder: Vote Today - Component/Local 1201 Elections - March 1, 2018 - 4th Floor, Small Boardroom - 12 - 1

Hi All,

We will be holding Local 1201 Elections TODAY, March 1, 2018 from 12 – 1 pm to allow staff to either come vote at the beginning or end of their lunch breaks as this event takes place during break times. 4<sup>th</sup> Floor Small Boardroom is where voting will take place here at Vefra.

You are a part of 1201 if you are a HAB employee (adjudicator or admin), PLMS staff, and clerical staff.

Please bring your union card with you if you have it.

You will have profiles of members that are interested in being a part of your local posted on your union boards.

I will not be seeking re-election, so my name is being removed from the selection list. I will remain involved as a Union Steward and OH&S Rep.

If you have any questions please let me know. Please put a reminder in your calendars so you don't miss out on the voting opportunity, though if you miss it you can vote at the union hall before March 14, 2018.

See you at the Polls! 😊

Thank you.

*Rhonda Campbell*

*BCGEU Steward - 1201*

Investigative Officer, START

**Ministry of Social Development and Poverty Reduction**

**Prevention and Loss Management Services**

250-356-6886

## Larson, Ray SDPR:EX

---

**From:** ISD Change Control SDPR:EX  
**Sent:** Thursday, March 1, 2018 7:23 AM  
**To:** SDPR ISD Change Advisory Board  
**Cc:** Kalaighani, Vyas SDPR:EX  
**Subject:** SOP076 Request - Data correction on GA files getting assigned to MCFD physical file locations

**Importance:** High

Good morning,

Please find attached **SOP076 Request - Data correction on GA files getting assigned to MCFD physical file locations** submitted by Vyas Kalaighani for your review.

**Purpose:**

This is a Bi-Weekly Standard Operating Procedure (SOP) to update CPFs associated to open GA files so that the correct physical file of the GA cases flows to MIS. This SOP should remain active for next 4 months until the long-term code fix is scoped for a release.

Please have all questions or concerns returned to Vyas Kalaighani by end of day Monday March 5<sup>th</sup>. This will be reviewed at ISD CAB Thursday March 8<sup>th</sup> for approval.

Thank you

**ISD Change Control**

Information Services Division, Social Sector

*"Partnering with the Ministries of Social Development and Poverty Reduction  
& Children and Family Development"*

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 22, 2018 1:28 PM  
**To:** McBride, Kaileigh MCF:EX  
**Subject:** RESOLVED: s.22 (ICM) S/P - Combining 3 facilities into 1

Good afternoon Kaileigh,

✓ I've completed the duplicate Service Provider merge as per your request with s.22 being the winning service provider.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** McBride, Kaileigh MCF:EX  
**Sent:** Friday, March 16, 2018 12:04 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 (ICM) S/P - Combining 3 facilities into 1

Good Afternoon,

Can you please remove admin restrictions for the following so I can combine 3 facilities into 1 and update the phone number?

s.22

**\*Will be adding agreement lines to this facility\***

s.22

**\*Closing these facilities\***

s.22

s.22

Thanks,  
**Kaileigh McBride**  
Provider Maintenance Team (Licences)  
Child Care Subsidy Service Centre  
250-952-9624



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 22, 2018 9:15 AM  
**To:** Little, Jennifer A SDPR:EX  
**Subject:** Update Attached Answers for RE: CI #3 - Organizational and Staff Development - Focus Group sessions

My apologies Jennifer,

I completed this very quickly this morning and didn't give it a review before hand – there were a number of grammatical errors and omissions. Please use the following if you're collating results.



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 22, 2018 9:02 AM  
**To:** Little, Jennifer A SDPR:EX  
**Subject:** Attached Answers for RE: CI #3 - Organizational and Staff Development - Focus Group sessions

Good morning Jennifer,

I hope this email finds you well. Thank you for all of your hard work organizing these focus groups! Here are my questions answered that I will be bringing to the meeting. I hope this information will be helpful for you and the team.

I look forward to seeing you later.

<< File: Focus\_Group\_Questions\_Start\_Stop\_Continue\_RLarson.pdf >>

Kind regards,

Ray Larson

*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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

**From:** Little, Jennifer A SDPR:EX

**Sent:** Thursday, March 8, 2018 4:53 PM

**To:** Little, Jennifer A SDPR:EX; Walmsley, Megan E SDPR:EX; Larson, Ray SDPR:EX; Drew, James T SDPR:EX; Mwaramba, Amanda SDPR:EX; Wells, Roger SDPR:EX; Shrivell, Jason SDPR:EX; Payer, George F SDPR:EX; Payer, James W SDPR:EX

**Subject:** CI #3 - Organizational and Staff Development - Focus Group sessions

**When:** Thursday, March 22, 2018 2:00 PM-3:30 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** SDPR R 609 Broughton St 5th Flr Cedar Room (518) SDPR:EX

Thanks for putting your name forward to participate in our Continuous Improvement Project #3 – Organizational and Staff Development focus group sessions. We were thrilled to see the number of folks who expressed an interest. We had hoped to have the Focus Group sessions start at the end of February, but with our team lead Mandy accepting a new role, we are now looking at starting sessions the week of March 19<sup>th</sup>.

Your comments will be recorded by group number not as individuals. You are identified in Focus Group #2.

Please accept this calendar invitation to the focus group session. We have attached the list of questions, as well as the ground rules for our sessions.

We are looking forward to hearing from you, as your ideas will help shape and contribute to the development of our Organizational and Staff Development Framework which we plan to develop in 2018/19. The goal of the focus group sessions is to gather your ideas and thoughts so come prepared to share and discuss. If you have any questions, please reach out to someone from the project team.

<< File: Focus Group Ground Rules.pdf >> << File: Start\_Stop\_Continue.pdf >> << File: Focus Group Questions & Start\_Stop\_Continue.docx >>

Thanks,  
Jennifer, Tara, Roger

---

[Join online meeting](#)

s.17

Join by Phone

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Local - Vancouver: +1 (604) 398-9304

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---

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 22, 2018 7:53 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: MyPerformance reminder

Thanks for the reminder Sherri! s.22



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Thursday, March 22, 2018 7:52 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** MyPerformance reminder

Good morning team

Please ensure that your MyPerformance is up to date and ready for review next week. I will be scheduling one on ones all next week to try and get the MyPerformances ready for sign off.

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
Cell 250.516.5081

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 22, 2018 7:40 AM  
**To:** Fischer, Stephanie SDPR:EX  
**Subject:** FW: Action required - Ticket # s.22 - Un - finalizing opening recording for s.22

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:30 AM  
**To:** Muylle, Katie MCF:EX  
**Cc:** Parsons, Jennifer MCF:EX; Moura, Renato M SDPR:EX  
**Subject:** Action required - Ticket # s.22 - Un - finalizing opening recording for s.22

Good morning Katie,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

My apologies, Data Quality is not able to uncheck the *Ready to Finalize* and the *Approved to Finalize* flags.

If you need to enter more information on this case simply follow the [Job Aid - Case – Copy a Previous Recording and Complete a New Recording](#).

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Muylle, Katie MCF:EX  
**Sent:** Thursday, March 15, 2018 10:51 AM  
**To:** Moura, Renato M SDPR:EX  
**Subject:** FW: Un - finalizing opening recording for s.22

---

**From:** Parsons, Jennifer MCF:EX  
**Sent:** Wednesday, March 14, 2018 10:33 AM  
**To:** Muylle, Katie MCF:EX  
**Subject:** RE: Un - finalizing opening recording for s.22

approved

**Regards,**  
**Jennifer Parsons**  
Acting Team Leader  
Protective Family Service  
2809 – 28<sup>th</sup> Street  
Vernon, BC V1T 4Z5  
250-558-2756(Direct)  
250-558-8948 (Cell)  
250-558- 2727 (Fax)  
[Jennifer.Parsons@gov.bc.ca](mailto:Jennifer.Parsons@gov.bc.ca)

---

**From:** Muylle, Katie MCF:EX  
**Sent:** Wednesday, March 14, 2018 10:32 AM  
**To:** Parsons, Jennifer MCF:EX  
**Subject:** Un - finalizing opening recording for S.22

Hello Jen,  
It appears that the Opening Recording for S.22 got finalized when it wasn't completed. It was finalized by <Redacted> and then by you. Asking that you approve it to be un-finalized so that I can add some additional information before closing the file.

Thanks,

Katie

Katie Muylle - Social Worker  
Protective Family Services  
2809 28<sup>th</sup> St.  
Vernon, BC  
V1T 4Z5

Tel: 250-558-2700  
Tel: 250-558-2722(direct)  
Fax: 250-558-2727

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 3:34 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RESOLVED: s.22 Remove CAS Flag on SP s.22

Hi Lynda,

✓ I've removed the CAS flag on the Service Provider child record ICM PID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Tuesday, March 20, 2018 9:53 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** s.22 Remove CAS Flag on SP

Please remove the CAS Flag on PID s.22 – this is a child record.

Thank you,

*Lynda Cooke*  
**Team Lead - Service Provider Management Group**  
**Finances, Facilities & Assets**  
**Operations Support**  
**Service Delivery Division**  
**Ministry of Social Development and Poverty Reduction**  
**250-952-5361**

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 2:51 PM  
**To:** Wilson, Geena MCF:EX  
**Subject:** RESOLVED: s.22 update CAS Site ID Service Provider record issue s.22

Hi Geena,

✓ I've updated site ID from 001 to 002 for CAS Vendor ID s.22 ICM PID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Wilson, Geena MCF:EX  
**Sent:** Tuesday, March 20, 2018 9:22 AM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 Service Provider record issue

AFB/MBB is experiencing an issue with a SP as detailed below.	
Issue:	Please replace site 001 with site 002, address had changed and site 001 is Min of Ed
Business Priority ( <i>high, medium, low</i> ):	Low
Provider ID:	s.22
Comments:	s.22

Thank you!

Geena Wilson

Program Support Clerk  
Ministry of Children and Family Development

**Providing Services For:**



<b>Web Link:</b>	<b>Email:</b>	<b>Toll Free Number:</b>	<b>Fax Number:</b>
<u>Autism Funding</u>	<u>MCF.AutismFundingUnit@gov.bc.ca</u>	1-877-777-3530	1-250-356-8578
<u>Medical Benefits</u>	<u>MCF.MedicalBenefitsProgram@gov.bc.ca</u>	1-888-613-3232	1-250-356-2159
<u>Child Care Subsidy - Payments</u>		1-888-338-6622	1-877-544-0699
<u>Child Care Operating Funding - Payments</u>	<u>MCF.CCOF@gov.bc.ca</u>	1-888-338-6622	1-250-953-3327

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 2:43 PM  
**To:** Wilson, Geena MCF:EX  
**Subject:** RESOLVED: s.22 Service Provider record issue Admin Restrict - s.22

Good afternoon Geena,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've applied the Admin Restricted flag on Service Provider record ID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Wilson, Geena MCF:EX  
**Sent:** Tuesday, March 20, 2018 9:50 AM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 Service Provider record issue

AFB/MBB is experiencing an issue with a SP as detailed below.	
Issue:	Please admin restrict, provider has portal access and a DBA in CAS
Business Priority ( <i>high, medium, low</i> ):	Low
Provider ID:	s.22
Comments:	s.22

Thank you!

Geena Wilson

## Providing Services For:

Web Link:	Email:	Toll Free Number:	Fax Number:
<a href="#">Autism Funding</a>	<a href="mailto:MCF.AutismFundingUnit@gov.bc.ca">MCF.AutismFundingUnit@gov.bc.ca</a>	1-877-777-3530	1-250-356-8578
<a href="#">Medical Benefits</a>	<a href="mailto:MCF.MedicalBenefitsProgram@gov.bc.ca">MCF.MedicalBenefitsProgram@gov.bc.ca</a>	1-888-613-3232	1-250-356-2159
<a href="#">Child Care Subsidy - Payments</a>		1-888-338-6622	1-877-544-0699
<a href="#">Child Care Operating Funding - Payments</a>	<a href="mailto:MCF.CCOF@gov.bc.ca">MCF.CCOF@gov.bc.ca</a>	1-888-338-6622	1-250-953-3327

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 2:37 PM  
**To:** Hawkes, Greg J MCF:EX  
**Subject:** RESOLVED: s.22 DS - remove notes on Case ID s.22

Good afternoon Greg,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ **As per your request, I've removed the incorrect notes on case ID s.22**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Hawkes, Greg J MCF:EX  
**Sent:** Tuesday, March 20, 2018 9:47 AM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 FW: Service Desk: Other Issue; Low priority; saturcot;

I approve the following request. Thank you.

---

**From:** Turcotte, Sabrina MCF:EX  
**Sent:** Tuesday, March 20, 2018 9:41 AM  
**To:** Hawkes, Greg J MCF:EX  
**Subject:** Service Desk: Other Issue; Low priority; saturcot;

### About Request

Staff Reporting issue: saturcot

Inform when complete? ☒ Yes ☐ No

Your Team Leader: Greg Hawkes

Greg Hawkes

Business Priority: Low

Low

Type of Request: Service Desk Templates

## General Service Desk Templates

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Duplicate Contacts | <input type="checkbox"/> Delete SIN from Contact         | <input type="checkbox"/> Delete Contact from Case |
| <input type="checkbox"/> Delete Case        | <input type="checkbox"/> SR Associated to incorrect Case | <input checked="" type="checkbox"/> Other         |
| <input type="checkbox"/> ICM/Systems issues |  |   |

### Other Service Desk Issue

*Describe Issue:* I need two notes deleted from case s.22  
and should not be there.

Those notes were entered on the wrong case

Please delete them. Thank you.  
s.22

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:59 PM  
**To:** Smith, Janice SDPR:EX  
**Subject:** RESOLVED : s.22 2 Lines to be Removed from Client's Credentials

Good afternoon Janice,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ **As per your request I've removed Credentials Row #:1-A153LP & Row #: 1-A153LQ on ICM PID s.22**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Smith, Janice SDPR:EX  
**Sent:** Tuesday, March 20, 2018 9:26 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** s.22 2 Lines to be Removed from Client's Credentials

Hi,

Please remove the following lines of this client's credentials as there is a mistake in it.

s.22

About Record:

1.

Created On: 2011-Dec-12 09:34:24 AM Conflict #: 0

Created By: MECOOPER\_D\_20150113  
Updated On: 2018-Mar-20 09:17:10 AM  
Updated By: JAASMITH  
Last Updated Source: User  
Last Updated On: 2018-Mar-20 09:17:10 AM

Modification #: 1  
Row #: 1-A153LP

2.

Created On: 2011-Dec-12 09:34:39 AM  
Created By: MECOOPER\_D\_20150113  
Updated On: 2018-Mar-20 09:17:16 AM  
Updated By: JAASMITH  
Last Updated Source: User  
Last Updated On: 2018-Mar-20 09:17:16 AM

Conflict #: 0  
Modification #: 1  
Row #: 1-A153LQ

Thank you

*Jan Smith*  
*CSW - Provincial Profiling Team*  
*Ministry of Social Development & Poverty Reduction*  
*4070 8th Avenue,*  
*Port Alberni, BC V9Y 4S4*  
  
*Phone: (250) 720-2627 (Direct Line)*  
*Fax - 1-855-771-8777*



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:48 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RESOLVED - Ticket# s.22 Remove CAS Flag on SP s.22

Hi Lynda,

✓ I've removed the CAS flag on the Child Record Service Provider ID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Tuesday, March 20, 2018 9:23 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** s.22 Remove CAS Flag on SP

Please remove the CAS flag on PID s.22 – this is a child record.

Thank you,

*Lynda Cooke*  
**Team Lead - Service Provider Management Group**  
**Finances, Facilities & Assets**  
**Operations Support**  
**Service Delivery Division**  
**Ministry of Social Development and Poverty Reduction**  
**250-952-5361**



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:43 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** Question: s.22 Remove CAS Vendor ID on SP s.22

Hi Lynda,

This Service Provider Record appears to be stand alone and does not have a parent child relationship.

Please advise.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Tuesday, March 20, 2018 8:41 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** s.22 Remove CAS Vendor ID on SP

Please remove the CAS Vendor ID & CAS Flag on PID s.22 – this should be a child record to CAS Vendor  
s.22

Thank you,

*Lynda Cooke*  
**Team Lead - Service Provider Management Group**  
**Finances, Facilities & Assets**  
**Operations Support**  
**Service Delivery Division**  
**Ministry of Social Development and Poverty Reduction**  
**250-952-5361**

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:33 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** Action required - Ticket # S.22 - SP Remove CAS Vendor ID from SP S.22

Hi Lynda,

I've removed the CAS Vendor ID, CAS Site ID, and CAS flag from the child record Service Provider Record ID S.22 as per your request.

✓ **ACTION:** Please ensure that you send a note to CAS to inactivate CAS ID S.22

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

From: Cooke, Lynda SDPR:EX  
Sent: Monday, March 19, 2018 2:41 PM  
To: Social Sector Service Desk SDPR:EX  
Subject: RE: Remove CAS Vendor ID from SP

Apologies - PID S.22

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

From: Social Sector Service Desk SDPR:EX  
Sent: Monday, March 19, 2018 2:41 PM  
To: Cooke, Lynda SDPR:EX

Subject: RE: Remove CAS Vendor ID from SP

Hi Lynda,

Please confirm the PID for this contact.

Regards,

604-660-1636 SDPR Help line option 2  
Information Services Division (ISD)  
Partnering with the Ministries of Social Development and Poverty Reduction  
and the Ministry of Children and Family Development

From: Cooke, Lynda SDPR:EX  
Sent: Monday, March 19, 2018 11:41 AM  
To: SDPR Support SDPR:EX  
Subject: Remove CAS Vendor ID from SP

Please remove the CAS Vendor ID & CAS flag from PID S.22 - this is a child record.

Thank you,

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:15 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RESOLVED: Ticket # s.22 Remove CAS Flag on SP s.22

Hi again Lynda,

✓ I've removed the CAS flag on the child record on Service Provider Record ID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Monday, March 19, 2018 3:43 PM  
**To:** SDPR Support SDPR:EX  
**Subject:** s.22 Remove CAS Flag on SP

Please remove the CAS flag on PID s.22 – this is a child record.

Thank you,

*Lynda Cooke*  
**Team Lead - Service Provider Management Group**  
**Finances, Facilities & Assets**  
**Operations Support**  
**Service Delivery Division**  
**Ministry of Social Development and Poverty Reduction**  
**250-952-5361**

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 1:09 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RESOLVED: s.22 Remove CAS Flag on SP s.22

Good afternoon Lynda,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

**I've removed the CAS flag on the child record ICM Service Provider ID s.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Tuesday, March 20, 2018 7:58 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** s.22 Remove CAS Flag on SP

Please remove the CAS flag on PID s.22 – this is a child record.

Thank you,

*Lynda Cooke*  
**Team Lead - Service Provider Management Group**  
**Finances, Facilities & Assets**  
**Operations Support**  
**Service Delivery Division**  
**Ministry of Social Development and Poverty Reduction**  
**250-952-5361**

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 12:03 PM  
**To:** Harvey, Mary-Jo MCF:EX  
**Cc:** Attfield, Andrew R SDPR:EX  
**Subject:** Resolved - Ticket # S.22 - SP: Portal: Access Request S.22

Good morning Mary-Jo,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

- ✓ **We have completed the Service Provider Portal access request setup for PID S.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 11:12 AM  
**To:** MCF Service Provider Portal MCF:EX  
**Subject:** RESOLVED: s.22 - Portal Access Request s.22

Good morning MCF Service Provider Portal Team,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

**We have completed the Service Provider Portal access request setup for PID s.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** MCF Service Provider Portal MCF:EX  
**Sent:** Monday, March 19, 2018 9:24 AM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 - Portal Access Request

The Service Provider (detailed below) has requested Portal access. Please review, Admin Restrict and promote to the Portal.
---

Service Provider Name: s.22	ICM Provider ID: s.22
Business Priority ( <i>high, medium, low</i> ):	High
Requesting Provider to be Admin Restricted:	Yes
Requesting Portal Promotion:	Yes
Impacts (review involvements tab and send email based on Communication matrix) other programs (Y/N):	N

If Yes, attach email from other program verifying request or justify here why consultation not requested.							
Comments: Setup portal access as Autism Funding Branch provider BCeID: S.22 No other users				SR: S.22			
Merge required (Y/N):N							
Service Provider Merge Details							
Master Record (Winner)				Duplicates (Loser)			
Name	ICM Provider ID	CAS Vendor ID	Site ID	Name	ICM Provider ID	CAS Vendor ID	Site ID

Thank you! ☺

*Brandi Tinkler*

Program Support Clerk – Specialized Provincial Services  
Ministry of Children and Family Development

### Providing Services For:

**Web Link:**

[Autism Funding](#)

[Medical Benefits](#)

[Child Care Subsidy - Payments](#)

[Child Care Operating Funding - Payments](#)

**Email:**

[MCF.AutismFundingUnit@gov.bc.ca](mailto:MCF.AutismFundingUnit@gov.bc.ca)

[MCF.MedicalBenefitsProgram@gov.bc.ca](mailto:MCF.MedicalBenefitsProgram@gov.bc.ca)

[MCF.CCOF@gov.bc.ca](mailto:MCF.CCOF@gov.bc.ca)

**Toll Free Number:**

1-877-777-3530

1-888-613-3232

1-888-338-6622

1-888-338-6622

**Fax Number:**

1-250-356-8578

1-250-356-2159

1-877-544-0699

1-250-953-3327

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 10:41 AM  
**To:** Attfield, Andrew R SDPR:EX  
**Cc:** Choo, Chris SDPR:EX  
**Subject:** RE: Address mismatch issue - Ticket # s.22

Hi Andy,

Thanks for your speedy reply. Our Job aid suggests that we not proceed with the promotion whilst the addresses are mismatched. I certainly can check with Colin next week. ☺

Cheers!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Attfield, Andrew R SDPR:EX  
**Sent:** Tuesday, March 20, 2018 10:39 AM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Choo, Chris SDPR:EX  
**Subject:** RE: Address mismatch issue - Ticket # s.22

Hi Ray,

I have no idea as to whether this is important or has any impact on portal promotion – maybe best to wait until Colin is back to check in with him?

**Andy Attfield**, *Senior Business Analyst*  
**INFORMATION SERVICES DIVISION**  
**Business Alignment and Request Management**  
**250.508.6746** [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)  
*"Providing Information Management and Information  
Technology services for the social sector Ministries"*  
(MCFD and SDPR)

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 10:21 AM  
**To:** Attfield, Andrew R SDPR:EX  
**Subject:** Address mismatch issue - Ticket # s.22

Good morning Andy,

I'm working on your request for portal access for s.22 . The issue I currently have is that the CAS address does not match the Service Provider record address in ICM and the CAS address is not listed on the Address tab in ICM.

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 20, 2018 10:21 AM  
**To:** Attfield, Andrew R SDPR:EX  
**Subject:** Address mismatch issue - Ticket # s.22

Good morning Andy,

I'm working on your request for portal access for s.22. The issue I currently have is that the CAS address does not match the Service Provider record address in ICM and the CAS address is not listed on the Address tab in ICM.

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 1:32 PM  
**To:** McBride, Kaileigh MCF:EX  
**Subject:** RESOLVED: s.22 (ICM) S/P - Closure - s.22  
s.22

Good afternoon Kaileigh,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

**As per your request, we've inactivated portal access the following Service Provider records** s.22  
s.22

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** McBride, Kaileigh MCF:EX  
**Sent:** Thursday, March 15, 2018 3:30 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 (ICM) S/P - Closure

Good Afternoon,

Can you please remove admin restrictions for the following so I can end date some licences?

s.22

s.22

Thanks,  
**Kaileigh McBride**  
Provider Maintenance Team (Licences)  
Child Care Subsidy Service Centre  
250-952-9624

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 12:03 PM  
**To:** Keras, Jessica MCF:EX  
**Subject:** RESOLVED - Ticket # S.22 updated to 24 Hours Response time

Good morning Jessica,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

- ✓ **Our ICM contractor has data zapped the Response Time on Incident # S.22 from Five days to updated to 24 Hours as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 11:56 AM  
**To:** Tinkler, Brandi MCF:EX; MCF Service Provider Portal MCF:EX  
**Subject:** RESOLVED: Portal Access Request SPID s.22

Good morning MCF Service Provider Portal Team,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

**We have completed the Service Provider Portal access request setup for PID s.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Tinkler, Brandi MCF:EX  
**Sent:** Friday, March 16, 2018 9:01 AM  
**To:** MCF Service Desk MCF:EX  
**Subject:** Portal Access Request

The Service Provider (detailed below) has requested Portal access. Please review, Admin Restrict and promote to the Portal.

Service Provider Name: s.22	ICM Provider ID: s.22
Business Priority ( <i>high, medium, low</i> ):	HIGH
Requesting Provider to be Admin Restricted:	Yes
Requesting Portal Promotion:	Yes
Impacts (review involvements tab and send email based on Communication matrix) other programs (Y/N):	N

If Yes, attach email from other program verifying request or justify here why consultation not requested.							
Comments: Setup portal access as Autism Funding Branch Provider BCeID: s.22 No other users				SR: s.22			
Merge required (Y/N):N							
Service Provider Merge Details							
Master Record (Winner)				Duplicates (Loser)			
Name	ICM Provider ID	CAS Vendor ID	Site ID	Name	ICM Provider ID	CAS Vendor ID	Site ID

Thank you! ☺

*Brandi Tinkler*

Program Support Clerk – Specialized Provincial Services  
Ministry of Children and Family Development

### Providing Services For:

**Web Link:**

[Autism Funding](#)

[Medical Benefits](#)

[Child Care Subsidy - Payments](#)

[Child Care Operating Funding - Payments](#)

**Email:**

[MCF.AutismFundingUnit@gov.bc.ca](mailto:MCF.AutismFundingUnit@gov.bc.ca)

[MCF.MedicalBenefitsProgram@gov.bc.ca](mailto:MCF.MedicalBenefitsProgram@gov.bc.ca)

[MCF.CCOF@gov.bc.ca](mailto:MCF.CCOF@gov.bc.ca)

**Toll Free Number:**

1-877-777-3530

1-888-613-3232

1-888-338-6622

1-888-338-6622

**Fax Number:**

1-250-356-8578

1-250-356-2159

1-877-544-0699

1-250-953-3327

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 11:17 AM  
**To:** Krasnov, Igor SDPR:EX  
**Subject:** RE: March Sec-Net meeting

Hi Igor,

I would love to attend – I find these fascinating and most helpful. Unfortunately this one is scheduled during our weekly team meeting.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

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

**From:** Krasnov, Igor SDPR:EX  
**Sent:** Monday, March 19, 2018 11:16 AM  
**To:** SDPR Sec-Net  
**Subject:** March Sec-Net meeting  
**When:** Thursday, March 22, 2018 11:00 AM-12:00 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** Online Meeting

<< OLE Object: Picture (Device Independent Bitmap) >>

### **Online meeting only**

**See details of the agenda below, and don't hesitate to invite others by forwarding this invitation to them!**

---

### Join online meeting

s.17

### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

## We've got some great topics on the Agenda:

- **For Real – or Scam?**

*A new challenge each month: Can YOU tell if the email is legit or not? Become an expert at spotting and avoiding malicious emails!*

- **New Privacy/Security Training for Social Sector**

*The Personal Information and Privacy e-learning module is a new online training offering for the Social Sector. This module explores what personal information is and outlines the core principles for collecting and managing it. PIAs and STRAs are also given the attention they deserve. Estimated time to complete the module is 25-30 minutes. Don Costello, Director of Security, Privacy and Compliance Management, explains why this time is so well spent.*

- **“Fear Not!”: a new lighthearted video primer on reporting a privacy breach**

*A privacy breach is serious, but reporting it doesn't have to be scary or stressful. We will watch this new lighthearted video made here within the BC Government to learn about the established process for addressing and preventing privacy breaches. And it definitely doesn't involve an air horn. Or does it? (Watch the [video](#) to find out). Ministry Information Security Officer Charles Forget will “trumpet” his commentary.*

- **Anatomy of an Incident**

*Our front-line incident manager Rayna Attwood singles out an interesting recent case for a deeper analysis of root causes and lessons learned. Get out your magnifying glasses! This time it's a Case of “Dangerous Curiosity”.*

Hope you can make it...

Igor Krasnov  
Information Security Analyst  
Information Services Division  
Security, Privacy & Compliance Management  
Social Sector partnering with  
Ministry of Social Development and Poverty Reduction and Ministry of Children and Family Development

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 10:06 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: Waitlist notification for Privacy Governance, start: 05/30/2018 (M/D/Y)

Hi Sherri,

Thanks for approving this – I thought the **British Columbia Information Privacy Certificate Program** was especially appropriate and timely for our business area.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

**From:** [CourseRegistration@gov.bc.ca](mailto:CourseRegistration@gov.bc.ca) [<mailto:CourseRegistration@gov.bc.ca>]  
**Sent:** Monday, March 19, 2018 9:21 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Waitlist notification for Privacy Governance, start: 05/30/2018 (M/D/Y)



**Waitlist notification for Privacy Governance, start: 05/30/2018 (M/D/Y)**

Dear Ray,

This is a waitlist notification for Privacy Governance, start: 05/30/2018 (M/D/Y)

Activity: Privacy Governance  
Location:  
Type: Classroom  
From (M/D/Y) : 05/30/2018  
To (M/D/Y) : 05/30/2018

Enrollment Status: Waitlisted  
Waitlist Number: 4

You can see more details about this activity on your [My Learning](#) page.

In the event that you are unable to attend, you must drop your enrollment online.

Thank you

**The Learning Centre, BC Public Service Agency**

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 9:59 AM  
**To:** Proceviat, Sherri SDPR:EX; Morrison, Rob SDPR:EX  
**Subject:** DQ Goals update

Good morning Sherri and Rob,

I'm working with Christine and Kristina who are helping us with the **Queue Manager & Duplicate Lead** process assessment models to finish those up this week so we can have a review by you two and the team before the March 31<sup>st</sup> deadline. I know I've mentioned this verbally a few times but we are not going to be able to meet the goal of having Business Alignment review them by March 31<sup>st</sup>.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 8:45 AM  
**To:** Jassar, Daisy SDPR:EX  
**Subject:** Accepted: Invitation to Celebrate - s.22 Retiring

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 8:45 AM  
**To:** Jardine, Donna MCF:EX  
**Subject:** Regarding Ticket# S.22 - Protocol Investigation Incident# S.22

Good morning Donna,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

For incidents of type "Child Protection" and "Protocol Investigation": As of Phase 4, the ability for Data Stewards to re-open these has been removed. When we try to select "Open" or "In Progress" from the Status drop-down we receive an error message. We've confirmed with the Business that the process is for workers to create a new memo and incident, and to make a note in the new incident that it is a continuation of the closed incident.

If you have any questions or comments please let me know.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 8:14 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** FW: BA assistance today

FYI

---

**From:** Wetherill, Anne MCF:EX  
**Sent:** Sunday, March 18, 2018 10:05 AM  
**To:** Quesnel, Dwayne H SDPR:EX  
**Cc:** Barry, Jonathan MCF:EX  
**Subject:** RE: BA assistance today

Hi Dwayne – as discussed at the end of the day yesterday, thanks for your ok to allow Ray to finish off the user guide for the estimator and the calculator today. Tight timelines and really appreciate the team work!

**Anne Wetherill, Director**

Child Care Programs and Services  
Ministry of Children and Family Development  
Office: 250-952-9619 | Cel/Text: 250-812-4898  
[www.gov.bc.ca/childcare](http://www.gov.bc.ca/childcare)



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 8:13 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** FW: OT hours for Ray

FYI...

---

**From:** Wetherill, Anne MCF:EX  
**Sent:** Sunday, March 18, 2018 7:52 PM  
**To:** Quesnel, Dwayne H SDPR:EX  
**Cc:** Larson, Ray SDPR:EX  
**Subject:** OT hours for Ray

Incredible work. JV me if best...

Ray worked  
Saturday 11-6  
Sunday 10-:15-7:45

### Anne Wetherill, Director

Child Care Programs and Services  
Ministry of Children and Family Development  
Office: 250-952-9619 | Cel/Text: 250-812-4898  
[www.gov.bc.ca/childcare](http://www.gov.bc.ca/childcare)

## Larson, Ray SDPR:EX

---

**Subject:** DL - PAM - Christine and Ray - Review sections 1 to 4 - Draft section 5  
**Location:** Ray's Desk - North West Pod

**Start:** Wed 2018-03-21 10:00 AM  
**End:** Wed 2018-03-21 11:00 AM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** Wood, Christine A SDPR:EX

### DL – Duplicate Lead PAM

#### Sections to review:

1. Process Name
2. Process Description
3. Process Purpose Statement
4. Process Scope

#### Section to draft:

5. Inputs / Outputs and procedures

## Larson, Ray SDPR:EX

---

**Subject:** QM - PAM - Kristina and Ray - Review sections 8 to 10  
**Location:** Ray's Desk - North West Pod

**Start:** Thu 2018-03-22 10:00 AM  
**End:** Thu 2018-03-22 10:30 AM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** Morino, Kristina E SDPR:EX

Sorry! I have to move this again!

### QM – Queue Manager PAM

PAM URL: <https://ssisd-icm.gov.bc.ca/dq/Shared Documents/QM - Queue Manager PAM.docx>

### Sections to review:

8. Risk Matrix – specifically control procedures
9. Continual Improvement
10. Auditing

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 7:16 AM  
**To:** Wood, Christine A SDPR:EX  
**Subject:** Calendar update

Good morning Christine,

FYI – I updated the calendar to reflect the fact that Stephanie is off today.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 7:12 AM  
**To:** Proceviat, Sherri SDPR:EX; Norrish, David SDPR:EX  
**Subject:** FW: s.22

FYI

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

From: Larson, Ray SDPR:EX  
Sent: Monday, March 19, 2018 7:10 AM  
To: 'Stephanie Fischer'  
Subject: RE s.22

Thanks Steph! s.22

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION  
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-----Original Message-----

From: Stephanie Fischer s.22  
Sent: Monday, March 19, 2018 4:53 AM  
To: Larson, Ray SDPR:EX  
Subject: s.2

Good Morning,

s.22

Thank you

Sent from my iPhone

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, March 19, 2018 7:10 AM  
**To:** 'Stephanie Fischer'  
**Subject:** RE: s.22

Thanks Steph! s.22

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction

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

From: Stephanie Fischer s.22  
Sent: Monday, March 19, 2018 4:53 AM  
To: Larson, Ray SDPR:EX  
Subject s.22

Good Morning,

s.22

Thank you

Sent from my iPhone

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 3:21 PM  
**To:** Root, Jacqueline SDPR:EX  
**Cc:** Shields, Candace L SDPR:EX  
**Subject:** RESOLVED - Ticket # S.22 - DS: Set status of SR # S.22 from Admin  
Reopen to Closed

Good afternoon Jacqueline,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've set Status of SR # S.22 from Admin Reopen to Closed as per your request.

\*Please be advised that this is a known issue with a fix that scoped for the R4.3.3 release.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful weekend!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

From: Root, Jacqueline SDPR:EX  
Sent: Friday, March 16, 2018 12:08 PM  
To: SDPR Support SDPR:EX  
Cc: Shields, Candace L SDPR:EX  
Subject: FW: EFT request  
Importance: High

Please close SR S.22 as reopened and unable to myself. Thanks.

Jacqueline Root  
Supervisor of Admin Services - Local Office Services  
Ministry of Social Development and Poverty Reduction  
3250 Eby Street  
Terrace BC V8G 5H4  
Phone: (250) 638-6582  
Fax: (250) 638-6587  
Email: [jacqueline.root@gov.bc.ca](mailto:jacqueline.root@gov.bc.ca)  
p Please consider the environment before printing this email

From: Shields, Candace L SDPR:EX  
Sent: Friday, March 16, 2018 12:00 PM  
To: Root, Jacqueline SDPR:EX  
Subject: RE: EFT request

Hi

I tried and I had a supervisor try, you will have to call systems and get a ticket started to correct this, use my name as a core user if you need to.

Candace Shields  
Ministry Social Development and Poverty Reduction  
Office 480 - 100 Mile House  
Phone 250-395-7841

From: Root, Jacqueline SDPR:EX  
Sent: Friday, March 16, 2018 10:04 AM  
To: Shields, Candace L SDPR:EX  
Subject: EFT request  
Importance: High

Hi Candace. I did a boo boo. I had closed SR S.22 and tried to reopen as I forgot to add an activity task. Now I can't do anything with it. Can you take a look and possibly close it for me please?

Jacqueline Root  
Supervisor of Admin Services - Local Office Services  
Ministry of Social Development and Poverty Reduction  
3250 Eby Street  
Terrace BC V8G 5H4  
Phone: (250) 638-6582  
Fax: (250) 638-6587  
Email: [jacqueline.root@gov.bc.ca](mailto:jacqueline.root@gov.bc.ca)  
p Please consider the environment before printing this email



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 11:12 AM  
**To:** Crawford, Laurel SDPR:EX  
**Subject:** RESOLVED - Ticket# s.22 - DS: ICM - Data - Contact Merge s.22  
s.22

Good morning Laurel,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

I've completed the duplicate contact investigation, merged the contacts and completed the post merge clean up with ICM PID s.22 being the winning contact.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

From: Crawford, Laurel SDPR:EX  
Sent: Thursday, March 15, 2018 3:43 PM  
To: Social Sector Service Desk SDPR:EX  
Subject: RE: One Contact with 2 ICM PIDS

See below, thank you

Laurel Crawford  
EAW- Local and Outreach Services  
Ministry of Social Development and Poverty Reduction  
205 Boundary St, Duncan BC V9L 1Y3  
Phone: (250) 250-746-2804  
Fax: 1-855-771-8773

From: Social Sector Service Desk SDPR:EX  
Sent: Thursday, March 15, 2018 2:52 PM  
To: Crawford, Laurel SDPR:EX  
Subject: RE: One Contact with 2 ICM PIDS

Hi Laurel  
I need both MIS id too please. No names

Thank you.

Sherry Lloyd-Jones  
FAA Level 2  
604-660-1636 SDPR Help line option 2  
Information Services Division (ISD)

Partnering with the Ministries of Social Development and Poverty Reduction  
and the Ministry of Children and Family Development

"This message is confidential and may not be disclosed to anyone without the express written consent of the sender."

From: Crawford, Laurel SDPR:EX  
Sent: Thursday, March 15, 2018 1:27 PM  
To: SDPR Support SDPR:EX  
Subject: One Contact with 2 ICM PIDS

s.22

Laurel Crawford  
EAW- Local and Outreach Services  
Ministry of Social Development and Poverty Reduction  
205 Boundary St, Duncan BC V9L 1Y3  
Phone: (250) 250-746-2804  
Fax: 1-855-771-8773

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 10:21 AM  
**To:** Irving, Emma SDPR:EX  
**Subject:** RESOLVED - Ticket # s.22 - remove note ROW #: s.22 from SR # s.22

Good morning Emma,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've removed note ROW #: s.22 from SR #s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**Subject:** Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward  
**Location:** Online Meeting

**Start:** Fri 2018-03-16 1:00 PM  
**End:** Fri 2018-03-16 1:20 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** Dale, Anita FIN:EX

Thanks Anita for your speedy reply and for agreeing to helping me with this reference check. I can call you at Tel: 250 953-4343 or if you prefer we can use the online Lync meeting below. ☺

---

### Join online meeting

s.17

#### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

---

## Larson, Ray SDPR:EX

---

**Subject:** Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward  
**Location:** Online Meeting

**Start:** Fri 2018-03-16 2:30 PM  
**End:** Fri 2018-03-16 2:50 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** Horner, Melissa EDUC:EX

Thanks Melissa for your speedy reply and for agreeing to helping me with this reference check. I can call you at Tel: 250 953-4343 or if you prefer we can use the online Lync meeting below. ☺

---

### Join online meeting

s.17

#### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

---

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 8:30 AM  
**To:** Muylle, Katie MCF:EX  
**Cc:** Parsons, Jennifer MCF:EX; Moura, Renato M SDPR:EX  
**Subject:** Action required - Ticket # S.22 - Un - finalizing opening recording for S.22

Good morning Katie,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

My apologies, Data Quality is not able to uncheck the *Ready to Finalize* and the *Approved to Finalize* flags.

If you need to enter more information on this case simply follow the [Job Aid - Case – Copy a Previous Recording and Complete a New Recording](#).

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Muylle, Katie MCF:EX  
**Sent:** Thursday, March 15, 2018 10:51 AM  
**To:** Moura, Renato M SDPR:EX  
**Subject:** FW: Un - finalizing opening recording for S.22

---

**From:** Parsons, Jennifer MCF:EX  
**Sent:** Wednesday, March 14, 2018 10:33 AM  
**To:** Muylle, Katie MCF:EX  
**Subject:** RE: Un - finalizing opening recording for S.22

approved

Regards,  
**Jennifer Parsons**  
Acting Team Leader

Protective Family Service  
2809 – 28<sup>th</sup> Street  
Vernon, BC V1T 4Z5  
250-558-2756(Direct)  
250-558-8948 (Cell)  
250-558- 2727 (Fax)  
[Jennifer.Parsons@gov.bc.ca](mailto:Jennifer.Parsons@gov.bc.ca)

---

**From:** Muylle, Katie MCF:EX  
**Sent:** Wednesday, March 14, 2018 10:32 AM  
**To:** Parsons, Jennifer MCF:EX  
**Subject:** Un - finalizing opening recording for s.22

Hello Jen,  
It appears that the Opening Recording for s.22 got finalized when it wasn't completed. It was finalized by <Redacted> and then by you. Asking that you approve it to be un-finalized so that I can add some additional information before closing the file.

Thanks,

Katie

Katie Muylle - Social Worker  
Protective Family Services  
2809 28<sup>th</sup> St.  
Vernon, BC  
V1T 4Z5

Tel: 250-558-2700  
Tel: 250-558-2722(direct)  
Fax: 250-558-2727

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 16, 2018 7:51 AM  
**To:** Eikeland, Nicola MCF:EX  
**Cc:** Chevuru, Sai Srikanth SDPR:EX  
**Subject:** RESOLVED - Ticket # s.22 - DS: ICM - Data - CPF Name Update # s.22

Good morning Nicola,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've updated the CPF # s.22 name as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** ICM Application Support SDPR:EX  
**Sent:** Wednesday, March 14, 2018 10:59 PM  
**To:** SDPR Support SDPR:EX  
**Cc:** Kulkarni, Vishal SDPR:EX; Krishna, Aditya SDPR:EX; Cunningham, Lisa MCF:EX; Eikeland, Nicola MCF:EX  
**Subject:** FW: correction

Hello Support Team,

Could you please create a Remedy Service Request ticket for the below request and assign it to Data Admin team?

Thanks and Regards,  
Sai

**Sai Srikanth Chevuru**  
ICM Application Support

---

**From:** Eikeland, Nicola MCF:EX  
**Sent:** Thursday, March 15, 2018 5:10 AM  
**To:** ICM Application Support SDPR:EX  
**Cc:** Cunningham, Lisa MCF:EX  
**Subject:** correction



CPF ID: s.22 – CPF name should be s.22

ICM PID: s.22

Is it possible to correct?

*Nicola Eikeland*

Team Leader, KKE  
Under 12 Family Services  
2455 Mansfield Dr. Courtenay BC  
Office: (250) 334-5820  
Fax: (250) 334-5844

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*It is a privilege and an honour to work in the traditional territory of the K'omoks  
First Nation.*

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 3:47 PM  
**To:** David, Yvonne MCF:EX  
**Cc:** Yeung, Bill MCF:EX  
**Subject:** RESOLVED - Ticket # s.22 - Delete CPF, update Key Player on SR & Incident

Good afternoon Yvonne,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

As per your request I've:

- ✓ Deleted CFP # s.22
- ✓ Updated the Key Player to ICM PID s.22 on incident # s.22
- ✓ Updated the relationships to the key player on incident # s.22
- ✓ Updated the primary name on incident # s.22
- ✓ Admin Reopened SR # s.22
- ✓ Updated the Key Player to ICM PID s.22 on SR # s.22
- ✓ Updated the relationships to the key player on SR # s.22
- ✓ Updated the primary name on SR # s.22
- ✓ Set the status back to Closed on SR

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** David, Yvonne MCF:EX  
**Sent:** Wednesday, March 14, 2018 2:18 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** FW: Need approval to change

Hi there,

Please see approval below and delete FS CPF # s.22

Also could a name change be done for the following :

Service Request s.22

Incident s.22

They need to be in the name of s.22

Please advise

Thanks

**Yvonne David**

Administration Assistant

Ministry of Children & Family Development,

HDO/HDG

Tri-Cities Youth Services

Fernwood Lodge - 2601 Lougheed Highway

Coquitlam, BC - V3C 4J2

Phone : 604 927 2616

Email: [mailto: Yvonne.David@gov.bc.ca](mailto:Yvonne.David@gov.bc.ca)



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---

**From:** Yeung, Bill MCF:EX

**Sent:** Tuesday, March 13, 2018 2:08 PM

**To:** David, Yvonne MCF:EX

**Cc:** Hilliard, Shannon MCF:EX

**Subject:** Re: Need approval to change

Approved

On Mar 13, 2018, at 2:00 PM, David, Yvonne MCF:EX <[Yvonne.David@gov.bc.ca](mailto:Yvonne.David@gov.bc.ca)> wrote:

Hi Bill

Please approve to change the inc & SR from s.22  
from screening team whilst being generated.

as there was an error

s.22

incident number

s.22

Service Request

The above to be changed from s.22

Also the CPF number s.22  
under s.22 name

will need to be deleted and a new CPF id will need to be created

FS file already on s.22 name

Thanks

**Yvonne David**

Administration Assistant

Ministry of Children & Family Development,

HDO/HDG

Tri-Cities Youth Services

Fernwood Lodge – 2601 Lougheed Highway

Coquitlam, BC – V3C 4J2

Phone : 604 927 2616

Email: [mailto: Yvonne.David@gov.bc.ca](mailto:Yvonne.David@gov.bc.ca)

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## Larson, Ray SDPR:EX

---

**Subject:** Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward  
**Location:** Online Meeting

**Start:** Fri 2018-03-16 9:15 AM  
**End:** Fri 2018-03-16 9:35 AM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** King, Michelle CITZ:EX

---

[Join online meeting](#)

s.17

### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

---

## Larson, Ray SDPR:EX

---

**Subject:** Reference check for REQ 46424 - ISL18 - Business Analyst Data Steward  
**Location:** Phone Call UC +1 250-356-1719

**Start:** Thu 2018-03-15 2:00 PM  
**End:** Thu 2018-03-15 2:20 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** Liversedge, David MCF:EX

Thanks for this David! Shall I call you at your work or mobile number?

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:11 PM  
**To:** Bergstrom, Heidi JAG:EX  
**Subject:** Accepted: FW: PowerBI for Justice - Network BC data map creation

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 1:10 PM  
**To:** De Levo, Pierre SDPR:EX; Fischer, Stephanie SDPR:EX  
**Subject:** RE: Insufficient Info on Ticket # s.22 - DS: ICM - Data - delete record

Thanks Pierre!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** De Levo, Pierre SDPR:EX  
**Sent:** Thursday, March 15, 2018 9:16 AM  
**To:** Larson, Ray SDPR:EX; Fischer, Stephanie SDPR:EX  
**Subject:** RE: Insufficient Info on Ticket # s.22 - DS: ICM - Data - delete record

Attachment has been added. Thank you Ray and Stephanie

Thank you,

Pierre De Levo

Team Lead, Social Sector Service Desk  
Information Services Division (ISD)  
*Partnering with the Ministries of Social Development and Poverty Reduction  
and the Ministry of Children and Family Development*

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:55 AM  
**To:** De Levo, Pierre SDPR:EX  
**Subject:** Insufficient Info on Ticket # s.22 - DS: ICM - Data - delete record

Good morning Pierre,

When you get a chance, could you please follow up on Ticket # s.22 - DS: ICM - Data - delete record – there appears to be insufficient information to complete the ticket. Row IDs and screen capture would be excellent.

Thank you sir!



Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

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## Larson, Ray SDPR:EX

---

**From:** News <DoNotReply@SP2010.gov.bc.ca>  
**Sent:** Thursday, March 15, 2018 9:11 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Service Delivery Communications - \*UPDATE\* to the Intake - General...

[News](#)

### **\*UPDATE\* to the Intake - General...** has been added

[Modify my alert settings](#) | [View \\*UPDATE\\* to the Intake - General...](#) | [View Service Delivery Communications](#) | [Mobile View](#)

<b>Title:</b>	*UPDATE* to the Intake - General (Electronic Signatures & Paper Path) SOP
<b>Content:</b>	The following updates have been made to the Intake - General SOP: **Step 11 – Reminder to update the Person Status of the applicant(s), if applicable.** **Step 15 – Added to the list of reasons why not to run case Assisted Eligibility: Applicant 65 or older pending OAS/GIS (Person Status O). An additional note was added linking to the new OAS/GIS – Issuing Assistance from Intake or Subsequent Months SOP.** **Step 19 – A link to the new MSP Enrolment Information for Client – Clients new to BC or returned to BC.** <a href="https://kmops.gov.bc.ca/Resources/Documents/intake-general.docx">https://kmops.gov.bc.ca/Resources/Documents/intake-general.docx</a>
<b>Date:</b>	3/15/2018 9:00 AM
<b>Display:</b>	Yes
<b>Category:</b>	SOP/Job Aid Notifications
<b>Video Link:</b>	<a href="https://kmops.gov.bc.ca/Resources/Documents/intake-general.docx">https://kmops.gov.bc.ca/Resources/Documents/intake-general.docx</a>

Last Modified 3/15/2018 9:08 AM by Strell, Kristianne SDPR:EX

---

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 8:19 AM  
**To:** Fischer, Stephanie SDPR:EX  
**Subject:** Yes: Team Lunch

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 8:19 AM  
**To:** Fischer, Stephanie SDPR:EX  
**Subject:** Yes: Team Lunch

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 8:15 AM  
**To:** Shakya, Zeena SDPR:EX  
**Cc:** Norrish, David SDPR:EX  
**Subject:** QM today from 8:30 to 1pm - Thank you

Good morning Zeena,

Thank you again for watching the Queue today from 8:30 to 1pm today so that I may attend the Business Plan Roll out with the rest of the team. Your sacrifice is very much appreciated. I will try to get back to the office as quickly as possible after the event (I hope by 12:30).

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:55 AM  
**To:** De Levo, Pierre SDPR:EX  
**Subject:** Insufficient Info on Ticket # S.22 - DS: ICM - Data - delete record

Good morning Pierre,

When you get a chance, could you please follow up on **Ticket # S.22 - DS: ICM - Data - delete record** – there appears to be insufficient information to complete the ticket. Row IDs and screen capture would be excellent.

Thank you sir!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Thursday, March 15, 2018 7:25 AM  
**To:** Boschma, Brittany SDPR:EX  
**Subject:** FW: ICM Data Quality - Duplicate Contact Involvements Check

Good morning Brittany! There's only one DCI today.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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**From:** [ICM.ProductionNotifications@gov.bc.ca](mailto:ICM.ProductionNotifications@gov.bc.ca) [<mailto:ICM.ProductionNotifications@gov.bc.ca>]  
**Sent:** Thursday, March 15, 2018 6:03 AM  
**To:** SDPR ICM Production Notifications SDPR:EX; SDPR MCF ICM Data Stewards SDPR:EX; Singh, Kratika SDPR:EX; Krishna, Aditya SDPR:EX  
**Subject:** ICM Data Quality - Duplicate Contact Involvements Check

### ICM Data Quality - Duplicate Contact Involvements:

TYPE	NUMBER	CONTACT
Case Involvements	s.22	

Regards,  
ICM PROD Monitoring.

## Larson, Ray SDPR:EX

---

**Subject:** Travel to St Anne's Academy  
**Location:** 835 Humboldt St, Victoria, BC V8V 4W8  
  
**Start:** Thu 2018-03-15 8:30 AM  
**End:** Thu 2018-03-15 9:00 AM  
**Show Time As:** Tentative  
  
**Recurrence:** (none)  
  
**Meeting Status:** Not yet responded  
  
**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** Ray Larson



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:40 PM  
**To:** Van der Kamp, Seth SDPR:EX  
**Subject:** RESOLVED - Ticket #s.22 - Set status of SR #s.22 from Admin Reopen status to Closed

Hi Again Seth,

✓ I've set Status of SR # s.22 from Admin Reopen to Closed as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION  
UC +1 250-356-1719

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---

**From:** Van der Kamp, Seth SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:23 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED - Ticket # s.22 - Set status of SR # s.22 from Admin Reopen to Closed

Thanks for the help Ray! If I could trouble you once more, there is one other SR I had to re-open that now needs to be closed again. The SR # is s.22 If you could change the status of this SR to closed as well, it would be much appreciated. Thanks Ray!

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:19 PM  
**To:** Van der Kamp, Seth SDPR:EX  
**Subject:** RESOLVED - Ticket # s.22 - Set status of SR # s.22 from Admin Reopen to Closed

Good afternoon Seth,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've set Status of SR # s.22 from Admin Reopen to Closed as per your request.

\*Please be advised that this is a known issue with a fix that scoped for the R4.3.3 release.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:19 PM  
**To:** Van der Kamp, Seth SDPR:EX  
**Subject:** RESOLVED - Ticket # S.22 - Set status of SR # S.22 from Admin Reopen to Closed

Good afternoon Seth,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've set Status of SR # S.22 from Admin Reopen to Closed as per your request.

\*Please be advised that this is a known issue with a fix that scoped for the R4.3.3 release.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 2:10 PM  
**To:** Zimmermann, John W SDPR:EX  
**Cc:** Morrison, Rob SDPR:EX; Proceviat, Sherri SDPR:EX  
**Subject:** RE: Data Quality 1st Draft Process Assessment Models

Hi John,

You're more than welcome to share our drafts - although they're really a starting point and are far from perfect. It would be my pleasure to assist you and the team (pending approval from my Team Lead and/or Director).

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Zimmermann, John W SDPR:EX  
**Sent:** Wednesday, March 14, 2018 1:58 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Data Quality 1st Draft Process Assessment Models

Hi Ray, Don and I have been working on the implementation plan for COBIT5 so I'm finally getting to looking at these. I hope it's OK that I can share your attachments with another ISD member (Ali Emery)? We're looking at how the COBIT5 format can be adapted for the EA repository.

Don and I will likely be calling on you to assist our group (Security, Privacy, and Compliance Management) when we begin 'COBIT-izing' our processes in April or May.

Thanks, John

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, January 30, 2018 2:06 PM  
**To:** Morrison, Rob SDPR:EX; Costello, Don SDPR:EX; Zimmermann, John W SDPR:EX; Proceviat, Sherri SDPR:EX  
**Subject:** Data Quality 1st Draft Process Assessment Models

Good afternoon Don and John,

Thank you both for coming by our office to share your perspective and to review our first attempts at process assessments. Please find attached the three drafts as-is. As always, we welcome your feedback.

Cheers.

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 11:11 AM  
**To:** Bergstrom, Heidi JAG:EX  
**Subject:** Question regarding - Data Visualizations with SAS Analytics presentation date and time

Good morning Heidi,

I hope this email finds you well. Thank you for your post on the Business Intelligence Community of Practice - [Data Visualizations with SAS Analytics](#). Possibly my eyes are failing me, I couldn't find the date and time details for the Online Meeting with Travis Murphy on the Blog post or on the Community of Practice Calendar. Would it be possible for you to forward those details to me so I may attend?

I've had experience using Tableau and Qlik Sense when I was with the UK Department for Work and Pensions Data Science department last year but I have not used SAS.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** News <DoNotReply@SP2010.gov.bc.ca>  
**Sent:** Wednesday, March 14, 2018 11:06 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Service Delivery Communications - ASETS (Aboriginal Skills and Emp...

[News](#)

### ***ASETS (Aboriginal Skills and Emp...*** has been added

[Modify my alert settings](#) | [View ASETS \(Aboriginal Skills and Emp...](#) | [View Service Delivery Communications](#) | [Mobile View](#)

<b>Title:</b>	ASETS (Aboriginal Skills and Employment Training Strategy)
<b>Content:</b>	ASETS (Aboriginal Skills and Employment Training Strategy)
<b>Date:</b>	3/14/2018 9:00 AM
<b>Display:</b>	Yes
<b>Category:</b>	Cross Stream Communications

Last Modified 3/14/2018 11:03 AM by Receveur, Cameron SDPR:EX

---

## Larson, Ray SDPR:EX

---

**Subject:** Record a Macro  
**Location:** Brittany's Desk  
  
**Start:** Wed 2018-03-14 1:00 PM  
**End:** Wed 2018-03-14 1:15 PM  
**Show Time As:** Tentative  
  
**Recurrence:** (none)  
  
**Meeting Status:** Not yet responded  
  
**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** Boschma, Brittany SDPR:EX



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 10:49 AM  
**To:** Boschma, Brittany SDPR:EX  
**Subject:** FW: DNE ticket creation Macro for Remedy  
**Attachments:** DNExbb.arq; DNExdn.arq; DNExhy.arq; DNExcw.arq; DNExzs.arq; DNExkm.arq; DNExam.arq; DNExtm.arq; DNExdt.arq; DNExrl.arq; DNExjk.arq; DNExsf.arq; DNExmd.arq; DNExcd.arq; RemedyDNEmacros.xlsx

Yours is DNExbb

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Norrish, David SDPR:EX  
**Sent:** Wednesday, November 29, 2017 5:12 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: DNE ticket creation Macro for Remedy

Hey, so I went a little further, stripped them down to the essentials, then personalised them for everyone –they'll now auto-populate with the Reporter, Customer, and Assignee filled in, and all you have to do is paste the individual file details and hit Save.

I haven't tested them all individually (as that would require creating a ticket each time), but if this becomes part of the process you can make it super easy for people.

The spreadsheet attached does all the hard work, and can be modified pretty simply as well.

Also, I take it you've figured out by now that you sent that email to Zeena, not Sherri? ;)

Regards,  
David

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, November 28, 2017 15:23  
**To:** Norrish, David SDPR:EX  
**Subject:** DNE ticket creation Macro for Remedy

---

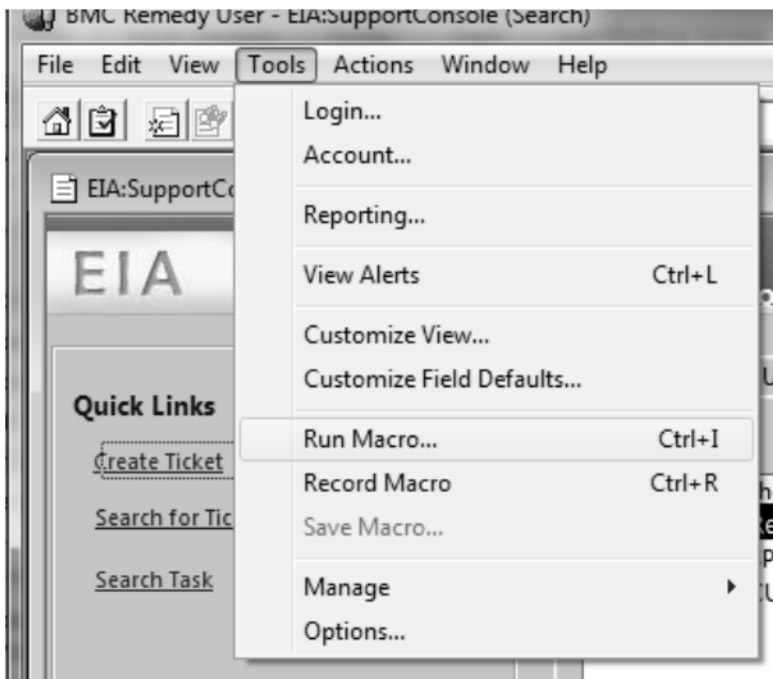
**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, November 28, 2017 2:58 PM  
**To:** Shakya, Zeena SDPR:EX  
**Subject:** DNE ticket creation Macro for Remedy

Happy Monday Sherri,

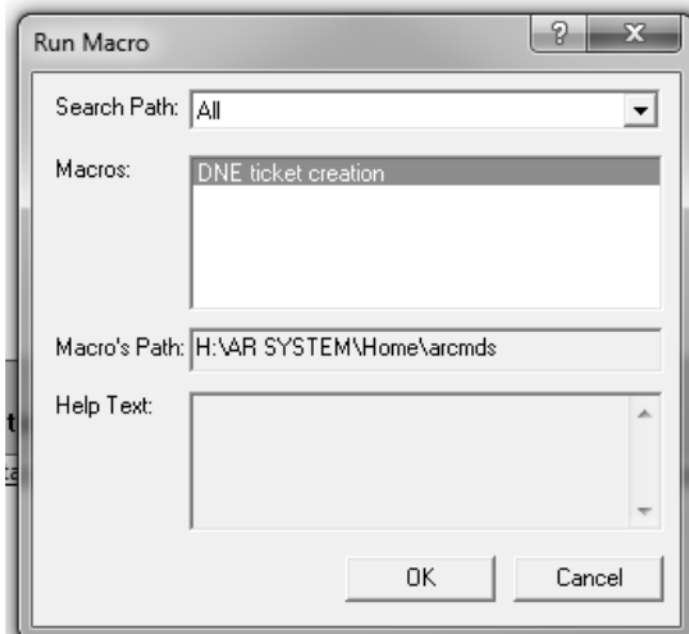
A great suggestion from Rob - I recorded a macro that creates and fills out a Remedy Ticket for DNE. I tested this with Dan already and it works well and is a lot faster than using a quick ticket or template. I've asked Christine to review the job aid and I will update the macro accordingly and we can save our macros for (DNE, Contact merge etc) in a common folder I:\ISD\_DQ.

You should be able to save this macro to your Remedy folder: H:\AR SYSTEM\Home\arcmds

Once saved in your folder select **Tools > Run Maco**



Select **DNE ticket creation**, then **Run**



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
Office: 250-356-1719 | Mobile: 250-812-7331

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---

**From:** Larson, Ray SDSI:EX  
**Sent:** Friday, November 24, 2017 3:08 PM  
**To:** Lindstrom, Dan T SDSI:EX  
**Subject:** DNE Macro for Remedy

Could you save this in your remedy folder?

Mine is H:\AR SYSTEM\Home\arcmds

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
Office: 250-356-1719 | Mobile: 250-812-7331

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## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 8:40 AM  
**To:** Fischer, Stephanie SDPR:EX  
**Subject:** No: Team Lunch

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 14, 2018 7:22 AM  
**To:** Norrish, David SDPR:EX  
**Subject:** Accepted: Security / Info request procedure

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 13, 2018 12:46 PM  
**To:** Crook, Gweneth SDPR:EX  
**Subject:** RESOLVED: Ticket # s.22 - Overwritten contact, duplicate contact, duplicate EPBC cases

Hi Gweneth,

I've completed the duplicate contact investigation, merged the contacts and completed the post merge clean up with S.22 being the winning contact. The worker may wish to update the phone number(s) in the tombstone information.

If you have any questions or comments please let me know. I hope you have a wonderful week.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 13, 2018 11:39 AM  
**To:** Crook, Gweneth SDPR:EX  
**Subject:** Update: Ticket # s.22 - Overwritten contact, duplicate contact, duplicate EPBC cases

Hi Gweneth,

Good news! The worker has corrected the duplicate contact s.22 from ERROR ERROR back to the original name and closed the duplicate case ID s.22 so I may now hide that one. I will now need him to complete the setup on the pending case ID s.22 and open it before I can merge the duplicate contacts (ICM won't allow me to merge contacts with a case in pending status).

Thanks again. ☺

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 13, 2018 11:31 AM  
**To:** Crook, Gweneth SDPR:EX  
**Subject:** Ticket # S.22 - Overwritten contact, duplicate contact, duplicate EPBC cases

Good morning Gweneth,

I'm with the Ministry's Data Quality team. I'm hoping you can help me.

This morning a worker with S.22 overwrote ICM contact ID S.22 s ERROR ERROR from the original name and attached them to a new *pending* EPBC case ID S.22 then created a new contact ICM PID S.22 for the same person and attached them to a new *pending* EPBC case S.22

I will need to merge these contacts and hide one of the duplicate cases. However, I cannot merge these contacts until one of the duplicate cases is closed and the other is in Open status.

Could you please reach out to the worker and find out which case they want to work on and have them close the other?

Thank you so much for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

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Thanks again. ☺

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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**Sent:** Tuesday, March 13, 2018 11:31 AM  
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**Subject:** Ticket # s.22 - Overwritten contact, duplicate contact, duplicate EPBC cases

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I'm with the Ministry's Data Quality team. I'm hoping you can help me.

This morning worker s.22  
s.22 overwrote ICM contact ID s.22 as ERROR ERROR from the original name and attached them to a new  
pending EPBC case ID s.22, then created a new contact ICM PID s.22 for the same person and  
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Thank you so much for your time and consideration.

Kind regards,



Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 13, 2018 11:31 AM  
**To:** Crook, Gweneth SDPR:EX  
**Subject:** Ticket # s.22 - Overwritten contact, duplicate contact, duplicate EPBC cases

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I'm with the Ministry's Data Quality team. I'm hoping you can help me.

This morning worker s.22  
s.22 overwrote ICM contact ID s.22 as ERROR ERROR from the original name and attached them to a new  
*pending* EPBC case ID s.22 then created a new contact ICM PID s.22 for the same person and  
attached them to a new *pending* EPBC case s.22

I will need to merge these contacts and hide one of the duplicate cases. However, I cannot merge these contacts until one of the duplicate cases is closed and the other is in Open status.

Could you please reach out to the worker and find out which case they want to work on and have them close the other?

Thank you so much for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 13, 2018 8:46 AM  
**To:** Norrish, David SDPR:EX  
**Subject:** Tuesday morning update

Good morning David,

Heads up: I have an **information security request ticket** [S.22](#) that I created on Friday when Michael Armer called me about a security concern and asked me to review a contact for him. I'm not sure about the protocols around this so I wanted to ensure that we protect ourselves and so I've recorded the PID and the background information. Rob suggests we review with Sherri when she's back.

I'm on DL today - as of 7:30 am this morning:

- Unclaimed Tickets: 17
- PDCs: 13 (4 unclaimed)
- PCMs: 28 (17 unclaimed)

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 13, 2018 7:15 AM  
**To:** 'Christine Wood'  
**Subject:** RE: FYI S.22

Thanks!

Best regards

- Ray

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

From: Christine Wood S.22

Sent: Tuesday, March 13, 2018 7:15 AM

To: Larson, Ray SDPR:EX

Subject: FYI S.22

Running S.22

Christine Wood

Sent from my iPhone

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 3:31 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RESOLVED - Ticket# S.22 - remove CAS flag, CAS Vendor ID & CAS Site ID on Service Provider PID S.22

Hi Lynda,

✓ I've removed CAS flag, CAS Vendor ID & CAS Site ID on Service Provider PID S.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful weekend!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

From: Cooke, Lynda SDPR:EX  
Sent: Friday, March 9, 2018 11:20 AM  
To: SDPR Support SDPR:EX  
Subject: Remove CAS Flag on SP

Please remove the CAS flag on PID S.22 - this is a child record and S.2 to be sent to FASB requesting CAS Vendor S.22 be inactivated.

Also - address on PID S.22 needs to be corrected to 100 Mile House.

Thank you,

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 3:24 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** Ticket S.22 - Remove CAS flag, CAS Vendor ID and CAS Site ID on PID S.22

Hi Lynda,

✓ I've removed the CAS flag, CAS Vendor ID and CAS Site ID on PID S.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

From: Cooke, Lynda SDPR:EX  
Sent: Friday, March 9, 2018 11:10 AM  
To: SDPR Support SDPR:EX  
Subject: Remove CAS Flag on SP

Please remove the CAS flag on PID S.22 - this is a child record and a S.2 will be sent to CAS requesting CAS Vendor S.22 be inactivated.

Thank you,

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 3:15 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RE: RESOLVED - Ticket# s.22 - remove the CAS flag from ICM Service Provider ID s.22

Thanks Lynda! I've removed those as well.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Cooke, Lynda SDPR:EX  
**Sent:** Friday, March 9, 2018 3:13 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: RESOLVED - Ticket# s.22 - remove the CAS flag from ICM Service Provider ID s.22

Hi Ray – I've now realized that my request should have included removing the CAS Vendor ID and Site ID. So sorry!

Thanks

*Lynda Cooke*  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 3:08 PM  
**To:** Cooke, Lynda SDPR:EX  
**Subject:** RESOLVED - Ticket# s.22 - remove the CAS flag from ICM Service Provider ID s.22

Happy Friday Lynda,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've removed the CAS flag from ICM Service Provider ID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

From: Cooke, Lynda SDPR:EX  
Sent: Thursday, March 8, 2018 4:17 PM  
To: SDPR Support SDPR:EX  
Subject: Remove CAS Flag on SP

Please remove the CAS flag on PID s.22 - this is a child record and shouldn't have been linked to CAS. s.22  
will be sent to CAS.

Thanks,

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 3:08 PM  
**To:** Cooke, Lynda SDSI:EX  
**Subject:** RESOLVED - Ticket# s.22 - remove the CAS flag from ICM Service Provider ID s.22

Happy Friday Lynda,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ **I've removed the CAS flag from ICM Service Provider ID s.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

From: Cooke, Lynda SDPR:EX  
Sent: Thursday, March 8, 2018 4:17 PM  
To: SDPR Support SDPR:EX  
Subject: Remove CAS Flag on SP

Please remove the CAS flag on PID s.22 - this is a child record and shouldn't have been linked to CAS. s.22  
will be sent to CAS.

Thanks,

Lynda Cooke  
Team Lead - Service Provider Management Group  
Finances, Facilities & Assets  
Operations Support  
Service Delivery Division  
Ministry of Social Development and Poverty Reduction  
250-952-5361



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 2:47 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** High Priority Incident S.22 - DS: ICM - Bus Pass Number roll back

From App Support: *Not TL approval, we know the data stewards can't change that field value, but for us to proceed with that data-zap, we needed someone from DS team to approve this that App support can do the data zap*

From: Nelson, Heather SDPR:EX  
Sent: Friday, March 9, 2018 1:48 PM  
To: SDPR Support SDPR:EX  
Cc: Nguyen, Diem (Hai Dang) SDPR:EX; Kelly, Georgina SDPR:EX; Clayton, Steven SDPR:EX; Klein, Chantelle SDPR:EX; Lane, Cheree N SDPR:EX; Laniel, Normand SDPR:EX; Nelson, Heather SDPR:EX  
Subject: Bus Pass Number roll back  
Importance: High

Hi there,

Person ID ICM S.22  
Bus Pass case

A worker accidentally ran 'New Pass' instead of 'Replacement' so the order approved at \$0 and increased the Number of Approved Orders count to 2.  
Please roll it back to 1 so we can issue a \$10 replacement.

Thanks,  
Heather Nelson  
Employment and Assistance Worker  
Virtual Services - Contact Centre  
Ministry of Social Development and Poverty Reduction  
Ph# 250-386-7663  
Email [heather.nelson@gov.bc.ca](mailto:heather.nelson@gov.bc.ca)

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 2:22 PM  
**To:** Currier, Shelley A MCF:EX  
**Subject:** RESOLVED - Ticket # s.22 - DS: ICM - Data - Wrong Name on File ICM Case # s.22

Happy Friday Shelley,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

- ✓ **The primary flag was selected on the wrong contact. I've updated the primary flag and case name on ICM Case # s.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Currier, Shelley A MCF:EX  
**Sent:** Thursday, March 8, 2018 8:21 AM  
**To:** MCF Service Desk MCF:EX  
**Cc:** Currier, Shelley A MCF:EX  
**Subject:** Wrong Name on File

Are you able to assist with the following:

<ICM PID s.22

The file comes up in s.22 name as <Name redacted>

s.22 is the key player and should be the name of this CS case.

How do we fix this.... Thx

Shelley Currier  
Team Assistant – QJD  
Ministry of Children & Family Development  
Bag 105, 4744 – 52<sup>nd</sup> Street

Chetwynd, BC V0C 1J0  
250-788-2298 (tel)  
250-788-3802 (fax)

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 1:54 PM  
**To:** Esplin, Liz A SDPR:EX  
**Subject:** RESOLVED: 70 Mile House, known address issue

Happy Friday Liz,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've updated the address to include 70 Mile House on ICM contact ID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
Business Analyst / Data Steward  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Esplin, Liz A SDPR:EX  
**Sent:** Friday, March 9, 2018 10:51 AM  
**To:** SDPR Support SDPR:EX  
**Subject:** 70 Mile House, known address issue

*Good Morning,*

*Re: s.22*

*Please correct the "Residence" address on this file which should be: s.22*  
*s.22*

*ICM will only add the City as "Mile House" instead of 70 Mile House.*  
*As per Snips included, this is a known issue.*  
*Thank you.*

*Liz Esplin*  
*Employment and Assistance Worker*  
*Virtual Services Stream - Specialized Services - Case Reviews*

*Ministry of Social Development and Poverty Reduction*  
(T) 1-604-870-5840  
(F) 1-855-771-8748

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 1:41 PM  
**To:** Green, Ruth I MCF:EX  
**Subject:** RESOLVED: Ticket # S.22 Duplicate CPF S.22

Happy Friday Ruth,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've deleted CPF # S.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Green, Ruth I MCF:EX  
**Sent:** Thursday, March 8, 2018 4:05 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** S.22 Duplicate CPF

Hi,  
Please Delete the following CPF:

CPF S.22 - it is now empty;

It is a duplicate to the CPF noted below and all records are now attached to the CPF below:

CPF:S.22

Please let me know if you need further information. Thanks.

Ruth Green, OA2  
Ministry of Children and Family Development  
125-1165 Battle Street  
Kamloops BC V2C 2N4  
Phone: 250-371-3600; Fax: 250-371-3647





## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 1:28 PM  
**To:** Deacon, Kevin SDPR:EX  
**Subject:** RESOLVED - Ticket # s.22 - remove note and attachment from SR# s.22

Good afternoon Kevin,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've removed note Row #: s.22 and attachment Row # s.22 from Service Request s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 1:05 PM  
**To:** Norrish, David SDPR:EX  
**Cc:** Shakya, Zeena SDPR:EX  
**Subject:** FW: Regarding Remedy - S.22 - Bus Pass Work Queue GIS Over, sh/be Unknown  
**Attachments:** Copy of GISOverClients (2)1.xlsx

Happy Monday David!

I hope you had a great long weekend and wonderful anniversary. Zeena and I did a spot check on these records and there seems to be no approved orders that would be affected by this data zap. I spoke to both Cheree and Andrea to confirm there would be no payment / financial impact to clients and that this is strictly for reporting purposes. You might want to give it a quick check before approving for CAB.

Cheers.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 11:43 AM  
**To:** Pasta, Andrea SDPR:EX  
**Subject:** Regarding Remedy - S.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Good morning Andrea,

Thanks for taking time to speak to me today about this and ensuring there would be no business impact. I approve this Data Zap as A/Team Lead in Sherri's absence.

I hope you have a wonderful weekend.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Friday, March 9, 2018 11:27 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: Regarding Remedy · s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

As discussed forwarding it to you.

Thanks,

Zeena

---

**From:** Pasta, Andrea SDPR:EX  
**Sent:** Friday, March 9, 2018 11:09 AM  
**To:** SDPR MCF ICM Data Stewards SDPR:EX  
**Cc:** Mishra, Vivek SDPR:EX; Kulkarni, Vishal SDPR:EX  
**Subject:** FW: Regarding Remedy · s.22 · Bus Pass Work Queue GIS Over, sh/be Unknown

Hello Data stewards,

The work queues were incorrectly updated to OAS/GIS as part of the pre-validation for regular renewal activities. For reporting purposes, the Work Queues in the attached spreadsheet need to be corrected to "Unknown" for all bus pass cases with Work Queue "GIS Over" where the client is not in receipt of GIS.

Can you approve this data zap please?

Regards,  
Andrea

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Friday, March 9, 2018 10:27 AM  
**To:** Pasta, Andrea SDPR:EX  
**Cc:** Kulkarni, Vishal SDPR:EX  
**Subject:** FW: Regarding Remedy · s.22 Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Andrea,  
Could you please help us getting approval from data Steward team for below updates of Work queue ?

Thanks,  
Vivek Mishra

---

**From:** Lane, Cheree N SDPR:EX  
**Sent:** Tuesday, February 27, 2018 9:52 AM  
**To:** Mishra, Vivek SDPR:EX <[Vivek.Mishra@gov.bc.ca](mailto:Vivek.Mishra@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Oh, Alvin SDPR:EX <[Alvin.Oh@gov.bc.ca](mailto:Alvin.Oh@gov.bc.ca)>; Pasta, Andrea SDPR:EX <[Andrea.Pasta@gov.bc.ca](mailto:Andrea.Pasta@gov.bc.ca)>; Kuruvilla, Binny SDPR:EX <[Binny.Kuruvilla@gov.bc.ca](mailto:Binny.Kuruvilla@gov.bc.ca)>; Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Subject:** RE: Regarding Remedy · s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Vivek

I have completed this report for all cases except for Age 25-64 clients with closed cases (On Cases without Income tab). Is it possible to provide the closed date and closed reason for these cases? This would allow me to work off the spreadsheet without looking up 150 cases. Why was the Work Queue updated to "GIS Over" for this client group?

Also, on the Cases without income tab I happen to find one case s.22 with OAS/GIS. Can you confirm that there are no other cases with active income from Fed Data Feed on this list?

I have highlighted the cases as follows:

Yellow = Update to "Unknown"

Blue = Update to "PWD"

Green = Leave as "GIS Over"

Thank-you

*Cheree Lane  
Employment and Assistance Worker  
Virtual Services-Contact Centre  
Ministry of Social Development and Poverty Reduction*

*Ph# 250 387-1967  
[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)*

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Friday, February 9, 2018 12:15 PM  
**To:** Lane, Cheree N SDPR:EX  
**Cc:** Nelson, Heather SDPR:EX; Kulkarni, Vishal SDPR:EX; Nguyen, Diem (Hai Dang) SDPR:EX; Oh, Alvin SDPR:EX; Pasta, Andrea SDPR:EX; Kuruvilla, Binny SDPR:EX  
**Subject:** RE: Regarding Remedy s.22 · Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Cheree,

As discussed, Please find attached the updated report.

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Thursday, February 8, 2018 10:45 AM  
**To:** Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Oh, Alvin SDPR:EX <[Alvin.Oh@gov.bc.ca](mailto:Alvin.Oh@gov.bc.ca)>; Pasta,

Andrea SDPR:EX <[Andrea.Pasta@gov.bc.ca](mailto:Andrea.Pasta@gov.bc.ca)>

**Subject:** RE: Regarding Remedy s.22 · Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Cheree,

Please find attached list of cases (Count=1316) which would need to be updated.

Could you please do spot check from the list and let us know if we can proceed with update ?

**Criteria:**

Case Type: Bus Pass

Case Status: Open

Active Key Player's PWD Status: Eligible

OAS/GIS Income : No active income

Please let me know if any other information is needed on this.

Thanks,

Vivek Mishra

---

**From:** Lane, Cheree N SDPR:EX

**Sent:** Thursday, February 1, 2018 2:12 PM

**To:** Mishra, Vivek SDPR:EX <[Vivek.Mishra@gov.bc.ca](mailto:Vivek.Mishra@gov.bc.ca)>

**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>;

Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>

**Subject:** RE: Regarding Remedy s.22 · Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Vivek

I discussed this ticket with Diem, for reporting purposes, we need to get the Work Queues corrected to "Unknown" for all bus pass cases with Work Queue "GIS Over" where the client is **not** in receipt of GIS.

Thank-you

*Cheree Lane*

*Employment and Assistance Worker*

*Virtual Services-Contact Centre*

*Ministry of Social Development and Poverty Reduction*

*Ph# 250 387-1967*

*[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)*

---

**From:** Mishra, Vivek SDPR:EX

**Sent:** Thursday, February 1, 2018 1:25 PM

**To:** Lane, Cheree N SDPR:EX

**Cc:** Nelson, Heather SDPR:EX; Kulkarni, Vishal SDPR:EX

**Subject:** RE: Regarding Remedy s.22 . . . . .

Hi Cheree,

Could you please let me know if we can close this ticket ?

Thanks,  
Vivek Mishra

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Tuesday, January 30, 2018 3:51 PM  
**To:** Lane, Cheree N SDSI:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>  
**Subject:** Regarding Remedy s.22

Hi Cheree,

Please find the analysis below for the remedy- s.22

**Issue Description :** User has raised a concern that why work queue on Bus pass case - s.22 is GIS over when client is not in receipt of GIS income.

**Analysis :** upon analyzing it further, we found that there was data update done to change the work queue of this case from 'Unknown' to 'GIS Over' as part of pre validation activity during regular renewal.

Please find attached mail with list of cases which were updated as part of that activity.

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 11:43 AM  
**To:** Pasta, Andrea SDPR:EX  
**Subject:** Regarding Remedy S.22 - Bus Pass Work Queue GIS Over, sh/be Unknown  
**Attachments:** Copy of GISOverClients (2)1.xlsx

Good morning Andrea,

Thanks for taking time to speak to me today about this and ensuring there would be no business impact. I approve this Data Zap as A/Team Lead in Sherri's absence.

I hope you have a wonderful weekend.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** SDPR MCF ICM Data Stewards SDPR:EX  
**Sent:** Friday, March 9, 2018 11:27 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: Regarding Remedy S.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

As discussed forwarding it to you.

Thanks,

Zeena

---

**From:** Pasta, Andrea SDPR:EX  
**Sent:** Friday, March 9, 2018 11:09 AM  
**To:** SDPR MCF ICM Data Stewards SDPR:EX  
**Cc:** Mishra, Vivek SDPR:EX; Kulkarni, Vishal SDPR:EX  
**Subject:** FW: Regarding Remedy S.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hello Data stewards,

The work queues were incorrectly updated to OAS/GIS as part of the pre-validation for regular renewal activities. For reporting purposes, the Work Queues in the attached spreadsheet need to be corrected to "Unknown" for all bus pass cases with Work Queue "GIS Over" where the client is not in receipt of GIS.

Can you approve this data zap please?



Regards,  
Andrea

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Friday, March 9, 2018 10:27 AM  
**To:** Pasta, Andrea SDPR:EX  
**Cc:** Kulkarni, Vishal SDPR:EX  
**Subject:** FW: Regarding Remedy s.22 · Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Andrea,  
Could you please help us getting approval from data Steward team for below updates of Work queue ?

Thanks,  
Vivek Mishra

---

**From:** Lane, Cheree N SDPR:EX  
**Sent:** Tuesday, February 27, 2018 9:52 AM  
**To:** Mishra, Vivek SDPR:EX <[Vivek.Mishra@gov.bc.ca](mailto:Vivek.Mishra@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Oh, Alvin SDPR:EX <[Alvin.Oh@gov.bc.ca](mailto:Alvin.Oh@gov.bc.ca)>; Pasta, Andrea SDPR:EX <[Andrea.Pasta@gov.bc.ca](mailto:Andrea.Pasta@gov.bc.ca)>; Kuruvilla, Binny SDPR:EX <[Binny.Kuruvilla@gov.bc.ca](mailto:Binny.Kuruvilla@gov.bc.ca)>; Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Subject:** RE: Regarding Remedy s.22 · Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Vivek

I have completed this report for all cases except for Age 25-64 clients with closed cases (On Cases without Income tab). Is it possible to provide the closed date and closed reason for these cases? This would allow me to work off the spreadsheet without looking up 150 cases. Why was the Work Queue updated to "GIS Over" for this client group?

Also, on the Cases without income tab I happen to find one case s.22 with OAS/GIS. Can you confirm that there are no other cases with active income from Fed Data Feed on this list?

I have highlighted the cases as follows:

Yellow = Update to "Unknown"  
Blue = Update to "PWD"  
Green = Leave as "GIS Over"

Thank-you

*Cheree Lane  
Employment and Assistance Worker  
Virtual Services-Contact Centre  
Ministry of Social Development and Poverty Reduction*

*Ph# 250 387-1967  
[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)*

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Friday, February 9, 2018 12:15 PM  
**To:** Lane, Cheree N SDPR:EX  
**Cc:** Nelson, Heather SDPR:EX; Kulkarni, Vishal SDPR:EX; Nguyen, Diem (Hai Dang) SDPR:EX; Oh, Alvin SDPR:EX; Pasta, Andrea SDPR:EX; Kuruvilla, Binny SDPR:EX  
**Subject:** RE: Regarding Remedy s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Cheree,

As discussed, Please find attached the updated report.

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Thursday, February 8, 2018 10:45 AM  
**To:** Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Oh, Alvin SDPR:EX <[Alvin.Oh@gov.bc.ca](mailto:Alvin.Oh@gov.bc.ca)>; Pasta, Andrea SDPR:EX <[Andrea.Pasta@gov.bc.ca](mailto:Andrea.Pasta@gov.bc.ca)>  
**Subject:** RE: Regarding Remedy s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Cheree,

Please find attached list of cases (Count=1316) which would need to be updated.

Could you please do spot check from the list and let us know if we can proceed with update ?

**Criteria:**

Case Type: Bus Pass

Case Status: Open

Active Key Player's PWD Status: Eligible

OAS/GIS Income : No active income

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

---

**From:** Lane, Cheree N SDPR:EX  
**Sent:** Thursday, February 1, 2018 2:12 PM  
**To:** Mishra, Vivek SDPR:EX <[Vivek.Mishra@gov.bc.ca](mailto:Vivek.Mishra@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>; Nguyen, Diem (Hai Dang) SDPR:EX <[Diem.HD.Nguyen@gov.bc.ca](mailto:Diem.HD.Nguyen@gov.bc.ca)>; Lane, Cheree N SDPR:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Subject:** RE: Regarding Remedy s.22 - Bus Pass Work Queue GIS Over, sh/be Unknown

Hi Vivek

I discussed this ticket with Diem, for reporting purposes, we need to get the Work Queues corrected to "Unknown" for all bus pass cases with Work Queue "GIS Over" where the client is **not** in receipt of GIS.

Thank-you

*Cheree Lane  
Employment and Assistance Worker  
Virtual Services-Contact Centre  
Ministry of Social Development and Poverty Reduction*

*Ph# 250 387-1967  
[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)*

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Thursday, February 1, 2018 1:25 PM  
**To:** Lane, Cheree N SDPR:EX  
**Cc:** Nelson, Heather SDPR:EX; Kulkarni, Vishal SDPR:EX  
**Subject:** RE: Regarding Remedy s.22

Hi Cheree,

Could you please let me know if we can close this ticket ?

Thanks,  
Vivek Mishra

---

**From:** Mishra, Vivek SDPR:EX  
**Sent:** Tuesday, January 30, 2018 3:51 PM  
**To:** Lane, Cheree N SDSI:EX <[Cheree.Lane@gov.bc.ca](mailto:Cheree.Lane@gov.bc.ca)>  
**Cc:** Nelson, Heather SDPR:EX <[Heather.Nelson@gov.bc.ca](mailto:Heather.Nelson@gov.bc.ca)>; Kulkarni, Vishal SDPR:EX <[Vishal.Kulkarni@gov.bc.ca](mailto:Vishal.Kulkarni@gov.bc.ca)>  
**Subject:** Regarding Remedy s.22

Hi Cheree,

Please find the analysis below for the remedy- s.22

**Issue Description :** User has raised a concern that why work queue on Bus pass case - s.22 is GIS over when client is not in receipt of GIS income.

**Analysis :** upon analyzing it further, we found that there was data update done to change the work queue of this case from 'Unknown' to 'GIS Over' as part of pre validation activity during regular renewal.

Please find attached mail with list of cases which were updated as part of that activity.

Please let me know if any other information is needed on this.

Thanks,  
Vivek Mishra

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 11:26 AM  
**To:** Fischer, Stephanie SDPR:EX  
**Subject:** RE: Ticket # s.22 - Missing attachment

Thanks! I've reached out to the Service Desk Team Lead. I'll let you know when I get a response.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

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**From:** Fischer, Stephanie SDPR:EX  
**Sent:** Friday, March 9, 2018 11:20 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Ticket # s.22 - Missing attachment

Hi Ray,

Ticket #s.22 is missing the attachment, could you please ask the Service Desk to add it please?

Thank you,

**Stephanie Fischer**  
ICM Data Steward, Systems Operations  
Information Services Division (ISD)  
*Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 11:13 AM  
**To:** Ng, Dana M SDPR:EX  
**Subject:** RESOLVED - Ticket # s.22 - Remove contact ICM PID: s.22 from Incident s.22

Good morning Dana,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've removed contact ICM PID: s.22 from Incident s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 10:05 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** Exercise scoring  
**Attachments:** 46424\_Exercise\_scoring(a).xlsx

Hi Rob,

Here's the scoring sheet with their assignments sheets included.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 9:43 AM  
**To:** Olson, Selena SDPR:EX  
**Subject:** RESOLVED - Ticket # s.22 closed Service Request ID s.22

Hi Selena,

✓ I've closed Service Request ID s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful weekend.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 9:30 AM  
**To:** Mosher, Cheryl J MCF:EX  
**Subject:** RESOLVED - Ticket # s.22 - DS: Please Delete duplicate Incident # s.22

Happy Friday Cherly,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've confirmed that all of the information from incident s.22 was captured in Memo s.2  
s.22 / existing incident s.22 and deleted the incident s.22 as per your  
request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 8:51 AM  
**To:** Nelson, Heather SDPR:EX  
**Cc:** Clayton, Steven SDPR:EX  
**Subject:** RE: Action Required - Ticket # s.22 - Incorrect contact associated to Case

Hi Heather,

Thanks for the update! ☺

✓ As you've confirmed that no breach occurred, **I've recycled the form and removed the note from the case.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Nelson, Heather SDPR:EX  
**Sent:** Friday, March 9, 2018 8:36 AM  
**To:** Larson, Ray SDPR:EX  
**Cc:** Clayton, Steven SDPR:EX  
**Subject:** RE: Action Required - Ticket # s.22 - Incorrect contact associated to Case

Hi Ray,

If you are referring to file name Form\_OGGKKLQ from March 7 in case s.22 – it was not actually mailed out to the client. When the worker CLIGALLO created the letter, he noticed the wrong name and escalated to the issue for fixing. I have voided the form in ICM now – but it was shredded on site here and not mailed.

Did you need to delete the letter since it is incorrect?

Please advise  
Heather

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 8:26 AM  
**To:** Nelson, Heather SDPR:EX

**Cc:** Clayton, Steven SDPR:EX

**Subject:** Action Required - Ticket # S.22 - Incorrect contact associated to Case

Good morning Heather,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

I've removed the incorrect contact ICM PID S.22 from Bus Pass Case ID S.22 and renamed the case so it reflects the name of the correct contact ICM PID S.22. You may now work on Bus Pass Case ID S.22 as required. From a data integrity standpoint, the note should remain visible on this case as it is an accurate reflection of what occurred

**ACTION REQUIRED:**

I noticed that a letter went out in the incorrect contact's name to the correct contacts' address which would constitute a privacy breach.

- **If you suspect a privacy breach has occurred, please call the Shared Services BC Service Desk (250 387-7000 or toll-free at 1-866 660-0811; select option 3) and request an "information incident investigation"**
- **All data remediation steps to contain the breach from a Data Quality stand point have been taken.**

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

From: Clayton, Steven SDPR:EX  
Sent: Wednesday, March 7, 2018 3:03 PM  
To: SDPR Support SDPR:EX  
Cc: Nelson, Heather SDPR:EX; Nguyen, Diem (Hai Dang) SDPR:EX  
Subject: Please remove case from SR

Hi there,

Please remove case S.22 from SR S.22 as it belongs to the incorrect client.

As a result of ticket S.22 the SR was re-opened and has been re-assigned to the correct contact but the case is not removable as there was a note entered by a worker. The note should either stay in the SR or be deleted completely for re-entry.

Incorrect Person ID ICM S.22  
Correct Person ID ICM:

Heather Nelson will be the primary contact for this ticket.

Thank you

Steven Clayton  
Acting Assistant Supervisor  
Employment & Assistance Worker  
Refresher Team Coordinator  
Virtual Services - Contact Centre



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 8:26 AM  
**To:** Nelson, Heather SDPR:EX  
**Cc:** Clayton, Steven SDPR:EX  
**Subject:** Action Required - Ticket # S.22 - Incorrect contact associated to Case

Good morning Heather,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

I've removed the incorrect contact ICM PID S.22 from Bus Pass Case ID S.22 and renamed the case so it reflects the name of the correct contact ICM PID S.22. You may now work on Bus Pass Case ID S.22 as required. From a data integrity standpoint, the note should remain visible on this case as it is an accurate reflection of what occurred.

### **ACTION REQUIRED:**

I noticed that a letter went out in the incorrect contact's name to the correct contacts' address which would constitute a privacy breach.

- **If you suspect a privacy breach has occurred, please call the Shared Services BC Service Desk (250 387-7000 or toll-free at 1-866 660-0811; select option 3) and request an "information incident investigation"**
- **All data remediation steps to contain the breach from a Data Quality stand point have been taken.**

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

From: Clayton, Steven SDPR:EX  
Sent: Wednesday, March 7, 2018 3:03 PM  
To: SDPR Support SDPR:EX  
Cc: Nelson, Heather SDPR:EX; Nguyen, Diem (Hai Dang) SDPR:EX  
Subject: Please remove case from SR

Hi there,

Please remove case S.22 from SR S.22 as it belongs to the incorrect client.

As a result of ticket S.22, the SR was re-opened and has been re-assigned to the correct contact but the case is not removable as there was a note entered by a worker. The note should either stay in the SR or be deleted completely for re-entry.

Incorrect Person ID ICM S.22  
Correct Person ID ICM:

Heather Nelson will be the primary contact for this ticket.

Thank you

Steven Clayton  
Acting Assistant Supervisor  
Employment & Assistance Worker  
Refresher Team Coordinator  
Virtual Services - Contact Centre  
Ministry of Social Development and Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 7:30 AM  
**To:** Little, Jennifer A SDPR:EX  
**Subject:** Accepted: CI #3 - Organizational and Staff Development - Focus Group sessions

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 7:20 AM  
**To:** Attfield, Andrew R SDPR:EX  
**Subject:** RE: Resolved Ticket # s.22 - DS: Please Delete Incident # s.22

Thanks Andy! \*blushing\*

I appreciate the feedback and support. It's my pleasure to support the important work that our colleagues on the frontlines provide to our clients and of course support everyone across the ministries. Thanks again. ☺

Best regards  
- Ray

---

**From:** Attfield, Andrew R SDPR:EX  
**Sent:** Thursday, March 8, 2018 4:27 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Resolved Ticket # s.22 - DS: Please Delete Incident # s.22

Hey Ray,

Just wanted to point out that I think it is so nice that you follow up with workers upon resolving a ticket; and, the way in which you write your communication is second to none – thanks for going over and above, great work...

**Andy Attfield, Senior Business Analyst**  
**INFORMATION SERVICES DIVISION**  
**Business Alignment and Request Management**  
**250.508.6746** [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)  
*"Providing Information Management and Information  
Technology services for the social sector Ministries"  
(MCFD and SDPR)*

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 3:24 PM  
**To:** Celli, Nicole MCF:EX  
**Cc:** Attfield, Andrew R SDPR:EX  
**Subject:** Resolved Ticket # s.22 - DS: Please Delete Incident # s.22

Good afternoon Nicole,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've deleted incident # s.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,



Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

MCFD Team Leader requesting deletion of an Incident - thanks...

**Andy Attfield**, *Senior Business Analyst*  
**INFORMATION SERVICES DIVISION**  
**Business Alignment and Request Management**  
**250.508.6746** [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)  
*"Providing Information Management and Information  
Technology services for the social sector Ministries"  
(MCFD and SDPR)*

---

From: Celli, Nicole MCF:EX  
Sent: Saturday, March 3, 2018 12:19 PM  
To: MCF Service Desk MCF:EX  
Cc: Attfield, Andrew R SDPR:EX  
Subject: Request for an Incident to be Deleted

Worker opened Incident s.22 in error. Report should be going to a Best Practice office, so  
we have taken the information from the Incident and created new memo #s.22 This Incident now needs to  
be deleted.

Thanks

Nicole Celli  
Team Leader, SQB, STB, STC  
Provincial Centralized Screening  
Phone: 604-660-4927 Cell: 604-375-6067

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 7:14 AM  
**To:** Morino, Kristina E SDPR:EX  
**Subject:** RE: Brittany

Thanks Kristina!

Best regards  
- Ray

---

**From:** Morino, Kristina E SDPR:EX  
**Sent:** Friday, March 9, 2018 7:07 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Brittany

Morning Ray,

Brittany texted me this morning, s.22  
today. Brit is scheduled on PCM today so I will take that over.

she won't be in

Thanks☺,

**Kristina Morino**  
**Data Quality Steward, Systems Operations**

---

**Information Services Division (ISD)**  
*"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"*

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 9, 2018 7:14 AM  
**To:** 'Stephanie Fischer'  
**Subject:** RE: S.22

Thanks for letting me know! See you soon.

Best regards  
- Ray

Hi Ray,

I'm going to be <sup>s.2</sup><sub>2</sub> this morning - s.22

See you soon  
Sent from my iPhone

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 3:24 PM  
**To:** Celli, Nicole MCF:EX  
**Cc:** Attfield, Andrew R SDPR:EX  
**Subject:** Resolved Ticket # S.22 - DS: Please Delete Incident # S.22

Good afternoon Nicole,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ I've deleted incident # S.22 as per your request.

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

MCFD Team Leader requesting deletion of an Incident - thanks...

**Andy Attfield**, *Senior Business Analyst*  
**INFORMATION SERVICES DIVISION**  
**Business Alignment and Request Management**  
**250.508.6746** [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)  
*"Providing Information Management and Information  
Technology services for the social sector Ministries"*  
(MCFD and SDPR)

---

From: Celli, Nicole MCF:EX  
Sent: Saturday, March 3, 2018 12:19 PM  
To: MCF Service Desk MCF:EX  
Cc: Attfield, Andrew R SDPR:EX  
Subject: Request for an Incident to be Deleted

Worker opened Incident S.22 in error. Report should be going to a Best Practice office, so we have taken the information from the Incident and created new memo # S.22 This Incident now needs to be deleted.

Thanks

Nicole Celli  
Team Leader, SQB, STB, STC  
Provincial Centralized Screening  
Phone: 604-660-4927 Cell: 604-375-6067

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 3:18 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** RE: 64624 - ISL 18 Candidate exercise responses & Completed Oral Interviews  
**Attachments:** 46424 Exercises.doc; 46424 - Completed Oral Interviews - Ray.doc

Hi Rob, here are the compressed files as .doc extensions

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 8:31 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** 64624 - ISL 18 Candidate exercise responses

Good morning Rob,

The candidate responses are split into the written exercise (Word folder) and the exam portion (Excel folder) in the zip file.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 2:18 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** Updated storyline  
**Attachments:** 46424\_ISL18\_competition\_results\_storyline(a).xlsx

Hi Rob,

Here's the updated storyline with s.22 interview score entered.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 2:17 PM  
**To:** Boschma, Sharlene A SDPR:EX  
**Subject:** RE: 46424 Oral Interview Questions s.22

Thanks!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Boschma, Sharlene A SDPR:EX  
**Sent:** Thursday, March 8, 2018 2:14 PM  
**To:** Larson, Ray SDPR:EX; Morrison, Rob SDPR:EX  
**Subject:** 46424 Oral Interview Questions s.22

With Panel Consensus.

Thank you,

Shar Boschma (Danchuk)  
Team Lead – Service and Request Management  
Business Analyst  
Information Services Division  
Social Sector  
Email: [Sharlene.Boschma@gov.bc.ca](mailto:Sharlene.Boschma@gov.bc.ca)

*'Partnering with the Ministries of Children & Family Development and Social Development & Poverty Reduction*



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 1:40 PM  
**To:** Turner, Kim E SDPR:EX; SDPR Support SDPR:EX  
**Subject:** RESOLVED: Ticket # s.22 AKA Deletions on ICM PID s.22

Good afternoon Kim,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

✓ **I've removed the incorrect and duplicate AKAs on ICM Person ID s.22 as per your request.**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Turner, Kim E SDPR:EX  
**Sent:** Wednesday, March 7, 2018 1:02 PM  
**To:** SDPR Support SDPR:EX  
**Subject:** AKA Deletions needed

Hello there,

Looks like my staff member creating 3 AKAs in error on the wrong contact, and 1 duplicate on the correct contact.

ICM Case Number: s.22

**About Record**

Created On: 2018-Feb-15 08:42:31 AM Conflict #: 0  
Created By: SADMIN Modification #: 1  
Updated On: 2018-Mar-07 10:45:48 AM Row #: 1-O5G0HWD  
Updated By: KMTURNER  
Last Updated Source: User  
Last Updated On: 2018-Mar-07 10:45:48 AM

**About Record**

Created On: 2018-Mar-07 09:31:45 AM Conflict #: 0  
Created By: SADMIN Modification #: 1  
Updated On: 2018-Mar-07 10:45:57 AM Row #: 1-OGIGWOZ  
Updated By: KMTURNER  
Last Updated Source: User  
Last Updated On: 2018-Mar-07 10:45:57 AM

OK

**About Record**

Created On: 2018-Mar-07 10:38:42 AM Conflict #: 0  
Created By: SADMIN Modification #: 1  
Updated On: 2018-Mar-07 10:46:07 AM Row #: 1-OGKU1FJ  
Updated By: KMTURNER  
Last Updated Source: User  
Last Updated On: 2018-Mar-07 10:46:07 AM

OK

**About Record**

Created On: 2018-Mar-07 10:41:07 AM Conflict #: 0  
Created By: SADMIN Modification #: 1  
Updated On: 2018-Mar-07 10:46:45 AM Row #: 1-OGKU1M5  
Updated By: KMTURNER  
Last Updated Source: User  
Last Updated On: 2018-Mar-07 10:46:45 AM

OK

Cheers,

via Lync

Kim E Turner | 250-828-4665 |

Supervisor of Administrative Service | Centralized Profiling Team |



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 10:46 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** Update to Agenda for today's team meeting

the Agenda has a couple of updates:  
please find the [Data Quality Team Meeting Agenda here](#)

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 10:06 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Data Quality team - please find the [Data Quality Team Meeting Agenda here](#)

If you have anything to report around Training, Emerging issues / Ticket trends, or Occupational Health & Safety please feel free to bring them up during that section of the meeting or during the round-table.

See you all at 11am!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:53 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items for today's team meeting

Good morning team,

Please forward me any agenda items for today's team meeting by 10am thanks!



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 10:06 AM  
**To:** SDPR ISD Data Quality  
**Cc:** Morrison, Rob SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Data Quality team - please find the [Data Quality Team Meeting Agenda here](#)

If you have anything to report around Training, Emerging issues / Ticket trends, or Occupational Health & Safety please feel free to bring them up during that section of the meeting or during the round-table.

See you all at 11am!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:53 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items for today's team meeting

Good morning team,

Please forward me any agenda items for today's team meeting by 10am thanks!



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*

Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 9:04 AM  
**To:** Norrish, David SDPR:EX  
**Subject:** Health Check - Thursday

Good morning David,

- ICM and MIS health checks were all good – no issues to report.
- Service Desk was dealing with both ICE – ICEBar and DTS down at the same time yesterday. Root cause yet unknown.
- Adobe hotfix being deployed today for those experiencing issues.



That's all!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:58 AM  
**To:** Boschma, Brittany SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting



I was on minutes last week but I was in meetings so Christine moved me to Agenda this week so as to ensure I didn't get out of not doing something ;-)

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Boschma, Brittany SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:57 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Lol im on minutes today ... so glad I looked

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:56 AM  
**To:** Boschma, Brittany SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Thanks! I'll add it to be safe 😊

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Boschma, Brittany SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:55 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Doing the super-user call – may or may not have something

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:53 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items for today's team meeting

Good morning team,

Please forward me any agenda items for today's team meeting by 10am thanks!



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:56 AM  
**To:** Boschma, Brittany SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Thanks! I'll add it to be safe ☺

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Boschma, Brittany SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:55 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Agenda Items for today's team meeting

Doing the super-user call – may or may not have something

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:53 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items for today's team meeting

Good morning team,

Please forward me any agenda items for today's team meeting by 10am thanks!



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:53 AM  
**To:** SDPR ISD Data Quality  
**Subject:** Agenda Items for today's team meeting

Good morning team,

Please forward me any agenda items for today's team meeting by 10am thanks!



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 8, 2018 8:25 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** FW: 46424 Oral Interview Questions s.22  
**Attachments:** 46424 Oral Interview Questions s.22 .docx

---

**From:** Boschma, Sharlene A SDPR:EX  
**Sent:** Wednesday, March 7, 2018 5:18 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** 46424 Oral Interview Questions s.22

Hi Ray,

Here is my scoring. Please let me know if there is anything else you need.

Thanks,  
Shar

## **Larson, Ray SDPR:EX**

---

**Subject:** 46424 - ISL 18 - review interview scoring  
**Location:** Online Meeting  
  
**Start:** Thu 2018-03-08 2:00 PM  
**End:** Thu 2018-03-08 2:15 PM  
**Show Time As:** Tentative  
  
**Recurrence:** (none)  
  
**Meeting Status:** Not yet responded  
  
**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** Morrison, Rob SDSI:EX; Boschma, Sharlene A SDPR:EX

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 3:32 PM  
**To:** s.22  
**Subject:** ISL18 Requisition # 46424 Interview questions

### **ISL18 Requisition # 46424 Interview questions**

You will be given 15 mins to review the following interview questions and make any notes that you feel will assist you. We have allotted a total of one hour for your review of the questions, your interview and any follow up questions. These interview questions are confidential, please delete this question sheet and your notes at the end of the interview and do not share them with anyone else.

s.3



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 3:09 PM  
**To:** Morrison, Rob SDPR:EX; Boschma, Sharlene A SDPR:EX  
**Subject:** FW: REQ - 46424 - ISL 18 Business Analyst - Oral Interview Questions - s.22  
Wed 2018-03-07 3:30pm  
**Attachments:** 46424 Oral Interview Questions s.22 docx

Making sure you have the Oral Interview Questions for this afternoon.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:19 PM  
**To:** Morrison, Rob SDPR:EX; Boschma, Sharlene A SDPR:EX  
**Subject:** REQ - 46424 - ISL 18 Business Analyst - Oral Interview Questions - , s.22 - Wed 2018-03-07 3:30pm

Good afternoon Rob & Shar,

Thank you Shar for agreeing to help us with one last interview tomorrow with s.22

I've attached her **Oral Interview Questions sheet** and the **Job Posting**. I will send the questions to s.22 about 3:30 and give her 15 minutes to review. We will take turns asking questions if you don't mind asking question 3? Each question as a Max value of 10 points and we are grading on 'Oral Communication Skills' out of 10 as well (2 points for each).

Rob and I will be in the small board room on the 4<sup>th</sup> floor of 908 Pandora if you want to join us or you may join online.

### Join online meeting

s.17

### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 2:46 PM  
**To:** Young, Julie MCF:EX  
**Subject:** RESOLVED: s.22 - FW: ICM Case/Contact Untangle ICM PIDs s.22 or s.22

Good afternoon Julie,

I hope this email finds you well. I'm with the Ministry's Data Quality Team.

- ✓ As per your request, I've untangled the overwritten ICM person IDs s.22 including swapping the AH case and cleaning up the AKAs and addresses.
- **You may wish to copy and/or update the phone numbers ICM PID # s.22 to PID #: s.22 as I cannot confirm which phone number belongs to which contact. Also, you may wish to update the address as well (I've added the case address with the correct start date to ICM PID #: s.22**

If you have any questions or comments please let me know. I will now set this ticket to **Resolved**; you should receive an automated notification to this effect shortly.

I hope you have a wonderful day.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

---

**From:** Young, Julie MCF:EX  
**Sent:** Monday, February 26, 2018 2:45 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** 645136 - FW: ICM Case/Contact Untangle

Good afternoon,

Please see my email below to Team Leader, Dianne Patenaude, and her approval to correct/untangle the 2 contacts specified.

Thank you.

*Julie Young*  
*Team Assistant - Adoption Services, GEJ*  
Ministry of Children & Family Development

South Fraser Adoptions (GEJ)  
Suite 102 – 9180 King George Boulevard, Surrey V3V 5V9

Phone: 778/609-2146(direct)  
Fax: 604/586-3384

---

**From:** Patenaude, Dianne MCF:EX  
**Sent:** Monday, February 26, 2018 1:52 PM  
**To:** Young, Julie MCF:EX  
**Subject:** RE: ICM Case/Contact

Approved for Helpdesk to take make corrections as outlined.

\*\*\*\*\*

**Sincerely,**  
**Dianne Patenaude**  
**Adoption Team Leader, GEJ**  
102 - 9180 King George Hwy  
Surrey, BC, V3V 5V9  
778-609-2130 direct  
604-586-3384 fax  
778 984 2423 cell

---

**From:** Young, Julie MCF:EX  
**Sent:** Thursday, February 22, 2018 9:39 AM  
**To:** Patenaude, Dianne MCF:EX  
**Subject:** FW: ICM Case/Contact

Dianne,

As we discussed, there is a problem in ICM where there are 2 contacts, one being s.22 and the other, s.22 presently reporting with the same birth dates. These are actually 2 separate contacts where an error has occurred.

In 2016 a new AH file was opened under s.22 which was incorrect and should have been opened under s.22

In March, 2017, the DOB for s.22 was changed from s.22 This is incorrect and should not have been changed. s.22 contact no. s.22 and that is the only case that should be associated to this contact.

The s.2 DOB is for our client, s.22 is an existing contact in ICM, contact no. s.2 s.22 and has an associated closed child subsidy case and an open RE case.

What needs to happen is :

- 1) for the contact s.22 I've changed the DOB back to s.22 There's an AKA on that contact, s.22 with the DOB s.22 which needs to be removed. I've flagged for deletion.

should be moved to contact s.22

Thank you.

Phone: 778/609-2146(direct)  
Fax: 604/586-3384

There are presently 2 contacts in ICM for:

s.22

In error, an s.22 was added to the contact s.22, when in fact, the client is s.22  
s.22

Please transfer the AH file from s.22

I'm not sure if you can merge the contacts as the other case under s.22  
s.22 under a different Ministry.

Thank you for your assistance.

*Julie Young*  
*Team Assistant - Adoption Services, GEJ*  
Ministry of Children & Family Development  
South Fraser Adoptions (GEJ)  
Suite 102 – 9180 King George Boulevard, Surrey V3V 5V9

Phone: 778/609-2146(direct)  
Fax: 604/586-3384

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 11:27 AM  
**To:** Privacy Helpline CITZ:EX  
**Subject:** British Columbia Information Privacy Certificate Program enrolment

Good morning Privacy, Compliance and Training team,

Thank you for posting the article **Privacy Proficient** on @Work <https://gwww.gov.bc.ca/news/2018/0305/privacy-proficient?nl=070318>

As a Data Steward, I'm interested in enrolling in the **British Columbia Information Privacy Certificate Program**.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 11:01 AM  
**To:** Thiessen, Joshua MCF:EX  
**Subject:** Following up on Ticket # s.22 - Portal Access Request (2) - s.22  
s.22

Happy Wednesday Josh,

Were you able to contact CAS or the client to confirm if there's any reason why we can't merge **Service Providers** S.  
s.22

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Monday, February 26, 2018 8:32 AM  
**To:** Thiessen, Joshua MCF:EX  
**Subject:** RE: Question: s.22 - Portal Access Request (2) - s.22

Happy Monday Josh,

Thanks for looking into this for us! ☺

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Thiessen, Joshua MCF:EX  
**Sent:** Monday, February 26, 2018 8:32 AM



**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Question: s.22 - Portal Access Request (2) - s.22

Hi Ray,

I have not yet received a response from CAS. I'm going to reach out to an individual with CAS to see if they can look into it at this point.

Apologies for the delay.

Best,

**Joshua Thiessen**

Position Title - Program Support Clerk – Specialized Provincial Services  
Ministry of Children and Family Development

**Providing Services For:**

Web Link:	Email:	Toll Free Number:	Fax Number:
<a href="#">Autism Funding</a>	<a href="mailto:MCF.AutismFundingUnit@gov.bc.ca">MCF.AutismFundingUnit@gov.bc.ca</a>	1-877-777-3530	1-250-356-8578
<a href="#">Medical Benefits</a>	<a href="mailto:MCF.MedicalBenefitsProgram@gov.bc.ca">MCF.MedicalBenefitsProgram@gov.bc.ca</a>	1-888-613-3232	1-250-356-2159
<a href="#">Child Care Subsidy - Payments</a>		1-888-338-6622	1-877-544-0699
<a href="#">Child Care Operating Funding - Payments</a>	<a href="mailto:MCF.CCOF@gov.bc.ca">MCF.CCOF@gov.bc.ca</a>	1-888-338-6622	1-250-953-3327

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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, February 23, 2018 7:42 AM  
**To:** Thiessen, Joshua MCF:EX  
**Subject:** RE: Question: s.22 - Portal Access Request (2) - s.22

Hi Josh,

Were you able to contact CAS to confirm if there's any reason why we can't merge Service Providers s.22 or s.22

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Thiessen, Joshua MCF:EX  
**Sent:** Monday, February 19, 2018 9:14 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Question: s.22 - Portal Access Request (2) - s.22

Good morning Ray,

Thank you for bringing this to my attention.

Is it possible to merge s.22 ? I can then request to have s.22 inactivated in CAS.

Best regards,

**Joshua Thiessen**

Position Title - Program Support Clerk – Specialized Provincial Services  
Ministry of Children and Family Development

**Providing Services For:**

Web Link:	Email:	Toll Free Number:	Fax Number:
<a href="#">Autism Funding</a>	<a href="mailto:MCF.AutismFundingUnit@gov.bc.ca">MCF.AutismFundingUnit@gov.bc.ca</a>	1-877-777-3530	1-250-356-8578
<a href="#">Medical Benefits</a>	<a href="mailto:MCF.MedicalBenefitsProgram@gov.bc.ca">MCF.MedicalBenefitsProgram@gov.bc.ca</a>	1-888-613-3232	1-250-356-2159
<a href="#">Child Care Subsidy - Payments</a>		1-888-338-6622	1-877-544-0699
<a href="#">Child Care Operating Funding - Payments</a>	<a href="mailto:MCF.CCOF@gov.bc.ca">MCF.CCOF@gov.bc.ca</a>	1-888-338-6622	1-250-953-3327

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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, February 16, 2018 1:23 PM  
**To:** Thiessen, Joshua MCF:EX  
**Subject:** Question: s.22 - Portal Access Request (2) - s.22

Hi Josh,

I hope this email finds you well. Second request has been reviewed and task is in with Access Management to complete promotion.

For the first request below Service Provider Record s.22 appears to have a duplicate:

- s.22
-

- ICM IDs s.22 (suspended) and s.22

**Please advise as to how you would like to proceed.**

Thank you for your time and consideration.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
 Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** MCF Service Provider Portal MCF:EX  
**Sent:** Thursday, February 15, 2018 4:39 PM  
**To:** MCF Service Desk MCF:EX  
**Subject:** s.22 - Portal Access Request (2)

The Service Provider (detailed below) has requested Portal access. Please review, Admin Restrict and promote to the Portal.
---

Service Provider Name: s.22 s.22	ICM Provider ID: s.22
Business Priority ( <i>high, medium, low</i> ):	
Requesting Provider to be Admin Restricted:	Yes
Requesting Portal Promotion:	Yes
Impacts (review involvements tab and send email based on Communication matrix) other programs (Y/N): <i>If Yes, attach email from other program verifying request or justify here why consultation not requested.</i>	
Comments: Setup Portal Access as Autism Funding provider BCeID: s.2 No additional users	SR#: s.22
Merge required (Y/N):	
Service Provider Merge Details	
Master Record (Winner)	Duplicates (Loser)

Name	ICM Provider ID	CAS Vendor ID	Site ID	Name	ICM Provider ID	CAS Vendor ID	Site ID

The Service Provider (detailed below) has requested Portal access. Please review, Admin Restrict and promote to the Portal.

Service Provider Name: s.22	ICM Provider ID: s.22
Business Priority ( <i>high, medium, low</i> ):	HIGH
Requesting Provider to be Admin Restricted:	Yes
Requesting Portal Promotion:	Yes
Impacts (review involvements tab and send email based on Communication matrix) other programs (Y/N): <i>If Yes, attach email from other program verifying request or justify here why consultation not requested.</i>	N
Comments: Setup Portal Access as Autism Funding provider BCeID s.22 No additional users	SR#: s.22

Merge required (Y/N):							
Service Provider Merge Details							
Master Record (Winner)				Duplicates (Loser)			
Name	ICM Provider ID	CAS Vendor ID	Site ID	Name	ICM Provider ID	CAS Vendor ID	Site ID

Thank you,

### Joshua Thiessen

Position Title - Program Support Clerk – Specialized Provincial Services  
Ministry of Children and Family Development

### Providing Services For:

#### Web Link:

[Autism Funding](#)

[Medical Benefits](#)

[Child Care Subsidy - Payments](#)

#### Email:

[MCF.AutismFundingUnit@gov.bc.ca](mailto:MCF.AutismFundingUnit@gov.bc.ca)

[MCF.MedicalBenefitsProgram@gov.bc.ca](mailto:MCF.MedicalBenefitsProgram@gov.bc.ca)

#### Toll Free Number:

1-877-777-3530

1-888-613-3232

1-888-338-6622

#### Fax Number:

1-250-356-8578

1-250-356-2159

1-877-544-0699

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 10:11 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** 46424 - updated Storyline, Exercise Scoring, QST  
**Attachments:** 46424\_ISL18\_competition\_results\_storyline(a).xlsx; 46424\_Exercise\_scoring(a).xlsx; QST\_REQ46424\_Ray(g).xlsx

Hi Rob,

Here's the updated storyline, exercise scoring sheet and QST. I've remediated the discrepancies between the actual scoring results on both sheets and the storyline.

Attachments:

- ✓ 46424\_ISL18\_competition\_results\_storyline(a)
- ✓ 46424\_Exercise\_scoring(a)
- ✓ QST\_REQ46424\_Ray(g)

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 8:53 AM  
**To:** Norrish, David SDPR:EX; Dillon, Mary SDPR:EX  
**Subject:** Daily systems health check call for Wednesday

Good morning David & Mary!

- ICM & MIS - All good – nothing to report
- Service Desk – The loop and iConnect were not available yesterday. DNS servers needed to be restarted, all back up and running.
- MySS portal issues are still being investigated.

Best regards  
- Ray

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 7:35 AM  
**To:** Wood, Christine A SDPR:EX  
**Subject:** QM on Thursday March 15th

Good morning Christine,

Thanks for taking care of the calendar and making changes! On Thursday March 1 we have a Business Plan Rollout from 9am to 12 noon. Do we think it's possible to have Zeena cover QM for that time?

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, March 7, 2018 7:23 AM  
**To:** Morino, Kristina E SDPR:EX  
**Subject:** RE: s.2 - March 7/18

Cheers Kristina!

Best regards  
- Ray

---

**From:** Morino, Kristina E SDPR:EX  
**Sent:** Wednesday, March 7, 2018 7:07 AM  
**To:** Norrish, David SDPR:EX; Larson, Ray SDPR:EX  
**Cc:** Proceviat, Sherri SDPR:EX  
**Subject:** s.2 - March 7/18

Morning all☺

Started my shift, scheduled on PCM.

Thank you,

Kristina Morino  
ICM Data Steward, Systems Operations  
Information Services Division (ISD)  
Partnering with the Ministry of Children and Family Development and  
the Ministry of Social Development and Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 5:28 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** 46424 - storyline issue - calculated cumulative scores  
**Attachments:** 46424\_ISL18\_competition\_results\_storyline(a).xlsx

Hi Rob,

Not a massive issue. When I add in the scores for each assessment, it adds the scores to the cumulative final score and it's altered the ranking for our top five candidates – reversing s.22 positions. It hasn't changed the outcome or who's passed of course.

Ranking with cumulative scores:

1. s.22
- 2.
- 3.
- 4.
- 5.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:58 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** FW: Assignments double check

---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:58 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Assignments double check

I have never heard any of those names.

Regards,  
David

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 06, 2018 15:57  
**To:** Norrish, David SDPR:EX  
**Subject:** Assignments double check

Hi David,

Could you please do me a huge favour and ensure that you didn't get assignments back for:

— s.22

—

—

—

Thank you sir!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:58 PM  
**To:** Norrish, David SDPR:EX  
**Subject:** RE: Assignments double check

Thanks!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
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---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:58 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Assignments double check

I have never heard any of those names.

Regards,  
David

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 06, 2018 15:57  
**To:** Norrish, David SDPR:EX  
**Subject:** Assignments double check

Hi David,

Could you please do me a huge favour and ensure that you didn't get assignments back for:

— s.22

—

—

—

Thank you sir!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*

Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:57 PM  
**To:** Norrish, David SDPR:EX  
**Subject:** Assignments double check

Hi David,

Could you please do me a huge favour and ensure that you didn't get assignments back for:

— s.22

—

—

—

Thank you sir!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 3:48 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** Email addresses  
**Attachments:** 46424\_Short\_listed\_No\_Pass\_Assignment\_Emails.txt; 46424  
\_Not\_Screened\_In\_email\_addresses.txt

Hi Rob,

Here are the email addresses.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:58 PM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** REQ 46424 ISL 18 competition results storyline  
**Attachments:** 46424\_ISL18\_competition\_results\_storyline.xlsx

Here's the updated storyline...

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 11:57 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** REQ 46424 ISL 18 competition results storyline 1st draft

Good morning Rob,

My apologies for the delay. Please find attached the Competition Results Storyline draft for REQ 46424 ISL 18 Business Analysts Competition. All 104 candidates have been accounted for and entered. I've also updated my copy of the original score sheet with the results all the way along so we have a master sheet to work from.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:19 PM  
**To:** Morrison, Rob SDPR:EX; Boschma, Sharlene A SDPR:EX  
**Subject:** REQ - 46424 - ISL 18 Business Analyst - Oral Interview Questions - S.22 - Wed  
2018-03-07 3:30pm  
**Attachments:** Jr Business Analyst 46424.docx; 46424 Oral Interview Questions S.22 .docx

Good afternoon Rob & Shar,

Thank you Shar for agreeing to help us with one last interview tomorrow with S.22

I've attached her **Oral Interview Questions sheet** and the **Job Posting**. I will send the questions to S.22 about 3:30 and give her 15 minutes to review. We will take turns asking questions if you don't mind asking question 3? Each question as a Max value of 10 points and we are grading on 'Oral Communication Skills' out of 10 as well (2 points for each).

Rob and I will be in the small board room on the 4<sup>th</sup> floor of 908 Pandora if you want to join us or you may join online.

### Join online meeting

s.17

#### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

Conference ID: S.17

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Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

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## Larson, Ray SDPR:EX

---

**Subject:** FW: UPDATE - 3:30 pm PST / 6:30pm EST - Interview - Business Analyst, ISL 18 - Requisition #46424  
**Location:** Online Meeting  
**Start:** Wed 2018-03-07 3:30 PM  
**End:** Wed 2018-03-07 4:30 PM  
**Show Time As:** Tentative  
**Recurrence:** (none)  
**Meeting Status:** Not yet responded  
**Organizer:** Larson, Ray SDPR:EX

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

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 1:18 PM  
**To:** Larson, Ray SDPR:EX; s.22  
**Subject:** UPDATE - 3:30 pm PST / 6:30pm EST - Interview - Business Analyst, ISL 18 - Requisition #46424  
**When:** Wednesday, March 7, 2018 3:30 PM-4:30 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** Online Meeting  
**Sensitivity:** Private

Hi s.22 , could we

we will connect with you about 5 minutes before the start time to make sure your Lync is working. We will send the questions via email after we connect for you to review for 15 minutes.

A reminder - to participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset.** I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#) as well as the instructions for installing Lync Web App below.

.....  
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s.17

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Local - Vancouver: +1 (604) 398-9304

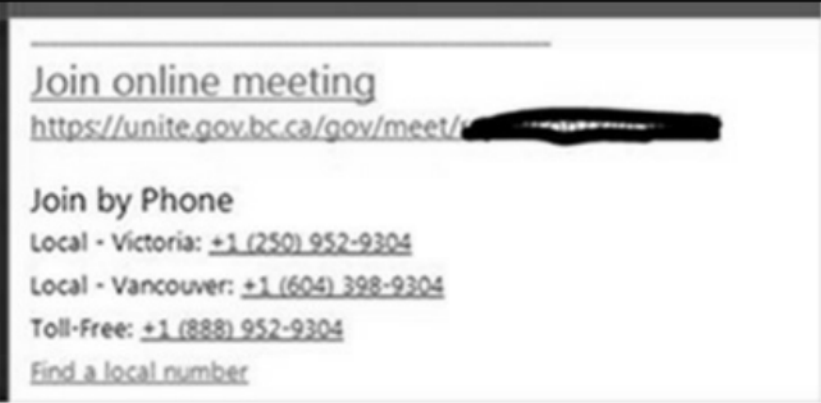



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Conference ID: s.17

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Step	Instruction for PC or Mac	Example
1	Select the Join online meeting included in the calendar invite email sent to you.	
2	Select Join Using Lync Web App instead.	
3	Select the Download and install the Lync Web App plug in and install the plug in.	
4	After installation of the plug in select the Join the meeting link.	

Be sure to select Unmute and Start my video by using audio and video icons in the bottom left hand corner of the Lync Web App window.

\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 2:02 PM  
**To:** s.22  
**Subject:** RE: Business Analyst, ISL 18 - Requisition #46424

Thanks s.22

I hope you don't mind that we've had to move back 15 minutes to 3:30 pm PST / 6:30 pm EST.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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**From:** s.22  
**Sent:** Tuesday, March 6, 2018 1:18 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Re: Business Analyst, ISL 18 - Requisition #46424

Hello Ray,

Thank you for your call. 3:15 PST (6:15 my time) sounds good.

Best,

s.22

On Tue, Mar 6, 2018 at 4:06 PM, Larson, Ray SDPR:EX <[Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca)> wrote:  
Congratulations,

Based on your written exercise results, I am happy to ask you to proceed in the above noted competition.

I have scheduled you for a **3:15 pm Pacific Standard Time** interview time on **Wednesday, March 7, 2018**.

**The interview will take place online** through a link that will be sent to you after you confirm your attendance. To participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#). You will be given 15 mins to review the interview questions and make any notes that you feel will assist you. I have allotted a total of one hour for your review of the questions, your interview and any follow up questions.

Please send a confirmation E-Mail to [Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca) if you are able to attend.

Kind regards,

Ray Larson

*Business Analyst / Data Steward*

Business Intelligence & Data Quality

**INFORMATION SERVICES DIVISION**

UC +1 [250-356-1719](tel:250-356-1719)

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## Larson, Ray SDPR:EX

---

**Subject:** UPDATE - 3:30 pm PST / 6:30pm EST - Interview - Business Analyst, ISL 18 - Requisition #46424  
**Location:** Online Meeting  
**Start:** Wed 2018-03-07 3:30 PM  
**End:** Wed 2018-03-07 4:30 PM  
**Show Time As:** Tentative  
**Recurrence:** (none)  
**Meeting Status:** Not yet responded  
**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** s.22

Hi s.22 could we  
we will connect with you about 5 minutes before the start time to make sure your Lync is working. We will send the questions via email after we connect for you to review for 15 minutes.

A reminder - to participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#) as well as the instructions for installing Lync Web App below.

---

### Join online meeting

s.17

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\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**Subject:** FW: Interview - Business Analyst, ISL 18 - Requisition #46424  
**Location:** Online Meeting  
  
**Start:** Wed 2018-03-07 3:15 PM  
**End:** Wed 2018-03-07 4:15 PM  
**Show Time As:** Tentative  
  
**Recurrence:** (none)  
  
**Meeting Status:** Not yet responded  
  
**Organizer:** Larson, Ray SDPR:EX

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

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 1:19 PM  
**To:** s.22  
**Subject:** Interview - Business Analyst, ISL 18 - Requisition #46424  
**When:** Wednesday, March 7, 2018 3:15 PM-4:15 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** Online Meeting  
**Sensitivity:** Private

Hi s.22 we will connect with you about 5 minutes before the start time to make sure your Lync is working. We will send the questions via email after we connect for you to review for 15 minutes.

A reminder - to participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#) as well as the instructions for installing Lync Web App below.

---

### Join online meeting

s.17

#### Join by Phone

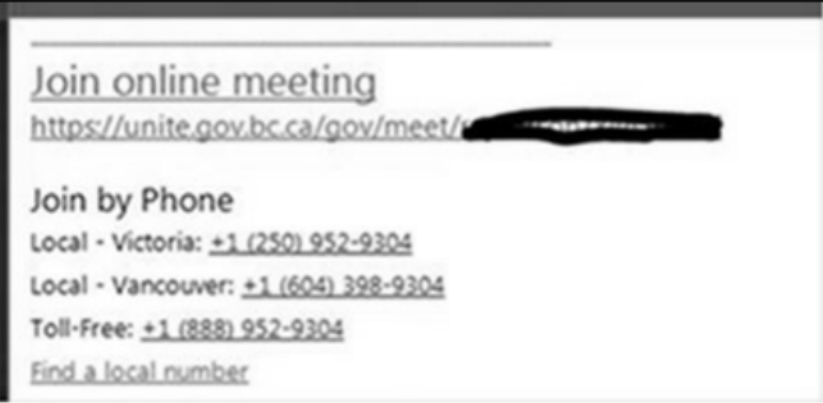



Local - Victoria: +1 (250) 952-9304  
Local - Vancouver: +1 (604) 398-9304  
Toll-Free: +1 (888) 952-9304  
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Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

---

Instructions for installation and using Lync Web App outside of the BC Government organization.

Step	Instruction for PC or Mac	Example
1	Select the Join online meeting included in the calendar invite email sent to you.	
2	Select Join Using Lync Web App instead.	
3	Select the Download and install the Lync Web App plug in and install the plug in.	
4	After installation of the plug in select the Join the meeting link.	

5

Be sure to select Unmute and Start my video by using audio and video icons in the bottom left hand corner of the Lync Web App window.

\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**Subject:** Interview - Business Analyst, ISL 18 - Requisition #46424  
**Location:** Online Meeting  
  
**Start:** Wed 2018-03-07 3:15 PM  
**End:** Wed 2018-03-07 4:15 PM  
**Show Time As:** Tentative  
  
**Recurrence:** (none)  
  
**Meeting Status:** Not yet responded  
  
**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** s.22

Hi s.22 , we will connect with you about 5 minutes before the start time to make sure your Lync is working. We will send the questions via email after we connect for you to review for 15 minutes.

A reminder - to participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#) as well as the instructions for installing Lync Web App below.

---

### Join online meeting

s.17

#### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

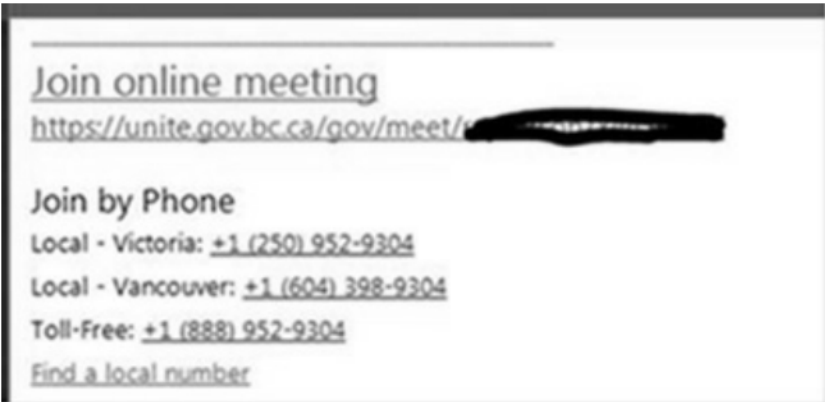



Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

---

Instructions for installation and using Lync Web App outside of the BC Government organization.

Step	Instruction for PC or Mac	Example

1	Select the Join online meeting included in the calendar invite email sent to you.	
2	Select Join Using Lync Web App instead.	
3	Select the Download and install the Lync Web App plug in and install the plug in.	
4	After installation of the plug in select the Join the meeting link.	

Be sure to select Unmute and Start my video by using audio and video icons in the bottom left hand corner of the Lync Web App window.

\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 1:07 PM  
**To:** s.22  
**Subject:** RE: Business Analyst, ISL 18 - Requisition #46424

Congratulations,

Based on your written exercise results, I am happy to ask you to proceed in the above noted competition.

I have scheduled you for a **3:15 pm Pacific Standard Time** interview time on **Wednesday, March 7, 2018**.

**The interview will take place online** through a link that will be sent to you after you confirm your attendance. To participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#). You will be given 15 mins to review the interview questions and make any notes that you feel will assist you. I have allotted a total of one hour for your review of the questions, your interview and any follow up questions.

Please **send a confirmation E-Mail to Ray.Larson@gov.bc.ca if you are able to attend**.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 11:57 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** REQ 46424 ISL 18 competition results storyline 1st draft  
**Attachments:** 46424\_ISL18\_competition\_results\_storyline.xlsx; Ray Copy of QST\_REQ46424(f).xlsx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good morning Rob,

My apologies for the delay. Please find attached the Competition Results Storyline draft for REQ 46424 ISL 18 Business Analysts Competition. All 104 candidates have been accounted for and entered. I've also updated my copy of the original score sheet with the results all the way along so we have a master sheet to work from.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 10:09 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** Candidate ISL 18 46424 - s.22  
**Attachments:** Exercise scoring - Ray 1(a).xlsx

Hi Rob,

The candidate s.22 in front of  
s.22 I will finish the storyline and let you know if there's any others.

According to our master sheet – 42 people screened in for the written. I've got 38 written responses via email from Sherri, we've scored 38 people – four people didn't respond:

— s.22

—

—

—

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 9:37 AM  
**To:** Norrish, David SDPR:EX  
**Subject:** RE: Scoring

Thanks!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Norrish, David SDPR:EX  
**Sent:** Tuesday, March 6, 2018 9:36 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** RE: Scoring

Ray, see attached.

Regards,  
David

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 06, 2018 09:31  
**To:** Norrish, David SDPR:EX  
**Subject:** Scoring

Hi David,

My apologies, could you please quickly score S. for me? Thanks!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 9:31 AM  
**To:** Norrish, David SDPR:EX  
**Subject:** Scoring  
**Attachments:** s.22 - Exam - 46424.xlsx; Copy of Exercise scoring - Ray 1.xlsx

Hi David,

My apologies, could you please quickly score S. for me? Thanks!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 8:55 AM  
**To:** Norrish, David SDPR:EX  
**Subject:** Candidate selection IS 18 Results storyline

Good morning David,

Rob has asked me to complete the 'Results storyline' for our ISL18 competition this morning so he can send it off to PSA this afternoon. I will have my head down on that this morning.



Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 8:31 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** 64624 - ISL 18 Candidate exercise responses

Good morning Rob,

The candidate responses are split into the written exercise (Word folder) and the exam portion (Excel folder) in the zip file.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Tuesday, March 6, 2018 7:16 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** Accepted: Competition - Next Steps



## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 2, 2018 1:29 PM  
**To:** s.22  
**Subject:** ISL18 Requisition # 46424 Interview questions

### **ISL18 Requisition # 46424 Interview questions**

You will be given 15 mins to review the following interview questions and make any notes that you feel will assist you. We have allotted a total of one hour for your review of the questions, your interview and any follow up questions. These interview questions are confidential, please delete this question sheet and your notes at the end of the interview and do not share them with anyone else.

s.3

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 2, 2018 11:48 AM  
**To:** s.22  
**Subject:** ISL18 Requisition # 46424 Interview questions

### **ISL18 Requisition # 46424 Interview questions**

You will be given 15 mins to review the following interview questions and make any notes that you feel will assist you. We have allotted a total of one hour for your review of the questions, your interview and any follow up questions. These interview questions are confidential, please delete this question sheet and your notes at the end of the interview and do not share them with anyone else.

s.3

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 2, 2018 10:22 AM  
**To:** s.22  
**Subject:** ISL18 Requisition # 46424 Interview questions

### **ISL18 Requisition # 46424 Interview questions**

You will be given 15 mins to review the following interview questions and make any notes that you feel will assist you. We have allotted a total of one hour for your review of the questions, your interview and any follow up questions. These interview questions are confidential, please delete this question sheet and your notes at the end of the interview and do not share them with anyone else.

s.3

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 2, 2018 9:04 AM  
**To:** s.22  
**Subject:** ISL18 Requisition # 46424 Interview questions

### **ISL18 Requisition # 46424 Interview questions**

You will be given 15 mins to review the following interview questions and make any notes that you feel will assist you. We have allotted a total of one hour for your review of the questions, your interview and any follow up questions. These interview questions are confidential, please delete this question sheet and your notes at the end of the interview and do not share them with anyone else.

s.3

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 2, 2018 8:09 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: Copies of all of the submission for Competition # 46424 IS 18

Thanks again! I'll get these sorted stat

Best regards  
- Ray

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Friday, March 2, 2018 8:08 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: Copies of all of the submission for Competition # 46424 IS 18

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
Cell 250.516.5081

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Monday, February 26, 2018 8:49 AM  
**To:** Morrison, Rob SDPR:EX  
**Subject:** Copies of all of the submission for Competition # 46424 IS 18

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 2, 2018 8:07 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** RE: Written Exercise - Business Analyst, IS 18 - Requisition# 46424

Thanks! Do you have the rest for me? ☺

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

---

**From:** Proceviat, Sherri SDPR:EX  
**Sent:** Friday, March 2, 2018 7:56 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** FW: Written Exercise - Business Analyst, IS 18 - Requisition# 46424

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8  
Cell 250.516.5081

---

**From:** O'Sullivan, Lyndall HLTH:EX  
**Sent:** Friday, February 23, 2018 9:12 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** Written Exercise - Business Analyst, IS 18 - Requisition# 46424

Hi Sherri,

Please see attachments for the written exercises for the Business Analyst IS 18 - Requisition# 46424 position.

Thank you

**Lyndall O'Sullivan** | Third Party Liability Clerk | Ministry of Health

2<sup>nd</sup> Floor, 1515 Blanshard Street, PO Box 9647 STN PROV GOVT, Victoria BC V8W 9P4  
Phone 250-952-2439 | Fax 250-952-2090 | [www.health.gov.bc.ca/thirdpartyliability](http://www.health.gov.bc.ca/thirdpartyliability)

**IMPORTANT:** The forms used as Notice under the *Health Care Costs Recovery Act* have changed. The new forms are available on the Forms page of our website and are located at [TPL Forms Page](#). If you have any questions, please contact us at [hlth.tpl@gov.bc.ca](mailto:hlth.tpl@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.*

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 2, 2018 7:32 AM  
**To:** Morrison, Rob SDPR:EX; Proceviat, Sherri SDPR:EX  
**Subject:** Oral Interview Questions Templates for Friday  
**Attachments:** 46424 Oral Interview Questions s.22 .docx; 46424 Oral Interview Questions s.22 .docx; 46424 Oral Interview Questions s.22 .docx; 46424 Oral Interview Questions s.22 .docx

Please find attached the interview question templates for today's interview.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Friday, March 2, 2018 7:25 AM  
**To:** Proceviat, Sherri SDPR:EX; Morrison, Rob SDPR:EX  
**Subject:** Interview schedule for Friday

Friday March 2, 2018			
Interview Time	Candidate Name	Status	Comments
9:00 am	s.22		
10:20 am			
11:45 am			
1:30 pm			

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## **Larson, Ray SDPR:EX**

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 1:32 PM  
**To:** S.22  
**Subject:** ISL18 Requisition # 46424 Interview questions

### **ISL18 Requisition # 46424 Interview questions**

You will be given 15 mins to review the following interview questions and make any notes that you feel will assist you. We have allotted a total of one hour for your review of the questions, your interview and any follow up questions. These interview questions are confidential, please delete this question sheet and your notes at the end of the interview and do not share them with anyone else.

s.3

## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 12:57 PM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** Names off

For privacy reasons, I kept the candidates' names off of the calendar invites in case someone is viewing your calendar. We can also select private on them if we want.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

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and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

---

**Subject:** Interview - Business Analyst, ISL 18 - Requisition #46424  
**Location:** Online Meeting

**Start:** Fri 2018-03-02 1:30 PM  
**End:** Fri 2018-03-02 2:30 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** s.22 Proceviat, Sherri SDPR:EX

Hi s.22 , we will connect with you about 5 minutes before the start time to make sure your Lync is working. We will send the questions via email after we connect for you to review for 15 minutes.

A reminder - to participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#) as well as the instructions for installing Lync Web App below.

---

### Join online meeting

s.17

#### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

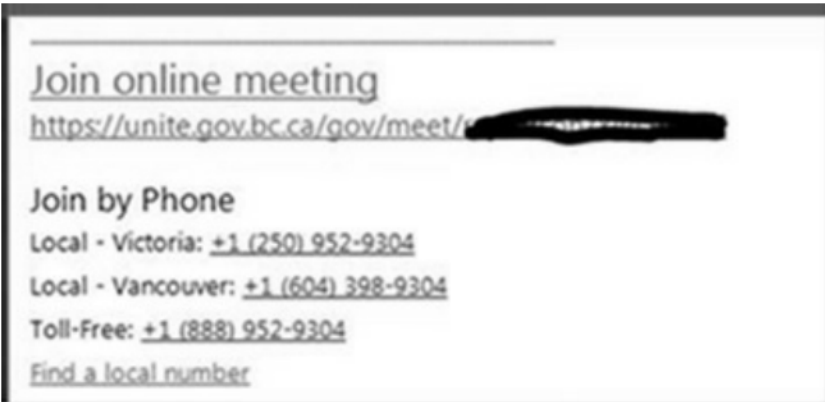



Conference ID: s.17

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---

Instructions for installation and using Lync Web App outside of the BC Government organization.

Step	Instruction for PC or Mac	Example

1	Select the Join online meeting included in the calendar invite email sent to you.	
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3	Select the Download and install the Lync Web App plug in and install the plug in.	
4	After installation of the plug in select the Join the meeting link.	

5

Be sure to select Unmute and Start my video by using audio and video icons in the bottom left hand corner of the Lync Web App window.

\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**Subject:** Interview - Business Analyst, ISL 18 - Requisition #46424  
**Location:** Online Meeting  
  
**Start:** Fri 2018-03-02 11:45 AM  
**End:** Fri 2018-03-02 12:45 PM  
**Show Time As:** Tentative  
  
**Recurrence:** (none)  
  
**Meeting Status:** Not yet responded  
  
**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** s.22 Proceviat, Sherri SDPR:EX

Hi s.22 , we will connect with you about 5 minutes before the start time to make sure your Lync is working. We will send the questions via email after we connect for you to review for 15 minutes.

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---

### Join online meeting

s.17

#### Join by Phone

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Toll-Free: +1 (888) 952-9304

[Find a local number](#)

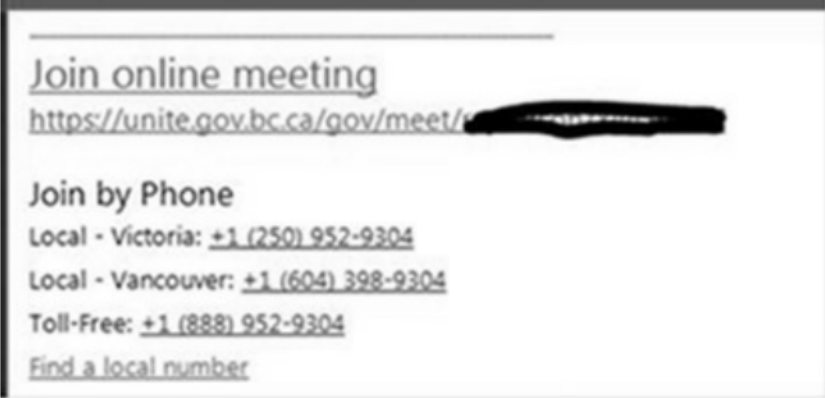



Conference ID: s.17

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---

Instructions for installation and using Lync Web App outside of the BC Government organization.

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4	After installation of the plug in select the Join the meeting link.	



5

Be sure to select **Unmute and Start my video** by using audio and video icons in the bottom left hand corner of the Lync Web App window.

\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**Subject:** Interview - Business Analyst, ISL 18 - Requisition #46424  
**Location:** Online Meeting

**Start:** Fri 2018-03-02 10:20 AM  
**End:** Fri 2018-03-02 11:20 AM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** s.22 Proceviat, Sherri SDPR:EX

Hi s.22 we will connect with you about 5 minutes before the start time to make sure your Lync is working. We will send the questions via email after we connect for you to review for 15 minutes.

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### Join online meeting

s.17

#### Join by Phone

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Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

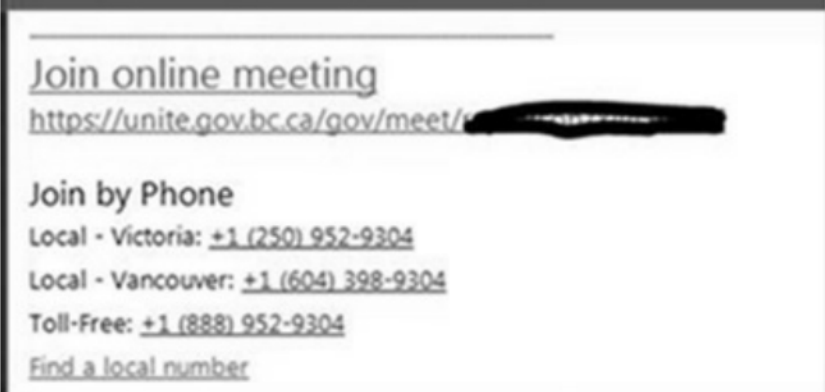



Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

---

Instructions for installation and using Lync Web App outside of the BC Government organization.

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1	Select the Join online meeting included in the calendar invite email sent to you.	
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\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**Subject:** Interview - Business Analyst, ISL 18 - Requisition #46424  
**Location:** Online Meeting

**Start:** Fri 2018-03-02 8:55 AM  
**End:** Fri 2018-03-02 10:00 AM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Larson, Ray SDPR:EX  
**Required Attendees:** s.22 ; Proceviat, Sherri SDPR:EX

Hi s.22 we will connect with you about 5 minutes before the start time to make sure your Lync is working. We will send the questions via email after we connect for you to review for 15 minutes.

A reminder - to participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#) as well as the instructions for installing Lync Web App below.

---

### Join online meeting

s.17

#### Join by Phone

Local - Victoria: +1 (250) 952-9304

Local - Vancouver: +1 (604) 398-9304

Toll-Free: +1 (888) 952-9304

[Find a local number](#)

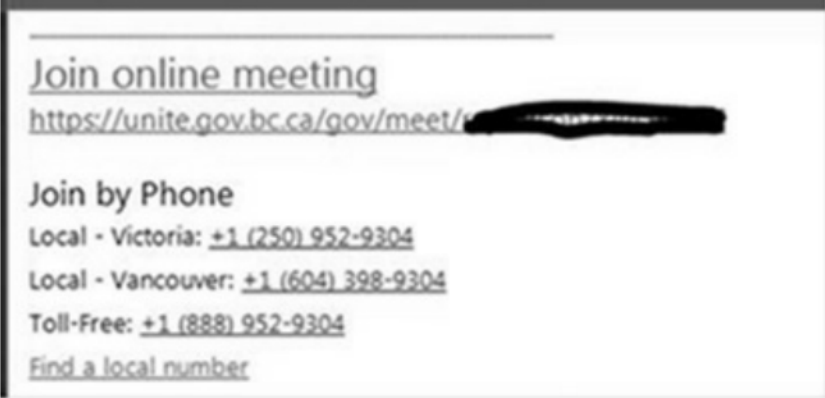



Conference ID: s.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

---

Instructions for installation and using Lync Web App outside of the BC Government organization.

Step	Instruction for PC or Mac	Example

1	Select the Join online meeting included in the calendar invite email sent to you.	
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3	Select the Download and install the Lync Web App plug in and install the plug in.	
4	After installation of the plug in select the Join the meeting link.	

5

Be sure to select Unmute and Start my video by using audio and video icons in the bottom left hand corner of the Lync Web App window.

\*If you're having issues with your audio use the Join by Phone options provided in the meeting invite email.



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 10:13 AM  
**To:** Proceviat, Sherri SDPR:EX  
**Subject:** FW: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 9:01 AM  
**To:** s.22  
**Subject:** RE: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

Perfect, Thanks s.22

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**

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and Social Development & Poverty Reduction

**From:** s.22  
**Sent:** Thursday, March 1, 2018 8:35 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Fwd: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

Good morning Ray,

I sent a confirmation Email to [Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca) yesterday, as seen in the forwarded message below.

Kindly let me know if she has received it accordingly.

Kind regards,  
s.22

----- Forwarded message -----

**From:** s.22  
**Date:** Wed, Feb 28, 2018 at 3:18 PM  
**Subject:** Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424  
**To:** "Proceviat, Sherri SDPR:EX" <[Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca)>

Good day,

I hope you are doing fine.



I am writing to confirm my attendance to join the interview at 1:30pm on Friday, March 2, 2018, for the Junior Business Analyst Position as requested by Ray, with the E-mail address [Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca).

Kind regards,  
s.22

On Fri, Feb 23, 2018 at 8:47 AM, s.22  
Good day,

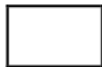
wrote:

Thank you for contacting me about this position.

I have completed the exercise and I have attached the final Excel and word document.

Please let me know if you have any questions and I am hoping to hear back from you.

Kind regards,  
s.22



Virus-free. [www.avg.com](http://www.avg.com)

On Wed, Feb 21, 2018 at 12:26 PM, Proceviat, Sherri SDPR:EX <[Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca)> wrote:

The Excel Spreadsheet was located in the word document, however you can also access it through this link.

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell [250.516.5081](tel:250.516.5081)

---

**From:** Proceviat, Sherri SDPR:EX

**Sent:** Wednesday, February 21, 2018 12:13 PM

**To:** Proceviat, Sherri SDPR:EX

**Subject:** RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

Further to my email sent on Tuesday, February 21, 2018, please find attached the written assignment for Requisition 46424, Business Analyst, IS 18 with the Ministry of Social Development and Poverty Reduction.

Attachments to this email include a Word document with questions and the related Excel document.

As noted in the attached Word document, please submit your completed written assignment by email to myself, [Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca) by **Friday, February 23 at 10:00 am Pacific Standard Time**. Submission of late assignments will not be accepted.

Please Note: The panel will assess the written responses and will then select candidates to participate in an oral interview. Interviews will be held Tuesday, February 27, 2018 to Thursday, March 1, 2018.

**Sherri Proceviat**, Team Lead – Data Quality

**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 9:17 AM  
**To:** Proceviat, Sherri SDPR:EX; Morrison, Rob SDPR:EX  
**Subject:** 46424 - Ray's copy of the candidate scoring  
**Attachments:** Ray Copy 5 of QST\_REQ46424.xlsx

Here you go.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 9:01 AM  
**To:** s.22  
**Subject:** RE: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

Perfect, Thanks s.22

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

**From:** s.22  
**Sent:** Thursday, March 1, 2018 8:35 AM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Fwd: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

Good morning Ray,

I sent a confirmation Email to [Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca) yesterday, as seen in the forwarded message below.

Kindly let me know if she has received it accordingly.

Kind regards,  
s.22

----- Forwarded message -----

**From:** s.22  
**Date:** Wed, Feb 28, 2018 at 3:18 PM  
**Subject:** Re: FW: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424  
**To:** "Proceviat, Sherri SDPR:EX" <[Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca)>

Good day,

I hope you are doing fine.

I am writing to confirm my attendance to join the interview at 1:30pm on Friday, March 2, 2018, for the Junior Business Analyst Position as requested by Ray, with the E-mail address [Ray.Larson@gov.bc.ca](mailto:Ray.Larson@gov.bc.ca).

Kind regards,  
s.22

On Fri, Feb 23, 2018 at 8:47 AM, s.22

wrote:

Good day,

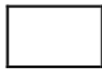
Thank you for contacting me about this position.

I have completed the exercise and I have attached the final Excel and word document.

Please let me know if you have any questions and I am hoping to hear back from you.

Kind regards,

s.22



Virus-free. [www.avg.com](http://www.avg.com)

On Wed, Feb 21, 2018 at 12:26 PM, Proceviat, Sherri SDPR:EX <[Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca)> wrote:

The Excel Spreadsheet was located in the word document, however you can also access it through this link.

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**

"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"

*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*

*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

---

**From:** Proceviat, Sherri SDPR:EX

**Sent:** Wednesday, February 21, 2018 12:13 PM

**To:** Proceviat, Sherri SDPR:EX

**Subject:** RE: Invitation to Written Exercise – Business Analyst, IS 18 - Requisition# 46424

Further to my email sent on Tuesday, February 21, 2018, please find attached the written assignment for Requisition 46424, Business Analyst, IS 18 with the Ministry of Social Development and Poverty Reduction.

Attachments to this email include a Word document with questions and the related Excel document.

As noted in the attached Word document, please submit your completed written assignment by email to myself, [Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca) by **Friday, February 23 at 10:00 am Pacific Standard Time**. Submission of late assignments will not be accepted.

Please Note: The panel will assess the written responses and will then select candidates to participate in an oral interview. Interviews will be held Tuesday, February 27, 2018 to Thursday, March 1, 2018.

**Sherri Proceviat**, Team Lead – Data Quality

**Information Services Division (ISD)**

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*Victoria, BC*

Mailing Address: PO Box 9943 Stn Prov Govt

Victoria, BC V8W 1C8

Cell 250.516.5081

## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 8:50 AM  
**To:** Davidson, Colin SDPR:EX  
**Subject:** FW: Remedy # s.22 - Portal Promotion  
**Attachments:** Contracted Agency - s.22

---

**From:** Attfield, Andrew R SDPR:EX  
**Sent:** Wednesday, February 28, 2018 12:17 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Remedy # s.22 - Portal Promotion

Hi Ray,

Please see attachment for correct employee / ID information for this Agency – thanks...

**Andy Attfield**, *Senior Business Analyst*  
**INFORMATION SERVICES DIVISION**  
**Business Alignment and Request Management**  
**250.508.6746** [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)  
*"Providing Information Management and Information  
Technology services for the social sector Ministries"*  
(MCFD and SDPR)

## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 8:23 AM  
**To:** Attfield, Andrew R SDPR:EX  
**Subject:** RE: Remedy # s.22 - Portal Promotion

Thanks Andy!

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**  
UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

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**From:** Attfield, Andrew R SDPR:EX  
**Sent:** Wednesday, February 28, 2018 12:17 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Remedy # s.22 - Portal Promotion

Hi Ray,

Please see attachment for correct employee / ID information for this Agency – thanks...

**Andy Attfield**, *Senior Business Analyst*  
**INFORMATION SERVICES DIVISION**  
**Business Alignment and Request Management**  
**250.508.6746** [andrew.attfield@gov.bc.ca](mailto:andrew.attfield@gov.bc.ca)  
*"Providing Information Management and Information  
Technology services for the social sector Ministries"*  
(MCFD and SDPR)



## Larson, Ray SDPR:EX

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 8:07 AM  
**To:** Proceviat, Sherri SDPR:EX; Morrison, Rob SDPR:EX  
**Subject:** Schedule updated and today's Oral Interview Questions  
**Attachments:** 46424 Oral Interview Questions s.22 .docx; 46424 Oral Interview Questions s.22 .docx

Requisition 46424  
Business Analyst – IS 18  
Ministry of Social Development and Poverty Reduction  
Information Services Division  
Hiring Manager: Rob Morrison

### INTERVIEW SCHEDULE

Thursday, March 1, 2018			
Interview Time	Candidate Name	Status	Comments
9:00 am	s.22		
10:20 am			
11:45 am			
1:30 pm			

Friday March 2, 2018			
Interview Time	Candidate Name	Status	Comments
9:00 am	s.22		
10:20 am			
11:45 am			
1:30 pm			

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
INFORMATION SERVICES DIVISION

UC +1 250-356-1719

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

## Larson, Ray SDPR:EX

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**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 7:33 AM  
**To:** s.22  
**Subject:** RE: Business Analyst, ISL 18 - Requisition #46424

Good morning s.22

This is a reminder that I have scheduled you for a **1:30 pm** interview time tomorrow on **Friday, March 2, 2018**.

Please **send a confirmation E-Mail to [Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca) if you are able to attend.**

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt  
Victoria, BC V8W 1C8

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Wednesday, February 28, 2018 1:06 PM  
**To:** s.22  
**Subject:** Business Analyst, ISL 18 - Requisition #46424

Congratulations,

Based on your written exercise results, I am happy to ask you to proceed in the above noted competition.

As stated in my previous E-Mail, interviews will be taking place Wednesday, Feb 28, 2018 to Friday March 2, 2018. I have scheduled you for a **1:30 pm** interview time on **Friday, March 2, 2018**.

**The interview will take place online** through a link that will be sent to you after you confirm your attendance. To participate in the online interview **you will need a PC or Mac connected to a high-speed internet connection, webcam and headset**. I recommend that you test your equipment in advance of the interview. You may use the following link for [help with joining a Lync meeting](#). You will be given 15 mins to review the interview questions and make any notes that you feel will assist you. I have allotted a total of one hour for your review of the questions, your interview and any follow up questions.

Please **send a confirmation E-Mail to [Sherri.Proceviat@gov.bc.ca](mailto:Sherri.Proceviat@gov.bc.ca) if you are able to attend.**

**Sherri Proceviat**, Team Lead – Data Quality  
**Information Services Division (ISD)**  
"Partnering with the Ministry of Children and Family Development  
and the Ministry of Social Development and Poverty Reduction"  
*Physical location: 4<sup>th</sup> Floor, 908 Pandora Avenue*  
*Victoria, BC*  
Mailing Address: PO Box 9943 Stn Prov Govt



## Larson, Ray SDPR:EX

---

**From:** Larson, Ray SDPR:EX  
**Sent:** Thursday, March 1, 2018 7:25 AM  
**To:** s.22  
**Subject:** RE: Business Analyst, ISL 18 - Requisition #46424

Good morning s.22

Thanks for sending this. I will be sending out the Lync online meeting request from our end later today with some instructions.

Cheers.

Kind regards,

Ray Larson  
*Business Analyst / Data Steward*  
Business Intelligence & Data Quality  
**INFORMATION SERVICES DIVISION**

Partnering with the Ministries of Children & Family Development  
and Social Development & Poverty Reduction

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

**From:** s.22  
**Sent:** Wednesday, February 28, 2018 4:51 PM  
**To:** Larson, Ray SDPR:EX  
**Subject:** Business Analyst, ISL 18 - Requisition #46424  
**When:** Friday, March 2, 2018 5:00 PM-6:00 PM (UTC) Coordinated Universal Time.  
**Where:** Online