

Ministry of Citizens' Services

BRIEFING BINDER – OCTOBER 2022

A: Ministry Profile

1. Executive Team Biographies
2. Organization Chart (Senior Executive)
3. Mandate Letter and Progress Report

B: Core Business/Program Areas/Business Processes

4. Ministry Overview
5. Office of the Chief Information Officer
 - Corporate Information and Records Management
 - Enterprise Services
6. Deal Management Office
7. BC Data Services
8. Connectivity
9. Corporate Services
10. Government Digital Experience
11. Procurement and Supply
12. Real Property
13. Service BC

C: Briefing Note Crown Agencies

D: 30/60/90

E: Corporate Issues Notes

14. High Value/Complex Strategic Contracts in or Nearing Procurement
15. Implementation of the *Anti-Racism Data Act*

F: Key Topics

OFFICE OF THE CHIEF INFORMATION OFFICER

16. Telecommunications Services Contract Overview
17. Intentionally Left Blank

Corporate Information and Records Management Office

18. *Freedom of Information and Protection of Privacy Act*
19. Proactive Disclosure
20. Improving Access to Information

21. Privacy Management
22. Special Committee Recommendations – FOIPPA
23. Information Management Training (IM 117) and FOIPPA Foundations
24. *Personal Information Protection Act*
25. Intentionally Left Blank
26. *Information Management Act*
27. Documenting Government Decisions
28. Use of Non-Government Email
29. Transitory Records
30. Digital Archives
31. Digital Identity and Trust

Digital Office

32. ^{Advice/Recommendations}

33. Exchange Lab
34. Common Components
35. BC Cloud Initiative
36. Digital Investment Portfolio
37. Digital Operating Model

Enterprise Services Division

38. Workplace Technology Service Procurements
39. STMS Strategic Contract Renewal
40. Overview of Cybersecurity
41. Digital Workplace initiative

BC DATA SERVICE DIVISION

42. DataBC Program
43. BC Stats and Data Science Services
44. *Anti-Racism Data Act* – CITZ Responsibilities
45. ARD Committee
46. ARD Population Survey
47. Gender Data Standards
48. *Declaration Act* Commitments – Names; Data Sovereignty

CONNECTIVITY DIVISION

49. Provincial Connectivity Status and Mandate
50. New Connecting Communities BC Program
51. Funding Agreement with Innovation, Science and Economic Development Canada
52. Partnerships and Community Engagement
53. Community Information Tool

CORPORATE SERVICES DIVISION

- 54. Minister Office Budget and Key contacts
- COVID-19
 - 55. Citizens' Services Response to COVID-19 – historical overview
 - 56. Supporting Government Priorities: COVID-19 Response on gov.bc.ca
 - 57. Supporting Emergency Management BC with COVID-19 Response

GOVERNMENT DIGITAL EXPERIENCE

- 58. Service Design Projects
- 59. Modernizing Citizen Engagement
- 60. Renewing Government's Main Web Presence – Gov.bc.ca
- 61. Multi-Language Service Information Program
- 62. Supporting CleanBC

PROCUREMENT and SUPPLY DIVISION

Procurement

- 63. Procurement Overview

Procurement Strategy

- 64. Overview of Strategy
- 65. Impact Procurement
- 66. BC Bid Replacement Release 1.1
- 67. Indigenous Procurement External Advisory Committee
- 68. Procurement Concierge Program

Naming Privileges Policy

- 69. Naming Privileges Policy

Supply Services

- 70. Supply Services Overview

REAL PROPERTY DIVISION

- 71. CleanBC Government Buildings Program
- 72. Nanaimo Correctional Centre Replacement
- 73. Surplus Properties Program and Consultation process for Properties Disposal
- 74. Abbotsford Lab
- 75. Capital Projects

SERVICE BC

Role of Service BC in Government Emergency Response

- 76. Ukrainian Refugee Pop-Up Clinics
- 77. Wildfires/Flood Response

In-Person Services

- 78. Service BC Centres
- 79. Mobile Outreach

Contact-Centre Services

- 80. Provincial Contact Centre

Identity Management

81. BC Services Card App
82. Verify by Video
83. BCeID
84. Provincial Identity Information Service Providers (PIISP) Corporate Registries
85. BC Registries
86. Registries Modernization
87. OrgBook BC

G: Legislation and Policy

H: Budget Overview

I: Stakeholders

J: Federal Counterparts

K: Service Plan and Strategic Plan

- Service Plan
- Annual Service Plan Report

Advice/Recommendations: Cabinet
L:Confidences

EXECUTIVE MEMBER BIOGRAPHY



Shauna Brouwer
Deputy Minister
Deputy Minister's Office
Ministry of Citizens' Services

Shauna Brouwer was appointed as B.C.'s Deputy Minister of the Ministry of Citizens' Services on November 26, 2020.

Prior to this appointment, she served as Deputy Minister of the Ministry of Tourism, Arts & Culture, a ministry that was also responsible for Sport and Multiculturalism. Shauna joined the BC Public Service in 1990 and since that time has had the opportunity to work with senior leaders across government, and Crown corporations such as Destination BC, the Royal BC Museum, the Union of BC Municipalities and the Insurance Corporation of British Columbia.

Shauna was appointed to the position of Assistant Deputy Minister and Executive Financial Officer in 2005. She served in this capacity for several different ministries including Attorney General, Public Safety and Solicitor General, Environment, Agriculture, and Municipal Affairs. In 2017 she moved to the Ministry of Finance, where she served as Assistant Deputy Minister of the Policy and Legislation Division until 2019, when she was appointed Deputy Minister of Tourism, Arts and Culture.

Shauna has a Bachelor of Arts from the University of Victoria and a Master of Business Administration from Loma Linda University.

EXECUTIVE MEMBER BIOGRAPHY



CJ Ritchie
Government Chief Information Officer and Associate Deputy Minister
Office of the Chief Information Officer
Ministry of Citizens' Services

CJ was appointed Associate Deputy Minister of the Office of the Chief Information Officer and Government Chief Information Officer on January 9, 2018.

Since 2008, CJ has held various assistant deputy minister posts in the Premier's Office, and the ministries of Jobs, Trade and Technology, Health, Children and Family Development, and Citizens' Services. During her 25 years with government, CJ has championed a number of multi-ministry strategies such as the Economic Development Strategy for government and the first #BCTECH Strategy. Most recently, CJ led the OCIO's COVID-19 response, to provide a seamless transition to remote work for B.C.'s Public Service in the midst of the global pandemic. During this period, to meet the emerging needs of the public and government service providers, many digital services were enabled in a fraction of their normal expected timelines. This response resulted in the Business in Vancouver awarding CJ, Chief Information Officer of the Year for 2020.

CJ holds a master's degree in conflict analysis and management from Royal Roads University and two bachelor's degrees from the University of Victoria in social work and psychology. She has also completed courses in advanced negotiation at the Executive Education program at Harvard Business School.

EXECUTIVE MEMBER BIOGRAPHY



Charmaine Lowe
Assistant Deputy Minister and Chief Records Officer
Corporate Information and Records Management Office
Ministry of Citizens' Services

Charmaine was appointed Assistant Deputy Minister of the Corporate Information and Records Management Office and Government Chief Records Officer in April 2022.

Charmaine previously served as ADM and Chief Information Officer for the Ministries of Attorney General and Public Safety and Solicitor General (AG/PSSG) where she led the development and execution of the justice and public safety sector's Digital Transformation Strategy, overseeing the sector's pandemic-driven transition to remote work and digital justice services.

A long-time member of the BC Public Service, Charmaine's breadth of experience includes more than 12 years as a digital transformation advisor to the Government Chief Information Officer, leading multi-stakeholder, policy, legislative and information management initiatives. She played a critical role in the establishment of the BC Service Card Program – leading the development and implementation of enabling legislation, policy, and identity management standards. She also led the development of the *Information Management Act*; the BC Government's Open Information and Open Data Policy; and the cross-government data analytics strategies that led to the establishment of Government's Integrated Data Division. Working with private and public sector stakeholders across Canada, Charmaine also supported the Digital Identity and Authentication Council of Canada (DIACC) with the development of Pan-Canadian identity federation standards that will enable digital identity interoperability and security across Canada.

EXECUTIVE MEMBER BIOGRAPHY



Alex MacLennan
Assistant Deputy Minister
OCIO - Enterprise Services Division
Ministry of Citizens' Services

Alex MacLennan was appointed Assistant Deputy Minister & Chief Technology Officer, OCIO – Enterprise Services, Citizens' Services on August 28, 2020

As Chief Technology Officer and Assistant Deputy Minister for the Enterprise Services Division (ES), Alex is responsible for enabling Government to deliver services to citizens by providing high quality, secure and cost-effective information management and technology services. Enterprise Services provides the public service and many broader public sector organizations with data and voice networks, workstations and mobile devices, messaging and collaboration services, information security, data centre and application hosting, and enterprise IT Change Management.

Before joining Citizens' Services, Alex worked in the Office of the Premier as the Assistant Deputy Minister for Cabinet Operations and Deputy Cabinet Secretary. Alex has held several executive roles with the BC Public Service during his 17 years of service including Executive Director of Social Policy with Treasury Board Staff, Executive Director of the Road Safety Initiative with the Ministry of Public Safety and Solicitor General and Executive Director of Strategic Design with the Government Digital Experience.

Alex is passionate about the public service and is always striving to build high performing organizations that improve services and outcomes for citizens.

EXECUTIVE MEMBER BIOGRAPHY



Stuart Restall
Executive Lead
Deal Management Office
Ministry of Citizens' Services

Stuart Restall was appointed as the Executive Lead of the Deal Management Office with Citizens' Services on February 3, 2022.

As the Deal Management Office's Executive Lead, Stuart is responsible for the procurement and end-of-term activities associated with three strategic vendor contracts critical to the successful delivery of technology services to core government and the broader public sector.

Since starting his public service career in 1992 with the Ministry of Forests, Stuart has held senior management roles at the ministries of Finance, Education, and Transportation and Infrastructure. Prior to his current role, he was the Executive Director of Hosting Services Branch and the Executive Director of Digital Workplace Initiative at Citizens' Services. In 2004, Stuart accepted an Executive Director role with Hewlett Packard, accountable for several large technology and business transformation initiatives, before he chose to return in 2015 to the B.C. government and his passion for enhancing services to the public.

Stuart leverages his wealth of technology expertise and leadership experience attained in both the public and private sectors to provide business solutions and results that meet the evolving service needs of government and citizens.

Stuart prides himself on his integrity and the strong relationships he has developed, a result of his honesty, trustworthiness and follow-through on commitments. He actively pursues opportunities to advance the organization and works to develop and promote leadership within the BC Public Service by coaching, mentoring and supporting the growth and development of staff.

EXECUTIVE MEMBER BIOGRAPHY



Hayden Lansdell
Assistant Deputy Minister
BC Data Service Division
Ministry of Citizens' Services

Hayden Lansdell is the Assistant Deputy Minister of the BC Data Service and Government's Director of Statistics. He was appointed to the role of Assistant Deputy Minister on September 12, 2019. Hayden is responsible for the Statistics Act and the Anti-Racism Data Act and oversees a division with responsibilities ranging from the development of provincial statistics to production of anti-racism research, corporate data management to common data services that support delivery of services in all ministries.

Previously, Hayden was Executive Lead and Chief Data Officer for the Digital Platforms and Data Division. Prior to this, Hayden was the Executive Director for Strategy at the Ministry of International Trade where he oversaw BC's international marketing activities. Previous to this, Hayden spent eight years in Ottawa leading several regulatory policy and pharmaceutical policy initiatives at both Health Canada and Environment Canada. Hayden joined Citizens' Services in June 2018 as Executive Lead and Chief Data Officer for Digital Platforms and Data division.

Hayden has a Master of Public Administration and a Bachelor of Arts in History from the University of Victoria.

EXECUTIVE MEMBER BIOGRAPHY



Susan Stanford
Assistant Deputy Minister
Connectivity Division
Ministry of Citizens' Services

Susan was first appointed to lead the Provincial Connectivity program in 2016 and has held multiple Assistant Deputy Minister roles since 2018. With a passion for community digital empowerment, she leads a talented team at the centre of connectivity expansion to rural and Indigenous communities throughout the province.

Prior to joining the BC Government in 2012, Susan held several senior private and public sector roles in Ottawa, Ontario with Canada Post Corporation, the National Research Council, Bell Canada, Corel Corporation, and Nortel Networks.

Susan has led teams for more than 20 years. She holds a Masters degree in Leadership from Royal Roads University, an executive MBA from Athabasca University and a Bachelor degree from Carleton University.

EXECUTIVE MEMBER BIOGRAPHY



Holly Cairns
Assistant Deputy Minister
and Executive Financial Officer
Corporate Services Division
Ministry of Citizens' Services

Holly was appointed Assistant Deputy Minister of the Corporate Services Division on December 13, 2021. Before her role as Assistant Deputy Minister, Holly was the Executive Lead, Crown Agencies Policy and Strategic Initiatives, in the Ministry of Finance Crown Agencies Secretariat.

Holly joined the BC Public Service in 2001, and since then has held a variety of finance and policy-related roles across the justice and economic sectors, including several progressively senior roles with Treasury Board Staff. In her prior role as Executive Lead, Holly led government initiatives to bring the Insurance Corporation of British Columbia (ICBC) to financial sustainability and rate affordability, including introduction of the new Enhanced care model.

Holly holds a law degree (University of British Columbia), Master of Business Administration (Concordia University), and an undergraduate degree in English Literature (McGill University).

EXECUTIVE MEMBER BIOGRAPHY



Jeff Groot
Assistant Deputy Minister Government Digital Experience
Ministry of Citizens' Services

Jeff was appointed Assistant Deputy Minister Government Digital Experience, effective October 3, 2022.

In June 2022, he was appointed Executive Lead of the Regenerative Agriculture and Climate Initiatives Division with the Ministry of Agriculture and Food. Prior to that, he held Executive Lead positions with the Crown Agencies Secretariat (2021-2022) and Government Communications and Public Engagement (2019-2021).

During his 15-plus year career with the BC Public Service, Jeff has delivered several large-scale public policy and strategic communications projects, including the transformational shift at ICBC to its Enhanced Care coverage and the creation of government's anti-money laundering secretariat.

Jeff has held Executive Director roles with the Ministry of Transportation and Infrastructure (Properties and Land Management) and the Ministry of Public Safety and Solicitor General (RoadSafetyBC). As Director of Communications from 2012-2016, Jeff led communications efforts for BC's Liquor Policy Review and government's response to the Missing Women's Commission of Inquiry.

Jeff holds a Bachelor of Arts (English) from the University of Victoria and a Diploma of Communications (Honours) from the BC Institute of Technology.

EXECUTIVE MEMBER BIOGRAPHY



Teri Spaven
Assistant Deputy Minister
Procurement and Supply Division
Ministry of Citizens' Services

Teri was appointed Assistant Deputy Minister of Procurement and Supply on April 1, 2021.

Teri joined the BC Public Service in 1988 as an Office Assistant and since that time has gained a broad base of experience and knowledge through progressively more senior roles in a variety of Ministries, including five and half years as the Chief Financial Officer for CITZ.

Prior to her appointment as Assistant Deputy Minister of Procurement and Supply, Teri served three years as the Assistant Deputy Minister, Corporate Services Division and Executive Financial Officer at the Ministry of Finance.

Teri holds an accounting designation which she obtained through the Certified Management Accountants Society of BC.

EXECUTIVE MEMBER BIOGRAPHY



Sunny Dhaliwal
Assistant Deputy Minister
Real Property Division
Ministry of Citizens' Services

Sunny was appointed Assistant Deputy Minister of Real Property Division on August 24, 2017. In the last five years, Sunny has been instrumental in transforming the division to being a much more client-centric organization, as well as overseeing transfer of a major facilities management contract to a new out-sourced service provider - CBRE Ltd., after 16 years with BGIS-WSI.

Prior to joining Citizens' Services, Sunny served as the Executive Director, BC Emergency Health Service and before that he was a Colonel in the Indian Army, having served there for more than 20 years.

Sunny holds a Master in Public Administration degree from the University of Victoria and an M.Sc (Defence and Strategic Studies) and an MBA from India.

EXECUTIVE MEMBER BIOGRAPHY



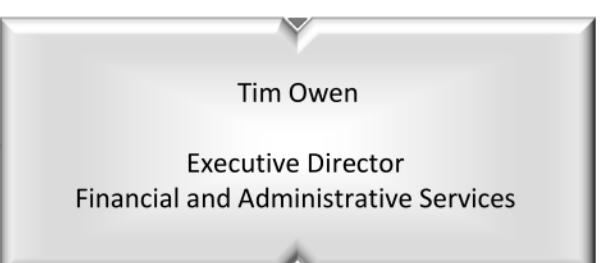
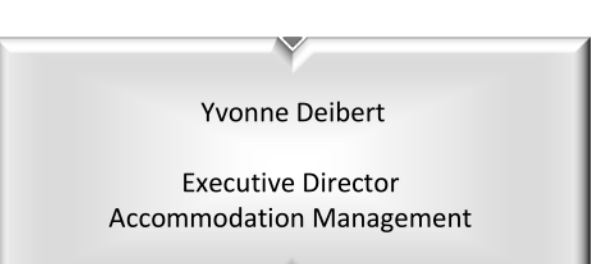
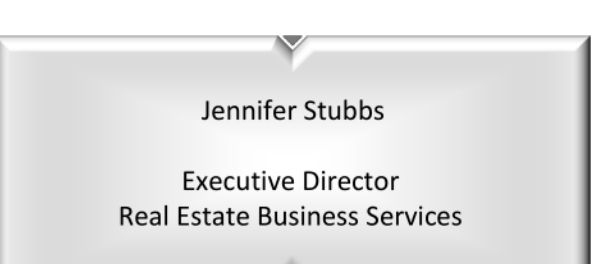
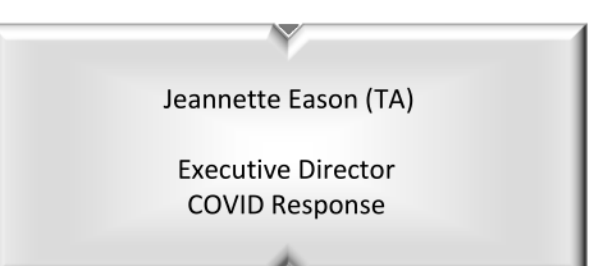
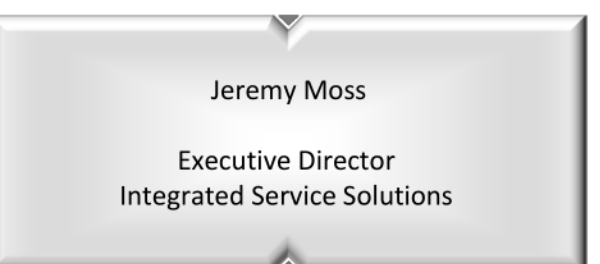
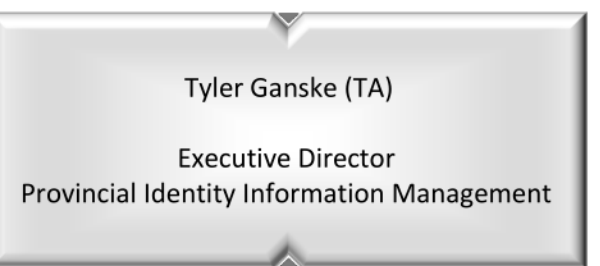
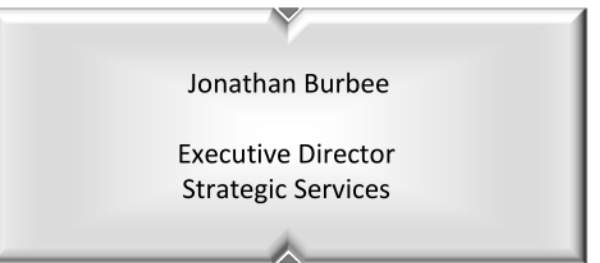
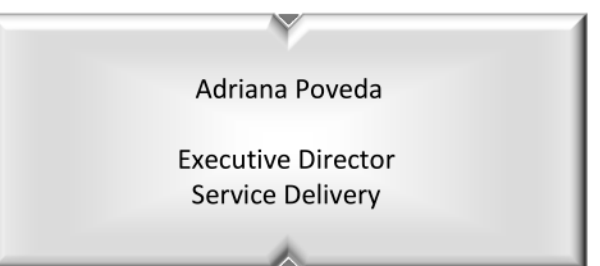
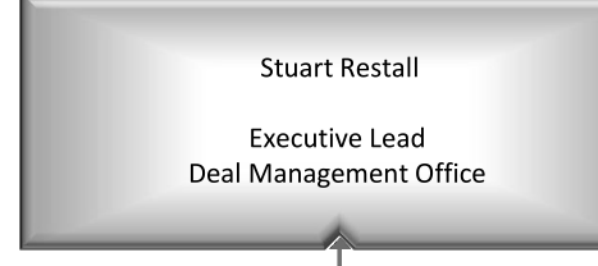
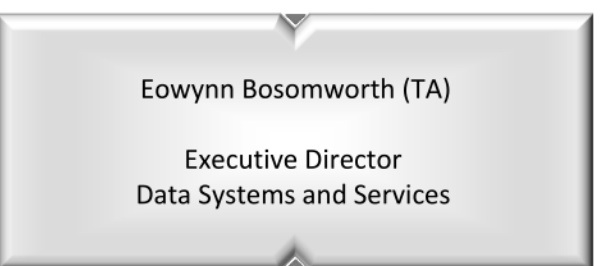
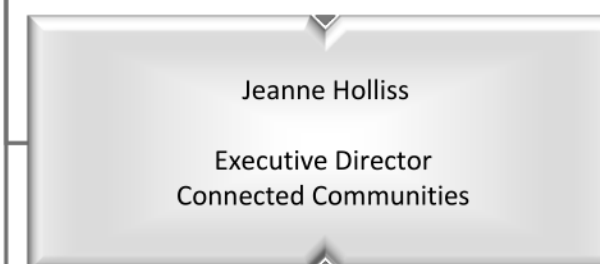
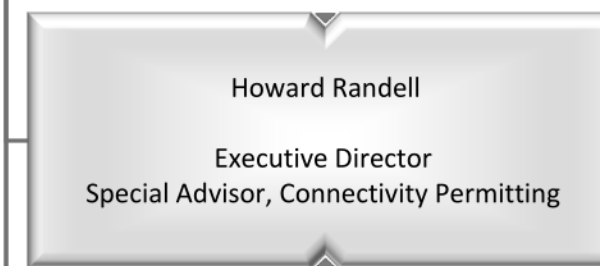
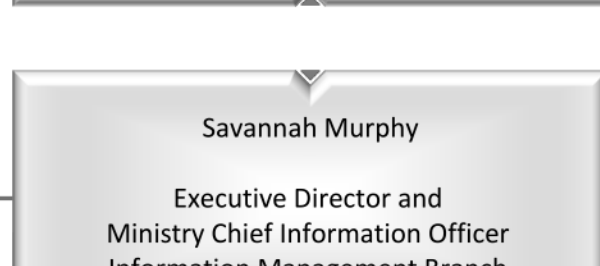
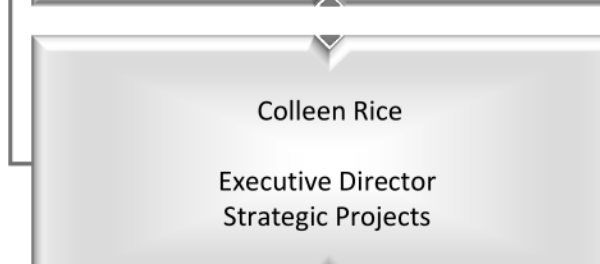
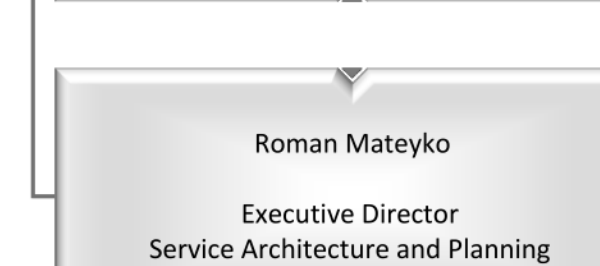
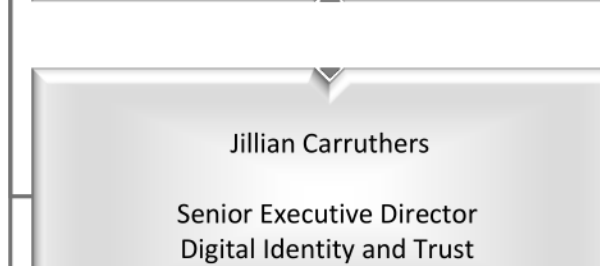
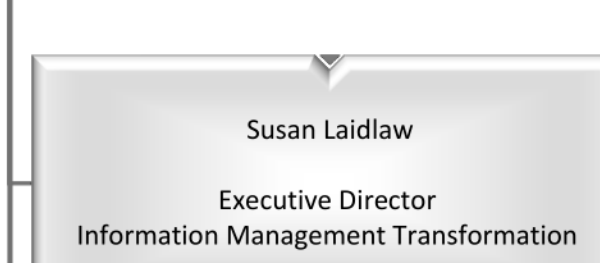
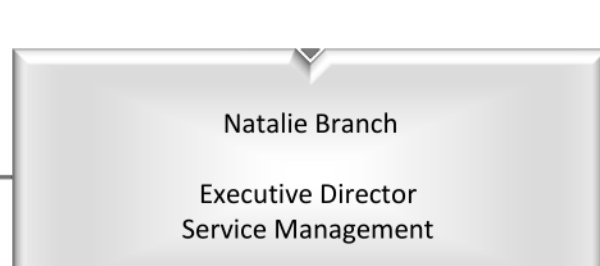
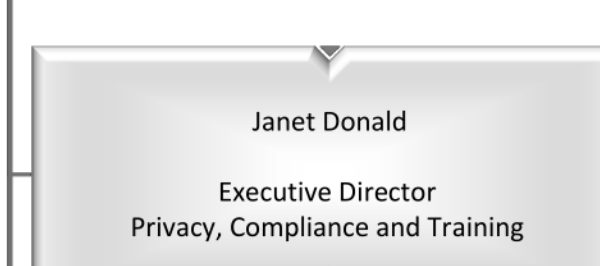
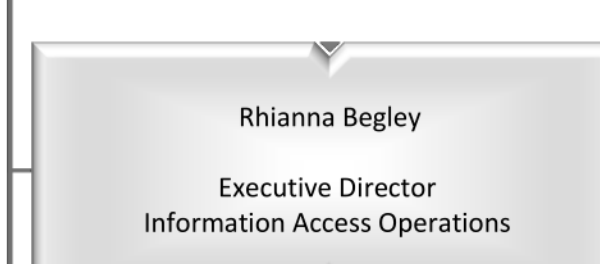
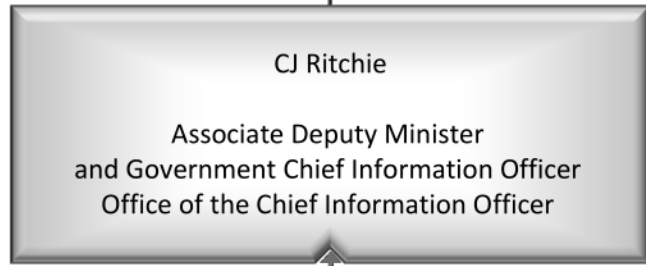
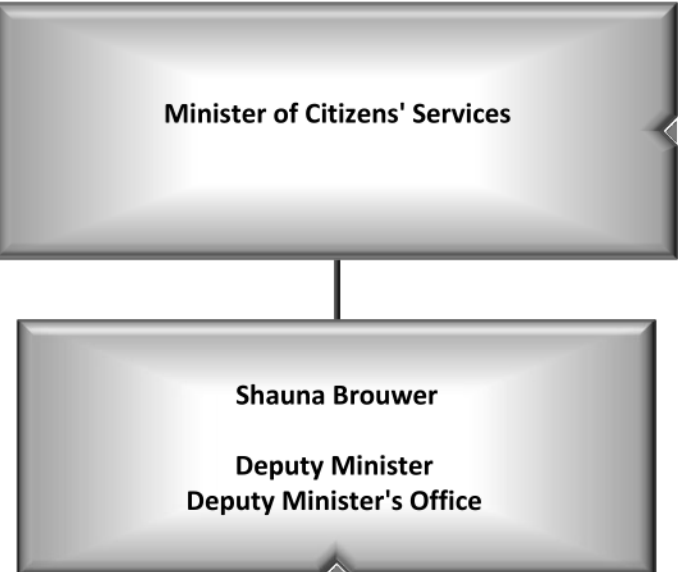
Sheila Robinson
Assistant Deputy Minister
Service BC
Ministry of Citizens' Services

Sheila was appointed Assistant Deputy Minister of Service BC in March 2022.

Sheila Robinson is the Assistant Deputy Minister (ADM) of Service BC (SBC). Sheila has worked for the BC Public Service for the past 26 years. She holds a master's in social work from the University of British Columbia and her undergraduate degree from McGill.

Sheila leads the teams that provide services to people and businesses. Service BC works with all ministries to design and co-ordinate improved service delivery to make it easy for British Columbians to find the information and services they need. Service BC has established a strong reputation for building trust and confidence in government due to their commitment to Service with Heart.

Personal Information



Mandate Letter and Progress Report Corporate Services Division

Lead Executive

Holly Cairns, ADM and EFO, Corporate Services Division

Background

Over the last five years, the ministry has undertaken key activities in alignment with government's priorities, including the foundational principles and identified action items in the [July 2017](#), [February 2020](#), and [November 2020](#) Minister's mandate letters.

Priorities include:

- **COVID-19 Response:** Work to ensure government services remain responsive through the COVID-19 pandemic and recovery;
- **Connectivity:** Expand high-speed connectivity throughout the province;
- **Cross-Government Data:** Expand the use of cross-government data to increase evidence-based decision making and better inform public policy, and assume responsibility for BC Stats;
- **Open Data:** Support innovation, including in the B.C. tech sector, through open data initiatives;
- **Information/Data Security and Privacy:** Improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded;
- **Procurement:** Improve how procurement processes benefit people and businesses;
- **Freedom of Information:** Provide timely access to information and improve access to information rules; and
- **Anti-Racism Initiatives:** Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing, and analysis of race-based data.

Current Context

In 2022/23, while continuing to make progress on mandate letter priorities, the ministry also continues to be part of the whole-of-government response to the COVID-19 pandemic with a focus on protecting the health, social and economic well-being of British Columbians.

Major Activities since July 2017

The following list of activities provides highlights and is not exhaustive.

COVID-19 Response

- Supported digital proof of vaccinations via Health Gateway and mobile BC Services Card.
- Delivered information in-person, online via 12 languages, by phone in 140+ languages.
- Upgraded government networks and provided technical support to meet the needs of a remote workforce.
- Amended FOIPPA data-residency provisions allowing modern tools to deliver services.

Connectivity

- Expanded high-speed internet to rural, remote, and Indigenous communities; and by March 2022 approved high-speed projects benefitting 570 communities and allocated \$23.3 million supporting cellular expansion along 532 km of highways in addition to 33 wi-fi hotspots and 5 call boxes.
- Most recently, the Governments of B.C. and Canada are investing up to \$830 million to support connectivity infrastructure projects, connecting the remaining approximate 115,000 households in rural, remote, and Indigenous communities that are still underserved in B.C. by 2027.

Cross-Government Data

- Assumed responsibility for BC Stats in December 2020.
- In December 2021, established a Provincial Data Plan to support government evidence-based decision making.
- Provided data science expertise and support to use the Data Innovation Program and expanded the program to academic researchers.

Open Data

- Released a new BC Data Catalogue that ensures people, non-profits and businesses have greater access to open data.
- Worked with local tech companies on a community information tool.

Information/Data Security and Privacy

- Brought clients onto our next-generation big data security analytics platform.
- Onboarded 110+ public sector organizations to external security services.
- Completed findings from 2019 Internal Directory and 2020 IT Asset Management Audits.

Procurement

- Released the BC Procurement Strategy in 2018 and an update in 2020.
- Launched the new BC Bid system in June 2022.
- The External Advisory Committee on Indigenous Procurement Initiative actions is in the final stages of formation and will have its inaugural meeting in November 2022.

Freedom of Information

- Amended FOI disclosure guidelines; standardized, streamlined FOI request processes.
- Amended the *Information Management Act* formalizing a requirement for employees to document decisions.
- Modernized FOI legislation, system, services, and strengthening privacy protections.

Anti-Racism Initiatives

- Supported the Attorney General and Parliamentary Secretary Singh in developing and passing anti-racism data legislation.

Key Decisions in 2022/23

- Continue to make progress on the items identified in the previous and any new Minister mandate letters.



November 26, 2020

Honourable Lisa Beare
Minister of Citizens' Services
Parliament Buildings
Victoria, British Columbia V8V 1X4

Dear Minister Beare:

Thank you for agreeing to serve British Columbians as Minister of Citizens' Services. You are taking on this responsibility at a time when people in our province face significant challenges as a result of the global COVID-19 pandemic.

COVID-19 has turned the lives of British Columbians upside down. None of us expected to face the challenges of the past number of months, yet British Columbians have demonstrated incredible resilience, time and time again. We will get through the pandemic and its aftereffects by building on this resilience and focusing on what matters most to people.

British Columbians voted for a government focused on their priorities: fighting the COVID-19 pandemic, providing better health care for people and families, delivering affordability and security in our communities, and investing in good jobs and livelihoods in a clean-energy future.

I expect you – and the work of your ministry – to focus on the commitments detailed in our platform, *Working for You*, along with the following foundational principles:

- **Putting people first:** Since 2017, our government has focused on making decisions to meet people's needs. That focus drove our work in our first term and will continue to be our priority. British Columbians are counting on the government to keep them safe and to build an economic recovery that works for everyone, not just those at the top. Keeping people at the centre of everything we do means protecting and enhancing the public services people rely on and working to make life more affordable for everyone.
- **Lasting and meaningful reconciliation:** Reconciliation is an ongoing process and a shared responsibility for us all. The unanimous passage of the *Declaration on the Rights of Indigenous Peoples Act* was a significant step forward in this journey. True

.../2

Office of the
Premier

Web Site:
www.gov.bc.ca

Mailing Address:
PO Box 9041 Stn Prov Govt
Victoria BC V8W 9E1

Location:
Parliament Buildings
Victoria

reconciliation will take time and ongoing commitment to work with Indigenous peoples as they move toward self-determination. Our government – and every ministry – must remain focused on creating opportunities for Indigenous peoples to be full partners in our economy and providing a clear and sustainable path for everyone to work toward lasting reconciliation.

- **Equity and anti-racism:** Our province's history, identity and strength are rooted in its diverse population. Yet racialized and marginalized people face historic and present-day barriers that limit their full participation in their communities, workplaces, government and their lives. Our government has a moral and ethical responsibility to tackle systemic discrimination in all its forms – and every ministry has a role in this work. While our caucus elected a record number of women, more work remains to address gender equity. Delivering on our commitments to address racial discrimination will require a commitment by all of government to ensure increased IBPOC (Indigenous, Black and People of Colour) representation within the public service, including in government appointments. Our efforts to address systemic discrimination must also inform policy and budget decisions by reviewing all decisions through a Gender-Based Analysis Plus (GBA+) lens.
- **A better future through fighting climate change:** In 2018, our government launched our CleanBC climate action plan. CleanBC puts British Columbia on the path to a cleaner, better future by building a low-carbon economy with new clean-energy jobs and opportunities, protecting our air, land and water and supporting communities to prepare for climate impacts. It is every Minister's responsibility to ensure your ministry's work continues to achieve CleanBC's goals.
- **A strong, sustainable economy that works for everyone:** We will continue our work to support British Columbians through the pandemic and the economic recovery by investing in health care, getting people back to work, helping businesses and communities, and building the clean, innovative economy of the future. Our plan will train the workforce of tomorrow, help businesses hire and grow and invest in the infrastructure needed to build our province.

The pandemic has reminded us that we're strongest when we work together. Delivering on our commitments to people will require a coordinated effort with your cabinet and caucus colleagues, supported by the skilled professionals in the public service. You will also support your cabinet colleagues to do their work, particularly where commitments cross ministry lines.

British Columbians expect their elected representatives to work together to advance the broader public good despite their partisan perspectives. That means seeking out, fostering and championing good ideas, regardless of their origin. I expect you to reach out to elected members from all parties as you deliver on your mandate. Further, you will build thoughtful and sustained relationships through public and stakeholder engagement plans that connect with people to incorporate their perspectives early in the policy development process. These plans must include measurable outcomes and ensure active dialogue and ongoing outreach in your ministry's actions and priorities.

.../3

Over the course of our mandate, I expect you will make progress on the following items:

- Work to ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Lead work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.
- Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy, and assume responsibility for BC Stats.
- Support innovation, including in the B.C. tech sector, through open data initiatives.
- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.
- Continue to provide British Columbians with timely access to information and ensure the system provides public accountability.
- Improve access to information rules to provide greater public accountability.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.

Our work as a government must continually evolve to meet the changing needs of people in this province. Issues not contemplated in this letter will come forward for government action and I ask you to bring such matters forward for consideration by the Planning and Priorities Committee of cabinet, with the expectation that any proposed initiatives will be subject to the usual cabinet and Treasury Board oversight. Your ministry's priorities must reflect our government's overall strategic plan as determined by cabinet.

All cabinet members are expected to review, understand, and act according to the *Members' Conflict of Interest Act* and conduct themselves with the highest level of integrity. As a minister of the Crown, your conduct will reflect not only on you but on cabinet and our government. You are responsible for providing strong, professional and ethical leadership within cabinet and your ministry. You will establish a collaborative working relationship with your deputy minister and the public servants under their direction who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. You must ensure your minister's office meets the highest standards for integrity and provides a respectful and rewarding environment for all staff.

.../4

My commitment to all British Columbians is to do my level best to make sure people's lives are better, safer and more affordable. I believe the challenges we face can and will be overcome by working together. By way of this letter, I am expressing my faith that people can expect the same commitment from you.

Sincerely,

A handwritten signature in black ink that reads "John J. Horgan". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

John Horgan
Premier



February 11, 2020

Honourable Anne Kang
Minister of Citizens' Services
Room 236, Parliament Buildings
Victoria, BC V8V 1X4

Dear Minister Kang: *Anne*

Congratulations on your new appointment as Minister of Citizens' Services.

British Columbians expect their government to work for ordinary people, not just those at the top. It is your job to deliver that leadership in your ministry.

Our government made three key commitments to British Columbians.

Our first commitment is to make life more affordable. Too many families were left behind for too long by the previous government. They are counting on you to keep working to make their lives easier.

Our second commitment is to deliver the services that people count on. We've started making progress. Together, we're ensuring children are getting access to the quality public education they need to succeed, that families are getting timely medical attention, and that our senior citizens are able to live their final years with dignity. These and other government services touch the lives of British Columbians every day. It is your job as Minister to work within your budget to deliver quality services that are available and effective.

Our third key commitment is to build a strong, sustainable, innovative economy that works for everyone across B.C., not just the wealthy and the well-connected. Together, we are tackling poverty and inequality, creating good-paying jobs in every corner of the province, and ensuring people from every background have the opportunity to reach their full potential.

These three commitments along with your specific ministerial objectives will guide your work and shape your priorities from day to day. I expect you to work with the skilled professionals in the public service to deliver on this mandate.

.../2

**Office of the
Premier**

Web Site:
www.gov.bc.ca

Mailing Address:
PO Box 9041 Stn Prov Govt
Victoria BC V8W 9E1

Location:
Parliament Buildings
Victoria

Our Confidence and Supply Agreement with the B.C. Green caucus is critical to the success of our government. Accordingly, the principles of “good faith and no surprises” set out in that document should also guide your work going forward.

As Minister, you are responsible for ensuring signatories of the Confidence and Supply Agreement are appropriately consulted on major policy issues, budgets, legislation and other matters as outlined in our agreement. This consultation should be coordinated through the Confidence and Supply Agreement Secretariat in the Premier’s Office. The Secretariat is charged with ensuring that signatories are provided access to key documents and officials as set out in the agreement. This consultation and information sharing will occur in accordance with protocols established jointly by government and the signatories of the Confidence and Supply Agreement, and in accordance with relevant legislation.

As part of our commitment to true, lasting reconciliation with First Nations in British Columbia, our government passed legislation that will harmonize the province’s laws with the UN Declaration on the Rights of Indigenous Peoples. As Minister, you are responsible for reviewing policies, programs, and legislation to determine how to bring the principles of the Declaration into action in British Columbia.

Our government is also committed to real action on climate change, as outlined in our CleanBC plan. CleanBC is about putting our province on the path to a cleaner, better future – with a low-carbon economy that creates opportunities for all while protecting our clean air, land and water. As Minister, you are responsible for ensuring the actions and goals of this cross-government plan are reflected and implemented in your ministerial work.

To that end, in your role as Minister of Citizens’ Services I expect that you will make substantive progress on the following priorities:

- Continue to expand connectivity to communities throughout the province to support new economic opportunities and improved access to government services.
- Build on the success of government’s new procurement processes to ensure that more local, small and medium-sized companies can do business with government more efficiently while ensuring public funds are spent wisely.
- Continue to improve government’s public sector data security and privacy practices to ensure that British Columbians personal information is safeguarded.
- Work with your cabinet colleagues to ensure that public agencies gathering personal information or working with private service providers who gather public information on behalf of government employ the best possible security and privacy practices.
- Ensure that your ministry makes timely progress on the implementation of the *Declaration of the Rights of Indigenous Peoples Act*, both in identifying priority legislative areas for inclusion in the action plan, and in ensuring that future ministry actions are consistent with the principles set out in the Act.

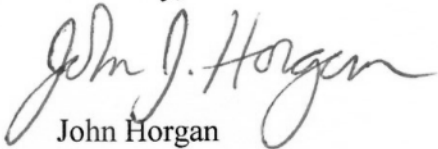
.../3

- Ensure that the process of vetting and awarding government IT contracts is conducted in a manner that saves money, increases innovation, improves competition and helps our technology sector grow and ensure that government IT and software development procurement work better for companies that hire locally, operate sustainably and have a local supply chain.
- Work to maintain government's successful record of providing British Columbians with timely access to information and ensure the system provides public accountability.
- Improve access to information rules to provide greater public accountability.

All members of Cabinet are expected to review, understand and act according to the Members' Conflict of Interest Act and to conduct themselves with the highest level of integrity. Remember, as a minister of the Crown, the way you conduct yourself will reflect not only on yourself, but on your Cabinet colleagues and our government as a whole.

I look forward to working with you in the coming weeks and months ahead. It will take dedication, hard work, and a real commitment to working for people to make it happen, but I know you're up to the challenge.

Sincerely,

A handwritten signature in black ink that reads "John J. Horgan". The signature is written in a cursive, flowing style.

John Horgan
Premier



July 18, 2017

Honourable Jinny Sims
Minister of Citizens' Services
Parliament Buildings
Victoria, British Columbia V8V 1X4

Dear Minister Sims:

Congratulations on your new appointment as Minister of Citizens' Services.

It has never been more important for new leadership that works for ordinary people, not just those at the top.

It is your job to deliver that leadership in your ministry.

Our government made three key commitments to British Columbians.

Our first commitment is to make life more affordable. Too many families were left behind for too long by the previous government. They are counting on you to do your part to make their lives easier.

Our second commitment is to deliver the services that people count on. Together, we can ensure that children get access to the quality public education they need to succeed, that families can get timely medical attention, and that our senior citizens are able to live their final years with dignity.

These and other government services touch the lives of British Columbians every day. It is your job as minister to work within your budget to deliver quality services that are available and effective.

Our third key commitment is to build a strong, sustainable, innovative economy that works for everyone, not just the wealthy and the well-connected. Together, we are going to tackle poverty and inequality, create good-paying jobs in every corner of the province, and ensure people from every background have the opportunity to reach their full potential.

These three commitments along with your specific ministerial objectives should guide your work and shape your priorities from day to day. I expect you to work with the skilled professionals in the public service to deliver on this mandate.

.../2

**Office of the
Premier**

Web Site:
www.gov.bc.ca

Mailing Address:
PO Box 9041 Stn Prov Govt
Victoria BC V8W 9E1

Location:
Parliament Buildings
Victoria

As you are aware, we have set up a *Confidence and Supply Agreement* with the B.C. Green caucus. This agreement is critical to the success of our government. Accordingly, the principles of “good faith and no surprises” set out in that document should also guide your work going forward.

As minister, you are responsible for ensuring members of the B.C. Green caucus are appropriately consulted on major policy issues, budgets, legislation and other matters as outlined in our agreement. This consultation should be coordinated through the Confidence and Supply Agreement Secretariat in the Premier’s Office. The secretariat is charged with ensuring that members of the B.C. Green caucus are provided access to key documents and officials as set out in the agreement. This consultation and information sharing will occur in accordance with protocols established jointly by government and the B.C. Green caucus, and in accordance with relevant legislation.

British Columbians expect our government to work together to advance the public good. That means seeking out, fostering, and advancing good ideas regardless of which side of the house they come from.

Our government put forward a progressive vision for a Better B.C. that has won broad support with all members of the legislature. There is consensus on the need to address many pressing issues such as reducing health-care wait times, addressing overcrowded and under-supported classrooms, taking action on climate change, tackling the opioid crisis, and delivering safe, quality, affordable child care for all. As one of my ministers, I expect you to build on and expand that consensus to help us better deliver new leadership for British Columbians.

As part of our commitment to true, lasting reconciliation with First Nations in British Columbia our government will be fully adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), and the Calls to Action of the Truth and Reconciliation Commission. As minister, you are responsible for moving forward on the calls to action and reviewing policies, programs, and legislation to determine how to bring the principles of the declaration into action in British Columbia.

In your role as Minister of Citizens' Services I expect that you will make substantive progress on the following priorities:

- Institute a cap on the value and the length of government IT contracts to save money, increase innovation, improve competition and help our technology sector grow.
- Ensure government IT and software development procurement work better for companies that hire locally and have a local supply chain.
- Improve access to information rules to provide greater public accountability.
- Improve response and processing times for freedom of information requests.

All members of Cabinet are expected to review, understand and act according to the *Members Conflict of Interest Act* and to conduct themselves with the highest level of integrity. Remember, as a minister of the Crown, the way you conduct yourself will reflect not only on yourself, but on your Cabinet colleagues and our government as a whole.

I look forward to working with you in the coming weeks and months ahead.

It will take dedication, hard work, and a real commitment to working for people to make it happen, but I know you're up to the challenge.

Sincerely,

A handwritten signature in black ink that reads "John Horgan". The signature is written in a cursive, flowing style.

John Horgan
Premier

MINISTRY OF CITIZENS' SERVICES

Ministry:

Giving people the power to access the information and services they need, when they need it, is a primary focus of the Ministry of Citizens' Services, as we work every day to make life better for British Columbians. From ongoing work to ensure every community in the province is connected to high-speed internet, to delivering fast, efficient front-line support for hundreds of programs, the ministry supports job growth, a strong and diversified economy and helps build stronger communities. The ministry provides strategic direction across government to modernize information management to meet British Columbians' needs and oversees approximately \$7 billion in annual procurement to increase business opportunities throughout the province.

Ministry Mandate:

Dedicated to making life better for British Columbians, the Ministry of Citizens' Services is guided by several pieces of provincial legislation, delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through Service BC, and delivers the digital face of government at www.gov.bc.ca. In addition, the ministry supports other ministries to reach out, engage and learn from British Columbians on issues that matter to them.

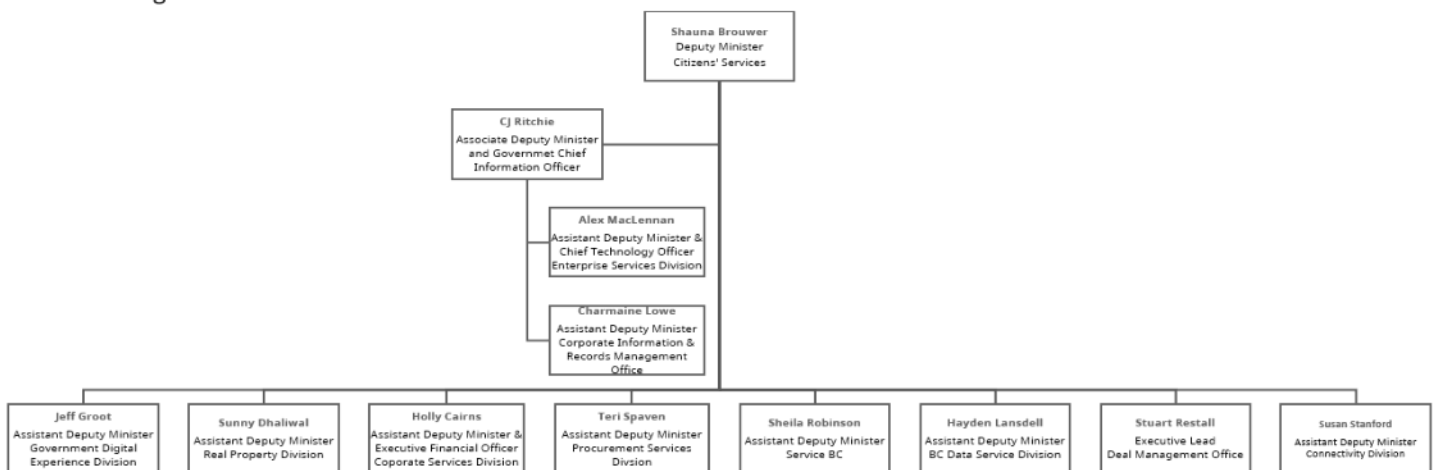
To help people connect to government supports and services, including virtual health care and online learning, the ministry provides leadership, management, facilitation, and support for the expansion of high-speed internet connectivity throughout this vast and diverse province. Internet connectivity supports job growth, a strong and diversified economy, health care, and stronger communities.

Providing strategic direction across Government, the ministry is modernizing information-management and information-technology resources to effectively meet the needs of British Columbians. This includes relevant responses to Freedom of Information (FOI) requests; providing trusted data services to government agencies; and statistical and economic research, information and analysis to businesses and the public sector.

The ministry manages the government's real estate assets and facilities-related services, technology systems and equipment. It also leverages procurement to realize the best value for taxpayers and increase benefits for communities. With a goal of creating more opportunity for businesses of all sizes to engage in government procurement, with a particular focus on supporting increased participation by Indigenous businesses and communities, the ministry is working to support a resilient vendor marketplace and increased business opportunities to create rewarding jobs to benefit individuals, families, and communities across the province.

Full Time Equivalents (FTEs): 2,277

Executive Organizational Chart:



Budget:

Data source: Ministry of Citizens' Services 2022/23 Service Plan, February 3, 2022

- Note that Digital Platforms and Data Core Business Area includes the BC Data Service Division

Core Business Area	2021/22 Restated Estimates ¹	2022/23 Estimates	2023/24 Plan	2024/25 Plan
Operating Expenses (\$000)				
Services to Citizens and Businesses	31,528	31,528	31,528	31,528
Office of the Chief Information Officer	2,695	2,695	2,695	2,695
Digital Platforms and Data	19,072	23,922	23,922	23,922
Connectivity	11,505	13,705	23,705	23,705
Procurement and Supply Services	8,053	8,753	7,753	7,753
Real Property	345,970	362,514	362,648	362,589
Enterprise Services	146,056	173,393	170,549	171,016
Corporate Information and Records Management	22,146	22,146	22,146	22,146
Government Digital Experience	8,136	8,561	8,561	8,386
Executive and Support Services	9,143	9,428	9,438	9,438
Total	604,304	656,645	662,945	663,178
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Digital Platforms and Data	110,000	110,000	110,000	110,000
Procurement and Supply Services	150	480	684	150
Real Property	246,658	305,718	140,798	90,518
Enterprise Services	32,543	47,476	42,525	35,592
Executive and Support Services	145	336	264	264
Total	389,496	464,010	294,271	236,524

Core Business Area	2021/22 Restated Estimates ¹	2022/23 Estimates	2023/24 Plan	2024/25 Plan
Other Financing Transactions (\$000)				
Strategic Real Estate Services program				
Receipts	(1,100)	(1,000)	(300)	(300)
Disbursements	2,500	2,500	2,000	2,100
Net Cash Requirements (Source)	1,400	1,500	1,700	1,800
Total Receipts	(1,100)	(1,000)	(300)	(300)
Total Disbursements	2,500	2,500	2,000	2,100
Total Net Cash Requirements (Source)	1,400	1,500	1,700	1,800

¹ For comparative purposes, amounts shown for 2021/22 have been restated to be consistent with the presentation of the 2022/23 Estimates.

* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

Capital Expenditures:

The Nanaimo Correctional Centre Project is reported by the Ministry of Public Safety and Solicitor General, as the project lead for reporting purposes. The capital budget for this project resides with the Ministry of Citizens' Services.

CITZ

Ministry Overview October 2022



Ministry of
Citizens' Services

Our Ministry



Shauna Brouwer
Deputy Minister

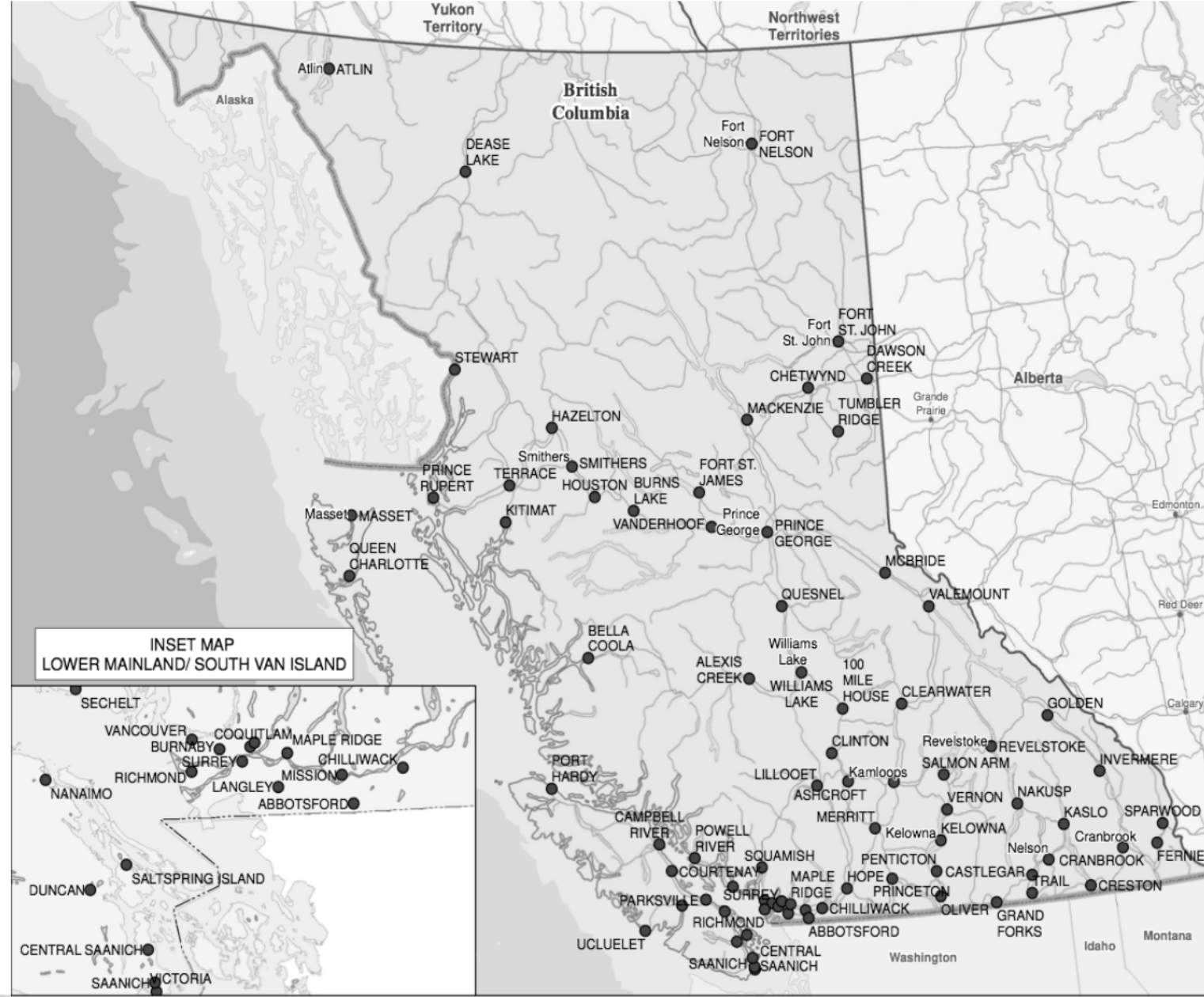
- ❖ Has the mission to enable cost-effective, accessible and responsive service delivery to the public through multiple access points and provide efficient services to government.
- ❖ Delivers efficient and easy access to services to citizens in urban centers, rural areas and Indigenous communities through a single point-of-service approach (Service BC).
- ❖ Provides leadership, management, facilitation and support for the expansion of high-speed internet connectivity to every corner of the province by 2027.
- ❖ Provides leadership across government to modernize information management and information technology resources, trusted data services (including support of B.C. Anti-Racism Data Act) to government agencies, prompt and relevant responses to Freedom of Information requests and statistical and economic research, information and analysis to businesses and the public sector.
- ❖ Manages the province's real estate assets, technology systems and equipment and leverages procurement to increase business opportunities and create rewarding jobs that contribute to local economies and to benefit individuals, families and communities.

Executive Team and Program Areas

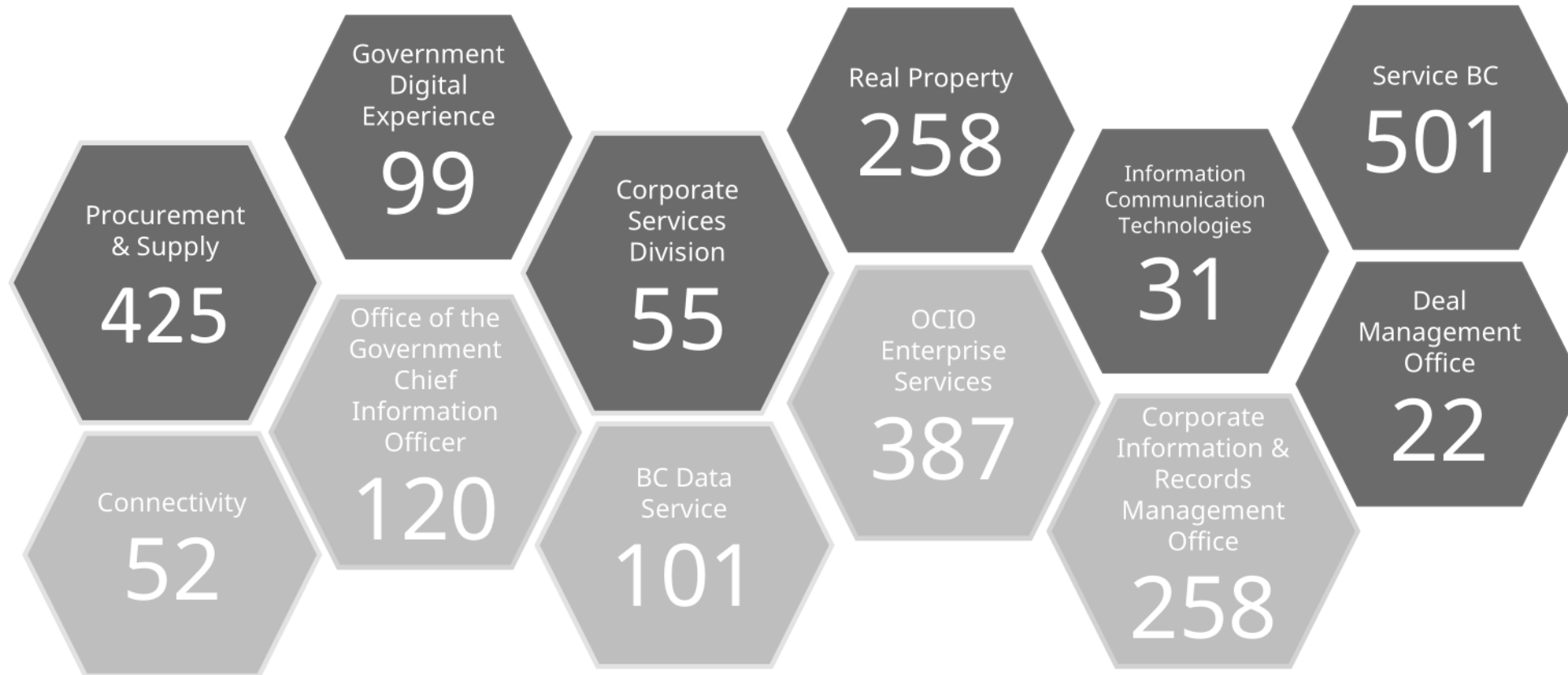


Citizens' Services Locations

Service BC provides residents and businesses with access to approximately 300 government services on behalf of more than 40 partner ministries and agencies.



We are 2,200+ dedicated employees spread across British Columbia



Office of the Chief Information Officer



CJ Ritchie

Associate Deputy Minister and
Government Chief Information Officer

OCIO Outcomes

- A modern digital government that enables better services to citizens, businesses and employees
- Enhanced public accountability and transparency
- Coordinated, best-value digital investments
- A collaborative, results-oriented internal culture

OCIO Divisions

- Corporate Information and Records Management Office
- Enterprise Services Division

OCIO Branches

- Digital Office
- Information Communication Technologies
- Finance and Strategy

Corporate Information and Records Management Office



Charmaine Lowe
Assistant Deputy Minister

The central agency responsible for leading and enabling modern and effective information management across the BC Public Service



Enterprise Services Division



Alex MacLennan
Assistant Deputy Minister

Service Management

Information Management

Hosting Services

Planning & Performance

Enables Government to deliver services to citizens by providing high quality, secure and cost-effective information management and technology services.

Information Security

Device Services

Digital Workplace Initiative

Network, Communication & Collaboration Services

Organizational Capacity, Culture & Communications

Deal Management Office



Stuart Restall
Executive Lead

Dedicated to the procurement and end-of-term activities associated with high-value contracts critical to delivering technology services to government and the broader public sector.

Procurements



Service Desk Services



Managed Workplace Technology Services

End-of Term Activities



Managed Hosting Services



Data Centre Services



Managed Print Services



ServiceNow

BC Data Service Division



Hayden Lansdell
Assistant Deputy Minister

Corporate Data Programs

Data Innovation Program



DataBC



BC Stats Statistics Program



Data Science Partnerships



Additional Data Services

- Data Discovery & Publication
- Web Mapping
- Location Services
- Inclusive Names
- Strategic Data Management
- API Services

- Core Statistics
- Sector & Priority Research and Analytics

Priorities

BC Data Plan



Anti-Racism Act Implementation



BCDS

CSD

DLM

GDX

OCIO

OCIO
CIRMO

OCIO
CONN

OCIO
ES

PSD

RPD

SBC

Connectivity Division



Susan Stanford
Assistant Deputy Minister



The Connectivity Division, working with rural and Indigenous communities, leads policy, regulation and programs for the expansion of reliable high speed internet access to all corners of the province.



The Connectivity Division provides program delivery and policy leadership, expertise and performance measurement to support the expansion of connectivity for all British Columbians. Through the development of funding programs, tools, and collaborative relationships with service providers, communities and First Nations, the division works towards building capacity to plan and leverage investments in digital infrastructure supporting local, regional and Indigenous economic development and government digital service delivery.

Corporate Services Division



Holly Cairns
Assistant Deputy Minister

The Corporate Services Division provides leadership, direction, governance and support services to the Ministry of Citizens' Services (over 2200 employees in 65 communities) with respect to financial management, strategic human resources, corporate projects, strategic and business planning, enterprise risk management and facilities management and security.



Government Digital Experience



Jeff Groot
Assistant Deputy Minister

The Government Digital Experience Division (GDx) is responsible for ensuring government services and information are available online through government's main web presence at www.gov.bc.ca, and that ministry programs and services are informed by the input and experiences of people throughout British Columbia.

Public Engagement and Design

An icon depicting three stylized human figures: a woman, a man, and a person in a wheelchair, representing accessibility and public engagement.

Corporate Online Services (gov.bc.ca)

An icon of a laptop computer with a globe on its screen, representing online services.

Connected Services Experience

An icon consisting of three curved arrows forming a circle, representing a continuous or connected experience.

Procurement & Supply Division

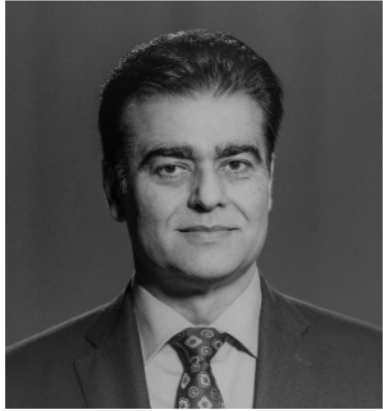


Teri Spaven
Assistant Deputy Minister

We play a leadership role in the development and implementation of policies and programs to support the management of all outsourced contracts, procurement services and supply services.

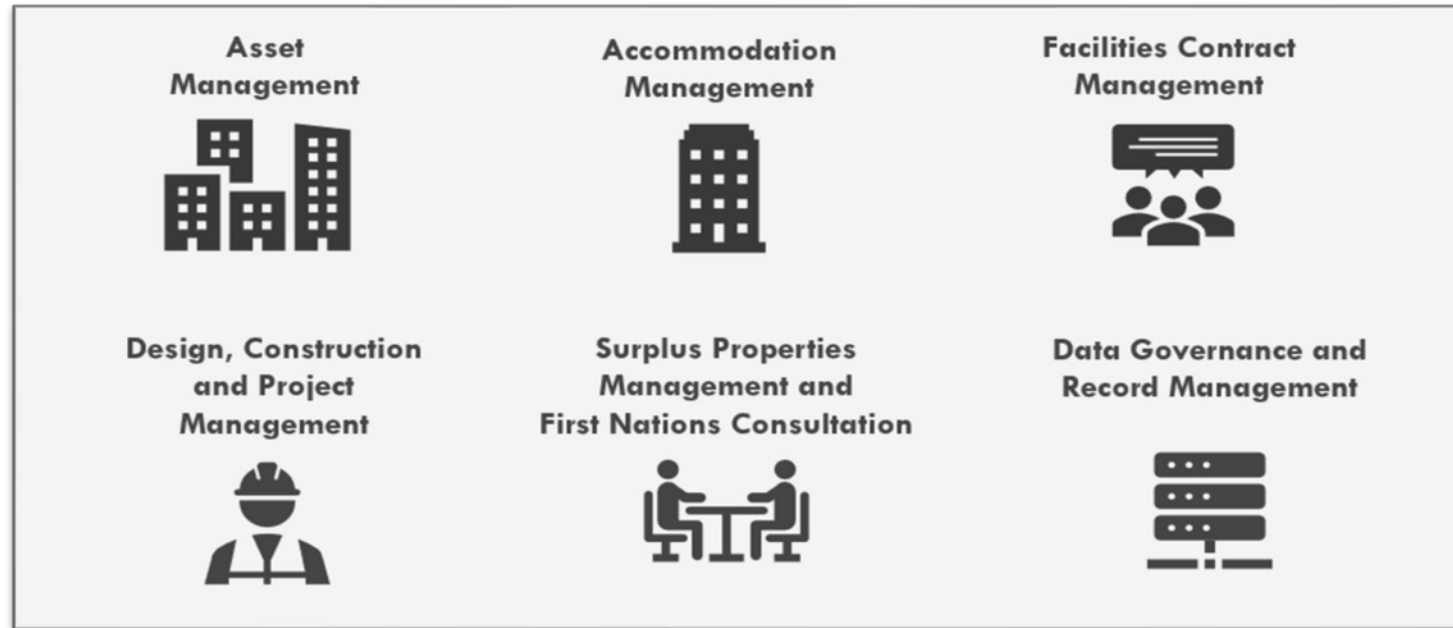


Real Property Division



Sunny Dhaliwal
Assistant Deputy Minister

Manages the province's real estate portfolio and provides everything needed to design and set up government workplaces, including modernizing workplaces to reflect mobile strategies.



Service BC



Sheila Robinson
Assistant Deputy Minister

**Provincial Identity
Information
Management Program**



**BC Registries and
Online Services**



Service Delivery



Strategic Services



**Integrated Service
Solutions**

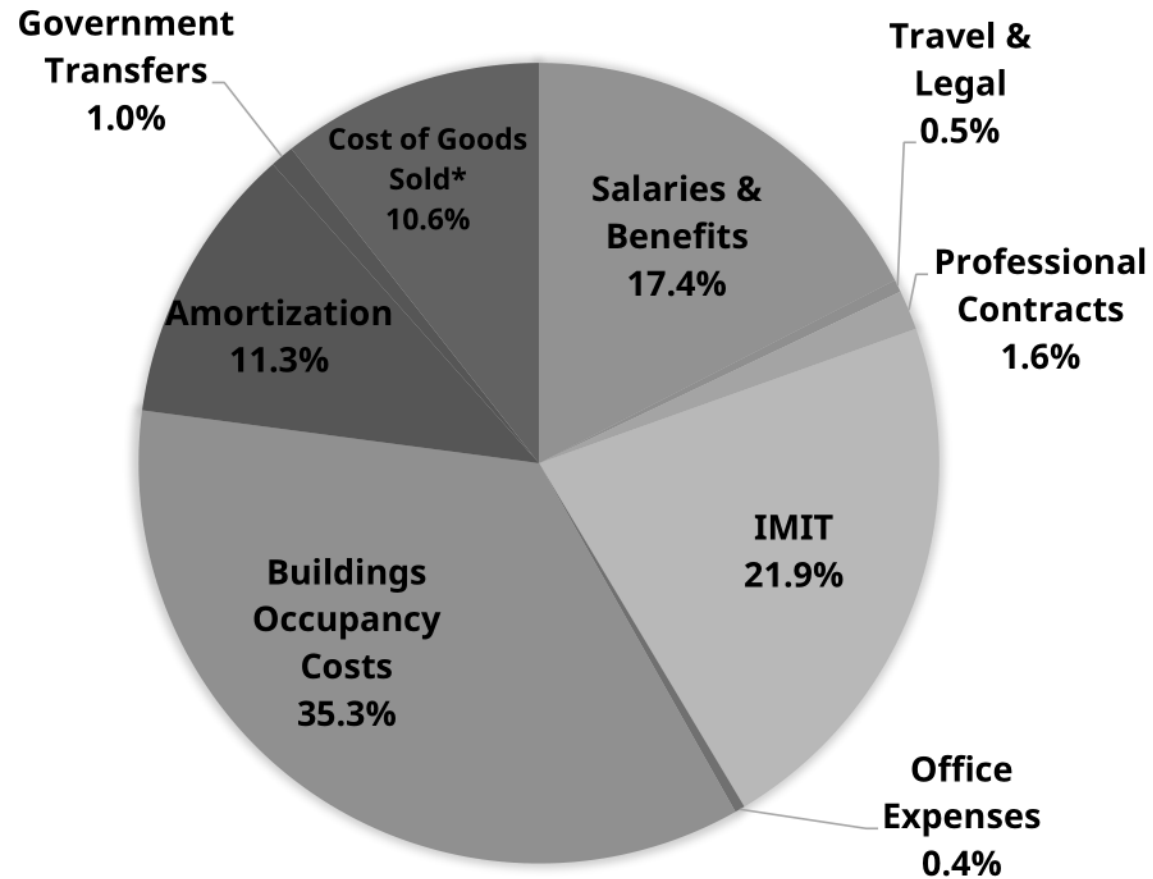


**Procurement
Management Office**



Service BC (SBC) is Government's chief provider of services to B.C. residents and businesses. Through a provincial network of 65 service centres and the Provincial Contact Center, SBC provides approximately 300 government services on behalf of more than 40 partner ministries and agencies. The division enables the design and delivery of accessible, responsive and cost-effective services, making it easier for residents and businesses to interact with government. Our team member's unwavering commitment to an ethic of service has driven consistently high citizen and business satisfaction rates.

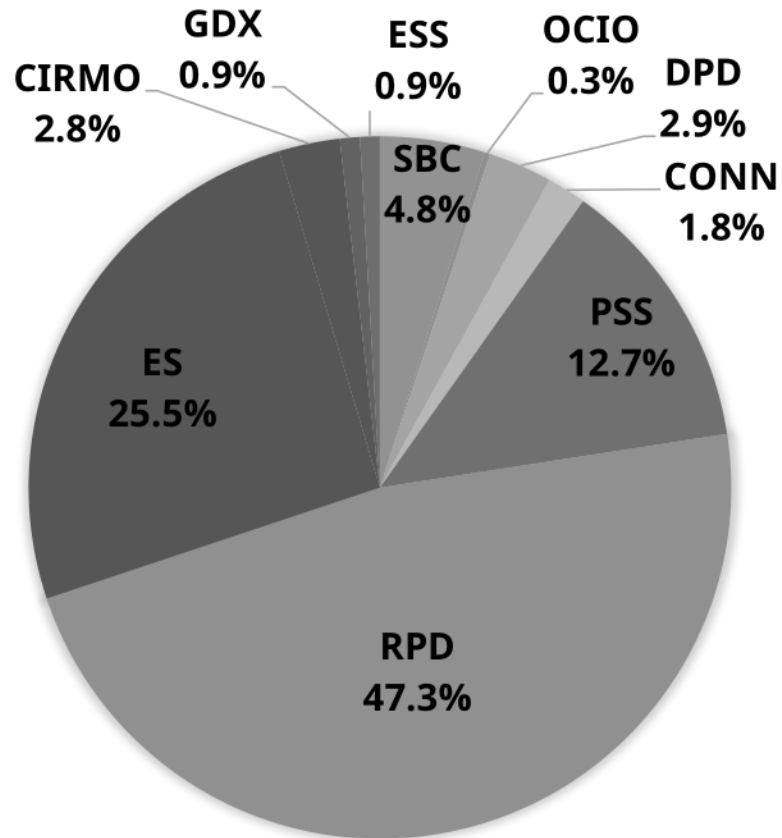
2022-23 Gross Operating Budget Overview



* Cost of Goods Sold (Procurement and Supply Services): Direct costs, including materials and labour, associated with products bought for and sold to other ministries/BPS clients by PSD (BC Mail Processing, Product Distribution Centre, Distribution Centre Victoria, King's Printer, and Asset Investment Recovery).

Operating Budget Summary 2022-23

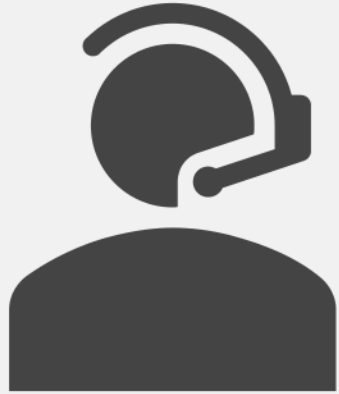
GROSS OPERATING BUDGET BY DIVISION



2022/23 Operating Budget (Estimates/Blue Book Budget)

Core Business Area	Gross	Recoveries	Net
Service to Citizens and Businesses	50,129,000	(18,601,000)	31,528,000
Office of the Chief Information Office	2,695,000	-	2,695,000
BC Data Service	30,612,000	(6,690,000)	23,922,000
Connectivity	18,826,000	(5,121,000)	13,705,000
Procurement and Supply Services	132,656,000	(123,903,000)	8,753,000
Real Property	492,726,000	(130,212,000)	362,514,000
Enterprise Services	265,352,000	(91,959,000)	173,393,000
Corporate Information and Records Management Office	29,214,000	(7,068,000)	22,146,000
Government Digital Experience	9,560,000	(999,000)	8,561,000
Executive and Support Services	9,486,000	(58,000)	9,428,000
Total	\$ 1,041,256,000	(384,611,000)	\$ 656,645,000

*ESS (Executive Support Services) is comprised of the Minister's Office, Deputy Minister's Office and Corporate Services Division



Contacts:

Shauna Brouwer

Deputy Minister

Government Financial Information

CJ Ritchie

Associate Deputy Minister and
Government Chief Information Officer

Government Financial Information

Jeannette Cook

Director, Executive Operations

Government Financial Information

OFFICE OF THE CHIEF INFORMATION OFFICER

Associate DM Responsible: CJ Ritchie

Core Business/ Program Area Description/Critical Business Processes:

The Office of the Chief Information Officer (OCIO) is accountable for the operation of a broad government technology infrastructure as a key enabler in support of business transformation for government, broader public sector organizations and through participation inter-jurisdictionally on initiatives to evolve technology and business. The OCIO provides leadership and expertise for the expansion, coordination and provisioning of telecommunications services, vendor management, innovation, and technology that enables the digital transformation of government work environments and communities in every corner of the Province. The OCIO leads strategy, policy and standards for information technology (IT), information and records management, IT security and management of the information management / information technology (IM/IT) investment portfolio for the province. The OCIO has two distinct division areas:

Enterprise Services Division

Provides the cost-effective management and supply of IM/IT services such as data and voice networks, workstations and mobile devices, messaging and collaboration services, information security, data centre and application hosting, and enterprise architecture and standards.

2022-23 Budget

Operating: \$173.393M

Capital: \$47.476M

FTEs: 387

*Deal Management Office Budget and FTE count reflected in Enterprise Services.

Corporate Information and Records Management Office

The central agency responsible for developing corporate information management (IM) strategies, legislation, policies, and standards; and for delivering IM operations, training and compliance reviews. Corporate Information and Records Management Office promotes effective IM practices across government.

2022-23 Budget

Operating: \$22.146M

FTEs: 258

Budget:

GCIO	Restated 2021-22 Budget	2022-23 Budget
Salaries and Benefits	\$2.014M	\$2.014M
Operating Costs	\$0.677M	\$0.677M
Grants	-	-
Other Expenses	\$0.004M	0.004M
Gross Expenditure Total	\$2.695M	\$2.695M
Total Recoveries	-	-
Net Expenditures	\$2.695M	\$2.695M

***This table is only for the Associate Deputy Minister's Office and Finance & Strategy Branch.

Full Time Equivalents (FTEs): 46

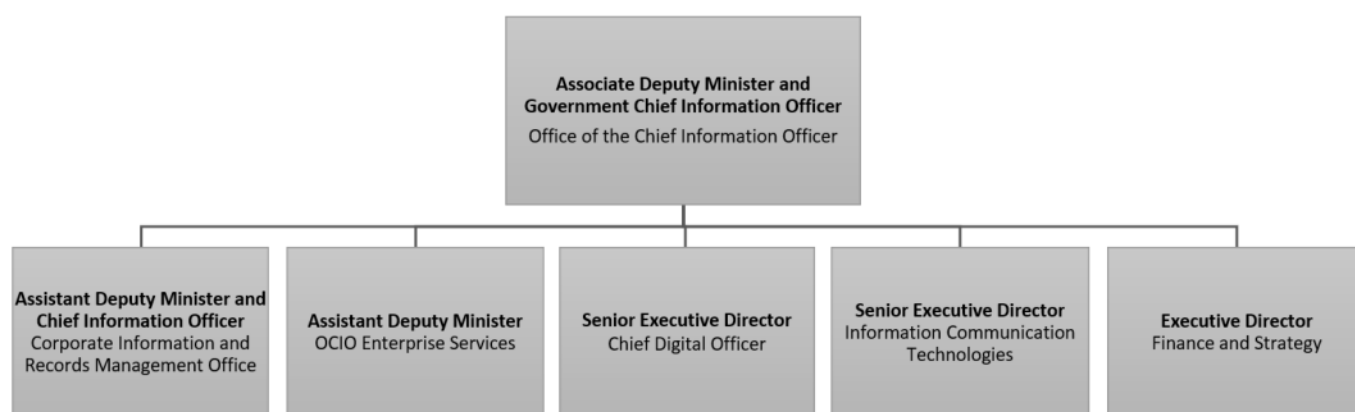
DPDD	Restated 2021-22 Budget	2022-23 Budget
Salaries and Benefits	\$14.813M	\$15.783M
Operating Costs	\$10.937M	\$14.817M
Grants	-	-
Other Expenses	\$0.012M	0.012M
Gross Expenditure Total	\$25.762M	\$30.612M
Total Recoveries	(\$6.690M)	(\$6.690M)
Net Expenditures	\$19.072M	\$23.922M
Total Capital	\$110.000M	\$110.000M

****This table is for the Digital Platforms and Data Division (Both Digital Office Budget and BC Data Service Budget are reflected in DPDD).

Full Time Equivalents (FTEs): 195 (Digital Office - 94 & BC Data Service – 101)

Related Legislation: None

Organizational Chart:



CORPORATE INFORMATION AND RECORDS MANAGEMENT OFFICE

ADM Responsible: Charmaine Lowe

Core Business/ Program Area Description/Critical Business Processes:

The Corporate Information and Records Management Office (CIRMO) is the central agency responsible for leading and enabling modern and effective information management (IM) across the BC Public Service, including access to information, privacy, records management, and digital identity management. CIRMO defines effective government IM through strategies, legislation, policies, and standards. CIRMO enables ministries and public bodies by delivering cross-government IM operations and training, and by providing tools to facilitate and assess compliance.

CIRMO promotes effective IM practices across government and provides leadership to assist both the public and private sectors to adhere to the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and the *Personal Information and Protection Act*, respectively. FOIPPA provides individuals with a right to privacy and a right to access their own personal information held by public bodies, as well as general information about government operations, programs, and services. CIRMO has a lead role in ensuring government meets its legislated responsibilities regarding access to information and privacy, including coordinating and implementing responses to recommendations made by the Information and Privacy Commissioner and special committees appointed by the Legislative Assembly.

CIRMO is responsible for leading and supporting the BC Public Service in the transformation to digital IM. This transformation includes the use of digital identities and credentials to access services and protected information as well as the transition to the digital storage of information and archiving of government's information of permanent value in a digital archive (as required by the *Information Management Act* [IMA]). CIRMO ensures IM projects align with government's vision for modernized IM. CIRMO values the user experience and continually seeks to improve its citizen and government-facing operations through service design and agile approaches to modernizing our services.

Budget:

	2021-22 Budget	2022-23 Budget
Salaries and Benefits	\$21.851M	\$21.851M
Operating Costs	\$7.318M	\$7.318M
Grants	-	-
Other Expenses	\$0.045M	\$0.045M
Gross Expenditure Total	\$ 29.214M	\$ 29.214M
Total Recoveries	(\$7.068M)	(\$7.068M)
Net Expenditures	\$22.146M	\$22.146M

Full Time Equivalent (FTEs): 258

Related Legislation:

1. *Freedom of Information and Protection of Privacy Act*
2. *Personal Information Protection Act*
3. *Information Management Act*
4. *Electronics Transactions Act*

Organizational Chart:



ENTERPRISE SERVICES DIVISION

ADM Responsible: Alex MacLennan

Core Business/ Program Area Description/Critical Business Processes:

On behalf of the Office of Government's Chief Information Officer, the Enterprise Services Division (ES) enables government to deliver services to citizens by providing cost-effective management and supply of Information Management/Information Technology (IM/IT) services such as data and voice networks, workstations and mobile devices, messaging and collaboration services, information security, data centre and application hosting, and enterprise architecture. These services are essential for providing mission-critical supports to all government ministries, broader public sector clients, and Crown corporations as they deliver their services to other ministries and citizens.

ES is responsible for providing IM/IT Infrastructure and services that include essential work tools (i.e., desktops, laptops, tablets, productivity tools), maintaining state-of-the-art-data centres; preventing, detecting, and responding to cyberattacks; supporting critical communication services (internet, telephone, and email); IT Service management and technology planning. ES is also responsible for operational communications and IT response to events such as large IT incidents, Wildfire and COVID-19, by utilizing the IT Operations Centre.

Major initiatives for ES include the enabling the delivery of modern shared digital technology; supporting the lifecycle of essential work tools through the workstation refresh program; implementing cloud-based tool to manage the ES's IT services (My Service Centre); and supporting the Justice Sector Branches by providing devices that are needed to virtualize courts in B.C.

Budget:

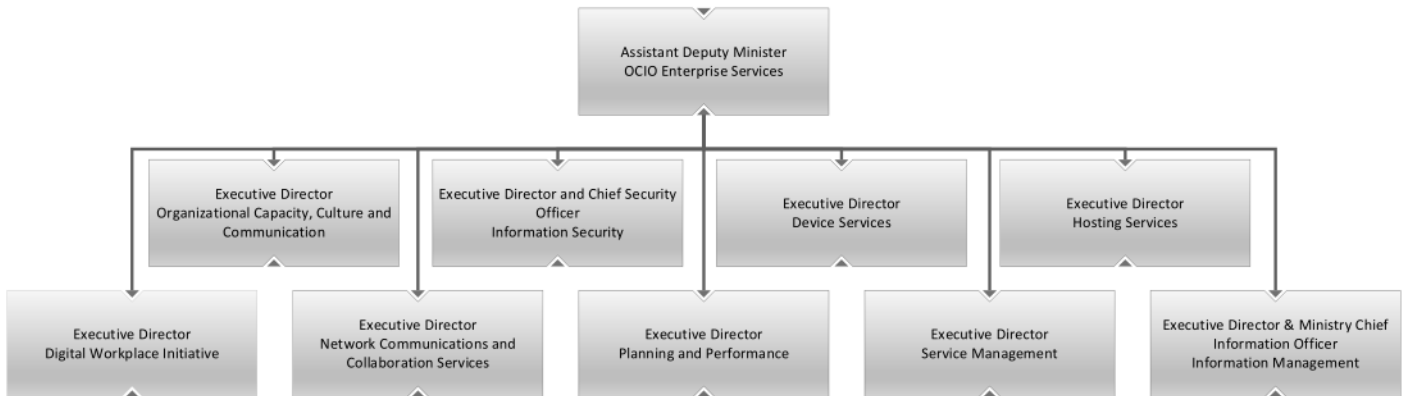
	Restated 2021-22 Budget	2022-23 Budget
Salaries and Benefits	\$39.903M	\$40.387M
Operating Costs	\$197.808M	\$224.661M
Grants	-	-
Other Expenses	\$0.304M	0.304M
Gross Expenditure Total	\$238.015M	\$265.352M
Total Recoveries	(\$91.959M)	(\$91.959M)
Net Expenditures	\$146.056M	\$173.393M
Total Capital	\$32.543M	\$47.476M

**Deal Management Office Budget and FTE count reflected here in Enterprise Services*

Full Time Equivalent (FTEs): 387

Related Legislation: None

Organizational Chart:



DEAL MANAGEMENT OFFICE

Executive Lead Responsible: Stuart Restall

Core Business/ Program Area Description/Critical Business Processes:

The Deal Management Office (DLM) is accountable for the procurement and end-of-term activities associated with a portfolio of three strategic and high-value contracts that are critical to the successful delivery of technology and digital services to core government and broader public sector clients. The annual cost of the current portfolio is \$125M with a total forecast value of ~\$600M over the initial 5-year terms of the contracts. DLM portfolio of contracts and annual cost breakdown:

- Managed Workplace Technology Services (MWTS) - \$23M
- Strategic Transformation and Mainframe Services (STMS) - \$92M
- Service Desk Services (SDS) - \$10M

These contracts provide the necessary tools and supports that Public Servants require to provide services to citizens on a daily basis including workstations, mobile device management, IT help desk and print services as well as hosting services for government’s growing data and computing needs.

The DLM works closely with the OCIO’s Enterprise Services Division throughout the course of the end-of-term activities and daily operations. Activities include stakeholder analysis and requirements definition, market assessment, business case development, creation of procurement documents, proposal evaluation, contract negotiations and business transition.

Budget: The budget presented as part of Enterprise Services’ Estimates Budget.

Full Time Equivalent (FTEs): 22 (13 FTE’s as of July 30,2022)

Related Legislation: None

Organizational Chart:



BC Data Service Division

ADM Responsible: Hayden Lansdell

Core Business/ Program Area Description/Critical Business Processes:

BC Data Service (BCDS) is a leader, convener and a trusted advisor for collaborative data solutions that enable government to better serve the people of B.C. BCDS enables teams across government to better deliver services by leading data policy development and management and providing data analysis, tools, platforms, training and support. The BCDS is the trusted go-to leader for data analysis, statistics about people in B.C. and data management.

The division delivers several data access, analysis and use programs that support the modernization of government, including: DataBC, BC Stats, the Data Innovation Program and Data Science Partnerships Program. The division also provides a number of additional data services including, Strategic Data Management, Web Mapping, Location Services, API Services, Data Discovery and Publication and Research and Analytics.

The BCDS is primarily responsible for two major government priorities: implementation of B.C.’s Anti-Racism Data Act (including the Anti-Racism Committee and Population Survey) and delivery of the BC Data Plan which includes commitments on Indigenous data sovereignty, new equity-focused data standards and a framework for using Indigenous names when interacting with government.

Budget:

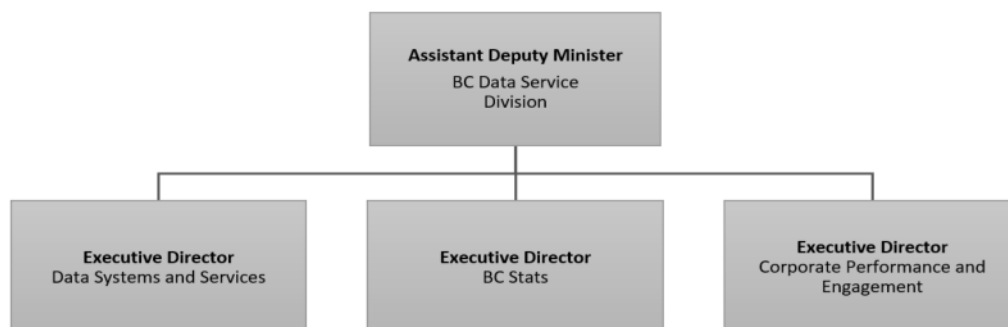
The working budget for BCDS in FY 22-23 is \$12M. In FY 23-24, CITZ will be looking to reflect this reorganization and rename DPD as BCDS (as a core business) for Estimates purposes.

Full Time Equivalent (FTEs): 101

Related Legislation:

1. *Statistics Act*
2. *Anti-Racism Data Act*

Organizational Chart:



CONNECTIVITY DIVISION

ADM Responsible: Susan Stanford

Core Business/ Program Area Description/Critical Business Processes:

The Connectivity Division leads policy, regulation, and programs for the expansion of reliable high-speed internet access to underserved communities and households throughout the province. This includes administering the new Connecting Communities BC funding program to increase internet access, speed and affordability.

The Division also works with third parties to coordinate and leverage complementary connectivity programs, including the Connecting British Columbia program administered by Northern Development Initiative Trust and the Universal Broadband Fund administered by the federal government.

In addition, the branch develops tools and collaborative relationships with communities, First Nations, and local governments to build community capacity to plan and leverage investments in digital infrastructure throughout the province.

Budget:

	2022-23 Budget
Salaries and Benefits	\$3.907M
Operating Costs	\$4.919M
Grants	\$10.000M
Other Expenses	-
Gross Expenditure Total	\$18.826M
Total Recoveries	(\$5.121M)
Net Expenditures	\$13.705M

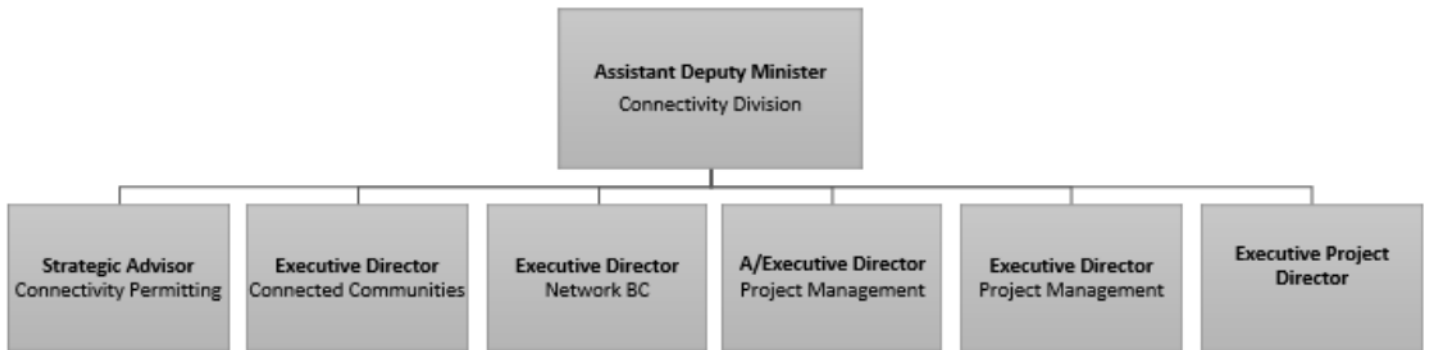
Full Time Equivalents (FTEs): 33

Related Legislation:

The Connectivity Division is not responsible for legislation but operates within a complex array of federal and provincial legislation, regulations, policies and decisions applicable to projects, including:

- *Telecommunications Act* (Canada)
- *Radiocommunication Act* (Canada) and Radiocommunications Regulations (Canada)
- *Competition Act* (Canada)
- *Indian Act* (Canada) and *Constitution Act* (Canada)
- *Local Government Act* (British Columbia)
- *Utilities Commission Act* (British Columbia)
- *Land Act* (British Columbia)

Organizational Chart:



CORPORATE SERVICES DIVISION

ADM Responsible: Holly Cairns

Core Business/ Program Area Description/Critical Business Processes:

The Corporate Services Division provides expert leadership, direction, governance, and support services with respect to financial management, strategic human resources, corporate projects, strategic and business planning and reporting, enterprise risk management, facilities management, and security to the ministry's 10 divisions (more than 2,200 employees working in 65 communities).

Financial and Administrative Services

Provides corporate-level financial and administrative services with the goal to assist, educate and train ministry employees to support our ministry's financial control framework. This includes designing and implementing the ministry annual operating, revenue, and capital budget; accounting; financial monitoring and reporting; financial policy and controls; transaction processing; and coordinating communications and interactions with Treasury Board Staff, the Office of the Comptroller General and the Office of the Auditor General.

Strategic Human Resources

The Strategic Human Resources branch provides human resource strategies, planning support, and continuous improvement functions, in support of the activities of the ministry. Specifically, this branch oversees the key elements of the ministry's workforce strategies with an emphasis on:

- Providing support for employee professional development through leadership support, learning opportunities, and performance management
- Employee engagement through the supervisory community of practice, and succession planning, etc.
- Employee health and safety, with an emphasis on supporting healthy work-life balance.

Corporate Planning and Projects

Provides a leadership role for corporate planning and projects on behalf of the Deputy Minister and ministry executive to ensure strategic plans, reports and related material are developed and results monitored in accordance with legislation and core policy. This includes: the ministry Service Plan, Annual Service Plan Report and Estimates Debate material; business continuity planning, occupational health and safety and emergency management; and ministry facilities and security to ensure the safety of our spaces.

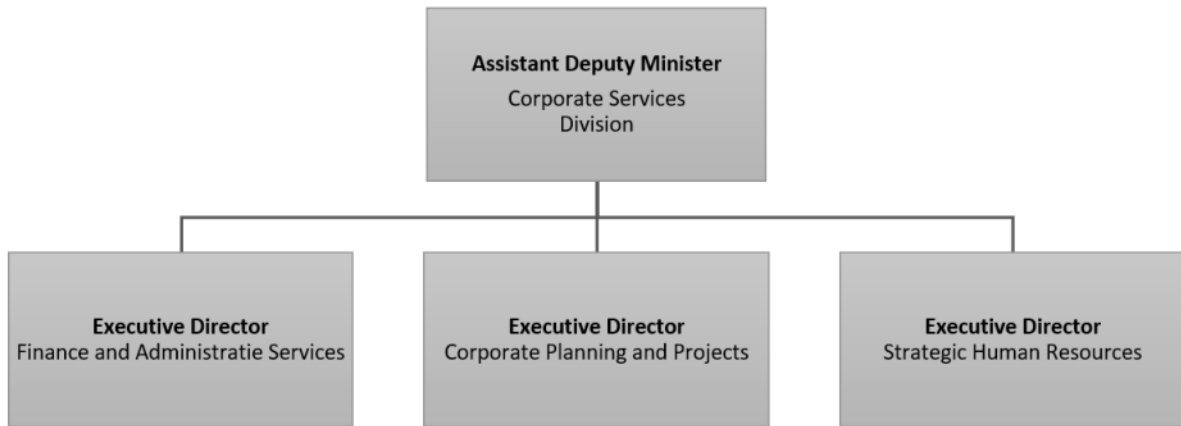
Budget:

	2021-22 Budget (\$M)	2022-23 Budget (\$M)
Salaries and Benefits	6.872	6.872
Operating Costs	0.484	0.760
Other Expenses	0.848	0.848
Gross Expenditure Total	8.204	8.480
Total Recoveries	(0.058)	(0.058)
Net Expenditures	8.146	8.422
Total Capital	\$0.150M	\$0.340M

Full Time Equivalents (FTEs): 55

Related Legislation: None

Organizational Chart:



GOVERNMENT DIGITAL EXPERIENCE

ADM Responsible: Jeff Groot

Core Business/ Program Area Description/Critical Business Processes:

The Government Digital Experience Division (GDX) is responsible for ensuring government services and information are available online through government's main web presence at www.gov.bc.ca, and that ministry programs and services are informed by the input and experiences of people throughout British Columbia (B.C.).

GDX works to help government understand the informational needs of people in B.C., and to help them find and access the services they need from government. GDX leads and supports people-focused policy development and great service experiences. The division delivers products and services to ministry partners and organizations, including design and delivery of public engagement projects, and field research with impacted people. GDX is leading government's use of plain language for the web and ensures clear, understandable information is available and connected on the phone, text and the web for government's urgent priorities. It supports the technology for online applications and websites including gov.bc.ca and the technology that delivers news releases. It provides leadership, tools, analytics, accessibility and governance support for government's web. GDX is co-leading the new multi-language program for government, which is exploring how government should approach working in multiple languages on the web.

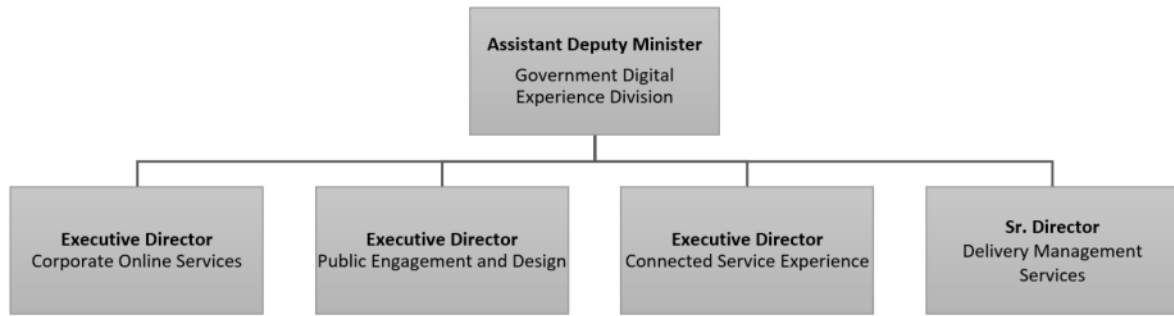
Budget:

	Restated 2021-22 Budget	2022-23 Budget
Salaries and Benefits	\$7.921M	\$7.921M
Operating Costs	\$1.199M	\$1.624M
Grants	-	-
Other Expenses	\$0.015M	\$0.015M
Gross Expenditure Total	\$9.135M	\$9.560M
Total Recoveries	(\$0.999M)	(\$0.999M)
Net Expenditures	\$8.136M	\$8.561M
Total Capital	-	-

Full Time Equivalents (FTEs): 99

Related Legislation: None

Organizational Chart:



PROCUREMENT SERVICES DIVISION

ADM Responsible: Teri Spaven

Core Business/ Program Area Description/Critical Business Processes:

The Division provides oversight on strategic contracts, procurement, contracting advice and supports all ministries, broader public sector and government executive. Provides implementation of the British Columbia Procurement Strategy and manages the coordination of multiple cross-government governance committees and corporate data.

Supply Services consists of five full cost recovery business units that serve the provincial government as well as the broader public sector and citizens: Asset Investment Recovery, BC Mail Plus (including Mail Payment and Document Processing), Distribution Centre Victoria, Product Distribution Centre (Coquitlam) and the Queen's Printer.

Intellectual Property Program manages and licenses all BC government-owned intellectual property and is responsible for managing the Naming Privileges Policy.

Budget:

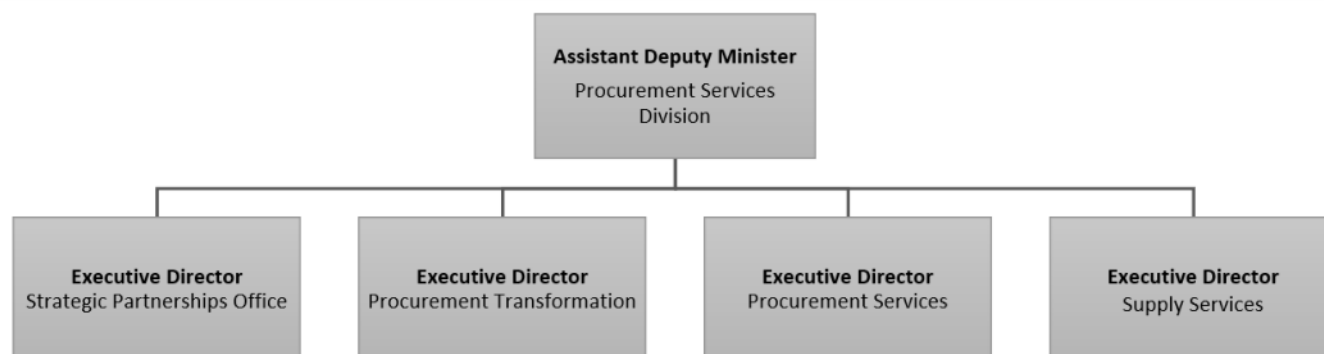
	2021-22 Budget	2022-23 Budget
Salaries and Benefits	\$29.925M	\$30.368M
Operating Costs	\$26.517M	\$26.774M
Grants	-	-
Other Expenses	\$75.514M	\$75.514M
Gross Expenditure Total	\$131.956M	\$132.656M
Total Recoveries	(\$123.903M)	(\$123.903M)
Net Expenditures	\$8.053M	\$8.753M
Total Capital	\$0.150M	\$0.480M

Full Time Equivalents (FTEs): 425

Related Legislation:

1. *Queen's Printer Act*
2. *Procurement Services Act*

Organizational Chart:



REAL PROPERTY DIVISION

ADM Responsible: Sunny Dhaliwal

Core Business/ Program Area Description/Critical Business Processes:

The Real Property Division (RPD) is responsible for the Province's real estate portfolio, including office space inventory, special-purpose facilities such as courthouses, laboratories and correctional centres and other government program-related properties. Note, RPD is not responsible for the real estate portfolio of schools, post-secondary institutions or hospitals.

Serving all government ministries and some broader public sector entities, RPD provides everything needed to design, set-up and manage a government workplace. This includes all elements of leasing, furniture procurement, lifecycle stewardship of government-owned real estate assets, and management of the overall performance of RPD's facilities management contracts with service providers, including CBRE Ltd.

Major areas of work coming out of RPD include all new construction projects, modernizing the office space portfolio including creating mobile workplaces, delivering the CleanBC Government Buildings Program to reduce energy and greenhouse gas emissions in government buildings, and leading consultations with First Nations related to the disposition of property on behalf of clients.

Estimates Budget:

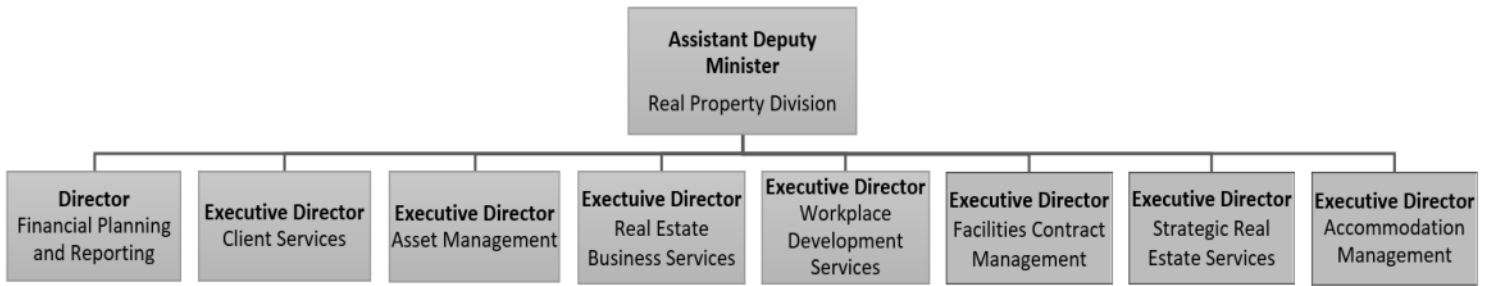
	2022-23 Budget
Salaries and Benefits	\$19.779M
Operating Costs	\$426.801M
Other Expenses	\$46.146M
Gross Operating Budget	\$492.726M
Total Recoveries	(\$130.212M)
Net Operating Budget	\$362.514M
Total Capital Budget	\$305.718M

Full Time Equivalents (FTEs): 258

Related Legislation:

1. *Public Agency Accommodation Act*
2. *Government Buildings Act*

Organizational Chart:



SERVICE BC

ADM Responsible: Sheila Robinson

Core Business/ Program Area Description/Critical Business Processes:

Service BC connects people in British Columbia with access to trusted government services and information. Through a provincial network of 65 service centres and the Provincial Contact Center, SBC provides approximately 300 government services on behalf of more than 40 partner ministries and agencies. The division enables the design and delivery of accessible, responsive and cost-effective services, making it easier for residents and businesses to interact with government. Our team member's unwavering commitment to an ethic of service has driven consistently high citizen and business satisfaction rates. In support of the division's overarching goal of providing residents and businesses with seamless, multi-service access to government programs, the Integrated Service Solutions branch markets the division's service offerings to partner ministries and the broader public sector to expand our continuum of services and leverage common platforms.

Our BC Corporate Registries branch facilitates and supports commerce in the province through the administration and verification of business, personal property, and manufactured home registrations. The Provincial Identity Information Management Program delivers trusted, secure identity services to support access to digital government services and information. Our common platforms of BCeID and the mobile BC Services Card are contributing to the transformation of digital services in the province. The Strategic Services branch provides SBC with corporate services and advice, service analytics and business trend analysis, supports new technologies and service model implementation. The Procurement Management Office is a new team created within Service BC responsible for managing and leading the complex procurement activities required for the Provincial Contact Centre services. This office will lead the procurement of the Provincial Contact Centre with the goal of successfully establishing the necessary outsourced services. This will enable the Province to continue providing best-in-class contact centre services to ministry partners and British Columbians.

Budget:

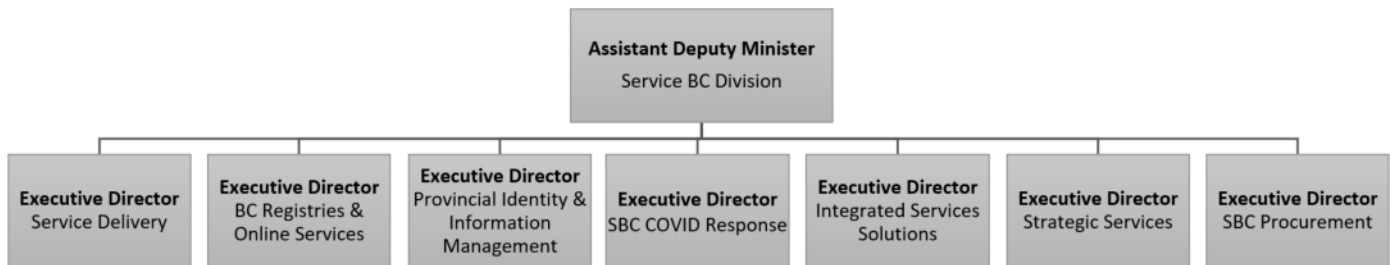
Services to Citizens and Businesses (SBC)	2021-22 Budget (in \$M)	2022-23 Budget (in \$M)
Salaries and Benefits	31.914	31.914
Operating Costs	17.323	17.323
Other Expenses	0.892	0.892
Gross Expenditure Total	50.129	50.129
Total Recoveries	(18.601)	(18.601)
Net Expenditures	31.528	31.528

Full Time Equivalents (FTEs): 501

Related Legislation:

<i>BC Online Act</i>	<i>Financial Institutions Act</i>
<i>Business Corporations Act</i>	<i>Insurance Act</i>
<i>Business Number Act</i>	<i>Manufactured Home Act</i>
<i>Cooperative Association Act</i>	<i>Miscellaneous Registrations Act</i>
<i>Credit Union Incorporation Act</i>	<i>Personal Property Security Act</i>
<i>Repairers Lien Act</i>	<i>Partnership Act</i>
<i>Societies Act</i>	<i>Pension Fund Societies Act</i>

Organizational Chart:



BRIEFING NOTE
CROWN AGENCIES

NIL

30-60-90
Ministry of Citizens' Services
Submitted for: October 1, 2022

Issue	Status/Key Milestones/Next Steps
30 Days	
2021-22 Chief Records Officer Report	Third annual report (2021/22) will be tabled in the Legislature this fall.
2021-22 Freedom of Information and Protection of Privacy Act (FOIPPA) Annual Report	Report on the administration of FOIPPA 2021/22 will be tabled in the Legislature this fall.
<i>Anti-Racism Data Act</i> – Committee	On September 14, 2022, the Minister for Citizens' Services appointed the Chair and members of the Anti-Racism Data Committee. The Committee, established in the <i>Anti-Racism Data Act</i> , will hold its first meeting on October 13, 2022.
<i>Anti-Racism Data Act</i> – Population Survey	External engagement on the voluntary population survey approach (invitation letter, survey design and wording) will be completed and incorporated into the survey product and marketing campaign. Launch ^{Advice/Recommendations}
BC Bid Release 1.1	Work will commence on the decommissioning of the legacy BC Bid in December 2022.
BC Registries Launch of Access to Partner Applications.	BC Registries and Online Services is undertaking a large modernization program to improve the service experience for the business community. Rural Property Tax Search, Site Registry and Court Services Online were made available in September. Wills Registry and BC Assessment will be available in the modernized application as soon as October 2022. There is a dependency on partner readiness.
BC Registries Launch of Business Search and Business to Business Data Access (API) access.	BC Registries and Online Services is undertaking a large modernization program to improve the service experience for the business community. Business Search accessed by the public and/or businesses to retrieve business filings and up to date information. Business to Business Data Access (API) will be the second release to the business community to access this service. This is a dependant release on Sole Proprietors/Partnerships and services and will be released on October 24, 2022.
BC Registries Launch of Sole Proprietorships and Partnership Online Services	BC Registries and Online Services is undertaking a large modernization program to improve the service experience for the business community. The next release will be updating our business registry services to include the small business community, specifically a new online service to support Sole Proprietorships and Partnerships. The go live date is October 24, 2022.
Data Plan – Gender Data and Sex Information Data Standard	The Standard and Guidelines will be finalized by early October, following substantive review internally and externally. Use of the standard has been prioritized at in sectors across government with adoption occurring immediately in some

	high-transaction programs (e.g. Social Sector ICM forms) and over time as technology systems are updated.
Service Desk and Managed Workplace Technology Services Procurements	Evaluation of Stage 2 vendor proposals for the Workplace Technology Services procurement. A Lead Proponent has been selected and Stage 3 (negotiations) will begin for the Service Desk Services procurement.
Testing a new look and feel of gov.bc.ca with British Columbians	Government Digital Experience Division is preparing to launch alpha.gov.bc.ca by mid October 2022 – a mirrored, public test version of gov.bc.ca with improvements in reading comprehension, wayfinding, accessibility, mobile optimization, in-language experience, and Indigenous land acknowledgments. The Alpha site will run concurrently with the existing gov.bc.ca, allowing GDX to publicly test the new look and feel. The Alpha site is expected to run for approximately 6 months to gather feedback and continuously improve the design. A final version of the Alpha site is expected by Spring 2023.
60 Days	
2022 Connectivity Benchmark Study	The annual benchmark study of the performance of connectivity in B.C. has not been published since before the pandemic. Given significant advances in connectivity projects, the benchmark study is planned for annual publication for the next three years.
<i>Anti-Racism Data Act</i> – Committee	A second meeting of the Anti-Racism Data Committee will be held in early November with a focus on establishing a Cultural Safety Data Directive and reviewing the Voluntary Population Survey.
BC Registries Establishing API Connections with Canada Revenue Agency.	Canada Revenue Agency has requested BC Registries and Online Services to be the first provincial partner to onboard to their modernized Business Number messaging platform (API). We will be the final testing prior to security review and production release. <small>Advice/Recommendations; Intergovernmental</small>
Connectivity Performance Data Refresh	With Census 2021 data starting to be reflected in ISED reporting, CITZ Connectivity data including number of communities, number of households and other related data sets will be updated with a new baseline for communications. Updates will not impact current measures used in the 2022 Service Plan, but rather establish a solid data foundation that can be adopted following a transition plan where required.
Data Plan – Indigenous Names in Government’s Systems of Record and Government Services	Following endorsement of approach by Deputy Ministers’ Committee on Digital and Data, CITZ began engagement with First Nations Leadership Council (September 2) and Métis Nation BC (August 15). Both Indigenous political organizations are supportive of the approach and wish to be engaged ongoing in developments and decision making to address this issue. Follow up meetings planned for fall to share draft roadmap for their input.

Advice/Recommendations and Code of Practice	Advice/Recommendations
	<p data-bbox="793 203 1060 227">Advice/Recommendations</p> <p data-bbox="1155 203 1848 373">The OCIO will also release the first iteration of a Digital Code of Practice to support ministries in aligning their digital service delivery approaches to updated direction in core policy. The Information Management and Information Technology Management chapter of core policy was updated in May 2022.</p>
Draft Digital Experience Delivery Model for Public-Facing Web and Apps	<p data-bbox="793 389 1879 592">GDX Governance and Community team is socializing a draft Digital Experience Delivery Model with CITZ, GCPE and the digital government community for initial feedback. The model aims to clarify direction to ministries and staff for delivering web and app experiences, including consistent processes and suggestions for quality content, for public-facing B.C. Government digital information or services (does not directly impact GCPE services and OCIO).</p>
Service Desk and Managed Workplace Technology Services Procurements	<p data-bbox="793 609 1869 665">Lead Proponent to be selected for the Workplace Technology Services procurement. Stage 3 (negotiations) underway for the Service Desk Services procurement.</p>
90 Days	
Abbotsford Agriculture Lab	<p data-bbox="793 722 1869 812">Abbotsford Agriculture Lab sustained considerable damage during the November 2021 Atmospheric River Event. Planning and implementing repairs and remediation work is ongoing.</p>
<i>Anti-Racism Data Act</i> – Population Survey	<p data-bbox="793 828 1869 925">Advice/Recommendations BC Stats will launch the <i>Anti-Racism Data Act</i> Population Survey with letters going to 800,000 homes in B.C. and a concurrent marketing campaign targeted at allowing all people in B.C. to fill out the volunteer survey.</p>
Connecting Communities BC 1 st Intake close	<p data-bbox="793 941 1848 998">The first application intake of the new connectivity funding program is expected to close on December 15, 2022.</p>
Service Desk and Managed Workplace Technology Services Procurements	<p data-bbox="793 1015 1837 1071">Stage 3 (negotiations) underway for both the Workplace Technology Services and Service Desk Services procurement.</p>
Translating COVID-19 and vaccination information and expanding this approach through the new multi-language program	<p data-bbox="793 1088 1879 1209">Currently COVID-19 and vaccination web content is being translated in 12 languages and English, this will continue through the Fall 2023. GDX will continue to work with MUNI on establishing translated content related to newcomers arriving in B.C. that will be initially edited for plain language and then translated.</p>

MAJOR CORPORATE ISSUE NOTE

Ministry/Ministries:

Ministry of Citizens' Services

Issue:

High value/Complex Strategic Contracts in or Nearing Procurement

Background:

Government has signed a number of strategic high-value contracts that have individual contract commitments ranging from the tens of millions to over \$1 billion. The portfolio of contracts that fall within this category are high value and include multiple relationships with large global companies. The scope of these contracts extends beyond any individual ministry and beyond core government and includes a number of deals being accessed by broader public sector organizations (BPS) across the Province.

These outsourced contracts involve a range of services, including specific IT services (e.g. workstation support, Telecom), back-office services (e.g. public service payroll) and citizen facing business services (e.g. Service BC); construction contracts are not included in this portfolio.

A number of these contract are in the procurement planning stage or in an active procurement. It is critical that government run fair, open and transparent procurement processes. Therefore, caution should be taken when communicating with vendors where Ministries are entering into or in active procurements, to ensure there is not an actual or perceived preference for a vendor.

Status:

Active Procurement:

Contract	Ministry Owner	Current Vendor	Contract Expiry	Overall Value	STATUS
Workstation Services – Delivers a complete end-to-end service for workplace support for workstation users within core government and the broader public sector.	Ministry of Citizens' Services	Kyndryl Canada Limited	2023	\$825M	Two procurements posted in January 2022 – one for service desk services and one for Managed Workstation Services. Currently in active procurement process.

In-Transition:

Contract	Ministry Owner	Current Vendor	Contract Expiry	Overall Value	STATUS
Health Insurance BC (HIBC) Services - Administration of the Medical Services Plan and PharmaCare programs, including transforming business processes and technologies.	Ministry of Health	MAXIMUS BC	2023	\$1.025B	Completed procurement and new contract signed in Summer 2022. Currently in transition from Maximus BC to Pacific Blue Cross

Procurement Development:

Contract	Ministry Owner	Current Vendor	Contract Expiry	Overall Value	STATUS
Strategic Relationship Agreement and Telecommunication Service Master Agreement - Provides delivery of a broad range of telecommunications services including long distance, conferencing, cellular, and voice and data network services. Contract also includes Payroll and benefit services, contact centre and telehealth.	Ministry of Citizens' Services	TELUS	2023	\$1.6B	Currently drafting procurement documentation for future NextGen procurement.
Service BC - Management and operation of Service BC's contact centre services and various projects to transform service delivery to meet the future needs of citizens, including a single point of interaction with government.	Ministry of Citizens' Services	MAXIMUS Canada	2023	\$115M	Currently developing business case for future procurement.
Strategic Transformation and Mainframe Services - Managed hosting services, provides clients an environment that is sized and configured to run their business applications and data centre services, provides secure and reliable	Ministry of Citizens' Services	ESIT Advanced Solutions Inc.	2024	\$1.09B	Managed Print portion currently drafting procurement documentation for future procurement. Other services in operations.

locations for clients to situate their equipment. Managed Print Services provide the public service with printing, copying, and faxing capabilities.					
--	--	--	--	--	--

Currently in Operations:

Contract	Ministry Owner	Current Vendor	Contract Expiry	Overall Value	STATUS
Revenue Management System IT Support Services Agreement - made up of Core, On-Demand and Transition Services to ensure support of RMS system. Provides support for the management of non-tax revenue for various programs within government and the broader public sector.	Ministry of Finance	ESIT Advanced Solutions Inc.	2024	\$16.4M	In operations until 2024
My Education BC - The My Education BC deal provides application hosting and support services for BC's Student Information System.	Ministry of Education	Fujitsu	2025	\$123M	In operations until 2025
Integrated Case Management - Maintenance and support services for case management application.	Ministry of Social Development and Poverty Reduction	Deloitte	2025	\$87.2M	In operations until 2025
Real Property Services - Facility management, asset management, project management, and energy/environmental management of the province's real estate portfolio; strategically aligned to triple bottom line objectives.	Ministry of Citizens' Services	CBRE	2025	\$1.07B	In operations until 2025

Next Steps:

- If further advice on engaging vendors is required, please contact Teri Spaven, Assistant Deputy Minister of Procurement and Supply (Citizens' Services) Teri.Spaven@gov.bc.ca
- Detail for each contract can be provided by the respective Ministry

MAJOR CORPORATE ISSUE NOTE

Ministry/Ministries:

Citizens' Services and Attorney General

Issue:

Implementation of the *Anti-Racism Data Act*

Background:

On June 2, 2022, the Anti-Racism Data Act (ARDA) received Royal Assent. The legislation was developed in response to recommendations made in the Office of the Human Rights Commissioner's report titled *Disaggregated Demographic Data Collection in B.C.: The Grandmother Perspective*. Government engaged significantly with racialized communities on both the policy framework and the implementation approach. As well, the legislation was co-developed with First Nations Leadership Council and Metis Nation BC.

In passing ARDA, government now has legislative requirements to undertake research on systemic racism in its programs and services. To enable this analysis, ARDA sets out a framework to collect, store and use race-based data as well as requirements for biennial establishment of anti-racism research priorities and annual releases of research results. Finally, the legislation includes requirements for the involvement of Indigenous, Black and other racialized peoples in all these activities – specifically, ARDA establishes a process for government to Consult and Cooperate with Indigenous Peoples and a Committee that works with the Director of Statistics on the development of Data Initiatives.

Data collection activities under the Act will begin in the late Fall through a voluntary population survey conducted by BC Stats. Engagement feedback indicated that racialized communities preferred providing data on race, ethnicity, or religion to a statistical agency rather than being asked for this information in service transactions with front-line staff. This demographic data will be connected to program data government already holds and used to analyze racial inequities in its programs and services.

Issue/Opportunity:

Since the passing of ARDA, implementation activities have focused on:

- establishing the Anti-Racism Data Committee;
- building the BC Stats Voluntary Population Survey;
- developing a Data Initiatives plan;
- internal change management; and
- maintaining engagement.

Committee: On September 16, 2022, Minister Beare, in consort with Parliamentary Secretary Singh, appointed 11 members to the Anti-Racism Data Committee. This followed a thorough process conducted in collaboration with the Crown Agencies and Board Resourcing Office – in total, government received 157 applications and interviewed 20 candidates before the final 11 were selected. The Committee will be chaired by Dr. June Francis of Simon Fraser University. The first meeting is scheduled for October 13, 2022, with a second to follow in early November.

Population Survey: The overall survey approach is complete. The approach centres on a marketing campaign driving people across the province to complete the survey and targeted letters to 800,000 homes. The survey, targeted for release or ^{Advice/Recommendations} will be:

- voluntary, consistent with requirements in ARDA;
- confidential, in alignment with the *Statistics Act*;
- inclusive, with oversampling done in Indigenous, Black and other racialized communities; and
- accessible with both digital and telephone available in 15 languages.

Citizens' Services has conducted user research on the survey invitation, questionnaire, and experience to ensure optimal uptake, appropriateness of the questions and usability of the website and telephone process.

Data Initiatives: Data Initiatives (data standards and directives, research priorities, statistics) have both time and involvement requirements. In the first year, government will be required to create a Cultural Safety Data Directive, establish Research Priorities and release Statistics and Other Information. A detailed roadmap has been completed and will be shared with both the ARD Committee and Indigenous Governing Entities to ensure timelines are met and sufficient time is provided for proper engagement.

Internal Change Management: Since Royal Assent, significant work has been completed to increase awareness of the requirements in ARDA and the implications for specific ministries. In addition, staff have worked with priority sector ministries (Health and Education) to identify teams that can work together on research priorities while also working to identify routes for pilots and data sharing with priority sectors not yet subject to the act but prioritized by Indigenous, Black, and other racialized communities – specifically the policing sector.

Maintaining Engagement: While cooperation with Indigenous Governing Entities will now be done through the process prescribed in the legislation, engagement with racialized communities has continued. Recruitment of applicants for the Committee was conducted via racialized communities, including the Resilience BC Network and the 70 community-level organizations that contributed to the building of ARDA. As well, close to 30 user research sessions have been completed with racialized communities on the survey design.

Next Steps:

- Committee: The Committee will meet regularly throughout the fall and winter.
- Survey: The Voluntary Population Survey will be ^{Advice/Recommendations}
^{Advice/Recommendations}
^{Advice/Recommendations}
-
-

TELECOMMUNICATIONS SERVICES CONTRACT OVERVIEW

Office of the Chief Information Officer

Lead Executive

CJ Ritchie, Associate Deputy Minister and Government Chief Information Officer

Background

Contract Owner: Ministry of Citizens' Services

Vendor: TELUS, Contract Term: 2011 – 2021, Renewal Contract Term: 2021 – 2023

Original Value: \$1 billion; Current Value: \$1.6 billion

Purpose: The Telecommunications Services Master Agreement (TSMA) provides telecommunications services to government and 11 broader public sector organizations including all Health Authorities also called the Buyers Group. Aggregating the purchasing power of these organizations allows the province to realize best value for telecom services. Services include cellular, internet, telephone, and conferencing services. The deal consists of three separate agreements:

1. Telecommunications Service Master Agreement (TSMA) – Provides the framework agreement for delivery of all core telecommunications services to the Province and its broader public sector partners. The TSMA provides government offices and workers connectivity, productivity and mobility services, and enables digital government through voice, cellular, conferencing and other data products and services.
2. Strategic Relationship Agreement – Defines the strategic relationship and related rights/obligations between the parties. It includes the principles by which the relationship will be governed, as well as the governance mechanisms and details of a Strategic Investment Fund (SIF) for transformative projects.
3. Connecting British Columbia Agreement (CBCA) – This agreement was a non-monetary agreement that defined how the vendor, working with the Province, would increase access to high-speed internet in rural areas over the 10-year term of the Agreement and improve access to cellular services along segments of major highways. Obligations under the CBCA were completed by July 2021 and therefore it was not extended.

The value of the telecommunication deal extends beyond its core services:

- The Ministry of Citizens' Services and the Public Service Agency exercised a right of first offer for TELUS Employer Solutions to continue to provide payroll and human resources technology services.
- The contract provides for the Strategic Investment Fund (SIF) to develop services in partnership with TELUS. SIF currently funds 24 projects across core government and the broader public sector. See Table 1 for more information.

Current Context

With approval of the Telecom Deal signatories and governance bodies, the Renewal Agreement for the Telecom Deal was completed, extending the contract through to July 2023. The Office of the Chief Information Officer is leading telecom services procurement on behalf of the Buyer Group.

Major Activities since July 2020

- Key TSMA Contract Updates:
 - July 2020 – Extension negotiations completed, and two-year renewal signed
 - August 2020 – Negotiated Extension pricing benefits begin
 - The NextGen Telecom Procurement December 2021 – Notice of Planned Procurement posted

Key Decisions in 2023/24

- The TSMA is set to expire in 2023.
 - The Province is currently in an active procurement.
 - A Fairness Advisor has been contracted to monitor the procurement.

Table 1

Strategic Investment Fund Project Descriptions
<p>5G Enabling BC Wildfire Centres Lead: Ministry of Environment Type: Equipment, Pilots, Report Testing enhancements in wildfire response and communications through 5G, land radio to mobile interconnection and push-to-talk technologies. Sponsored by Emergency Management BC.</p>
<p>BC Hydro Dam Safety & IoT Lead: BC Hydro Type: Product Development Develops and deploys cellular and IoT technology at remote dam facilities to improve safety monitoring and communication capabilities. The technology supports spillway monitoring and the ability to locate workers, emergency responders and recreational users in emergency situations. In addition to safety benefits, the monitoring and control capabilities also improve asset management through visibility into operations under normal conditions.</p>
<p>Communication as a Service Lead: Provincial Health Services Authority, Providence Health Care, Vancouver Coastal HA, Fraser HA Type: Proof of Concept Develops and pilots a new service for modern communications in hospital settings, including technology, architecture, support teams, cost models, requirements, and security vulnerability mitigation.</p>
<p>Evolving Smart Building Capabilities Lead: Ministry of Citizens' Services Type: Equipment, Pilots, Report Pilot project/"Living Lab" at one office building in Victoria, BC, to explore and demonstrate how smart building technologies can transform work in the public service, enhance building operations and reduce carbon emissions.</p>
<p>Growing BC Food Security Lead: Ministry of Agriculture, Food & Fisheries Type: Report To support BC's agricultural sector to contribute to food security, this project conducts a market analysis of BC's agritech companies as well as technologies available to support regenerative agricultural practices.</p>
<p>ICBC Hazard Perception Awareness Training (Phase 1 & 2) Lead: Insurance Corporation of BC Type: Proof of Concept. Develops video and virtual reality content into an interactive application for training new drivers on hazardous road conditions. A library of 15-20 scenarios will be created and tested, followed by a business case for a future sustainment model. Content will be tailored to the terrain, environment, and road design conditions in British Columbia and will be playable on a Mac- or Windows personal computer, mobile, or VR device. Potential to position ICBC as a leader in the use of VR-based hazard perception training in North America.</p>

Contact: James Shypitka, Senior Executive Director, Information Communication Technologies
Ministry of Citizens' Services

Date: October 7, 2022

This material will be proactively released

Strategic Investment Fund Project Descriptions

Health Innovation Hub

Lead: Ministry of Health

Type: Product Development

Develops and implements efficient digital transmission of patient information across networked health care providers, for making e-referrals and sharing patient records, admission/discharge notices, and other pertinent patient information. It also enables analytics and data warehousing. Project is being implemented within the South Okanagan Similkameen area, and it contributes to the advancement of a broader province-wide digital health initiative.

Home Health Monitoring

Lead: Ministry of Health, with Health Authorities: VIHA, Interior Health, PHSA, Vancouver Coastal, Fraser Health

Type: Product Development

Development of a platform that uses remote patient monitoring technology to monitor a patient's health and shares the information electronically with health care teams. Includes monitoring and tracking patients' vital signs or symptoms on a regular basis, remotely.

First Nations Health In-Building Cellular Enhancement (ICE)

Lead: First Nations Health Authority

Type: Product

This project will implement a 5G cellular in-building enhancement solution at the new head office building of the First Nations Health Authority (FNHA) on Tseil-Waututh Nation land in North Vancouver. The building will house approximately 400+ permanent FNHA staff and the surrounding land is First Nations residential land. The head office will house multiple services including FNHA Corporate Office, First Nations Cultural Hub, the Wellness Centre, Nursing Training and Sim Lab, FNHA Emergency Operations Centre, First Nation Elder's Meeting Facilities and Cultural Library and Art Loop. .

Mines Digital Trust

Lead: Ministry of Energy, Mines and Low Carbon Innovation

Type: Proof of Concept

Proof-of-concept "Digital Wallet" that provides transparency into government-verified credentials about environmental, social and governance (ESG) attributes important to business supply chains and investment decisions. First application for Mining sector, and scalable to other sectors across BC's digital ecosystem.

Modern Engagement Tools

Lead: Environment Assessment Office

Type: Product Development

Design and implement a public engagement platform that strengthens the relationship between government and the public, and that contributes to enhanced data-driven decision making. Builds on findings of a completed SIF project, "Connected Consultation".

Red Fish Healing Centre

Lead: PHSA

Type: Equipment, Pilots, Report

Contact: James Shypitka, Senior Executive Director, Information Communication Technologies
Ministry of Citizens' Services

Date: October 7, 2022

This material will be proactively released

Strategic Investment Fund Project Descriptions

Testing pioneering innovations in patient care at a landmark new facility in B.C. – the Red Fish Healing Centre for Mental Health and Addiction. Includes an Innovation Hub and technology pilots that enhance patient care (e.g. via wearable sensors, virtual reality, socially assistive robotics, and video conferencing / e-consultations).

All Hazards Comms Investment Roadmap

Lead: Emergency Management BC and Ministry of Citizens' Services

Type: Report

A catalogue of current IM/IT systems for Emergency Management (EM) to inform development of a roadmap that can be used to guide systems development towards the goal of being able to easily share EM information between stakeholders.

BCIB Authentication

Lead: BC Public Service Agency

Type: Product Development

This project implements an efficient authentication and validation method that grants BCIB employees' access to HR and payroll systems using their BC Services Cards (BCSC). Access using the BCSC offers efficiencies, cost savings, and security improvements relative to the issuance of IDIR's for new employees. Once developed, this solution can be readily expanded to new use cases.

Connected Consultation

Lead: Ministry of Energy, Mines and Petroleum Resources

Type: Report

Develop a business case for a digital public consultation product that will improve the way the province engages citizens on topics related to natural resource management, industrial development, environmental stewardship and economic sustainability.

COVID-19 Assistance to Vulnerable Populations

Lead: Ministry of Citizens' Services

Type: Equipment

Deployed 300 tablets and 150 cell phones available through the SIF to various programs impacted by COVID-19, as identified by the Vulnerable Populations Working Group. Based on an agreement with TELUS, the Signatories received the devices on a dollar-for-dollar basis.

ICBC Insights Data

Lead: Insurance Corporation of British Columbia

Type: Proof of Concept

TELUS cellular data leveraged and analyzed to help ICBC gain a better understanding of vehicle usage and distracted driving in the Greater Vancouver area.

Strategic Investment Fund Project Descriptions

Integrated Analytics Centre

Lead: Ministry of Education

Type: Product Development

A tool to assist in managing the Next Generation Network (NGN). Will assist with forecasting and optimizing bandwidth utilization across BC schools, data analytics and security.

Keeping Young Adults Connected

Lead: Ministry of Children and Family Development

Type: Equipment

Provide young adults who were on a Continuing Custody Order (CCO) and those on Youth Agreements that have aged out of government care with mobile phones to increase access to employment resources, employment opportunities potential employers, and services and resources.

MHSU Virtual Clinic

Lead: Ministry of Health

Type: Product Development

Provides centralized intake and triage of individuals with mental health and substance use (MHSU) concerns through a self-managed patient portal. Solution is a service with centralized intake to gain immediate access to a range of MHSU tools, and to other targeted interventions throughout the province.

Mobility Solution for Social Sector

Lead: Ministry of Children and Family Development (MCFD)

Type: Proof of Concept

Tests a mobility solution for MCFD's front-line Child Protection workers. Currently, front-line social workers do not have the ability to access child welfare records and tools contained within MCFD's 'Integrated Case Management' system when they are on site ('in the field'), working with families. Access to ICM from tablets and smartphones improves access to and delivery of child welfare services, especially for indigenous and rural children, youth and their families.

Open Innovation Collider Space

Lead: Ministry of Citizens' Services

Type: Report

Business case for a co-working space in a downtown Victoria location. Drop a team into the collider when there is a challenging opportunity or problem. Includes Gov/Private sector/Academia.

Provincial Security Operations Centre

Lead: Ministry of Citizens' Services

Type: Report

Business case for a physical operations security center that combines facilities, infrastructure, people, and education for the betterment of public sector organizations throughout the province.

Strategic Investment Fund Project Descriptions

ShareEdBC

Lead: Ministry of Education

Type: Product Development

An online platform that provides Teachers and Educational Partners across the province with access to contribute and upload content aligned with BC's new curriculum, and in both official languages, French and English.

Intentionally Left Blank

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Corporate Information and Records Management Office

Lead Executive

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

British Columbia's *Freedom of Information and Protection of Privacy Act* (FOIPPA) balances government's accountability to the public through access to information with a person's right to privacy.

FOIPPA has two main purposes:

- **Freedom of Information (FOI):** Make public bodies more open and accountable by providing the public with a legislated right of access to records held by a public body, including their own personal information, subject to reasonable exceptions.
- **Protection of Privacy:** Specify circumstances where public bodies are authorized to collect, use, and disclose personal information; and require public bodies to make reasonable efforts to ensure the accuracy and security of personal information.

FOIPPA also establishes an independent officer of the Legislature—the Information and Privacy Commissioner—with a mandate to monitor how the Act is administered to ensure that its purposes are achieved.

FOIPPA covers over 2,900 public bodies, including government ministries, agencies, boards, commissions, Crown corporations, and “local public bodies” (which include municipalities, universities and colleges, school boards, health authorities, and self-governing bodies of professions).

The Minister's roles and responsibilities under the Act include:

- Establishing categories of records available to the public without an FOI request through Proactive Disclosure Directives.
- Establishing directions for privacy impact assessments, information sharing agreements, identity management and privacy management programs.
- Adding or removing organizations from lists of public bodies that are subject to the Act.
- Tabling an annual report on the administration of FOIPPA in the Legislative Assembly.

Current Context

Comprehensive legislative amendments to FOIPPA were enacted in November 2021 to improve access to information, strengthen personal privacy protections, and ensure government could use modern tools and technology to better serve and meet people's expectations.

In addition, the Ministry continues to examine the processes, policies, regulations and legislation related to access to information, in order to identify opportunities to provide greater public accountability, increase openness and transparency, and better serve the people of British Columbia.

Major Activities since July 2017

- In October 2019, targeted amendments to FOIPPA, tabled as part of Bill 35 – Miscellaneous Statutes Amendment Act (No.2) 2019, received royal assent.
- In March 2020, the Minister responsible for FOIPPA signed an order (M080) under section 33.1(3), authorizing the disclosure and storage of personal information outside of Canada where necessary to support government’s response to the COVID-19 pandemic.
- On Nov 25, 2021, Bill 22 – *The Freedom of Information and Protection of Privacy Amendment Act* – received royal assent. Highlights included:
 - New data-residency provisions so public bodies can use modern tools while continuing to protect the personal information people trust government with.
 - The introduction of mandatory privacy breach reporting and increasing penalties for offences to strengthen privacy protections and increase accountability.
 - The introduction of a \$10 application fee for non-personal FOI requests.
 - To support the Province’s commitment to diversity, inclusion, reconciliation, and equity, the addition of cultural protections, the removal of non-inclusive language, and increased information sharing with Indigenous peoples.
- In December 2020, the Minister of Citizen Services issued five new Ministerial directives, requiring ministries to proactively disclose the following categories of information: Estimates Notes, Transition Binders, Travel Expense Summaries for Deputy Ministers, and Purchasing Card Expenditures. In March 2022, summaries of ministerial briefing notes were added as a category of information to be proactively disclosed.
- In May 2022, government’s Report on the Administration of the *Freedom of Information and Protection of Privacy Act* (2019/20 & 2020/21) was tabled before the Legislative Assembly as required by the Act.
- In June 2021, an all-party Special Committee of the Legislature was convened to conduct a review of FOIPPA (the Act requires this review every 6 years). In June 2022, they released their final report “FIPPA for the Future” which included 34 recommendations.
- The Office of the Information and Privacy Commissioner is currently conducting an investigation of the impact of the FOI application fee on access to information. The report is expected to be released in November 2022.

Key Decisions Required in 2022/23

- None

PROACTIVE DISCLOSURE

Corporate Information and Records Management Office

Lead Executive

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

Government is committed to improving access to information to provide greater transparency and public accountability. A significant part of improving access to information is increasing the amount of information made available proactively. Proactive disclosure is the release of government information to the public for free without a formal FOI request.

The current proactive disclosure list includes (i.e., without a FOI request):

- Gaming grants paid to community organizations;
- Ministers' and Deputy Ministers' calendars;
- Directly-awarded contracts;
- Ministers' travel receipts;
- Summaries of contracts with values over \$10,000;
- Summaries of alternative service delivery contracts;
- Summaries of open and closed FOI requests;
- Records released in response to FOI requests;
- Estimates Notes;
- Purchasing card and business transaction account expenditures;
- Deputy Ministers' travel expense summaries;
- Minister's transition binders;
- Corporate transition binder; and
- Summaries of ministerial briefing notes.

Current Context

The Corporate Information and Records Management Office (CIRMO) continues to work across government to identify additional categories of records for proactive disclosure.

Major Activities since July 2017

Government has been responsive in making adjustments to proactively released information in response to stakeholder feedback. In 2019:

- Changes were made to information released on open and closed FOI requests to preserve applicant privacy, and
- The minimum time delay for publishing FOI responses was extended from five business days to ten business days.

In 2020, five ministerial directives were issued that require ministries to disclose specific categories of information without an FOI request:

- Estimates Notes;
- Purchasing card and business transaction account expenditures;
- Deputy Ministers' travel expense summaries;
- Minister's transition binders; and
- Corporate transition binder.

In 2022, one ministerial directive was issued that require ministries to disclose specific categories of information without an FOI request:

- Summaries of ministerial briefing notes.

Key Decisions in 2022/23

- None

IMPROVING ACCESS TO INFORMATION

Corporate Information and Records Management Office

Lead Executive

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

The Ministry of Citizens' Services (CITZ) has a mandate to provide British Columbians with timely access to information and to improve access to information rules to provide greater public accountability. The Information Access Operations (IAO) Branch within the Corporate Information and Records Management Office (CIRMO) is working on several fronts to improve access to information services for all participants. These improvements include helping applicants to better focus their requests so that the records they are seeking can be provided sooner; modernizing policies, processes, and technology; and dedicating additional resources to proactive disclosure and to requests from individuals seeking their own personal information.

In November 2021, comprehensive amendments were made to the *Freedom of Information and Protection of Privacy Act* (FOIPPA) to strengthen personal privacy protections and improve access to information. These amendments included the introduction of a \$10 fee for non-personal freedom of information (FOI) requests to encourage applicants to be more focused when making requests, so that government can retrieve and provide access to personal records faster. Indigenous governing entities are exempted from paying the application fee.

CITZ has also committed over \$5.3M over three years to modernize government FOI processes to drive greater transparency and accountability. The FOI Modernization Project will:

- reduce the average time it takes to process an FOI request;
- improve business processes across government ministries;
- implement a new unified software system to increase efficiencies; and
- improve data and reporting.

In addition to the above system-wide improvements, Information Access Operations (IAO) is also improving service delivery for FOI applicants requesting personal records from the Ministry of Children and Family Development (MCFD). Requests to MCFD are often for an individual's own personal records and represent more than 20 percent of all FOI requests. In the spring of 2021, an agreement was established between CITZ and MCFD to fund a project to respond to overdue personal FOI requests. The project team is on track to complete these by March 31, 2023.

Current Context

To support implementation of the legislative amendments, IAO modernized its intake service. This included implementing an online credit card payment service to receive application fees

and a help desk to provide information to applicants on how to file FOI requests, provide status updates on existing requests, and facilitate payment of fees.

The impact of application fees will continue to be monitored at regular intervals throughout the year. The Office of the Information and Privacy Commissioner (OIPC) is reviewing the impact of the application fee on access to information and is expected to release a report on its findings in the fall of 2022.

Major Activities since July 2017

- The implementation of a help desk to better support applicants who are submitting requests and an online credit card payment service.
- Delivering a software tool to assist government staff in removing duplicate records. This is estimated to save over 500 staff hours per year.
- The launch of a pilot to test the unified electronic system for managing FOI requests, with five participating ministries (Education; Jobs, Economic Recovery and Innovation; Labour; Municipal Affairs; and Tourism, Arts and Culture)
- Increasing the amount of information proactively released to the public by 75%, including summaries of ministerial briefing notes, estimates notes and transition materials.
- Improvements in service delivery for personal MCFD requests. Since January 2022, IAO has closed over 1,500 MCFD personal requests, including over 400 overdue files.

Key Decisions in 2022/23

- None

PRIVACY MANAGEMENT

Corporate Information and Records Management Office

Lead Executive:

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

The right to privacy is fundamental. British Columbians rely on the B.C. Government to protect their personal information. The Corporate Information and Records Management Office (CIRMO) supports ministries in the delivery of a comprehensive privacy management program and provides corporate leadership in the following areas: privacy impact assessments, strategic privacy advice, corporate privacy policy, training, and the management of information incidents.

As the division responsible for the Province's privacy management program, CIRMO completes annual updates to the Privacy Management and Accountability Policy. Corporate privacy policy work includes development of corporate guidance on privacy matters and policy advice for the BC Services Card program.

Privacy Impact Assessments (PIAs) address privacy issues proactively and assess ministry compliance before programs launch. CIRMO reviews and provides expeditious, expert advice for completing PIAs. In 2021/22 CIRMO received 1,056 PIAs for its review and comment.

CIRMO provides strategic privacy advice to support ministries meet the requirements of the *Freedom of Information and Protection of Privacy Act* (FOIPPA). Work in this area includes advice on privacy terms for ministry contracts to ensure FOIPPA compliance and advising on privacy aspects of cloud and emerging technologies. CIRMO also provides privacy training to government employees. Additionally, from 2016-2022, CIRMO provided privacy training to over 47,500 contracted service providers and the broader public sector.

Finally, CIRMO is responsible for coordinating, investigating, and resolving privacy breaches and other information incidents.

Current Context

CIRMO is currently modernizing its PIA service delivery by developing a Digital PIA that will streamline the development and review of PIAs with improved data and reporting. It is also updating its investigation procedures and reports, and streamlining the privacy aspects of the client onboarding process for the BC Services Card.

Major Activities since July 2017

- Published an updated Privacy Management and Accountability Policy, which sets out the elements of the B.C. government's privacy management program.
- Addressed recommendations made in the Ombudsperson's *Misfire: The 2012 Ministry of Health Terminations and Related Matters* report.

- Released FOIPPA Foundations, a free, interactive, online course on privacy and access fundamentals in B.C. for the broader public sector.
- Finalized the Information Sharing Agreement (ISA) Directions, supporting ISA Guidance and the Information Sharing Code of Practice (which came into force early 2020).
- Launched the digital PIA project to support streamlined business processes and improved user experience.
- 2021 FOIPPA amendments.
- Launched the Information Incident Management Policy.

Key Decisions and Activities in 2022/23

- None

RECOMMENDATIONS OF THE SPECIAL COMMITTEE TO REVIEW FOIPPA Corporate Information and Records Management Office

Lead Executive

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

Section 80 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) sets out a requirement that, at least once every 6 years, a special committee of the Legislative Assembly conduct a comprehensive review of FOIPPA.

Special Committee reports have been produced in 1999, 2004, 2010, 2016, and most recently in 2022. There is no requirement for government to adopt recommendations made by a Special Committee and while government has implemented many of the recommendations over the years, it has not implemented all of them.

Current Context

The most recent Special Committee to review FOIPPA was active throughout 2021 and 2022. Their final report "*FIPPA for the Future*" was released on June 8, 2022 and tabled in the Legislative Assembly on October 17, 2022. The report contains 34 recommendations which touch on all aspects of the legislation, as well as extending to some operational matters.

Comprehensive FOIPPA amendments were last completed in the fall of 2021.

Major Activities since July 2017

- In June 2021, a seven-member, all-party Special Committee of the Legislative Assembly was struck to review FOIPPA. MLA Rick Glumac chaired the committee.
- During 2021 and 2022, the Special Committee held consultations with stakeholders and the public.
- On June 8, 2022, the report of the Special Committee was made public. It was tabled with the Legislative Assembly on October 17, 2022.

Key Decisions in 2022/23

- None

INFORMATION MANAGEMENT TRAINING - IM 117

Corporate Information and Records Management Office

Lead Executive:

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

All ministry employees are required to take the BC Government online information management course (IM 117) every two years. IM 117 provides employees with training on best practices in relation to privacy, information security, records management, and access to information.

The IM 117 course was launched in February 2017, and at that time, over 28,000 government employees completed the course. The course was refreshed in 2019 and 2021, with each refresh seeing at least a 90 percent completion rate for ministry employees.

Ministers, Deputy Ministers, Parliamentary Secretaries, political staff, and ministry senior executives are provided IM 117 training in person, with additional sessions provided to further support positive information management practices.

The course includes a range of teaching methods to support adult learning through quizzes and scenario-based learning. The course is intended to support a diverse range of learning preferences and aims to make the material engaging and easy to absorb. Employees have access to supplemental resources to aid the effective management of the government information they handle throughout the course of their work.

Current Context

To ensure that the course remains relevant to employees, the Corporate Information and Records Management Office (CIRMO) actively monitors developments in information management that might be appropriate for inclusion in future versions of the course. CIRMO routinely monitors ministry completion rates, including ministers' office staff, to ensure that new employees are properly onboarded and well informed of their information management responsibilities.

The Privacy, Compliance and Training Branch (PCT) within CIRMO is leading collaboration with key stakeholders for the next refresh of the training, targeted for Spring 2023.

Major Activities since July 2017

- In April 2019, CIRMO launched the refreshed IM117 course with revisions to better support adult learning, updated information management material and new content on information security and the requirement to document government decisions.
 - The course was completed by over 90 percent of B.C. public service employees during the 2019 refresh cycle.

- The April 2021 refresh cycle moved the course content into a new, modern format that was more interactive and designed to be easily updated through minor content changes, if necessary, through time.
 - The 2021 refresh cycle had a 92 percent completion rate.

Key Decisions in 2022/23

- None

PERSONAL INFORMATION PROTECTION ACT
Corporate Information and Records Management Office

Lead Executive

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

British Columbia's *Personal Information Protection Act* (PIPA) governs the collection, use and disclosure of personal information by BC private and not-for-profit sector organizations in a manner that recognizes:

- The right of individuals to protect their personal information.
- The need of organizations to collect, use or disclose personal information for appropriate purposes.

It also sets out a right for people to access their own personal information that is held by an organization.

Federally regulated industries (e.g., banks, telecommunications, transportation) are not covered by PIPA even if they are operating in B.C. Rather, they are covered by federal legislation—the *Personal Information Protection and Electronic Documents Act* (PIPEDA). In addition, where organizations operating in B.C. are involved in cross-border flows of personal information for commercial purposes, those cross border transactions fall under federal jurisdiction and PIPEDA.

The Minister has no statutory role under PIPA. However, the Ministry has accountability for managing the legislation which includes reviewing and developing legislative amendments. The Information and Privacy Commissioner (the Commissioner) is responsible for enforcing compliance with the Act and educating and informing the public about their privacy and access rights.

Current Context

PIPA has not been significantly amended since it came into force on January 1, 2004.

PIPA requires a Special Committee of the Legislative Assembly to review the statute at least every 6 years. Special Committees' have reported on their reviews of the Act in 2008¹, 2015 and 2021. The Office of the Information and Privacy Commissioner (OIPC) provides briefings and formal written submissions to the Special Committee.

¹ PIPA required that the first review of the Act be commenced within 3 years of the date it came into force (Jan 1, 2004) and every 6 years thereafter.

The most recent Special Committee (2021) repeated many of the same recommendations made by previous committees such as including mandatory privacy breach reporting, privacy management programs, and increased powers for the Commissioner. They also focused on modernizing privacy requirements to respond to new and emerging technologies such as artificial intelligence and biometric information.

In June 2022, the federal government introduced a bill to significantly amend the *Personal Information Protection and Electronic Documents Act* (PIPEDA). B.C.'s PIPA is required to remain "substantially similar" to the federal act; therefore, any significant changes to the federal act will need to be considered in the B.C. context. The amendments to PIPEDA are not expected to come into force until the Spring of 2023, followed by at least 18 months of regulation work by the federal government. The Ministry will continue to work with federal colleagues and monitor the progress of the amendments to PIPEDA as they move through Parliament.

Major Activities since July 2017

- December 6, 2021 – The 2021 Special Committee report "Modernizing British Columbia's Private Sector Privacy Law" was laid before the Legislative Assembly with 34 recommendations.
- April 27, 2022 – The Commissioner presented to the Select Standing Committee on Finance and Government Services.
 - The Commissioner discussed an emerging issue that was not presented to, or discussed by, the Special Committee related to online privacy protection for children and referenced codes of practice adopted in the UK, Ireland, and California as a model to address the issue.
- June 16, 2022 – The federal government tabled Bill C-27 to repeal and replace PIPEDA that significantly modernizes the statute.
 - CITZ staff regularly meets with federal and provincial counterparts to ensure policy harmonization.

Key Decisions in 2022/23

- None

Intentionally Left Blank

INFORMATION MANAGEMENT ACT
Corporate Information and Records Management Office

Lead Executive

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

The *Information Management Act* (IMA) is British Columbia's legislative framework for modern information management practices. The IMA came into force on May 10, 2016, replacing the 1936 *Document Disposal Act* as government's primary information and records management law.

Current Context

The IMA:

- transitions government to digital information management, defining how government information should be managed throughout its life cycle, from creation to destruction or preservation;
- establishes the digital archives, requiring information to be archived in digital form unless exceptions apply; and,
- establishes a Chief Records Officer (CRO) to approve information schedules, manage the digital archives and promote effective information management.

The mandate of the CRO includes:

- promoting the preservation of valuable government information for current and future use;
- approving information schedules that govern the holding, transferring, archiving, and disposal of government information;
- managing the digital archives and promoting its availability to the public;
- promoting effective information management by government bodies; and,
- evaluating and reporting on the management of government information, making recommendations considered advisable.

IMA applies to all ministries and to government agencies that are designated "government bodies" by regulation. The regulation currently includes 38 government agencies, commissions, and corporations. IMA also covers courts and court information but in a more limited way.

IMA requires ministries and designated public sector organizations to hold, transfer, archive and dispose of information in accordance with an information schedule. An information schedule specifies how long certain information must be retained and when it will be disposed of, transferred, or archived.

IMA establishes the digital archives as government's primary digital archival repository. The digital archives will preserve and make accessible digital records that have been appraised as having permanent value to government and society.

While the museum archives (Royal BC Museum) will continue to operate as the archive for physical records, it will start to receive less and less archival information as information is created, stored, and eventually archived digitally.

Major Activities since July 2017

- March 31, 2019 – the IMA was amended to:
 - Require government bodies to have an appropriate system in place for creating and maintaining government information that is an adequate record of their decisions. This is also known as documenting government decisions, or “duty to document.”
 - Enable the CRO to issue guidelines to government bodies.
 - Require the CRO to provide the minister with an annual report on the carrying out of the CRO’s mandate. Annual reports were tabled in the legislature in 2020 and 2021.

- March 31, 2019 – The CRO issued a directive and guidelines to support the above-mentioned IMA amendments.
 - The CRO Directive on Documenting Government Decisions sets out the components of an appropriate system for creating and maintaining government information, and what constitutes an adequate record.
 - The CRO Guidelines on Documenting Government Decisions expands on the Directive.

- October 1, 2019 – The CRO issued a directive that places digital information scheduled for archiving on hold with ministries until notified.
 - Physical records ready to be archived can still be transferred to the BC Archives at the Royal BC Museum.

- April 4, 2022 – Charmaine Lowe, was designated CRO by the Minister of Citizens’ Services.

- September 2022 – A draft Request for Proposals for the Digital Archives system is anticipated posting date on BC Bid Fall 2022.

Key Decisions in 2022/23

- Fall 2022 – The third annual CRO report for tabling in the Legislature.

DOCUMENTING GOVERNMENT DECISIONS

Corporate Information and Records Management Office

Lead Executive:

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

British Columbia was the first jurisdiction in Canada to introduce a requirement to document government decisions in its information management legislation on March 31, 2019.

The requirement to adequately document key government decisions is supported by guidelines and a legally binding directive issued by the Chief Records Officer (CRO).

This requirement is an important step towards fulfilling government's commitment to meet or exceed the 27 recommendations made by former Information and Privacy Commissioner David Loukidelis. In his report, Loukidelis stated, "When properly implemented, the directive and guidelines will result in a leading-edge framework for the documentation of government decisions that meets or exceeds requirements in other jurisdictions around the world."

Current Context

Readiness assessments conducted by ministries and other government organizations covered by the *Information Management Act* (IMA) revealed that, in general, government is already following good documentation practices. For example, there are well-established policies and procedures around the documentation of common corporate decisions such as the preparation of legislation, policies, human resources, budget, financial and procurement decisions. In addition, ministries ensure their line-of-business decisions are appropriately documented.

There are many corporate systems and tools in place to support the creation of records of decision, including the Corporate Accounting System, Recruitment Management System, BC Bid, the CLIFF Correspondence Management System, eApprovals, and an electronic document and records management system, Content Manager.

Major Activities since July 2017

- December 2018 to March 2019 – CIRMO worked with Ministries and other government bodies covered by the IMA to prepare for the new documenting decisions requirement.
 - Each organization identified an executive-level Champion for the initiative.
- March 31, 2019 – the legislative requirement to document government decisions was brought into force.
- April 2019 – IM 117 (government's mandatory information management training course) was updated to include content on documenting government decisions.

Key Decisions in 2022/23

- None

USE OF NON-GOVERNMENT EMAIL

Corporate Information and Records Management Office (CIRMO)

Lead Executive:

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

Every employee is responsible for managing government information, protecting confidential information (including personal information), and safeguarding government Information Technology (IT) resources.

The Appropriate Use Policy requires employees to use government-provided accounts (e.g., email) when conducting government business. Employees must use a secure portal when accessing information on the government network, and employees must save government information in an appropriate system on a government network, except in extenuating circumstances:

- This ensures the information is properly managed according to government records management requirements, properly protected from unauthorized access, and is available in response to a Freedom of Information (FOI) request; and,
- Specifically, the Appropriate Use Policy stipulates that “employees must use their government email accounts when conducting government business”.

If an employee has used a non-government email account to do government business in an extenuating circumstance, the policy requires that:

- A copy of the email is sent to their government email account;
- The record(s) are deleted from the non-government email account as soon as possible; and,
- Any confidential information collected, accessed, used, or disclosed is limited to the least amount necessary to deal with the extenuating circumstance.

If an FOI request is made while records reside outside of a government-issued email account, the non-government-issued account must be searched as part of the call-for-records process.

It is important to note that not all government contractors are issued government email addresses; however, any emails sent or received while conducting government business are under government control and are subject to FOI.

Current Context

Information management (IM) training is routinely provided to ministerial staff and refreshed every two years. Additional guidance has been developed to assist ministers’ offices when onboarding new political staff to the government system.

Major Activities since July 2017

- August to December 2017 – CIRMO conducted IM training sessions for ministers and parliamentary secretaries.
- April to June 2019 – CIRMO conducted IM training sessions for Ministers and Parliamentary Secretaries with refreshed content.
- June 13, 2019 – Email Guide for BC Government employees published.
- May 21, 2021 – Revisions to the Appropriate Use Policy approved by the Government Chief Information Officer and Chief Records Officer.
- June 2021 and February 2022 – CIRMO conducted IM training sessions for ministerial office staff.
- Ongoing – CIRMO offers IM training to Minister and Parliamentary Secretary Offices on request.

Key Decisions in 2022/23

- None

TRANSITORY RECORDS

Corporate Information and Records Management Office

Lead Executive:

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

Government values the effective management of government information. The Transitory Information Schedule (TIS) enables the efficient disposal of transitory information as part of normal administrative processes.

Transparency is a priority of government. To support this priority, the Corporate Information and Records Management Office (CIRMO) provides comprehensive guidance, training, and resources for all government employees, including on transitory information. The principles and practices set out in the TIS, as well as in the associated Transitory Information Guide, are broadly consistent with practices in other provincial and federal jurisdictions.

Transitory records are:

- Of temporary usefulness;
- Only needed for a limited period of time in order to complete a routine action or prepare a final record, such as meeting arrangements, copies created for the convenience of an employee, or drafts;
- Not required to meet statutory obligations, to sustain administrative or operational functions, or to provide evidence of an activity;
- Not required for any government financial, legal, audit or statutory purpose; and
- Not required to be filed and kept in government recordkeeping systems.

Transitory information in existence that is relevant to an active *Freedom of Information and Protection of Privacy Act* request or legal discovery should not be destroyed.

Current Context

The *Information Management Act* (IMA) stipulates that records can only be disposed of (destroyed) in accordance with an approved information schedule. The Transitory Information Schedule is an approved information schedule under section 4 of the IMA. The Chief Records Officer (CRO) is responsible for providing the statutory and policy requirements for the management of transitory and non-transitory records.

Major Activities since July 2017

- April 2019 – Information Management 117 course for all government employees was refreshed, including content on identifying and managing transitory records.
- June 9, 2021 – Transitory Information Schedule amended and approved.
- June 24, 2021 – Transitory Information Records Management Guide updated.

Key Decisions in 2022/23

- None

DIGITAL ARCHIVES

Corporate Information and Records Management Office

Lead Executive:

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

The *Information Management Act* (IMA) establishes the digital archives to preserve and make available government's digital records of permanent value. Progress has been achieved in planning the implementation of the digital archives, which — once created — will make British Columbia a leading jurisdiction in preserving and providing access to its digital heritage.

The IMA (which was brought into force in 2016) establishes the digital archives under the authority of the Chief Records Officer (CRO), in support of the CRO's mandate to preserve and make available valuable government information. The digital archives will complement, and coordinate with, the Royal BC Museum's archives, which will continue to hold and make available the permanent physical archival records of the Government of British Columbia.

Digital archives holdings will be available to citizens and researchers across B.C., and around the world over the Internet. The digital archives are a key component of efforts to digitize the provision of services to citizens, thereby increasing the accessibility and efficiency of government programs. The digital archives will also address challenges relating to electronic degradation, obsolescence of hardware and software, and the risk of natural and human-caused disaster. It will ensure that our digital documentary heritage is both preserved and made available to the public, in an accessible format, far into the future.

Since the IMA came into force, the Corporate Information and Records Management Office (CIRMO) has been developing expertise and gathering information on the requirements for ensuring the successful implementation of the digital archives. CIRMO employees have consulted with digital archives experts in other leading jurisdictions, including the United Kingdom, the Netherlands, Australia, the United States, and other Canadian jurisdictions. Additional consultations have occurred with internal stakeholders, including the Royal BC Museum. Key planning documents have been created to support this project, including functional and technical requirements, an operating model, and a preliminary cost estimate. The ministry also has capital funding approved for this project.

A robust, staged procurement process is underway to build the digital archives. The Request for Information was issued in January 2022. The draft Request for Proposals is anticipated this fall. The full online implementation of the digital archives, which includes onboarding increasing numbers of ministries over the next few years, is contingent on operating funding levels.

Current Context

CIRMO has done considerable research on modern approaches, standards, and technology for creating a successful digital archive and has completed key planning and documentation of requirements. It is estimated that digital collections will become available through the archives in the next few years, contingent on operating funding levels.

Major Activities since July 2017

- August 2018 – CIRMO issued Request for Information on digital archiving solutions.
- March 2019 – Office of the Chief Information Officer Digital Investment Office committed capital funding for the Digital Archives (deferred to FY22/23).
- January 2022 – CIRMO issued a follow-up Request for Information on digital archiving solutions.
- September 2022 – CIRMO stood up the dedicated Digital Archives project team.
- Fall 2022 – CIRMO expects to post Request for Proposals on digital archiving solutions.

Key Decisions in 2022/23

- None

DIGITAL IDENTITY & TRUST PROGRAM

Chief Information and Records Management Office

Lead Executive

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Background

The Digital Identity and Trust Program (DITP) was formed in 2021 to advance the B.C. Government's digital identity and digital trust services.

The B.C. Government has a wide range of identity and access management services that are available to ministries and some other public sector organizations. These services provide safe and trusted access to online services for British Columbians. The government's identity services are strongly preferred for ministry services as they prevent the proliferation of usernames and passwords and provide trusted identity services. The most prominent of B.C.'s public facing identity services are:

- the BC Services Card, which provides high assurance identity verification for B.C. residents and;
- BCeID, which encompasses a range of identity products that have different audiences including business users.

DITP provides strategic direction to the government's digital identity and digital trust services, advances digital trust within government, and provides oversight of service development and delivery. It also supports ministries to provide consistently good service to users and represents the Office of the Chief Information Officer (OCIO) and government perspective to ministries, external organizations, and committees.

Current Context

DITP is developing BC Government's new digital trust technology: digital credentials. In addition to the technology components required to deliver the service, DITP will support ministry services to effectively integrate digital credentials into their services. Digital credentials are currently available in one limited access use case. New use cases are being explored, and components are being developed in the open, in collaboration with jurisdictions across Canada.

Digital credential technologies under development include:

- BC Wallet, a tool for users to receive, hold and present digital credentials;
- CANdy ledger, a public source of information about organizations that issue digital credentials; and
- Agent software that allows services to issue and verify digital credentials.

Each of these technology pieces is supported by governance models, communication channels and service support elements to ensure effective roll out and use.

DITP is helping to coordinate OCIO identity provider communications and service delivery models to provide better alignment and client service. This work will eventually include new digital certificate services as they become available.

DITP is developing a plan to review and update the existing government digital identity policies, standards, and guidance so that they align digital identity service delivery with the digital principles and support ministry service delivery.

DITP, in partnership with the Provincial Identity Information Management program, leads the strategic planning, user research and product development for the BC Services Card digital identity program.

DITP provides government representation for numerous cross jurisdictional and multi-sector bodies including:

- CANdy Governance – a collaborative effort with Ontario and Quebec to establish shared infrastructure to support digital certificates.
- Jurisdictional Experts in Digital Identity (Federal, Provincial, Territorial coordination).
- Digital ID and Authentication Council of Canada (DIACC) – a multi-sector group looking to improve digital identity for the benefit of the digital economy.

Key Decisions in 2022/23

- January 24 and 25, 2023: B.C. is hosting a Ministers Symposium on Digital Trust and Cybersecurity in Vancouver, B.C.

Page 114 of 392

Withheld pursuant to/removed as

Advice/Recommendations

Page 115 of 392

Withheld pursuant to/removed as

Advice/Recommendations

EXCHANGE LAB Digital Office

Lead Executive:

CJ Ritchie, Government Chief Information Officer and Associate Deputy Minister

Background

The Exchange Lab (the Lab) opened in 2016 and was created as a collaborative environment to enable and accelerate digital teams and create capabilities to advance service delivery. The Lab hosted teams in residence, trained them in business agility and design methods, and supported them to use modern DevOps processes and technology. Teams would grow and incrementally iterate towards the release of a minimum viable product within a year. Upon graduation, the teams would return to their home ministries where they continued improving their product with the intention of generating new digital teams through ongoing modeling and support from the Lab.

Over 100 digital services have been developed by partners across government who have partnered with the Lab. These include the following services:

- Greenhouse Gas Industrial Reporting & Control: part of the implementation of the CleanBC strategy, this system helps the Climate Action Secretariat to better understand industrial greenhouse gas emissions in the province, enabling the development of programs to reduce emissions.
- Mines Digital Service: contributing to government's response to the Office of the Auditor General's report on mining compliance and enforcement, this suite of scalable, open source, data-driven systems adds transparency and rigour to mining regulatory processes.
- Verifiable Organizations Network / OrgBook B.C.: a searchable public directory of verifiable data about organizations legally registered in British Columbia. Empowers B.C. businesses with a locally-issued trusted digital identity that can be used globally.

During the pandemic the Lab played a pivotal role in enabling government to respond to critical COVID-19 service delivery challenges by leading or enabling the development of the following services:

- Health Information Gateway: a tool to empower citizens with access and control over their health records any time, on any device, including their COVID-19 lab results. Supported the Ministry of Health and Service BC to scale this service to meet pandemic demand.
- Travel screening applications: enabled health screening of returning travellers, silviculture workers and temporary foreign workers. Supported collaboration between Ministries of Health and Public Safety & Solicitor General.
- The Supply Hub: a tool to collect offers from the private sector and distribute personal protective equipment. Collaborated with Emergency Management B.C. to develop this service.

To support government digital teams to rapidly access innovation and expertise from the private sector, the Lab developed and operates the Digital Marketplace in partnership with the ministry's Procurement and Supply Division. Procurements via the Marketplace have injected nearly \$15 million into the B.C. economy and helped a number of prominent B.C. technology start-ups scale their business.

Current Context

The Lab operates on principles of continuous improvement and has evolved its approach based on feedback from partners and teams that have accessed its supports. Services are now focused on partnering with Executives and leadership in ministries to support them in building the digital capacity they require to improve and scale service delivery to citizens. This includes offering the following services:

- Consulting services, including advice and support to modernize legacy applications.
- Training and development services through the Digital Academy.
- Hiring services for digital talent, in partnership with the Public Service Agency.
- Procurement services through the Digital Marketplace.
- Providing technology building blocks such as login, payment reconciliation and forms, which teams can for use to speed up delivery of their service delivery applications.

Advice/Recommendations; Cabinet Confidences

Major Activities Since July 2017

- May 2018 – Launch of Sprint with Us, a procurement tool that is now part of the Digital Marketplace, which supports ministries to quickly acquire technology teams.
- Advice/Recommendations; Cabinet Confidences

- Summer 2022 - Partnership with PSA established to create a blended CITZ/PSA Digital Talent team to streamline the attraction and recruitment of Digital Talent to the B.C. public service.

Key Decisions 2022/23

- Funding model

DIGITAL ARCHITECTURE AND COMMON COMPONENTS SERVICE

Digital Office

Lead Executive:

CJ Ritchie, Government Chief Information Officer and Associate Deputy Minister

Background

In support of a collaborative, government-wide approach to digital service delivery, the Digital Architecture and Common Components service is intended to support the quality, efficiency and sustainability of government's Information Management / Information Technology (IM/IT) assets and the services that they support.

Common components are technology building blocks such as login, payment and forms. Common components help ministries speed up delivery of their service delivery applications and help government as a whole to maintain a more coherent and sustainable set of technology assets. Richard Pope of the Harvard Kennedy School defines them as "shared components... [that] solve common problems for the whole of government (and potentially beyond).

Digital architecture is the process of planning and directing the technologies and processes that government uses to operate and deliver services.

Investments in digital architecture and common components are expected to support:

- Digital services that meet the expectations of British Columbians;
- Common citizen experience of government services;
- A sustainable and reliable technology ecosystem for government; and
- Digital teams that deliver services quickly and cost effectively.

Current Context

The Office of the Chief Information Officer (OCIO) is establishing formal governance for the common components program to ensure that government's shared investments deliver value and meet client needs. The program is expected to be governed by the Assistant Deputy Minister-level Shared Digital and Technology Committee, under the authority of the Deputy Ministers' Committee for Digital and Data. Currently, the ministry provides twelve common components and promotes an additional eight components maintained by other ministries and levels of government.

The OCIO provides digital architecture guidance to ministries as part of the review of projects seeking approval from the Deputy Ministers' Committee for Digital and Data and from Treasury Board. In May 2022, government published a new version of the IM/IT chapter of core policy, which includes Digital Principles governing the development of technology. In support of this new policy, OCIO is developing guidance for ministries on aligning their applications and development approaches with the Digital Principles, including alignment to a coherent, government-wide digital architecture. Advice/Recommendations; Cabinet Confidences

The OCIO has also undertaken a review of the digital architecture service and is co-designing the future of the service in partnership with ministries.

Major Activities since July 2017

- Summer 2019 – Established a government-wide vision for common components. Established a business capability model, maturity model and reuse rating.
- December 2021- established two common component delivery teams within the Digital Office to start building components to be shared across multiple projects.
- Spring 2021 – Following publication of a new version of Chapter 12 of the Core Policy and Procedures Manual chapter for information management and information technology, OCIO is developing supportive guidance.

Key Decisions in 2022/23

- November 2022 – Request for approval of the governance of the Common Components program by the Deputy Ministers' Committee for Digital and Data.
- Advice/Recommendations; Cabinet Confidences

BC CLOUD INITIATIVE OCIO – Digital Office

Lead Executive

CJ Ritchie, Government Chief Information Officer and Associate Deputy Minister

Background

Cloud computing is the delivery of computing services – including computing, storage, databases, etc. – over the Internet to offer faster innovation, flexible resources, and economies of scale. The term is generally used to describe data centres available to many users over the Internet.

Cloud computing represents a fundamental shift in the delivery of Information Technology (IT) services. Adopting cloud computing will help the B.C. government to maintain IT service excellence during a period of increasing demand for digital services and timely access to emerging technologies.

Enabling cloud will improve the timeliness and quality of the digital services citizens upon which British Columbians rely.

The Office of the Chief Information Office (OCIO) is leading the BC Cloud Initiative – a collaboration between all relevant areas of the Ministry of Citizens' Services, including Privacy, Security, Procurement, and the Digital Office. This team has developed and implemented a corporate approach to cloud adoption and is working to onboard individual cloud service providers. A centralized approach under the OCIO is required to ensure there is a coherent approach to cloud adoption across government as well as the broader public sector.

Current Context

Adoption of cloud is progressing across the B.C. government and the broader public sector. Ministries and public bodies expect the OCIO to provide the leadership, guidance and support required to maximize the benefits of cloud and manage and mitigate any potential risks of its adoption. Data security and privacy protection is of paramount importance to cloud adoption in British Columbia.

The BC Cloud Initiative is employing client-oriented methods to developing an approach to cloud adoption. These methods allow us to better understand our clients' needs, pilot solutions with small groups, and scale the solutions once they have been validated. The BC Cloud Initiative has also implemented a partnership with the federal government for leveraging the progress it has already made in supporting safe cloud adoption.

The BC Cloud Initiative has made Amazon Web Services (AWS) cloud services available to early adopters within government. Work is underway to support adoption of additional cloud compute service providers, allowing for a rich set of secure, reliable services to be available to respond to our clients' needs. Additional guidance and support is available for adoption of cloud-based software applications known as 'Software-as-a-Service (SaaS)'.

Major Activities since July 2017

- October 2019 – Completion of Cloud Service Design Project
 - Findings and recommendations highlight the opportunity areas for OCIO to focus effort on.
- October 2019 – The *Freedom of Information and Protection of Privacy Act*
 - Amended to authorize public bodies to disclose personal information inside and outside Canada for processing that is automated and temporary. This amendment allows the use of cloud-based functionality (e.g., spell check) of the tools that public servants used everyday such as Word, Outlook and Google Analytics.
- December 2019 – Establishment of a Cloud Pathfinder team to develop and test corporate approaches to cloud adoption.
- September 2020 – Onboarded to the Government of Canada's Cloud Brokerage Service as a pilot to leverage the federal government's procurement and security compliance efforts in the development of the OCIO's managed cloud service.
- December 2020 – Signed our first order for cloud services with AWS.
- January 2021 – Implemented first secure and compliant applications with AWS, using a new model of client-led service delivery.
- May 2022 – Launched new SaaS Adoption service to support public servants in safely and efficiently adopting modern cloud-based software applications.

Key Decisions in 2022/23

- Summer 2022/3 – A decision may be needed on whether to pursue new corporate approaches to procuring SaaS offerings.

DIGITAL INVESTMENT PORTFOLIO

Office of the Chief Information Officer

Lead Executive

CJ Ritchie, Government Chief Information Officer and Associate Deputy Minister

Background

British Columbians increasingly expect easy access to simple digital services from government. To address this need, Government is investing in digital products and services designed to deliver great services British Columbians. The Deputy Ministers' Committee on Digital and Data (the Committee) provides capital funding to ministries for digital products that improve public services for British Columbians.

The Committee manages government's IM/IT Minor Capital Envelope and has authority to approve projects that cost less than \$20 million in total and less than \$10 million per year. If projects cost more than these limits, Treasury Board must also approve them.

The Ministry of Citizens' Services' Office of the Chief Information Officer (OCIO) supports the Committee by managing this budget on a day-to-day basis.

Current Context

Since 2011/12, the Committee has invested \$622 million in 249 projects that are building inclusive, reliable and easy-to-use services for British Columbians. Over that time, the annual capital budget for technology has grown from \$20 million to \$110 million. This reflects the fact that people increasingly expect to access public services through digital channels.

Since 2020, the OCIO has been working to strengthen oversight for digital projects to reduce the likelihood of project failures. Measures to improve the likelihood of project success include:

- Technical reviews: The OCIO has established a team to review proposed and in-flight projects to ensure that ministries are using best practices for their digital projects.
- Smaller projects: The OCIO is encouraging ministries to plan smaller projects, which can help reduce the likelihood of project failures. Since 2013/14, the average cost of digital projects has fallen from \$6.2 million to \$2 million.
- Improved Oversight: The OCIO is working with ministry teams to establish clear outcomes and success measures for all digital projects to report on quarterly. This will ensure that projects are achieving their intended outcomes.

Major Activities since July 2017

The IM/IT Minor Capital Envelope has supported several government priorities since July 2017, including the Province's pandemic response and recovery. There are currently 92 active projects funded in 2022/23. Examples of recently completed projects include:

- The Provincial Health Gateway project, which helps over 1.2 million British Columbians securely access many of their health records securely and conveniently online.

- The BC Services Card project, which provides a safe and trusted way for over 1.6 million British Columbians to prove who they are when accessing government services, such as applying for a student loan, accessing their health records or filing their tax returns.
- The Emergency Support Services project, which allows people to register for support from government during emergencies. The new system supported over 19,000 people evacuated during the 2021 wildfire season and over 11,000 people evacuated during the 2021 flood events.

Key Decisions in 2022/23

- None

DIGITAL OPERATING MODEL Digital Office

Lead Executive

CJ Ritchie, Government Chief Information Officer and Associate Deputy Minister

Background

Most British Columbians now expect to access government services digitally. Implementing a new digital operating model will help reduce the likelihood of major technology failures, reduce reliance on large IT contractors, cut duplication across government's 1,800+ systems, and improve service quality for British Columbians.

Advice/Recommendations: Cabinet Confidences

Current Context

Advice/Recommendations: Cabinet Confidences

Major Activities since July 2017

- Cabinet Confidences
- 2020-2021- CITZ conducted a comprehensive review of government's Digital Operating Model.
● Cabinet Confidences
- Summer 2022 - CITZ formed a Digital Office, which began implementing the new operating model.

Key Decisions in 2022/23

- Budget 2023

Attachment 1: Advice/Recommendations; Cabinet Confidences

Page 126 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

WORKPLACE TECHNOLOGY SERVICES PROCUREMENT **Deal Management Office/ Enterprise Services Division**

Lead Executive

Stuart Restall, Executive Lead Deal Management Office

Background

Ministry of Citizens' Services (CITZ) provides Workstation Technology Services supporting approximately 40,000 workstations and 18,000 mobile devices. Since December 2004, these services have been provided through the Workplace Support Services (WSS) contract with IBM Canada. The scope of service delivered through the WSS contract includes both service desk services and managed workplace technology services.

In 2015, the Workplace Technology Services Procurement Project team posted a Request for Information (RFI) with the goal to procure a single vendor. Following the completion of the RFI process, a Negotiated Request for Proposal (NRFP) was posted. One submission was received before the procurement was cancelled in October 2017, in response to changes in the Province's strategic priorities.

In May 2018, the Province introduced the *BC Procurement Strategy* to improve procurement, realize increased value for money and create benefits for communities. A project team was reformed in August 2018 to develop a service delivery model in alignment with the *BC Procurement Strategy*.

In order to ensure service continuity while procurement activities can be completed, the Province has extended the WSS contract through three Notices of Intent (NOI) resulting in an end date of September 30, 2023. These extensions were uncontested by the market.

The approved Business Case recommended the existing single contract be split into two procurements: one for the Service Desk Services (SDS) and one for Managed Workplace Technology Services (MWTS). It also recommended:

- Future contracts be outcomes-based, focusing on outcomes important to the Province and aligned to the target future state.
- An initial five-year term, with possible earned extensions (up to ten years in total).
- A pricing model and performance management framework that increases transparency and incents innovation.

Current Context

The formal procurement process for both services launched in March of 2021 with a significant increase in the number of qualified respondents participating. The procurement teams have been following the planned procurement process and Stage Two evaluations to identify a Lead

Proponent are now underway. Negotiations with the chosen proponents are expected to begin by November of 2022 and a new contract to be in place by May of 2023.

Major Activities since June 2020

- June 17, 2020 – NOI issued to extend contract.
- January 2021 – Business Case approved.
- March 2021 – Notice of Planned Procurement issued.
- April 30, 2021 – Request for Qualifications issued.
- January 7, 2022 – NRFP issued for SDS and MWTS.
- June 9, 2022 – SDS Proponents notified of the outcome of the Stage One Evaluations.
- June 14, 2022 – MWTS Proponents notified of the outcome of the Stage One Evaluations.

Key Decisions in 2022/23

- November 2022 – SDS and MWTS Lead Proponents identified.
- April 2023 – Complete Stage 3 (Negotiations) with SDS and MWTS Lead Proponents.
- May 2023 – Endorsement of SDS and MWTS contracts.

HOSTING SERVICES PROCUREMENTS

Deal Management Office/ Enterprise Services Division

Lead Executive

Stuart Restall, Executive Lead, Deal Management Office

Background

Ministry of Citizens' Services (CITZ) provides Data Centre Services, Managed Hosting Services, Managed Print Services and ServiceNow Services to ministries and broader public sector clients. Since 2009, Data Centre and Managed Hosting Services have been provided through the (Strategic Transformation and Mainframe Services (STMS) contract with ESIT Advanced Solutions. Managed Print Services were added to the STMS agreement in 2012, with an initial term expiry in December 2020, with an option to renew to March 31, 2024, that was exercised. ServiceNow Services, which were added in 2017 to the STMS agreement, provide the system that several ministries, including CITZ, use to support their Service Desks.

Data Centre Services provide the buildings, physical security, cooling, and power required for the hardware infrastructure that supports government's 1600+ computer applications. The initial contract term for Data Centre Services expires in March 2024 (15-year term) with one option to renew to 2029.

Managed Hosting Services includes the compute, storage, and security services to support government's computer applications hosted in the two data centres in Kamloops, B.C. and Calgary, AB. The initial contract term for Managed Hosting Services expired in March 2021 (12-year term), with multi-year options to extend or renew up to 2029. In 2020, the Province completed negotiations with ESIT Advanced Solutions for a three-year renewal of Managed Hosting Services until March 31, 2024.

In addition to supporting core government, the agreement also provides services for 15 broader public sector entities, including: BC Pension Corporation, BC Lottery Corporation, BC Ferry Services Inc., BC Liquor Distribution Branch, Insurance Corporation of BC, Pacific Blue Cross, Provincial Health Services Authority and Workers' Compensation Board of BC.

A Business Case was developed and approved by the Assistant Deputy Minister Peer Review Committee (ADMPPR) in February of 2022. The Business Case was developed through market and stakeholder input and examined what services the province will require in the future, whether more value can be realized out of the existing contract, what market opportunities there are for the services and what is the best use of Province resources.

Current Context

The Negotiations Mandate for Data Centre and Managed Hosting Services was approved by the CITZ Procurement Executive Committee on June 24, 2022 and negotiations are underway with and expected completion in November, 2022. The Negotiated Request for Proposal (NRFP) for

. Lastly, discussion with ServiceNow started in July 2022 and are currently underway.

Major Activities since 2020

- June 29, 2020 – Managed Print Services renewed for 2 years to December 31, 2022.
- December 14, 2021 – Managed Print Services renewed for 15 months to March 31, 2024.
- February 2022 – Approval of Business Case for Data Centre, Managed Hosting, Managed Print and ServiceNow Services.
- June 24, 2022 – Negotiations Mandate for Data Centre and Managed Hosting Services approved by the CITZ Procurement Executive Committee.
- July 6, 2022 – Discussions initiated with ServiceNow.

Key Decisions in 2022/23

- November 2022 – Complete renewal negotiations for Data Center and Managed Hosting Services.
- December 2022 – Renewal agreement endorsed for Data Center and Managed Hosting Services.
- Advice/Recommendations

CYBERSECURITY

Enterprise Services Division

Lead Executive

Alex MacLennan, Assistant Deputy Minister and Chief Technology Officer

Background

Protection of government data and networks is a top priority for government, especially where it concerns sensitive information, including British Columbians' personal information. All governments must take effective steps to protect themselves from online attacks. Over the last number of years government has made critical investments in cybersecurity, and as a result our security posture has never been stronger. We need to continue to be vigilant, and to continuously evolve our protections against a constantly evolving threat.

Current Context

In British Columbia, we have the Office of the Chief Information Officer (OCIO), which provides government with strategy and leadership in IT security and 24/7 network protection. Over \$25 million is spent on IT security across government annually, and each year we upgrade systems and enhance programs to increase protection for employees and citizens from threats.

The OCIO is committed to strong privacy and security controls and to increasing awareness of best practices, and staff from both the OCIO and each of the ministries monitor and respond to security issues daily. In addition, OCIO staff are constantly evaluating and developing responses to evolving and potential threats and has modern tools that monitor governments systems 24 hours per day, seven days a week. As an example, government currently responds to 496 million unauthorized access attempts each day.

In this highly interconnected world, any one organization at risk increases the risk for those connected to it, and we have been recognized across Canada for how we support our Broader Public Sector partners. In addition to providing complimentary services through an External Security Services program with over 110 public sector organizations onboarded, we have developed publicly available resources to that can be used by any organization to improve their security posture.

In 2022, B.C. Government began engaging stakeholders across Broader Public Sector (BPS) to determine what BPS and core government organizations needed most to improve their security maturity.

B.C. Government collaborates frequently with federal government and provincial jurisdictions on foundational issues of digital identity and cybersecurity and the recent creation of a cross-jurisdictional ministerial table on these priorities provides significant future opportunities for increased partnership to the benefit of all Canadians.

In alignment with the Minister mandate letter, OCIO will continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.

Major Activities since July 2017

- Security Infrastructure Modernization
 - Significant modernization project that improved reliability and protection for government systems (completed in July 2020).
- Internal Directory Audit Remediation
 - Fulfilled Office of the Auditor General audit recommendations from August 2019 across all ministries by December 2020 deadline.
- Asset Management Audit Remediation
 - Fulfilled Office of Auditor General audit recommendations and updated.
 - Updated systems and processes across all ministries, completed by December 2021.
- Firewall Replacements
 - Upgraded infrastructure protecting key government systems by December 2020.
- Intrusion Detection System Enhancements
 - Increased ability to detect and respond to cyber-attacks by adding new infrastructure and capabilities (March 2021).
- Security Analytics Platform Maintenance and Enhancements
 - Added additional capacity to support clients in detecting and responding to cyber-attacks (March 2021).
- Security Training
 - Ensured that relevant security training is mandatory for employees (June 2021).
- Email and Endpoint Security
 - Implemented additional capabilities to prevent and detect advanced security threats (July 2021).
- Strong Authentication
 - Significantly improved security of authentication to cloud services (March 2022).
- Cloud Security
 - Acquired funding and started to execute on projects to enhance security and compliance of cloud and identity services.

Key Decisions in 2022/23

- None

ENABLING THE DIGITAL WORKPLACE Enterprise Services Division

Lead Executive:

Alex MacLennan, Assistant Deputy Minister and Chief Technology Officer

Background

The Office of the Chief Information Officer (OCIO) has had a responsibility to support public servants with digital tools for over 20 years. In this digitally enabled world, it is fair to say that public servants rely on the digital tools we provide for nearly every aspect of the work they do to serve British Columbians. This responsibility became ever more critical as the pandemic established the need for a significant increase in the number of remote workers from several thousand to more than 35,000 daily.

In support of the Minister's Mandate commitment to "Work to ensure government services remain responsive through the COVID-19 pandemic and recovery" we are continuing the digital transformation required to support a Hybrid workforce into the future.

Current Context

The pandemic response drove significant and immediate need for digital transformation. The OCIO increased the capacity of our networks, and accelerated delivery of digital services such as devices, software applications and new collaboration tools to support the increase in people working remotely.

All organizations recognize that remote work options will be a reality into the future, and that tools and services need to be in place to ensure staff can do their job well. We are evolving many of our services to ensure B.C. public servants have the tools they need to provide the service outcomes British Columbians need into the future.

In March 2022, the Province completed negotiations with Microsoft and procured a new five-year deal which includes licensing with enhanced cyber-security, digital capabilities, and increased collaboration tools. This is a foundational building block that will help us provide modern tools that employees need to do their jobs. We will be rolling out the tools and services associated with this agreement throughout this fiscal and into the next.

We are upgrading the network that connects more than 800 government locations, to ensure public servants can get responsive and reliable access to the bandwidth required to support modern systems and tools such as Microsoft Teams, and which will provide resiliency through backup connection options so that services remain uninterrupted.

We have also taken significant steps to invest in new technologies and stronger authentication that ensure sensitive government information, including British Columbians personal information, is safeguarded no matter where public servants are working.

The ministry is currently in a significant procurement for managed workstations and service desk, which will provide the future high-quality services so that public servants have the devices they need to do their jobs, and the services that support them when they experience issues.

In October 2021, the ministry created the Digital Workplace Initiative (DWI) which is a program responsible for identifying and implementing the shared technologies, services and policies needed by employees and leaders throughout the BC Public Service to support a flexible work environment, and to enable reliable service delivery to citizens.

A great employee experience not only drives great services and service outcomes for the citizens of B.C. it is a key component of recruiting and retaining a talented public service.

Major Activities since July 2017

- March 2020 - Increased VPN capacity to support 35,000+ concurrent users.
- March 2021- Initiated procurement for Service Desk Services (SDS) with a notice of planned procurement (NoPP)
 - To provide the Province with a centralized single point of contact for all current IT services delivered by Enterprise Services Division and its service providers including, on an “if, as and when requested” basis, professional services and project services.
- March 2021 - Initiated procurement for Managed Workplace Technology Services (MWTS) with a NoPP
 - Intended to provide the Province with the full suite of Device endpoint management and support services from user account and software management, to field services and Device deployment and decommissioning.
- March 2022 - Completed contract negotiations with Microsoft.
- March 2022 - Significantly improved security of authentication to cloud services.
- June 2022 - Migrated 40,000 BC Public Service employees from E3 to E5 licenses as part of the new Microsoft contract and licensing deal.

Key Decisions in 2022/23

- April 2023 - Complete Stage 3 (Negotiations) with SDS and MWTS Lead Proponents.
- May 2023 - Endorsement of SDS and MWTS contracts.

DATABC PROGRAM

BC Data Service Division

Lead Executive

Hayden Lansdell, Assistant Deputy Minister

Background

The DataBC program, established in 2010, provides common components and shared services that enable government and open data to be managed, shared and used internally, by citizens, businesses, and academia depending on the protections. The DataBC program includes data discovery and distribution services, data publication and sharing services, location services, web-mapping services, and application programming interface (API) management services. These services allow government and public bodies to digitize data processes and improve the programs and services they deliver to people and businesses in B.C.

Current Context

All ministries and over 40 additional public bodies rely on the DataBC program to find, share, and use data. Program components support more than 200 public sector systems. These include applications that support wildfire response and emergency management, help British Columbians locate childcare and mental health services, and provide safe, secure access to the Health Gateway through a securely managed API. DataBC provides: [API Program](#), [BC Address Geocoder](#), [BC Data Catalogue](#), [BC Geographic Warehouse](#), [BC Route Planner](#), [Concurrent Processing Framework](#), [Data Distribution Services](#), [Geomark Web Service](#), [iMapBC](#), and [Web Mapping Frameworks](#).

The DataBC program is continuously enhancing its products and services to meet peoples' evolving needs. The BC Data Catalogue was recently relaunched to enhance users' experience, the BC Route Planner is currently undergoing enhancements to meet Ministry of Transportation and Infrastructure's requirements for use in their onRoute truck routing application, and the API directory is being redesigned based on input from the ministries of Attorney General, Public Safety and Solicitor General, Health and Transportation.

Additionally, new services are currently being scoped and piloted to address systemic issues and inefficiencies with cross-government data collection and use. Exploration is underway to set up a service for authoritative data sources and registers that collect critical data once (such as a citizens' gender or a municipality's name change from its colonial to traditional Indigenous name) and then securely share that data to all impacted systems.

Major Activities since July 2017

- Spring 2019: Developed capacity for sharing streaming data
 - Developed capability to deliver real-time streaming event data using wildfire and lightning strike data.

- Summer 2019: BC Data Catalogue improvements
 - Improved discovery of sensitive data required for decision-making. The first use case for this capability supports GBA+ implementation.
- Spring 2020: Launched TransLink Truck Route Planner
 - Developed a new digital trip planning tool, in partnership with TransLink, to help commercial vehicle operators plan their routes across greater Vancouver.
- October 2021: BC Data Catalogue improvements
 - New user interface launched to improve user experience and accessibility. Adheres to modern web standards and introduces improved self-service options for data custodians. Addresses mandate letter commitment to improve access to open data.
- June 2022: Established team to co-develop with Indigenous Governing Entities a policy framework and technical options for delivering on Commitment 3.15 of the Declaration Act Action Plan related to allowing Indigenous languages being included in government's official records.

Key Decisions in 2022/23

- Winter 2023: Decision on implementation approach.

DATA SCIENCE SERVICES

BC Data Services Division

Lead Executive

Hayden Lansdell, Assistant Deputy Minister

Background

BC Stats, within the BC Data Service Division, leads the Data Innovation (DI) Program and the Data Science Partnerships (DSP) Program to support effective data analytics to improve decision-making about B.C.'s most complex issues.

The DI Program is a data integration program for government, which provides access to linked and de-identified data in a secure research platform. This program enables government to create new population-level insights about complex issues, which can lead to better programs, policies, and services for British Columbians. The DI Program is supported by Population Data BC, a highly reputable academic organization that has facilitated population-based research for over 20 years. The program's privacy and security framework is based on the internationally recognized Five Safes model, and enabled by legislation (the Province's *Statistics Act*) which prohibits the identification of individuals.

The data integrated through the DI Program spans many ministries (Advanced Education, Skills and Training; Attorney General; Children and Family Development; Citizens' Services; Education and Child Care; Health; Municipal Affairs; Public Safety and Solicitor General; and Social Development and Poverty Reduction), BC Housing, ICBC, Community Living BC, and datasets from the Provincial Health Services Association, UBC's Human Early Learning Partnership, and Statistics Canada. These person-centred data files are brought together, de-identified and made ready for analysis under the care and control of government's statistical agency.

The DSP program is a set of services established as a companion to the DI Program to address calls for support from ministries. The DSP builds data science capacity in the BC Public Service by providing tools, training, and data scientists, and supporting ministries in using the DI Program. The DSP fills capacity gaps identified by stakeholders, including cross-ministry partnership building, data science (e.g., study design, machine learning, advanced analytics), and project facilitation.

Current Context

Government efforts to evaluate the impact of programs and services has increased demand for data analytics services, including developing data integration and machine learning skills. Since the DI Program opened in 2018, six government projects have been completed and 13 projects (11 government and two academic) are currently underway, two projects are in the final approval stage for access, and several more are in early-stage consultation with the team.

Current projects in DI Program with support from DSP include:

- Analyzing the homeless population in B.C. based on cross-ministry data on service usage to help reduce and prevent homelessness. Partners: Attorney General and Minister Responsible for Housing, and Ministry of Social Development and Poverty Reduction.
- Investigating the impacts of Significant Climate-Related Events on Use of Government Services (a feasibility study). Partners: Ministry of Environment.
- Evaluating the outcomes associated with the Ministry of Children and Family Development's Agreements with Young Adults program. Partners: Ministry of Children and Family Development.
- A study investigating injuries to cyclists, pedestrians, and other vulnerable road-users. Partners: Ministry of Health, University of British Columbia.

History of Program Development

Data Innovation Program

- November 2017 – Approach for DI Program approved by government.
- May 2018 – The DI Program's first research project was approved.
- April 2019 – The Basic Income project was undertaken within the DI Program.
- June 2021 – Expansion of service to academic research teams.
- March 2022 – Final implementation of all planned technology, and transition of the DI Program from a capital project to fully operational.

Data Science Partnerships

- October 2020 – Three DSP data science fellows completed capstone projects in their host ministries and completed their fellowships. All successfully won government positions.
- October 2021 – Phase one of Climate Impacts DIP project completed.
- February 2022 – DSP taught a 2-day Data Science course to 50 B.C. Public Servants.
- March 2022 – Public release of results from phase one of the Homelessness DIP project.
- As of September 2022 – The DSP Program has chaired a Data Science Community of Practice and hosted 54 events with 1,488 participants, including 26 training events for 1,161 attendees.

Key Decisions in 2022/23

- Expansion of DI Program services

Note: The DI Program will be used to support implementation of the *Anti-Racism Data Act*. Further information on the implementation of the act will be found in the Anti-Racism Data note.

CITZ' RESPONSIBILITIES UNDER THE ANTI-RACISM DATA ACT

BC Data Service

Lead Executive

Hayden Lansdell, Assistant Deputy Minister

Background

The *Anti-Racism Data Act* (the Act) was developed in partnership with the Ministry of Attorney General and received Royal Assent in June 2022. The Act is now under the responsibility of the Ministry of Citizens' Services (CITZ). The Act was developed in response to calls by the B.C. Human Rights Commissioner and Dr. Turpel-Lafond to collect demographic data to identify systemic racism and discrimination, deliver more equitable services, and uphold peoples' rights in B.C.

This was one of the first pieces of legislation to be co-developed with Indigenous Peoples, including the First Nations Leadership Council and Métis Nation BC. All First Nations leaders were invited to participate in the development of the policy and on drafts of the legislation. The Act is linked closely with the statutory role of the Director of Statistics (appointed under the *BC Statistics Act*).

Current Context

Citizens' Services has both legislative and implementation-related responsibilities related to the Act.

Under the Act, Citizens' Services is responsible for the development and implementation of all 'Data Initiatives'—I.e., data standards, directives, research priorities, and statistical releases.

Data Initiatives are:

- Data standards outline 'what' data will be collected. This could include establishing categories (e.g. race, ethnicity, religion) and the variables (e.g. Middle Eastern, Persian, Muslim).
- Data Directives represent direction on 'how' data will be collected, housed, used and released. While the ministry can determine directives in all areas of data management, it must establish a Directive on the culturally safe collection and use.
- Research priorities must be established every two years beginning in June of 2023. These must, at a minimum, be developed with Indigenous Peoples and the Anti-Racism Data Committee.
- Finally, the ministry must publish statistics or other information on systemic racism and racial equity by June 1, 2023, and annually thereafter.

The Act sets out two required processes to involve Indigenous Peoples and racialized communities in the above Data Initiatives:

- The ministry must Consult and Cooperate with Indigenous Peoples on Data Initiatives – this involves notification and consent-seeking processes as outlined in the Act.
- The Minister must appoint a chair and members to the Anti-Racism Data Committee – this committee then works with the Director of Statistics on Data Initiatives.

From an implementation perspective, Citizens' Services is currently developing a voluntary population survey to collect data for anti-racism purposes. The survey will begin in late November and complete early in calendar year 2023.

Major Activities since 2020

- June 2020 – Premier Horgan asked the Office of the Human Rights Commissioner (OHRC) for guidance on disaggregated data.
- Fall 2020 – OHRC released the report
 - *"Disaggregated demographic data collection in British Columbia: The grandmother perspective,"* and Dr. Turpel-Lafond released, *"In plain sight: Addressing Indigenous-specific racism and discrimination in B.C. health care."* Both reports called for the province to collect race-based data.
- Nov 2020 – Premier Horgan directed the Parliamentary Secretary for Anti-Racism Initiatives and the Minister for Citizens' Services to work with OHRC, Indigenous people and racialized groups on legislation.
- Sept 2021 to Jan 2022 – More than 13,000 people provided input into the legislation through online, community-led & Indigenous-led engagements.
- June 2022 – *Anti-Racism Data Act* received Royal Assent.
- Sept 2022 – Establishment and appointment of the ARDC.
- Sept 2022 – Notifications sent to IGEs (i.e., all First Nations in B.C. and Métis Nation BC) to co-develop a data directive on the topic of cultural safety.

Key Decisions in 2022/23

- October 2022: First meeting of ARDC and begin collaborating on cultural safety data directive.
- Fall 2022: Begin consulting with Indigenous governing entities on data initiatives under the Act, such as the data directive on cultural safety, research priorities and the release of statistics.
- November 2022: First draft of data directive on cultural safety developed with the ARDC and Indigenous people.
- November 2022: Launch of the BC Stats voluntary population survey.
- June 2023: Release of research priorities and first annual release of statistics.

ANTI-RACISM DATA COMMITTEE BC Data Services

Lead Executive

Hayden Lansdell, Assistant Deputy Minister

Background

The *Anti-Racism Data Act* (ARDA) became law on June 2, 2022. ARDA focuses on transparency and accountability and builds upon recommendations from the BC Human Rights Commissioner's report, the *Grandmother Perspective*, which highlights the need for government to use disaggregated data to identify and address systemic racism. The *Grandmother Perspective* emphasized the importance of ongoing community involvement and recommended the establishment of a community board that makes collaborative decisions with government on matters related to data used for anti-racism purposes.

ARDA enables the collection and use of information to help identify racial inequities in government services and programs. ARDA outlines a number of legislative commitments, including the establishment of a committee to advise the Director of Statistics on matters relating to the collection, use and disclosure of information for the purposes of identifying and eliminating systemic racism and advancing racial equity.

The Anti-Racism Data Committee (ARDC) will support the implementation of ARDA, ensuring it is informed by the expertise and lived experiences of racialized people. This includes supporting the development of anti-racism data standards and directives, recommending priority areas of research and reviewing the annual release of statistics before their release to prevent community harm.

Current Context

Staff from the Ministry of Citizens' Services (CITZ) and Ministry of Attorney General (AG) worked with the Crown Agencies and Board Resourcing Office (CABRO) to implement a fair recruitment process. Staff developed a Notice of Position (NoP) to outline the skills and experience needed, including anti-racism and data expertise, community involvement, and lived experience. The NoP was shared widely with Indigenous partners, regional networks, and the Resilience BC Anti-Racism Network.

A total of 157 applications were received from 14 of the 16 Health Regions. At least 71% of applicants indicated that they spoke multiple languages. 23 candidates were shortlisted and interviewed by a panel composed of staff from CITZ, AG and CABRO.

On September 14, 2022, Honourable Minister Lisa Beare appointed 11 members, including a chair, through a ministerial order. The committee members range in age and region, and have diverse backgrounds including non-profits, Indigenous health, academia, cultural safety, social work and community involvement.

Major Activities since July 2017

- June 2022 – ARDA becomes law and mandates establishment of the committee.
- June 2022 – Notice of Position posted to invite applications for membership.
- August 2022 – Shortlisting and interviewing of candidates.
- September 2022 – Committee members formally appointed by Minister of CITZ through Ministerial Order.

Key Decisions in 2022/23

- ARDC will meet for the first time on October 13, 2022, and will begin discussions on a cultural safety data directive, which will be one of the first data initiatives published under the Act.

**ANTI-RACISM DATA ACT IMPLEMENTATION:
BC STATS POPULATION SURVEY
BC Data Service Division**

Lead Executive

Hayden Lansdell, Assistant Deputy Minister

Background

On June 2, 2022, the Anti-Racism Data Act became law in B.C. This historic legislation was co-developed with Indigenous peoples and through engagement with racialized communities. The Act will support government in dismantling systemic racism by enabling the identification of inequities in government services and programs with data.

CITZ's responsibilities under the Act include new authority established for the collection, use and sharing of personal information for anti-racism purposes. The Director of Statistics is responsible for supporting the culturally safe collection and use of data by developing data standards and data directives (s9; s14; s21).

As captured by the Human Rights Commissioner in her report on disaggregated demographic data to government, we cannot address what we cannot see. While government collects data to administer programs and services and can also use this data to understand whether these programs and services are working for different communities, for the most part it does not yet collect the types of data that would allow us to understand which racialized communities have less access to, or poorer outcomes from, government policies, programs and services.

Delivery of the survey is central to the statutory requirement to release annual statistics under the Anti-Racism Data Act by June 1, 2023.

Current Context

The Province is now working to implement the Act. This includes having BC Stats deliver a population survey to begin the collection of key demographic information and further consult on demographic categories related to race, ethnicity, ancestry, and others to better understand what aspects of people's identities matter to how government sees and serves them.

This approach – BC Stats leading this work as the province's trusted source of official statistics about B.C.'s people and economy – aligns with the input from more than 13,000 people in British Columbia on the legislation. Rather than collecting data at every service interaction, survey collection will enable new demographic data to be linked with core government's program data in B.C.'s Data Innovation Program, recommended by B.C.'s Human Rights Commissioner, to start to be able to see systemic racism better and understand where to address it.

The survey will collect key demographic information related to race, ethnicity, ancestry and other aspects of people's identities. The survey link will be publicized and available for all in B.C., and 2 million individuals will be reached through a household mailout. The survey will be:

- Voluntary
- Confidential (protected under the Statistics Act as well as the Anti-Racism Data Act)
- Inclusive (available in 15 languages both online and for phone-in responses)
- Accessible (accessible web design, plain language, screen readable, mobile-friendly)

To continue building trust developed during the legislative engagement process, BC Stats is engaging Indigenous Peoples, other racialized individuals and people in B.C. on the end-to-end survey experience. Directly engaging people and communities is helping government understand how individuals want to be asked to self-identify in data.

Major Activities since 2020

- August 2021-January 2022 – Engagement on the collection and use of race-based data and anti-racism data legislation.
- April 2022 – Analysis of community engagement reports to inform survey approach and questionnaire development.
- July 2022 – Briefing with B.C.'s Information and Privacy Commissioner.
- September 2022 – More than 1,000 individuals, Indigenous governing entities and community organizations invited to take part in engagement.
- September – October 2022 - Engagement on the end-to-end survey experience, including a co-design session with First Nations Leadership Council, Métis Nation BC and the BC Association of Aboriginal Friendship Centres.
- October 2022 – Briefings with B.C.'s Information and Privacy Commissioner and Human Rights Commissioner.

Key Decisions in 2022/23

- Launch of the BC Stats population survey.
- June 2023: Release of research priorities and first annual release of statistics.

GENDER AND SEX DATA STANDARD AND GUIDELINES

BC Data Service Division

Lead Executive

Hayden Lansdell, Assistant Deputy Minister

Background

July 2016, the *BC Human Rights Code (Code)* was amended to include gender identity or expression as a protected ground, however, many government programs and services continue to conflate gender and sex and to collect gender in a way that does not reflect the diversity of gender expression, nor align with obligations under the *Code*. The Gender and Sex Data Standard and Guidelines are being developed to ensure citizens can accurately reflect their gender and sex identity when accessing services, and to ensure B.C. is meeting its obligations.

In addition, B.C. needs accurate, reliable, and representative data to provide the services people need, at the right time, and in the right way. Because of the current lack of guidance on how to collect gender and sex data, the information people collect does not capture the unique identities of our population—leading to hidden bias and inequities in our programs and services. Moreover, when interacting with government in the past, people were forced to choose one of two fields representing sex and gender – male and female. This approach is not representative of the diversity of people that use government services.

Current Context

Two cross-government working groups were consulted to develop the Standard and Guidelines and comprehensive internal and external engagement was conducted in consort with the Gender Equity Office (GEO), Ministry of Finance.

The Standard prescribes data definitions and guidance for consistent collection of gender identity and sex identification, while not necessitating or limiting the collection of additional program-specific gender/sex data that a ministry may require to fully support its services (such as Ministry of Health for medical services). This approach ensures a baseline for gender and sex data collection that meets *Code* requirements and respects citizens' rights to gender expression, while recognizing ministries have unique requirements for their service delivery.

The Standard will be released fall 2022 and broadly communicated to all ministries, along with expectations to begin implementation in existing data systems. Wherever possible, financial levers will be used to encourage adoption in new systems.

Information Services Division, Ministry of Social Development and Poverty Reduction (SDPR) has already begun to implement the Standard across SDPR and Ministry of Children and Family Development (MCFD) systems and plans to have changes complete this fall. SDPR and MCFD clients accessing public facing websites and accessing ministry services will have the option of

selecting gender as “non-binary” as early as October 2022. SDPR’s success story will be shared so other ministries can model their approach.

Major Activities since July 2017

- Spring 2018 - Working group formation
 - B.C. government working group to develop the Standard was formed. Included over 50 members with representatives from 13 ministries, BC Public Service Agency, and ICBC.
- Fall 2018 - Changes to ID
 - Government Issued ID was updated so citizens who do not identify as male or female have the choice to display an “X” option in the “gender” field of their BC-issued driver’s license, identity card, birth certificate and BC Services Card.
- Fall 2020 - Human Rights Commissioner report
 - B.C.’s Office of the Human Rights Commissioner released the report “Disaggregated demographic data collection in British Columbia: The grandmother perspective”. The Standard aligned with themes of this report, particularly those pertaining to more gender inclusive, disaggregated data.
- Winter 2021- Internal feedback sought
 - Draft Standard and Guidelines were shared with Ministers, Parliamentary Secretary (PS) Lore, Deputy Minister and Assistant Deputy Minister Committees and Boards, Chief Information Officers, and Data Council Members for feedback and endorsement.
- Spring/Summer 2022 - External feedback sought
 - Draft Standard and Guidelines were shared with Provincial Health Services Authority, Trans Care BC and other experts in the field of gender and sex data for feedback and endorsement.

Key Decisions in 2022/23

- October 2022 - Approval of the Standard and Guidelines
 - Upon endorsement of the final Standard and Guidelines from the Minister of Citizens’ Services and Parliamentary Secretary for Gender Equity, the Provincial Director of Statistics will formally approve the Standard and Guidelines.
- Ongoing - The Standard and Guidelines will be reviewed regularly and updated/expanded upon as necessary to align with developing practices and approaches to capturing gender and sex data.

**DECLARATION ACT COMMITMENTS:
INDIGENOUS DATA SOVEREIGNTY & INDIGENOUS LANGUAGE NAMES
BC Data Service Division**

Lead Executive

Hayden Lansdell, Assistant Deputy Minister

Background

To meet B.C.'s commitment to reconciliation and implement directives in the *United Nations Declaration on the Rights of Indigenous Peoples* (UNDRIP) and the *Declaration Act*, systemic changes to the way data is collected (culturally safe, unbiased, and distinctions-based), stored (Indigenous-led custodianship and stewardship) and used (upholding Indigenous rights and recognizing Indigenous data sovereignty) are necessary.

Additionally, the inclusion of Indigenous languages across government systems and services, and the right for Indigenous Peoples to designate and retain their names for places and persons are key priorities identified in UNDRIP, the Truth and Reconciliation Calls to Action, and the Missing and Murdered Indigenous Women and Girls Calls for Justice.

The Ministry of Citizens' Services (CITZ) is responsible for Declaration Act Action Plan actions 3.14 and 3.15 – this includes “advancing a distinctions-based approach to Indigenous data sovereignty and self-determination, including supporting the establishment of First Nations-governed and mandated Regional Data Governance Centre(s)” and the adoption of “an inclusive digital font that allows for Indigenous languages to be included in communication, signage, services and official records” in B.C.

Current Context

An Indigenous data governance initiatives team was formed in April 2022 and has focused on building relationships with key partners (internal, external, Indigenous organizations, Indigenous Governing Entities aka IGEs) and defining Indigenous data priorities, including data sovereignty priorities. Priorities are informed by existing agreements and commitments with Indigenous peoples, and ongoing conversations with Indigenous partners. The proposed Indigenous data priorities have been shared with First Nations Leadership Council and Métis Nation BC —both responded favourably. Additional engagement with IGEs and other Indigenous leadership groups is planned to validate the list of draft priorities and plan the work and timelines with Indigenous peoples.

Initial assessments to include Indigenous language names in government systems and services have identified significant legislative, policy and technical changes needed, and that coordination of changes is crucial to ensure changes are done in a way that does not unwittingly sever system dependencies causing disruption to services. Initial work is underway to identify

the scope and breadth of dependencies. Initial engagement with Indigenous leadership is underway to ensure necessary changes are prioritized and acted upon appropriately so the most important and impactful issues are addressed first. There is a risk that implementing changes without engagement, or in a way that doesn't meet expectations, could cause additional harm (e.g. a person receiving a birth certificate with their Indigenous name but then not being able to use that identification to access other critical services such as passports, child care subsidies or school registration).

Major Activities Since July 2017

- Fall 2019 – Inclusive font launched
 - Government Digital Experience (GDx) launched BC Sans font which supports Indigenous languages in B.C. BC Sans adopted across government websites and workstations.
- March 2022 – Declaration Act Action Plan released
 - Identifies goals and outcomes that form the long-term vision for implementing the UN Declaration in B.C., including 89 priority actions that will advance this work in key areas over the next five years.
- Summer 2022 – Initial engagement with First Nations Leadership Council and Métis Nation BC

Key Decisions in 2022/23

- Co-developed with Indigenous leadership, prioritized action plan to enable systems and services to use Indigenous language data.
- Co-developed with Indigenous leadership, prioritized action plan of data governance and data management initiatives to recognize Indigenous data sovereignty rights.
- Decision on implementation approach.

CONNECTIVITY STATUS AND MANDATE

Connectivity Division

Lead Executive

Susan Stanford, Assistant Deputy Minister

Background

The Province has partnered with the federal government on an investment of up to \$830 million to ensure high-speed internet services are available to all underserved rural and First Nations homes in B.C. by 2027.

We have also made a specific commitment to connect every First Nations community to high-speed internet by 2027. This is outlined in the Declaration on the Rights of Indigenous Peoples Act Action Plan – item 4.36 – a commitment that is foundational to reconciliation and many other commitments in the Plan.

Current Context

Connectivity is foundational to multiple Provincial priorities, strategies and action plans is found across government priorities including:

- **Citizens' Services Ministry Mandate:**
 - *Lead work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.*
- **B.C.'s Economic Plan:**
 - The StrongerBC Economic Plan aggressively accelerates the timeline to connect all B.C. communities to high-speed internet and successfully close the digital divide.
- **Declaration of the Rights of Indigenous People's Action Plan:**
 - Action Item 4.36 *"Ensure every First Nations community in B.C. has high-speed internet services."*
- **Parliamentary Secretary for Rural and Regional Development Mandate:**
 - *Support CITZ to deliver high-speed connectivity throughout the province with a goal of connecting all regions to high-speed internet.*

Connectivity also directly supports the Calls to Action of the Truth and Reconciliation Commission (TRC) articles 8 (access to education), 21 (access to health care on reserve), 23 (retention of Aboriginal health care providers in Aboriginal communities), and 92 (equitable access to jobs, training, and educational opportunities).

Major Activities since July 2017

- Since 2017, the Province has invested over \$500 million towards connectivity infrastructure projects.

- \$40 million was provided in 2017/18, \$50 million in 2018/19 and \$90 million in the fall of 2020 as part of the StrongerBC Economic Recovery plan. \$289 million was also provided in Budget 2022.
- Out of the \$90 million of StrongerBC funding, \$75 million was allocated for broadband projects in communities and \$15 million for cellular expansion projects along highways and rest areas.
- This was the first time highway cellular has been funded by the program.
- In March 2022, the Province and the federal government announced \$830 million in funding to connect remaining underserved communities in B.C. This funding will support connectivity infrastructure projects that will improve access to high-speed internet for underserved rural communities and First Nations in B.C. This builds on investments to date and includes \$289 million announced in Budget 2022.
- Going forward we need to tackle some the most challenging and expensive areas to connect, and novel approaches will be required to fill in the remaining gaps.
- Currently 115,000 households in British Columbia are underserved with high-speed internet services.
- Connecting Communities BC is the Province's new connectivity program to disburse these funds to support the expansion of high-speed internet services. This is the next generation of the ministry's connectivity program and a key part of StrongerBC and the Economic Plan. It is administered by the Connectivity Division in the Ministry of Citizens' Services.
- Through this funding program, eligible applicants apply for funding to help bring high-speed internet services to underserved rural, remote and Indigenous communities using multiple technologies, such as fibre, cable and fixed wireless. The first intake opened on September 7, 2022, and will close on December 15, 2022.

Key Decisions in 2022/23

- MOU announced with the federal government of up to \$830 million to connect all households in B.C. with high-speed internet services. Funding program, Connecting Communities BC launched.
- First announcements on funding allocation for this program is anticipated in 2023.

NEW CONNECTING COMMUNITIES BC PROGRAM

Connectivity Division

Lead Executive

Susan Stanford, Assistant Deputy Minister

Background

- Connecting Communities BC (CCBC) is the Province's new connectivity funding program, jointly funded with the federal government.
- On March 8, the Governments of British Columbia and Canada announced an agreement to invest up to \$830 million (\$415 million each) to support expanding broadband infrastructure in the Province to all underserved households by 2027.
- Funding for new projects will be administered through the CCBC program in the Ministry of Citizens' Services and jointly assessed with Innovation, Science and Economic Development Canada (ISED).
- CCBC intake materials were launched on September 7, 2022.
- Eligible applicants are internet service providers, or local and Indigenous governments working with service providers, that apply for projects that expand broadband internet using technologies such as fibre, cable and fixed wireless.
- Proposed projects must enable underserved households to access broadband internet services of at least 50/10 Mbps.
- The commitment to support expansion of high-speed internet services to all households by 2027 aims to help level the playing field for British Columbians, closing the digital divide and ensuring rural and Indigenous communities have better access to jobs, education, training, health care and new, diversified economic opportunities.

Current Context

Intake Period

- On September 7, 2022, B.C. launched the first intake of the Connecting Communities BC program (CCBC), which will remain open until December 15, 2022.

Assessment

- All projects must meet eligibility criteria for joint funding from the Province and Innovation, Science and Economic Development Canada's (ISED's) Universal Broadband Fund (UBF).
- To allocate joint funding under the agreement, applications will be jointly assessed by ISED and the Province.

About Project Zones

- In order to facilitate assessment of applications to the CCBC program, the Connectivity Division has divided the Province into 14 conceptual zones, within which there are underserved households (i.e., those that do not have at least speeds of 50 Mbps download / 10 Mbps upload speeds). See ATT-1 for Zones.
- Applicants can submit applications for one or more unique projects per zone.
- Projects may require backbone and last-mile infrastructure builds to achieve connectivity.
- Zones will help the Connectivity Division to compare overlapping connectivity applications in a structured and systematic manner to facilitate program decision-making and optimize timelines for project approval.
- The Zones were created based on consideration of existing regional and economic development boundaries, as well as existing network infrastructure such as fibre backbone that would maximize the provincial investment.
- Creation of the Zones was informed by feedback from service providers and local governments as part of the Connectivity Division's Request to Participate conducted in Spring 2022. The Province also consulted with other provinces, most notably Ontario, on their own zone-based approaches for connectivity programming.
- See ATT-2 for Questions and Answers for the first intake of the CCBC program.

Major Activities since July 2017

- March 8, 2022 – Memorandum of Understanding announced with the federal government.
- March 14, 2022 – Request to Participate issued.
- April 25, 2022 – Request to Participate closed.
- September 7, 2022 – CCBC intake materials launched.
- September 29, 2022 – ISED Broadband Availability Map expected to be published.
- December 15, 2022 – CCBC first intake closes.
- January 2023 – Technical Assessment of Applications.

Key Decisions in 2022/23

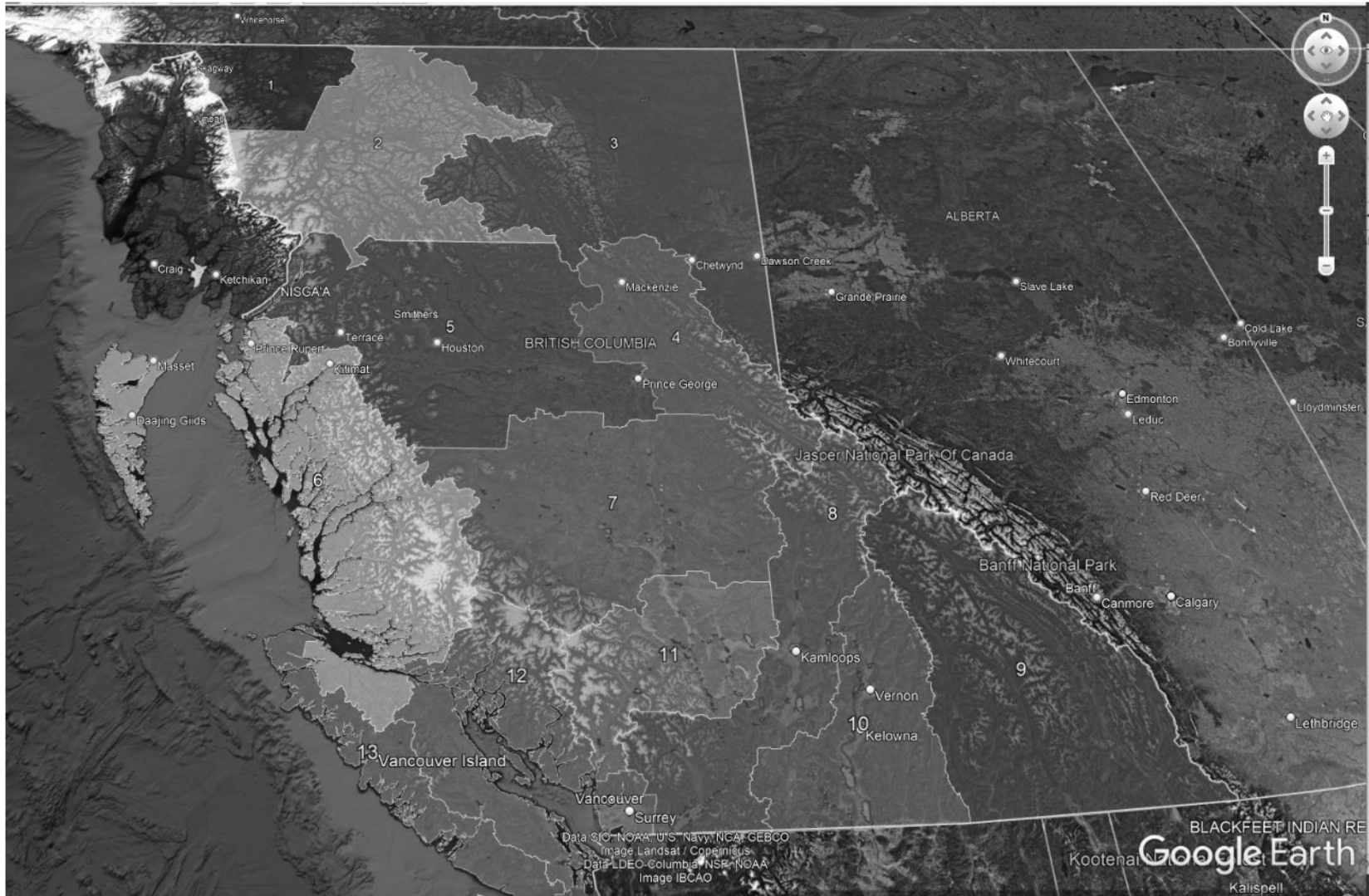
- Spring 2023 – Ministerial approval of first bundle of projects recommended for funding.
- Spring 2023 – First Ministerial conditional approval letters issued.
- Summer 2023 – First Project announcements made.

Attachments

ATT-1 Map of Zones

ATT-2 Questions and Answers CCBC first intake

ATT-2: Zone Map



Key Messages – First intake opens for the Connecting Communities BC program

September 7, 2022

Connectivity is critical for everyone in British Columbia regardless of where they live. High-speed internet is needed for many aspects of our daily lives, supporting us to work, learn at home and school, access services and do business.

Some residents, particularly in rural, remote and Indigenous communities, lack access to high-speed internet. The BC Government is working to expand connectivity by working with other levels of government and the private sector. It also provides support for connectivity expansion through the Connecting Communities BC program, the Province's new funding program.

Key Messages:

- Connecting Communities BC (CCBC) is the Province's new connectivity funding program.
- On March 8, the [Governments of British Columbia and Canada announced an agreement to invest up to \\$830 million \(\\$415 million each\) to support expanding broadband infrastructure in the Province to all underserved households by 2027](#). Funding for new projects will be administered through the CCBC program.
- CCBC opened for applications on September 7, 2022.
- Eligible applicants are internet service providers, or local and Indigenous governments working with service providers, that apply for projects that expand broadband internet using technologies such as fibre, cable and fixed wireless.
- Proposed projects must enable underserved households to access broadband internet services of at least 50/10 Mbps and be compliant with the criteria set out in the program.
- The commitment to support expansion of high-speed internet services to all households by 2027 aims to help level the playing field for British Columbians, closing the digital divide and ensuring rural and Indigenous communities have better access to jobs, education, training, health care and new, diversified economic opportunities.
- Go to the [Connecting Communities BC](#) web page for more information on the funding program, who is eligible, and how to apply.

Questions and Answers

CCBC first intake - September 7, 2022

1. What is Connecting Communities BC?

- Connecting Communities BC is B.C.'s new connectivity funding program to support the expansion of high-speed internet services to all underserved households in B.C. by 2027.
- This is the next generation of the Connecting British Columbia program and a key part of StrongerBC and B.C.'s Economic Plan.

2. What is different about this new program from the Connecting British Columbia program administered by Northern Development Initiative Trust?

- The BC government's prior funding program:
 - Administered by Northern Development Initiative Trust.
 - Received \$190 million in provincial funding since 2017 to leverage federal and private sector investments.
 - Projects included both new transport and last mile networks, equipment upgrades and connectivity for underserved highway segments and rest areas.
- The BC government's new program:
 - Funded through a joint federal and provincial partnership to complete the work of ensuring remaining underserved rural and Indigenous households have access to 50/10 Mbps broadband services by 2027.
 - Supported by \$830 million in joint federal and provincial funding (\$415 million each).
 - Aligns closely to the Universal Broadband Fund and its criteria.
 - Offers a one-window approach to applicants applying to both federal and provincial connectivity funds.

3. What are zones?

- The province has been divided into 14 zones that represent conceptual boundaries within which there are underserved households and communities for connectivity purposes.
- Zones will assist in the evaluation of funding applications by allowing for a more direct comparison of projects.
- Applicants can apply for one or more unique projects per zone.

4. How many intakes will there be and when?

- The first intake of the program was launched on September 7, 2022 and closes on December 15, 2022.
- Subsequent intakes will be launched as required, until the program has achieved its connectivity goal of 100 per cent of households connected to internet service of at least 50 Megabits per second download speed and 10 Mbps upload speed by 2027.

5. How does the BC government determine what to connect first?

- The Connecting Communities BC program funds applications that have local and Indigenous governments support for proposed projects.
- The first applications that can be approved within an intake are those that are complete, fully meet the eligibility criteria and do not have significant conflicts with competing projects.
- Depending on the size, number and location of proposed projects in the initial intake, subsequent intakes may focus on specific zones or communities in need of improved connectivity.

6. How will the new funding solve the digital divide?

- This funding commitment will help us reach more communities in B.C. with high-speed internet services than ever before.
- Through this program, we will be able to support funding for connectivity infrastructure that will ensure all British Columbia's communities have the connectivity they need to succeed in a post-pandemic economy.
- We anticipate this will help approximately 115,000 currently underserved households across the province.
- Together, we're committed to finishing the job, ensuring every household has access to high-speed internet services by 2027.

7. How much is each level of government contributing to the new connectivity program?

- This \$830 million partnership project includes:
 - \$415 million from the federal government
 - \$415 million from the provincial government
- These funds will support projects already submitted to existing programs, as well as new projects that will be submitted under the Connecting Communities BC program.

8. When does the new intake open?

The first application intake opened on Sept. 7, 2022 and will close on Dec. 15, 2022.

9. Who is eligible to apply?

Internet service providers, or local or Indigenous governments working with service providers, can apply. Details are on www.gov.bc.ca/connectingcommunitiesbc

10. How can communities get involved?

Communities are encouraged to work with their local service providers, or the regional district or municipality, on any planned projects and timelines.

Last-mile connectivity infrastructure projects require letters of support from local governments or Indigenous communities benefiting to ensure that they are aware and supportive of the connectivity infrastructure project being proposed by a service provider.

Connecting Communities BC program applications also require *“Resolutions and/or letters for Last-Mile Infrastructure”* at time of submission.

11. What should a constituent do if they do not have access to 50/10 Mbps internet speeds?

With the new funding partnership with the federal government, the goal of the Province is to connect all households in B.C. to high-speed internet services by 2027.

Some infrastructure can take time to build. Constituents can check with local service providers or the regional district or municipality on any planned projects and timelines, as well as on the Connectivity in B.C. webpages.

12. How do I contact service providers?

Here are the government liaison contacts at the main services providers:

- Rogers: Victoria Smith at Victoria.Smith@rci.rogers.com
- Shaw: Kiersten Enemark at Kiersten.Enemark@sjrb.ca
- TELUS broadband inquiries: Simeon Elibaccus at Simeon.Elibaccus@telus.com

**CANADA BRITISH COLUMBIA BROADBAND PARTNERSHIP -
MEMORANDUM OF UNDERSTANDING
Connectivity Division**

Lead Executive

Susan Stanford, Assistant Deputy Minister

Background

- The federal government has entered into joint funding agreements with several provincial jurisdictions to fully commit remaining Universal Broadband Funds.
- In January 2022, Canada and B.C. began to formalize an agreement with Innovation, Science, and Economic Development Canada (ISED) to provide \$830 million in joint funding towards B.C. projects (\$415 million from each government).
- On March 8, 2022, the provincial and federal government announced a historic agreement to connect remaining communities to reliable internet speed of at least 50 Megabits per second download and 10 Megabits per second upload.
- See ATT-1 for the signed Memorandum of Understanding (MOU) and ATT-2 for the announcement.
- The objective of the MOU is to maximize and secure federal funding.
- We anticipate up to 200 new projects to come forward for funding in the next year that will require British Columbia's support to connect remaining underserved households in B.C. by 2027.
- These will be a mixture of technologies, including fibre, fixed wireless and satellite.

Current Context

- The new funding is expected to provide broadband connectivity to an estimated 115,000 underserved households across the province.
- The commitment is to achieve 100% access to high-speed connectivity by 2027, accelerating the federal goal of connectivity of 2030.
- Connectivity is foundational to multiple provincial priorities, strategies, action plans and ministry mandates.
- It is reflected in the StrongerBC Economic Plan for inclusive growth to ensure every community in B.C. has access to consistent and reliable high-speed internet services.
- It is also reflected in the *Declaration Act Calls to Action*, to ensure every Indigenous community in B.C. has high-speed internet services.
- It is also a key aspect in the ministry's mandate letter as well as being foundational to many government commitments.

Major Activities since July 2017

- March 8, 2022 - Canada British Columbia Broadband Partnership MOU is signed.
- March 8, 2022 - The Connecting Communities BC (CCBC) program is announced along with the approval of the first tranche of projects from the Universal Broadband Fund.

- September 7, 2022 - First intake of the new CCBC program is launched.
- September 9, 2022 - Former Connecting British Columbia program (administered by Northern Development Initiative Trust) closes to applications.
- Continuous project announcement opportunities over the next four years. Includes projects funded through the former Connecting British Columbia program, various federal intakes, and through the new CCBC program.

Key Decisions in 2022/23

- Spring 2023 - first Ministerial approvals of projects funded by the new Connecting Communities BC program.

Attachments

ATT-1 Intergovernmental Communications

ATT-2 MOU Announcement

Page 160 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 161 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 162 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 163 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 164 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 165 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 166 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 167 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 168 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 169 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 170 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 171 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 172 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 173 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 174 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 175 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 176 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 177 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 178 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 179 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 180 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 181 of 392

Withheld pursuant to/removed as
Intergovernmental Communications

Page 182 of 392

Withheld pursuant to/removed as

Copyright

Page 183 of 392

Withheld pursuant to/removed as

Copyright

Page 184 of 392

Withheld pursuant to/removed as

Copyright

PARTNERSHIPS AND COMMUNITY ENGAGEMENT
Connectivity Division

Lead Executive

Susan Stanford, Assistant Deputy Minister

Background

- The Connectivity Division is responsible for two multifaceted funding programs that work closely with all levels of government and the private sector to ensure that connectivity infrastructure investments provide the maximum benefits possible.
- The Division relies heavily on both external and internal partnerships to reach the Provincial goal to connect every home to high-speed internet services in B.C. by 2027.
- It requires a significant level of planning, collaboration and engagement, requiring governance and basic knowledge of the telecommunications industry, service delivery models, regulatory regimes, and emerging technology uses to support and enable economic and community objectives.
- For connectivity investments to deliver the intended socio-economic benefits for Indigenous communities, digital readiness through Nation-led planning is paramount. Addressing the Indigenous digital divide meaningfully, given the urgent need, requires cross-government executive and political leadership, coordination, sustained community engagement, and the delivery of a range of capacity planning supports that directly meets every Nation’s needs and interests (i.e. Guardian Watchmen programs, conservation economy priorities and language revitalization).

Current Context

- Internal partnerships allow for cross-government coordination as connectivity supports many other provincial priorities, including the economic sustainability and growth of rural and Indigenous communities. Timely permit authorizations and an effective provincial conduit and fibre strategy will be critical to achieving the provincial goal to connect all households to high-speed internet by 2027.
- External partnerships range from federal funding agreements with Innovation, Science and Economic Development Canada (ISED), to supporting connectivity preparedness for First Nations and local governments in rural areas.

Key Partners:

Internal Partnerships	
Ministry of Land, Water and Resource Stewardship & Ministry of Forests	<ul style="list-style-type: none"> • CITZ is funding two FTE positions to coordinate and expedite permitting for connectivity, including a signed MOU with FrontCounter BC. New staff will provide assistance, and are assisting Forests in improving communications with applicants, producing educational materials, and helping coordinate Indigenous consultations.

Contact: Susan Stanford, ADM Connectivity
 Ministry of Citizens’ Services

Date: September 26, 2022
This material will be proactively released

Ministry of Energy, Mines and Low Carbon Innovation	<ul style="list-style-type: none"> • Work is underway with BC Hydro to coordinate access to an estimated 150,000 or 15% of all hydro poles. • CITZ is guest member of a working group co-chaired by BC Hydro and TELUS to analyze and resolve issues related to delays accessing utility poles for the expansion of connectivity to underserved areas.
Ministry of Jobs, Economic Recovery and Innovation	<ul style="list-style-type: none"> • MoU on connectivity with Rural Economic Operations focuses on advancing rural development priorities through connectivity investments.
Ministry of Transportation and Infrastructure (TRAN)	<ul style="list-style-type: none"> • TRAN has established new support for service providers in engaging TRAN on access to rights of way. TRAN leverages CITZ for relevant telecom expertise. • CITZ supports TRAN priorities including connectivity for highway sensors and the expansion of connectivity at highway rest stops.
Ministry of Municipal Affairs	<ul style="list-style-type: none"> • Work with MUNI to coordinate local government round tables and UBCM to support municipalities with connectivity and/or permitting concerns.
Ministry of Indigenous Relations and Reconciliation (MIRR)	<ul style="list-style-type: none"> • Working with MIRR to explore including connectivity and digital infrastructure as foundational enablers of prosperity goals in Crown/Indigenous economic development arrangements. • Working to demonstrate connectivity as a catalyst for advancing economic and wellbeing priorities for Indigenous communities through two impact case studies: <ul style="list-style-type: none"> ○ Carrier Sekani First Nation (Pathways 2.0 Agreement – political priority) ○ Coastal First Nations (MoU – Reconciliation Agreement 2.0)
External Partnerships	
Northern Development Initiatives Trust (NDIT)	<ul style="list-style-type: none"> • Administers the Connecting British Columbia program.
Innovation, Science and Economic Development Canada (ISED)	<ul style="list-style-type: none"> • Joint funding arrangement through a Memorandum of Understanding (MoU) with ISED for B.C. based connectivity projects where provincial funding is matched with federal Universal Broadband Funds for eligible projects.
Coastal First Nations	<ul style="list-style-type: none"> • Pathway to Reconciliation 2.0 MoU. As part of this, CITZ is included in the MoU to support Connectivity & Capacity Funds for Implementation.

	<ul style="list-style-type: none"> From 2019-2022, the Province has contributed \$400k+ to secondments and contract salaries to support capacity development, connectivity planning and digital readiness for the Connected Coast.
First Nations Health Authority (FNHA)	<ul style="list-style-type: none"> Connectivity Division has a MOU in place with FNHA to work collaboratively with rural and remote First Nations communities without access to high-speed internet to provide the information required for decision-making in relation to future connectivity projects.
First Nations Technology Council (FNTC)	<ul style="list-style-type: none"> FNTC Indigenous Digital Equity Strategy for First Nations includes a key connectivity pillar. Connectivity staff support an Intergovernmental Working Group to roll this out along with educational resources for First Nations connectivity planning.
UBCM	<ul style="list-style-type: none"> The collaboration between Connected Communities and UBCM helps by providing foundational information to promote awareness and education through hosting connectivity forums at conventions, facilitating the Regional Connectivity Knowledge Network (RCKN), participation in regional Electoral Area Forums and development of learning materials and resources.
Regional Connectivity Knowledge Network	<ul style="list-style-type: none"> Connectivity staff partner with UBCM and local government representatives to support and coordinate ongoing local government peer to peer learning including developing resources and sourcing expertise as it relates to community connectivity planning.

Major Activities since July 2017

Internal Partnerships:

Ministry of Forest

- November 2020 - A Cross-Ministry Connectivity Permitting Navigation Team was established in November 2020, to help meet the tight deadlines associated with the StrongerBC Economic Recovery Plan.

Ministry of Jobs, Economic Recovery and Innovation

- 2021 – Established MOU with Rural Operations to share program information and coordination of regional engagements.

External Partnerships:

Local Government

- Since 2018 - Connected Communities has supported the advancement of connectivity in the Province by working with external partners such as UBCM to support the digital

readiness of local governments and ensure they are well positioned to attract and secure public and private sector connectivity investments.

- 2019-2022 – Hosted connectivity forums at the UBCM conventions.
- 2021 – Launch of the Regional Connectivity Knowledge Network to bring regular learning resources and programming to local government.
- 2021 & 2022 - Supported ministerial regional round tables to listen and discuss program updates, permitting challenges, the unique challenges of northern communities as it relates to connectivity and the Connecting Communities BC funding program.

First Nations

- Since 2018 - Connected Communities has been working closely with Coastal First Nations: Great Bear Initiative in preparation of the Connected Coast project to support regional and community digital readiness.
- July 2020 - Coastal First Nations (CFN) and British Columbia signed the Pathway to Reconciliation Memorandum of Understanding (MOU). The MOU builds upon the 2009 BC/CFN Reconciliation Protocol and related coastal stewardship and Great Bear Rainforest initiatives.
- February 2021- One staff member from the Ministry of Citizens' Services Connected Communities Branch was seconded to CFN to support the CFN / Province of B.C.'s Joint Connectivity Working Group commitments outlined in the CFN/BC MOU.
- May 2022 – MOU signed with First Nations Health Authority.
- Fall 2022 - Develop and execute a First Nations engagement plan to support the Declaration on the Rights of Indigenous People Act Action Plan item 4.36 "Ensure every First Nations community in B.C. has high -speed internet services".

Key Decisions in 2022/23

- None

COMMUNITY INFORMATION TOOL Connectivity Division

Lead Executive

Susan Stanford, Assistant Deputy Minister

Background

The Ministry of Citizens Services' Connectivity Division develops planning tools that offer insights into communities across British Columbia. Both tools feature integrated socioeconomic data, infrastructure, and community assets data. These tools are the: [Community Information Tool \(CIT\)](#) and [Community Investment Opportunities Tool \(CIOT\)](#).

The Community Information Tool and Community Investment Opportunities Tool provide central access points for community data and highlight investment opportunities, helping community planners and investment organizations thrive in the digital economy and encouraging economic development.

- Both tools are part of a suite of data-driven planning tools developed under StrongerBC to provide communities with accessible resources for economic and community growth.
- The Community Information Tool combines over 40 public data sets, including census information, Data BC, the B.C. Data Catalogue, and industrial lands information into one visual resource.
 - The tool allows people to collect location-based data that they would typically need to search for on several websites.
 - Users can also discover insights and patterns among B.C. communities using search filters for specific characteristics – such as economic health, access to education and health care, connectivity, infrastructure, or emergency management.
- Powered by the same database, the Community Investment Opportunities Tool connects investors with industrial, commercial, and agricultural properties available for investment throughout the province.
- The tools are designed to assist multiple users including ministries, local governments, First Nations, community planners and investors with easy-to-understand visual data for individual communities and regional districts.

Current Context

These tools are available to the public and local governments (municipalities, regional districts, provincial).

- Local governments and their economic development and community planning staff, as well as emergency management, health and social planners will be able to use the Community Information Tool to access data-driven insights to assist with better community and economic development.

- Commercial and industrial land developers, realtors, industry and business owners can explore economic and investment opportunities in communities.
- Students and people curious about data in municipalities can explore community data insights and opportunities using the tools.

Major Activities since July 2017

- In 2020 as part of the StrongerBC Economic Recovery Plan, the Ministry of Citizens' Services received \$700,000 to develop the Community Information Tool, including the integration of industrial lands data.
- Between November 2020 and October 2021, the Community Information Tool was tested with local governments, community regional economic managers, community connectivity planners, economic trusts (ex. ICET, ETSI), internet service providers, First Nations Health Authority, and other ministry colleagues including but not limited to the Ministry of Forests Regional Economic, Operations Managers, Ministry of Jobs, Economic Recovery and Innovation trade and investor services and CITZ's Data BC.
- In January 2022 the online community planning tools were officially launched. (see ATT-1).
- July 2022 saw the latest update to the tools with released supporting enhanced user experience.

Key Decisions in 2022/23

- None

Attachments: NR – Community Information Tool Launch_28Jan2022.pdf

NEWS RELEASE

For Immediate Release
2022CITZ0001-000126
Jan. 28, 2022

Ministry of Citizens' Services

New online tools streamline access to community data, investment opportunities

VICTORIA – People now have access to two new online community planning tools, offering easy access to data-driven insights and investment opportunities for communities across B.C.

Available to the public and local governments, including municipalities and regional districts, the Community Information Tool and the Community Investment Opportunities Tool provide central access points for community data, encouraging economic development and helping community planners and investment organizations thrive in the digital economy.

“I’m excited for the launch of these new planning tools as part of our efforts to offer a better, faster and easier service for people, businesses, and Indigenous and local governments searching online for data about communities in B.C.,” said Lisa Beare, Minister of Citizens’ Services. “Whether you work for a municipality or you’re a business owner, investor or community member interested in insights and opportunities, these tools can give you access to important community data.”

As part of the StrongerBC Economic Recovery Plan, the Ministry of Citizens’ Services received \$700,000 to develop the Community Information Tool, including the integration of industrial lands data, which helps investors and planners identify industrial land vacancies for investment opportunities. The Community Information Tool and Community Investment Opportunities Tool are part of a suite of data-driven planning tools being developed under StrongerBC to provide communities with accessible resources for economic and community growth.

“Community development supports our work to build an innovative, sustainable and inclusive economy for all British Columbians,” said Ravi Kahlon, Minister of Jobs, Economic Recovery and Innovation. “Throughout the province, we’ve listened to local people’s need for community planning resources. Easy, accessible tools like these will allow our communities to strengthen and grow, helping to drive economic recovery as we emerge from the pandemic together.”

The Community Information Tool combines more than 40 public data sets, including census information, Data BC, the B.C. Data Catalogue and industrial lands information into one visual resource. The tool allows people to collect location-based data that they would typically need to search for on several websites. Categories include population, median household income, labour force, key sectors and connectivity. Users can also discover insights and patterns among B.C. communities using search filters for specific characteristics, such as economic health, access to education and health care, connectivity, infrastructure or emergency management.

Powered by the same database, the Community Investment Opportunities Tool connects investors with industrial, commercial and agricultural properties available for investment throughout the province. Community representatives can post properties available for sale or

lease to investors. Interested investors can search for available opportunities by filtering based on various criteria.

The tools will assist economic planners to promote investment and plan infrastructure, helping level the economic development playing field between larger, well-resourced communities and smaller communities that might not have similar market access.

Quotes:

Roly Russell, Parliamentary Secretary for Rural Development –

“Meaningful community economic development is built on good information. So especially for rural B.C., easy-to-access and inclusive resources like this are a huge value for helping our communities thrive and grow. The launch of the Community Information Tool and the Community Investment Opportunities Tool will help people throughout British Columbia who are coming together to recover and rebuild stronger. These resources will support innovative and creative community development, and we are all excited to see that.”

Graham Truax, executive director, Innovation Island Technology Association –

“Accessible, inclusive resources like these online tools are important for community development. The launch of the Community Information Tool and the Community Investment Opportunities Tool comes at a time when people throughout British Columbia are coming together to recover and rebuild. These resources will make way for the kind of community development we are all looking forward to seeing.”

Learn More:

To access the new Community Information Tool and the Community Investment Opportunities Tool, visit: <https://www2.gov.bc.ca/gov/content/governments/connectivity-in-bc/20532/20535>

For more information on StrongerBC, visit: <https://strongerbc.gov.bc.ca/>

Contact:

Media Relations
Government Communications and Public
Engagement
Ministry of Citizens’ Services
250 356-7959

Connect with the Province of B.C. at: news.gov.bc.ca/connect

CITZ

Budget 2022 Overview For Minister Briefing **September 2022**



Ministry of
Citizens' Services

Financial Legislative Framework

CIRMO

CSD

ES

ICT

OCIO

PSD

RPD

SBC

The Minister and the Budget

- Each minister is responsible for the administration of the financial affairs of his or her ministry, under the general direction of the Minister of Finance and the Treasury Board.

Financial Administration Act, 6(3)

The Deputy Minister and the Budget

- Responsible for the overall effective management of the business affairs of their respective ministries.
- Operationalize operating and capital budgets.
- Oversee systems, processes, practices and internal controls to ensure compliance with legislation and policy.

Balanced Budget and Ministerial Accountability Act (BBMAA)

- Ministers collectively accountable to meet core government's overall financial targets.
- Ministers individually accountable for meeting their financial and other targets.
- Minister salaries are subject to a 10% hold back; restored if the targets are met.

Budget Transparency and Accountability Act (BTAA)

- Establishes the content of the main estimates and the public accounts.
- Requires ministries and government organizations to have service plans and service plan reports.
- Identifies fixed dates for introducing the budget, quarterly reports and the public accounts.

Financial Administration Act (FAA)

- Establishes financial management policy, the system of financial administration and the delegation of management responsibility for financial administration.

Supply Act

- Passed each fiscal year.
- Appropriate funds for the estimated expenditures and financing transactions in the Consolidated Revenue Fund (CRF).

Expenditure Framework

- Vote Descriptions provide legal authority for ministry operations.
- Estimates provides the framework and authority for ministry budgets.
- Expense Authority delegation provides the authority to spend to support ministry operations.

Expenditure Management

- A sum appropriated by a Supply Act must not be spent for any purpose other than those described in the estimates of revenue and expenditure, or in excess of the amounts contained in the estimates of revenue and expenditure.

Financial Administration Act, 23(2)

Financial Overview

CIRMO

CSD

ES

ICT

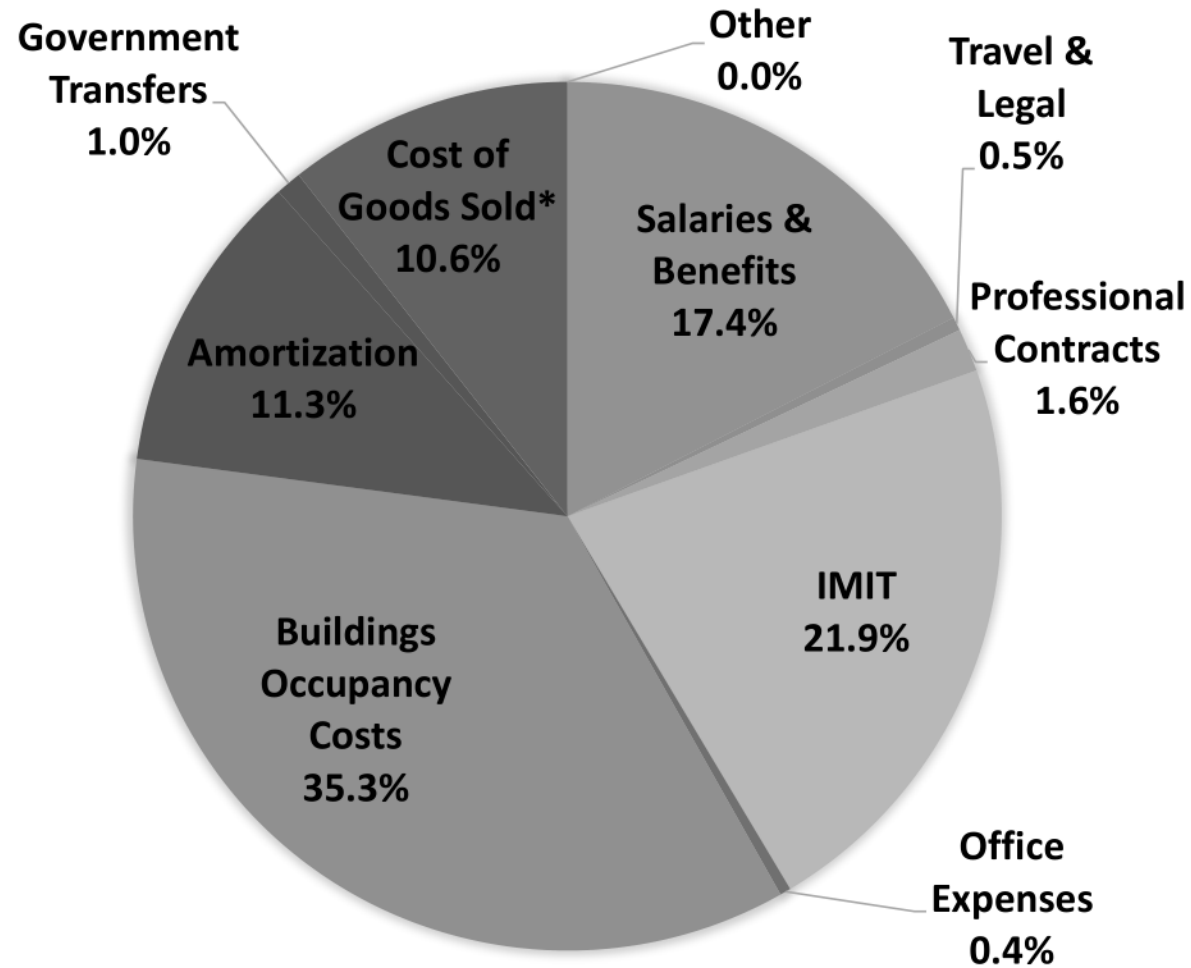
OCIO

PSD

RPD

SBC

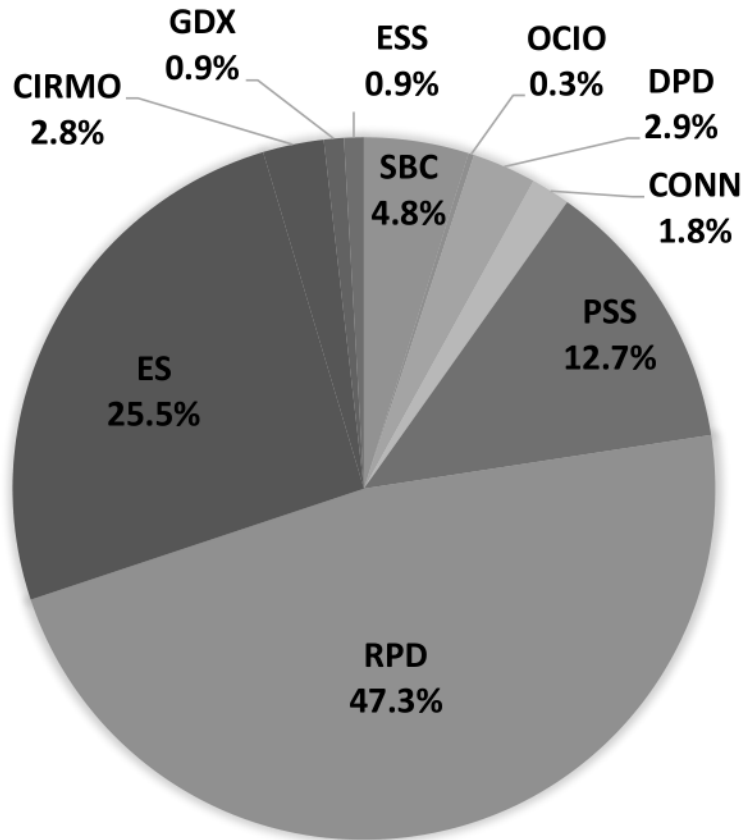
22-23 Gross Operating Budget Overview



* Cost of Goods Sold (Procurement and Supply Services): Direct costs, including materials and labour, associated with products bought for and sold to other ministries/BPS clients by PSD (BC Mail Processing, Product Distribution Centre, Distribution Centre Victoria, King's Printer, and Asset Investment Recovery).

Operating Budget Summary by Area

GROSS OPERATING BUDGET BY DIVISION



2022/23 Operating Budget			
Core Business Area	Gross	Recoveries	Net
Service to Citizens and Businesses	50,129,000	(18,601,000)	31,528,000
Office of the Chief Information Office	2,695,000	-	2,695,000
Digital Platforms and Data	30,612,000	(6,690,000)	23,922,000
Connectivity	18,826,000	(5,121,000)	13,705,000
Procurement and Supply Services	132,656,000	(123,903,000)	8,753,000
Real Property	492,726,000	(130,212,000)	362,514,000
Enterprise Services	265,352,000	(91,959,000)	173,393,000
Corporate Information and Records Management Office	29,214,000	(7,068,000)	22,146,000
Government Digital Experience	9,560,000	(999,000)	8,561,000
Executive and Support Services	9,486,000	(58,000)	9,428,000
Total	\$1,041,256,000	(384,611,000)	\$ 656,645,000

CIRM0

CSD

ES

ICT

OCIO

PSD

RPD

SBC

New Decisions – 2022/23 Operating Budget

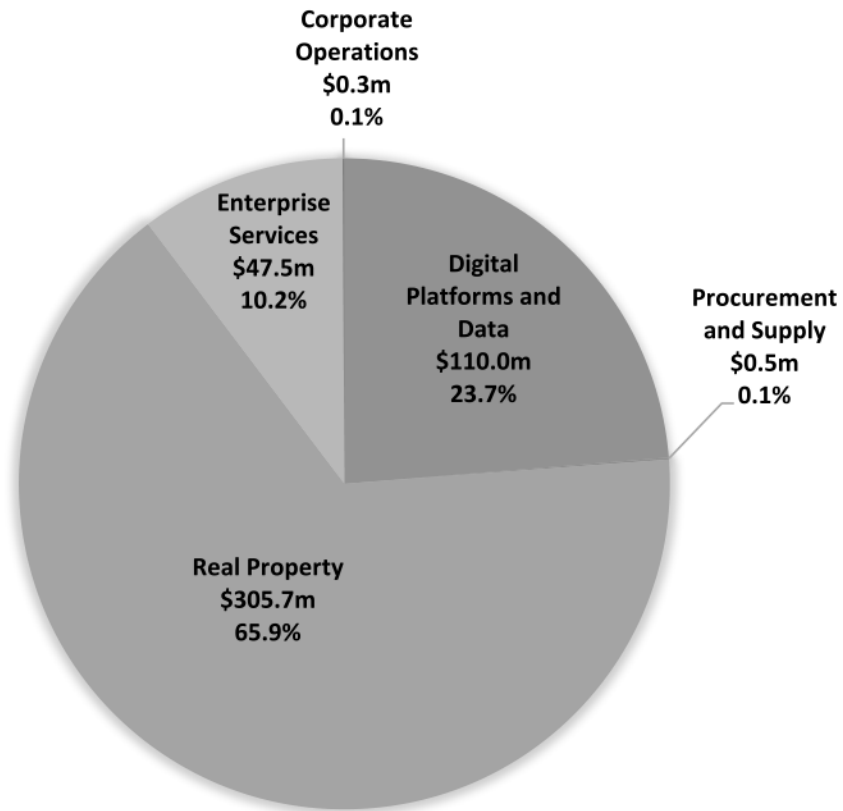
OPERATING (\$millions)	2021/22	2022/23	2023/24	2024/25
Budget 2021	\$ 604.304	\$ 609.300	\$ 618.602	\$ 618.602
Connectivity Enhancements (incl. continuation of \$20m in base into 24/25)		2.250	2.250	2.250
IT Security		16.519	16.916	17.383
Network Infrastructure		3.600	0.600	0.600
Gov't FTE Growth (shortfall)		3.845	3.845	3.845
Gov't FTE Growth (existing contingencies)		4.005	4.005	4.005
Facilities Management Contract Escalations		6.097	6.097	6.097
Facility Amortization		7.840	7.840	7.840
Clean BC - Education & Awareness		0.425	0.425	0.250
Clean BC - Fleet		1.435	1.036	0.977
Strategic Partnerships Office		0.700	0.700	0.700
Budget 2022 New Gov't FTE growth		0.353	0.353	0.353
Legal Services Increase		0.276	0.276	0.276
Budget 2022	604.304	656.645	662.945	663.178

Key Changes - 2022/23 Operating Budget

The Ministry's operating budget increased \$52.341 million (or 9%) this year, primarily due to:

- \$16.519 million to enhance IM/IT data security, license upgrades and supporting resources.
- \$13.937 million to support facilities management operating cost obligations and amortization.
- \$11.803 million for IT operating costs required to support cross-government FTE growth and network infrastructure.
- \$4.000 million increase for Private Cloud applications
- \$2.250 million to support province-wide Connectivity enhancements.
- \$1.860 million to support Clean BC Government Fleet Program and for education and awareness.

2022/23 Capital Budget Summary



- **Total capital budget is \$464 million, primarily for:**

- Acquisition, repairs and maintenance of real property
- Construction and renovations of facility infrastructure for government
- Support new and existing IT applications across core government
- Maintenance of base IT infrastructure

Key Changes - 2022/23 Capital Budget

The Ministry's capital budget increased by \$74.514 million (or 19%) this year, primarily:

- Increasing for:
 - Nanaimo Correctional Centre (\$36.40 million)
 - Port Coquitlam Law Courts Renovation (\$25 million)
 - Government wide Workstation Refresh (i.e., laptops) (\$14.4 million)
 - Legislative Precinct District Energy System (\$5m)
 - Various project reprofiling, many due to delays resulting from global supply chain challenges (\$16.7m)
- Decreasing for:
 - TIs for strategic buildings previously acquired (\$13.6m)
 - BC Corrections Segregation Strategy Renovations (\$9.4m)

Minister's Office - Support

- Minister's Office Support Services administers and pays expenses in accordance with the Official Duties Expense Regulation on behalf of all Ministers' Offices, including providing expert direction, advice, training, managing a central travel budget and related support activities.
- Additional Resources, including: policies & procedures, cabinet operations, standard's of conduct, travel administration:
<http://gww.fin.gov.bc.ca/gws/camss/moss>

Minister's Office – 22-23 Estimates Budget

Expenditure Category	STOBs	\$ in Millions
Base Salaries and Overtime	50	0.357
Employee Benefits	52	0.113
Leg Sal- Indemnities	54	0.056
Operating Costs	55 - 75	0.065
Total Budget Allocation		\$0.591



Minister's Office Contact List

Minister's Office – Support: The Ministry of Finance' Minister's Office Support Services (MOSS) administers and pays expenses in accordance with the Official Duties Expense Regulation (ODER) on behalf of all Ministers' Offices, including providing expert direction, advice, training, managing a central travel budget and related support activities.

Branch or Business Unit	Contact		Phone
<u>Accounts Payable</u>			
Corporate Financial and Facilities Services Branch, Ministry of Finance	Primary	Callie Johnston	236-478-1739
	or	Patricia Laird	778-698-8590
	or	Saija Poldrugovac	778-678-3496
<u>Budget Information</u>			
<i>Corporate Services, Ministry of Citizens' Services (CITZ)</i>	Primary	<u>Holly Cairns</u>	778-698-0400
	or	Tim Owen	778-698-7969
	Backup	Tony Dierick	250-507-7921
<u>Cellular Telephones</u>			
Information Management Branch (IMB), Ministry of Finance (FIN)	Primary	Contact a Cellular Phone Provider	
	or	FIN IMB Service Centre	250-387-8912
<u>Computers</u>			
Information Management Branch, Ministry of Finance	Primary	Finance IMB Service Desk	250-387-8912
	or	Workstation Services	250-387-7000
<u>Facilities (Desks, Furniture, etc.)</u>			
<i>Facilities Management Unit, CITZ</i>	Primary	Kobby Owusu	778-677-6430
<u>FOI - Freedom of Information</u>			
<i>Information and Privacy, CITZ</i>	Primary	FOI Contacts (listed by Ministry)	
<u>Human Resources</u>			
BC Public Services Agency	Primary	MyHR	250-952-6000
<u>Office Stationary - Printing</u>			
<i>Queen's Printer, CITZ</i>	Primary	Queen's Printer Reception	250-387-3309
<u>Office Supplies</u>			
<i>Purchasing Services, CITZ</i>	Primary	Purchasing Services - Office Supplies (website)	250-952-4460
<u>Payroll</u>			
BC Public Service Agency	Primary	MyHR	250-952-6000
<u>Records Management</u>			
<i>Records and Forms, CITZ</i>	Primary	MRO List	
<u>Staff Training and Orientation</u>			
BC Public Services Agency	Primary	MyHR	250-952-6000
<u>Telephones, Voice Mail and Fax Lines</u>			
Information Management Branch, Ministry of Finance	Primary	FIN IMB Service Centre	250-387-8912
<u>Travel</u>			
Corporate Financial and Facilities Services Branch, Ministry of Finance	Primary	Callie Johnston	236-478-1739
	or	Patricia Laird	778-698-8590
	or	Saija Poldrugovac	778-678-3496
<u>Vehicles</u>			
<i>Purchasing Services Branch, CITZ</i>	Primary	Brian Sugrue	778-677-1417

Additional Resources:

(CITZ CSD Feb 2020)

The Ministry of Finance MOSS webpage: <http://www.fin.gov.bc.ca/gws/camss/moss/index.stm>

MOSS contact section: http://www.fin.gov.bc.ca/gws/camss/MOSS/MOSS_Contacts.stm

CITIZENS' SERVICES RESPONSE TO COVID-19 - HISTORICAL OVERVIEW

Corporate Services Division

Lead Executive

Holly Cairns, Assistant Deputy Minister and Executive Financial Officer

Background

From the onset of the COVID-19 pandemic in March 2020, the Ministry of Citizens' Services (CITZ) played a significant role in supporting government's response to help keep people safe, informed and connected to the services and programs they need. CITZ undertook monitoring, planning for, and responding to the progression of the COVID-19 virus, while also delivering services to the public under unprecedented, unique, and evolving conditions.

Current Context

CITZ continues to play a significant role in supporting government's response to the COVID-19 pandemic, as indicated by the number of services and programs that continue to be provided to this date, as set out below. CITZ also plays a pivotal role in supporting post-pandemic economic recovery, by helping people connect to government supports and services, including virtual health care and online learning, and by providing leadership, management, facilitation, and support for the expansion of high-speed internet connectivity to rural, remote, and Indigenous communities.

Major Activities since July 2017

March 2020

- Implemented and continues to provide:
 - Provincial Contact Centre supports with the 1-888-COVID19 line, which provides information on non-clinical government and community supports including the BC Recovery Benefit program with translation services available in 140+ languages.
 - COVID-19 information at gov.bc.ca/COVID19.
 - Send Video identity verification service for British Columbians using the BC Services Card to reduce the need for Service BC counter visits.
 - Government network upgrades to meet the needs of a remote workforce.
- Enabled the broader use of communications tools for health-care workers and other public-sector staff who responded to the COVID-19 state of emergency with temporary ministerial orders under the *Freedom of Information and Protection of Privacy Act*. These changes were later made permanent through legislative amendment.

April 2020

- Launched the CITZ Supply Chain Emergency Operations Centre (COVID-19 Supply Hub), which remained open through to September 2021, with final distribution and disposal of Personal Protective Equipment complete in November 2021.
- Delivered eight regional townhalls to provide information about local situations and restrictions.

May 2020

- Kicked-off CITZ Safe Operations Task Force, to ensure consistent interpretation of COVID-19 related policies and safe workplace operations across the ministry.

June 2020

- Implemented and continues to provide:
 - Support to Emergency Management BC with wellness and compliance calls for Temporary Foreign Workers.
 - The COVID-19 chatbot in partnership with the Ministry of Health (HLTH).

September 2020

- Made COVID-19 test results available on the Health Gateway.
- Funded 47 projects to improve high-speed internet reliability and performance via an emergency response intake of the Connecting British Columbia program.

December 2020

- Began initial planning for the BC Vaccine Card.

February 2021

- Implemented and continues to provide:
 - COVID-19 Vaccination line.
 - B.C.'s gov.bc.ca/getvaccinated landing page.

April 2021

- Implemented and continues to provide:
 - Made COVID-19 online public information available in twelve languages, including English.
 - Supported the vaccine registration contact centre via phone and in-person.

September 2021

- In partnership with HLTH and the private sector developed and rolled-out the BC Vaccine Card / QR code.

Key Decisions in 2022/23

- None

SUPPORTING GOVERNMENT PRIORITIES - COVID-19 RESPONSE ON GOV.BC.CA Government Digital Experience Division

Lead Executive

Jeff Groot, Assistant Deputy Minister

Background

Government Digital Experience Division (GDX) develops, writes, and maintains content on gov.bc.ca for pandemic related and vaccination related information. This site connects to government's paid information campaigns to educate British Columbians about topics like financial supports or vaccination. This information posted is provided in thirteen languages, including English.

GDX's efforts compliment, collate, and simplify information provided by the BC Centre for Disease Control (BC-CDC) (bccdc.ca/covid-19) and Healthlink (healthlinkbc.ca), the workplace health and safety information provided by WorksafeBC (worksafebc.ca), and the Canadian federal benefits found at canada/covid19).

Current Context

The current focus is on support for the Fall booster campaign and vaccination for kids, as well as any changes to practices like travel requirements or the elimination of ArriveCan for travellers. GDX's role is to help people find and understand the information and services they need.

The key strategies to manage this work include:

- Applying standards (like plain language standards) to ensure citizens can easily find, understand, and access information and supports.
- Establishing a centralized team that works with ministry program and communication staff and health officials to deliver against the established standards.
- Continuous research and testing. GDX has a small research group that tests information and services directly with citizens to understand their needs and challenges as they try to navigate government. This intelligence is used to make improvements.
- Ongoing collaboration to ensure alignment with multiple agencies involved in communicating with the public, including BC-CDC, HealthLink, Ministry of Health, Government Communications and Public Engagement marketing and social media team and Service BC.

Major Activities since July 2017

- March 2020 – State of Emergency banner added to all gov.bc.ca pages and the COVID-19 pages launched on gov.bc.ca.
- April 2020 – BC's Returning Traveller program self-quarantine website and online form launched.
- May 2020 – BC Restart Plan published, BC enters Phase 2 and Temporary pandemic pay website launched.

- August 2020 – BC’s Back to School Plan website re-launched and the Health Career Access Program website published.
- September 2020 – BC Economic Recovery Plan and web content launches.
- October 2020 – Ongoing support for economic recovery initiatives, including the Small Business Recovery Grant.
- October 2021 – Variants detected during respiratory season with ongoing changing restrictions, travel etc.
- January 2021 – Multi-language team starts up as part of COVID-response and in prep for vaccination roll-out.
- April 2021 – Public Vaccination program begins.
- June to September 2021 – Vaccine roll out now includes 2nd dose.
- September – Vaccine Card implemented.
- December 2021 – Omicron is new variant, new restrictions, and changes to travel again.
- Spring 2022 – Restrictions are reduced, second booster.
- Summer 2022 – Planning for adult booster, kid’s vaccine, and influenza.
- Fall 2022 – Adult booster campaign, kid’s vaccine and influenza booking through the vaccine booking system.

Key Decisions in 2022/23

- None

SUPPORTING EMERGENCY MANAGEMENT BC WITH COVID-19 RESPONSE

Procurement and Supply Division

Lead Executive

Teri Spaven, Assistant Deputy Minister

Background

In March 2020, B.C. announced new measures to support its response to COVID-19. Using the *Emergency Program Act*, the Minister of Public Safety and Solicitor General issued a series of ministerial orders to ensure a coordinated response to COVID-19 across all levels of government. One of the results was a new Emergency Management BC (EMBC) led Provincial Supply Chain Coordination Unit (PSCCU) to coordinate goods and services distribution, taking a more active role in coordinating essential goods and services movement by land, air, marine and rail. The PSCCU was responsible for ensuring adequate supply of critical items required by B.C.'s health sector, first responders, essential services, and communities.

The Ministry of Citizens' Services (CITZ) Supply Chain Emergency Operations Centre (SC EOC) stood-up the COVID-19 Supply Hub in April 2020; this supported EMBC with the procurement, technology and distribution services needed to source, sell, and distribute Personal Protective Equipment (PPE) and cleaning supplies to the broader public sector and social service organizations, in support of B.C.'s Restart Plan.

Current Context

Based off the Ministry's work on the COVID-19 Supply Hub, which closed as of September 30, 2021, the Ministry of Health requested technical and logistical expertise to ensure health-care providers have the PPE they require to maintain operations.

The Health PPE Portal allows general practitioners, nurse practitioners and physician specialists in community clinics to order PPE and critical supplies through a centralized ordering system, at no cost. The Ministry of Health has authorized this service through the end of fiscal year 2022/23.

This ensures reliable and equitable access to PPE and critical supplies to safeguard the health of health-care providers and their patients.

The Ministry of Health's distribution of PPE supports 10,000 general practitioners, nurse practitioners and specialist physicians in community clinics.

Major Activities since July 2017

- April 2020 – CITZ SC EOC secures:
 - New technology to support 30,000 public servants to work remotely.
 - Laptops to YVR Airport for isolation planning for returning British Columbians.
 - Hotel rooms for individuals/essential service workers needing to self-isolate.

- April 2020 – Launch of the COVID-19 Supply Hub.
- April – August 2020 – Sourcing and purchasing of PPE.
- May to August 2020 – Launch of COVID-19 Supply Hub development/enhancement to support PPE orders.
- August 2020 – Launch of Supply Hub Order site, orders, packing and distribution begin.
- November 2021 – Final distribution and disposal of PPE completed.

Key Decisions in 2022/23

- March 2023 – Ministry of Health extension decision for continuation of Health PPE portal.

SERVICE DESIGN PROJECTS

Government Digital Experience

Lead Executive:

Jeff Groot, Assistant Deputy Minister

Background:

The GDx Service Design team was established in 2015. They work with organizations in government to improve the design and delivery of services and web content. The team of designers uncover the needs and experiences of people in B.C. who use government services then works with ministry staff to build or improve services around these needs. They focus on improving the front-end service experience, along with back-end staff processes, technology, policies and procedures.

Current Context:

The Service Design team uses a cost-recovery model, offering ministries service and content design support. Their work regularly interacts with the gov.bc.ca website, the citizens engagement and service analytics teams, as well as digital service development groups like the Ministry of Citizens' Services Exchange Lab and ministry IMB/IT departments. The team's main work includes:

- *Service and Content Design Projects:* Working with ministry program areas to understand needs of people using government services and identify service and content improvement opportunities. Focusing on simplifying and improving experience for people who use government services and internal ministry staff/processes.
- *Guides and Resources:* Created the online [Service Design Playbook](#) that outlines methodologies and approaches to service design, and a [Design Research Guide](#) that outlines best practices and ethics.

Major Activities since July 2017

- February – September 2018: Substance Use Alone – Opioids, MMHA
 - Conducted research to understand context and needs of people using substances (opioids) alone. Worked with a peer researcher to speak with people who use substances, medical staff and other stakeholders via in-person interviews and co-design workshops.
Advice/Recommendations
- February – September 2018: Cannabis Licensing, AG
 - Conducted research and developed design of digital business license application process cannabis retailers. Worked in collaboration with the Exchange Lab. Included usability testing and interviews with key users including business owners, municipalities and Ministry staff.

- July - October 2019: Cloud Solutions, CITZ
 - Conducted research to understand how Ministry staff currently access and business needs for Cloud technology. Provided recommendations on how to structure OCIO service offerings for Cloud technology. Included interviews with key program area users, stakeholders and Ministry staff.
- September 2020 – January 2021: Hazardous Waste Manifest, ENV
 - Conducted research and co-design workshops to understand challenges and opportunities to modernize the hazardous waste manifest – a 6-page carbon copy form used to track the movement of hazardous waste. Delivered wireframes and a roadmap for a new digital version.
- November 2020 – Ongoing: CleanBC, ENV –
 - Conducted research with people across B.C. to inform and implement the content strategy and design of all components and web presence of CleanBC, B.C.'s carbon reduction strategy, across multiple organization. Included interviews, usability tests, bespoke design system, and web content.
- January – August 202: Health Service Experience, HLTH –
 - Conducted research with members of the public and partners to better understand their experience accessing health information and services. Focus on COVID-19 vaccinations and health equity.
- June – August 202: BC Parks, ENV –
 - Conducted research to understand the needs of people who want to book provincial campsites online. Delivered recommendations to improve the website's user experience.
- June – August 202: Multilanguage Health Information, HLTH –
 - Conducted research with speakers of 12 different languages to better understand their experience accessing COVID-19 and health information and services. Made changes to gov.bc.ca web content based on findings.
- November 2021 – August 2022: Vaccines for Children, HLTH –
 - Conducted research with parents and children to understand their needs and barriers to accessing COVID-19 vaccinations. Conducted co-design workshops with parents to produce printed materials in multiple languages with information on COVID-19 vaccinations for children. Printed and disseminated materials across B.C. through MLA offices, pharmacies, libraries, community centres, and more.

Key Decisions in 2022/23

- None

CITIZEN ENGAGEMENT

Government Digital Experience

Lead Executive

Jeff Groot, Assistant Deputy Minister

Background

The Citizen Engagement (CE) Team designs, leads and delivers online and face-to-face public engagements for BC government ministries. This work ensures legislative, regulatory, policy and service improvements are informed by people in BC. Summaries of the input gathered during these engagements are often published in public *What We Heard Reports*. Engagements are supported online through the internally developed engagement platform found at engage.gov.bc.ca with projects listed publicly at govTogetherBC. Engagements are delivered through surveys, discussion forums, open houses, townhalls and social posts.

Current Context

Currently, there are 13 open citizen engagements. Examples include:

- Legal Professions Regulatory Reform (AG)
- Taylor Bridge Phase 2 (TRAN)
- Belleville Terminal Redevelopment Project (TRAN)

Eight key engagements currently in planning for fall 2022/23

Major Activities since July 2017

Citizen Engagement has led over 282 projects since July 2017. Most notably:

- Cannabis Regulation (2017) - To prepare for legalization in July 2018, a public and stakeholder engagement on the legalization and regulation of non-medical cannabis was conducted.
- Mental Health and Addictions (2018) - Minister hosted face-to-face roundtable dialogues to listen and learn about the strengths and challenges in the mental health and addictions system and their priorities for action.
- Rental Housing (2018) - The Rental Housing Task Force wanted to better understand what further changes may be needed to modernize BC's tenancy laws.
- Daylight Savings Time (2019) - British Columbians were invited to share their views on how we should observe time in our province.
- CleanBC – Plastics and Job Readiness (2019) - Public feedback was requested to inform a new regulatory framework for plastic waste being developed and, through a separate engagement, on the emergence of new jobs and professions through the growth of the clean economy.
- Child Employment (2019) - The Ministry of Labour introduced changes to the Employment Standards Act to ensure that the work children and young people do is age-appropriate and safe for their health and development.

- Accessibility Legislation (2019) – An engagement focused on gather input to inform new Accessibility Legislation.
- Paid Sick Leave (2021) – The engagement helped government establish paid sick leave for BC's workers, allowing employees covered by the *Employment Standards Act* to stay home when sick or injured without losing wages.
- Anti-Racism Data Legislation (2022) - This engagement helped the Province introduce new data legislation to manage how demographic data is collected and managed across BC.
- COVID-19 Questionnaires and Townhalls (2020 – 2022) – Engagement activities supported ongoing public information gathering around COVID-19 to inform the development of educational materials, feedback on government supports, priorities for the Province moving forward and overall vaccine experience. This included 26 regional townhall meetings and six targeted and open public surveys.

Key Decisions in 2022/23

- None

RENEWING GOVERNMENT'S MAIN WEB PRESENCE – GOV.BC.CA

Government Digital Experience

Lead Executive

Jeff Groot, Assistant Deputy Minister

Background

Gov.bc.ca is the Province of British Columbia's primary digital point of communication with the citizens of British Columbia. Gov.bc.ca's current look and feel was released June 21, 2015, and based on feedback, research and evidence, is due for a renovation to keep up with modern standards and trends and ensure that it meets the public's needs and expectations.

Alpha.gov.bc.ca – a separate parallel site to gov.bc.ca – is a live, public design research project aimed at testing and refining a new design and layout for gov.bc.ca with the goal of improving citizen experience and access to information and services as a part of a better-connected province. Alpha's initial design is based on feedback and evidence gathered over the past four years and includes improvements in reading comprehension, wayfinding, accessibility, mobile optimization, in-language experience and indigenous land acknowledgment.

Current Context

- gov.bc.ca is the B.C. Government's primary digital gateway for government information and services.
- In 2021, gov.bc.ca saw nearly a quarter billion visits.
- For the first time, over 50% of those visitors came via a mobile device.
- alpha.gov.bc.ca is the first phase of a larger web initiative called GovNextGen (GNG) whose subsequent phases include transformed web publishing and an improved, personalized, service-first citizen experience on gov.bc.ca.
- alpha.gov.bc.ca leverages government's investment in the OpenShift platform. It will be the largest web presence on the platform with the most traffic and activity.
- GDx has done early consultation with GCPE Communications on brand implications.

Major Related Activities since July 2017

- September 2018 – Creation of the Design System, a guide of standards and best practices for the creation of B.C. Government branded web properties.
- April 2020 - Designed and adopted, BC Sans, a font that will accommodate different language characters including Indigenous languages.
- December 31, 2021 – gov.bc.ca reaches a quarter billion visits for calendar year 2021, half of which are via mobile devices.
- June 2022 – Alpha Comms plan created.
- August 2022 – A test version of alpha.gov.bc.ca is successfully launched on OpenShift.

Key Decisions in 2022/23

- October 2022- Alpha.gov.bc.ca is scheduled to go live

Contact: Steve Albert, A/Executive Director
Ministry of Citizens' Services

Date: September 25, 2022
This material will be proactively released

MULTI-LANGUAGE PROGRAM IMPLEMENTATION

Government Digital Experience

Lead Executive

Jeff Groot, Assistant Deputy Minister

Background

When the pandemic began in 2020, information and instructions for the public were posted to the government's website: gov.bc.ca. As the pandemic continued, the need for web content increased with often rapidly changing and local subtleties. In early 2021, the vaccination rollout was translated into 12 languages, in addition to English.

This work officially kicked off in February 2021, with a small team that spanned Government Digital Experience (GDX) and Government Communications and Public Engagement (GCPE) to action the commitment. Some translation experts, English content writers and content designers were hired in-house, in addition to having a team of translation contractors who would support the work. This work continues today and is currently supporting the fall booster and kids' vaccination campaign.

Current Context

COVID-19 and vaccination work continue today and since it began the team has translated over 1.18 million words and has had over 139 million page views of English content and more than 3.7 million page views of the translated pages.

Beyond pandemic support, the team will now focus on a partnership with the Ministry of Municipal Affairs (MUNI) to begin the work to support newcomers who are arriving in B.C. This work will require content and design it so that it is organized, easy to find, written in plain language and meets accessibility standards. It will be tested with newcomers and agencies to ensure the content is meeting their needs.

Major Activities since July 2017

- Summer 2019 – GDX explored the idea of services and content in additional languages
Completion of initial design research with newcomer organizations.
- March 2020 – Pandemic begins
 - GDX was asked to create some web content in-language in the first months of the pandemic.
- December 2020 – All content to be translated, originally in 9 and then later 12 languages, in addition to English.
- February 2021 – Multi-language project begins.

Key Decisions for 2022/23

- None

SUPPORTING CLEANBC Government Digital Experience

Lead Executive

Jeff Groot, Assistant Deputy Minister

Background

CleanBC is government's plan to lower climate-changing emissions by 40% by 2030. B.C. is collaborating with partners, industry and local governments to take action. Together, we are protecting nature, building a cleaner economy and preparing communities for our future climate. CleanBC is not a ministry specific program but many ministries having responsibility for a wide range of actions.

In fall of 2021, a joint Memorandum of Understanding (MOU) between Government Communications and Public Engagement, the ministries of Citizens' Services, Environment and Energy Mines and Low Carbon Innovation (EMLI), was developed with the goal of creating a clear and cohesive CleanBC digital strategy. The three key CleanBC websites include CleanBC.gov.bc.ca, BetterHomesBC.ca and GoElectricBC.gov.bc.ca

Prior to this MOU, CleanBC information and services were spread out over several websites, making it hard for British Columbians to easily understand the full extent of the plan and find key information or participate in relevant government programs and services. These sites were originally built and managed by separate program areas in different ministries across the B.C. government.

In addition to a coordinated approach across government, the approach would also ensure human centered design was embedded so that rather than creating a web site and content for government, this project starts with listening to people and building information that meets their needs.

Current Context

In August 2021, a new Go Electric site was launched that was informed by citizen research and in collaboration with subject matter experts throughout government.

On September 15, 2022, a new CleanBC.gov.bc.ca was launched. This is a fifteen-page service platform, providing a central source to help British Columbians easily understand the full extent of the CleanBC plan and services to support cleaner choices.

BetterHomesBC.gov.bc.ca is concurrently being re-structured and the next iteration is set to launch in Fall 2022.

Major Activities since July 2017

Phase 2: October 2021 – March 2022 (complete – for reference)

- Establish CleanBC core digital team and governance structure.
- Complete service design research and user testing.
- Draft CleanBC Digital Content Strategy.
- Prototype a reimagined CleanBC website.
- Conversations with citizens about EVs/Go Electric website.
- Implement content and design improvements to EVs/Go Electric website.

Phase 3: April 2022-Sept 2022

- Implement a reimagined CleanBC web experience that will continue to be built and maintained by the CleanBC DX team – *complete*.
- Complete service design research and user testing of Better Homes website (EMLI) – *90% complete*.
- Establish cross-Ministry governance model for continuous improvement of content and development of new features – *ongoing*.
- Implement and launch improvements to Go Electric website researched and designed during phase – *ongoing*.
- Develop design system to unify look and feel as well as user experience throughout the CleanBC service platform – *complete*.
- Build out a new system of Wordpress site development to allow staff to make significant changes to the service platform without contractor support – *complete*.

Key Decisions in 2022/23

September – December 2022

- Launch improved BetterHomesBC.gov.bc.ca
- Continue improvements and governance to all three sites.

PROCUREMENT OVERVIEW

Procurement and Supply Division

Lead Executive

Teri Spaven, Assistant Deputy Minister

Background

- Procurement is the process government uses to acquire goods, services, and construction from the vendor marketplace. B.C. spends billions each year through procurement.
- Canadian public sector procurement is governed by federal and provincial legislation, trade agreements, and Canadian contract law and jurisprudence, which requires it to be fair, open, and transparent.
- B.C. has a decentralized procurement model where ministries purchase on their own behalf.
- Three Ministries act in supportive central agency roles within this decentralized model:
 - Ministry of Citizens' Services (CITZ) through the Procurement and Supply Division (PSD): provides procurement advisory services, leads procurement transformation, manages B.C.'s portfolio of large, strategic contracts, and maintains corporate services and tools, such as corporate supply arrangements, purchasing cards, and BC Bid;
 - Ministry of Finance (FIN) through the Office of the Comptroller General (OCG): provides procurement policy oversight through Core Policy and Procedures and government's vendor complaint resolution process; and
 - Ministry of Attorney General (AG): provides legal advice related to procurement. Core Policy prescribes specific accountabilities for legal advice, including mandatory legal review for any proposed changes to standard forms of contracts or use of alternate contract templates.
- The *Procurement Services Act* provides the Minister of Citizens' Services with statutory authority over certain operational functions related to procurement, including the ability to purchase on behalf of other ministries.
- The *Transportation Act* and *Financial Administration Act* also include procurement-related provisions.
 - The *Transportation Act* contains a "low bid" provision, which states that contracts should generally be awarded to the lowest-bidding tender for certain Ministry of Transportation procurements; and
 - The *Financial Administration Act* contains provisions related to government's financial expenditures and revenues, including procurement spend reporting and compliance.
- In 2018 the province published the *BC Procurement Strategy*, followed in 2020 by the *Procurement Strategy Update*, establishing guidance for procurement modernization in B.C.

Current Context

- Although ministries procure on their own, they can access support and advice from the Procurement Services Branch (PSB) and may request that PSB run a procurement on their behalf.
- These services are provided under a cost recovery model and, in certain circumstances, are mandatory under B.C.'s Core Policy including procurements for:
 - Goods with an estimated value equal to or above \$10,000;
 - Services with an estimated value equal to or above \$250,000;
 - Procurements that impact or involve multiple ministries;
 - Procurements that are considered high risk; and
 - Procurements that use customized solicitation templates, negotiated processes, or joint solutions procurement acquisition methods.
- The new BC Bid launched in May 2022 and provides a modern online marketplace where buyers can post new opportunities and receive bids from suppliers. The project is now transitioning to operations, with a continuous improvement model.
- Since the release of the *BC Procurement Strategy Update* in early 2020, British Columbians have lived through a global pandemic, related financial and social challenges, and some of the most devastating effects of climate change experienced in B.C. to date.
 - The continued modernization of procurement in B.C. will focus on using procurement as a strategic lever to align with government's key priorities.
 - This transformation will be realized through the Indigenous Procurement Initiative, Impact Procurement methodologies, ^{Advice/Recommendations} Advice/Recommendations
- CITZ is also responsible for other elements of B.C.'s procurement system including:
 - Creating and managing corporate supply arrangements for goods and services where there is multi-ministry or cross-government demand;
 - Maintaining standard government formats for solicitation documents and guidelines for their selection and use; and
 - Providing support and oversight for B.C.'s large strategic contracts.

Major Activities Since July 2017

Continuous	Procurement Advisory services provided to B.C. Ministries by PSD
2017 - present	Engagement with vendors and buyers on government procurement improvement opportunities.
June 2018	Public release of the <i>BC Procurement Strategy 2018</i> .
May 2018	<i>Procurement Services Act</i> amended to permit B.C. access to Federal government supply agreements.
March 2020	Release of the <i>BC Procurement Strategy 2020 Update</i> .
July 2021	Updates to Procurement Policy in the B.C. Core Policy and Procedures Manual (CPPM).
May 2022	Launch of new BC Bid application.
September 2022	Establishment of the Indigenous Procurement External Advisory Committee.

Contact: Leila Ball, ED Procurement Transformation Branch
Ministry of Citizens' Services

Date: September 23, 2022
This material will be proactively released

Key Decisions Required by 2022/23

- None

PROCUREMENT STRATEGY OVERVIEW

Procurement and Supply Division

Lead Executive

Teri Spaven, Assistant Deputy Minister

Background

- Each year the province spends billions on goods, services, and infrastructure projects.
- B.C. is continually transforming procurement practices to use this essential spending as a strategic lever for positive change.
- Transformation is managed under the oversight of cross-government Assistant Deputy Minister and Deputy Minister committees with secretariat support provided by the Procurement Transformation Branch (PTB) in the Ministry of Citizens' Services (CITZ).
- Based on extensive feedback with vendors and internal stakeholders, CITZ launched the *BC Procurement Strategy* in June 2018 which set the following goals to modernize B.C. government procurement:
 - To realize best value and increased benefit to British Columbians by using procurement strategically.
 - To make it easier to do business with government with simpler, more intuitive processes.
 - To create more opportunity for businesses of all sizes, adapting practices to support, grow and sustain a community of suppliers.
 - To build greater capacity for procurement in the BC public service through enhanced training and support.
- Key milestone achievements included the launch of the Procurement Concierge Program, release of the Social and Environmental Purchasing Guidelines, announcement of the successful proponent for the replacement of BC Bid, and province-wide engagement to increase Indigenous participation in provincial procurement.
- In March 2020, the Province released the *BC Procurement Strategy Update*, which reinforced the four goals and provided updates on key projects.
- Since 2020 British Columbians have lived through a global pandemic, related financial and social challenges, and some of the most devastating effects of climate change experienced to date.
- With those challenges in mind, the next iteration of the *BC Procurement Strategy* will align closely with government's key priorities: putting people first, working towards lasting and meaningful reconciliation, and creating a strong, sustainable economy that works for everyone.

Current Context

- CITZ continues to collaborate with teams across government who are working to achieve government's procurement transformation objectives.
- Advice/Recommendations

- This refreshed iteration of the strategy will align closely with the goals and values outlined in Stronger BC, CleanBC, and the Declaration Action Plan.
- Shifting from the four goals of the 2018 and 2020 strategies, the refreshed procurement strategy will address the impacts of public sector procurement on three key groups – suppliers, buyers, and the people of B.C.
- Advice/Recommendations

-

- The Strategy provides guidance and confirms executive support for ongoing transformation initiatives including Impact Procurement, BC Bid Replacement, Indigenous Procurement Initiative External Advisory Committee, and Procurement Concierge [See notes 54-57].

Major Activities Since July 2017

June 2018	Launched the <i>BC Procurement Strategy 2018</i>
July 2018	First Sprint with Us contract awarded
January 2019	Launched the Procurement Concierge Program Released Social and Environmental Purchasing Guidelines Announced successful proponent for the replacement of BC Bid
March 2020	<i>BC Procurement Strategy 2020 Update</i> released Included public release of the Indigenous Procurement Initiative “ <i>Report on What we Heard</i> ”
February 2022	Engagement with procurement specialists within government via BC Stats survey
June 2022	Conducted targeted follow-up sessions with an emphasis on impact procurement activities
May 2022	Launched new BC Bid application

Key Decisions in 2022/23

- None

IMPACT PROCUREMENT

Procurement and Supply Division

Lead Executive

Teri Spaven, Assistant Deputy Minister

Background

- All procurements have the potential for economic, social, Indigenous, or environmental impact.
- Corporate Social Responsibility (CSR) has already gained traction both internationally and in Canada, with many organizations prioritizing social, environmental, and/or Indigenous values.
- In procurement, there is a growing movement to assess suppliers on their ability to influence Indigenous, social, cultural, and environmental value when purchasing goods and services. This is also known as impact procurement.
- In 2018, the provincial government launched the *BC Procurement Strategy* (the Strategy) that recognized that government procurement in BC is based on principles that include value for money, transparency, and accountability.
- The Strategy expanded the principles to consider Indigenous, social, and environmental benefits.
- In 2019, provincial social impact purchasing guidelines were published, but with limited scope to only include procurements valued under \$75,000 and assessment criteria focused on supplier diversity and workforce development.
- Provincial purchasing and acquisition of goods and services is guided by the Core Policy and Procedures Manual (CPPM), specifically the chapters on procurement (chapter 6) and government transfers (chapter 21).
- Impact procurement criteria can be applied to varying degrees to both procurements and government transfers.

Current Context

- Advice/Recommendations

- CITZ has initiated an Impact Procurement pilot program to broaden the scope of the social impact purchasing guidelines and develop the policies, standards, and guidance necessary to support procurement professionals across government focus their purchasing power to improve Indigenous, social, environmental, and economic outcomes.
- The pilot program aligns corporate services and ministries across government to enable tool development.

- Research is ongoing to gather data and information on how other jurisdictions are applying impact procurement approaches to understand their application, challenges, and successes.

Major Activities Since July 2017

- June 2018 – Public release of the *BC Procurement Strategy 2018*.
- January 2019 – Release of Social and Environmental Purchasing Guidelines.
- March 2020 – Public release of the *BC Procurement Strategy 2020 Update*.
- May 2022 – Internal release of the CleanBC Government Fleet Program.

Key Decisions in 2022/23

- None

BC BID REPLACEMENT RELEASE 1.1

Procurement and Supply Division

Lead Executive

Teri Spaven, Assistant Deputy Minister

Background

As part of the BC Procurement Strategy, the ministry launched a new, modernized BC Bid, with upgraded features and functions on May 30, 2022.

BC Bid is government's online procurement tool for accessing and competing on public sector procurement opportunities and is used by hundreds of publicly funded organizations, such as Crown corporations, health authorities and municipalities. Some of the improvements include better search functions and easier navigation, updated security and a reliable, modern experience for the public, buyers, and suppliers.

Stakeholders were engaged through all phases of the project including extensive user experience testing and training. B.C. Procurement Resources offers step-by-step user guides and videos to support buyers and suppliers to use the new BC Bid.

Complex development and other issues delayed the launch to May 30, 2022.

Current Context

Onboarding to the new BC Bid continues to be robust, with more than 1800 buyers and 2800 suppliers already registered in the system. Suppliers have ready access to thousands of public service opportunities through the public portal.

The next BC Bid system update, scheduled for release in October 2022, integrates BC Bid with government's Corporate Financial System and links BC Bid with the federal government's procurement portal "CanadaBuys", connecting our procurement opportunities to the global marketplace and delivering on our commitments to trade agreements.

While all procurement types are available in the new BC Bid as of October 3, 2022, the legacy system remains operational to support some remaining ministry construction procurements. The last date for bidding on any opportunities on the legacy system is November 30, 2022. The legacy BC Bid site will be shut down on December 15, 2022.

The new BC Bid will continue to advance its capabilities over time. Changes and updates to the new BC Bid will be managed and prioritized through an internal Change Advisory Board process.

Major Activities

- April 12, 2022 – Public Announcement - BC Bid Registration and Onboarding.
- May 30, 2022 – BC Bid Go-Live.

Upcoming Activity Target Dates

- September 30, 2022 – BC Bid Replacement Project Close.
- October 3, 2022 – BC Bid Release 1.1.

Key Decisions in 2022/23

- None

INDIGENOUS PROCUREMENT EXTERNAL ADVISORY COMMITTEE

Procurement and Supply Division

Lead Executive

Teri Spaven, Assistant Deputy Minister

Background

- The Government of British Columbia is committed to true and lasting reconciliation with Indigenous Peoples.
- The *Declaration on the Rights of Indigenous Peoples Act* was passed into law in B.C. in 2019, followed by the Declaration Action Plan in 2022.
- Increasing Indigenous Peoples' participation in the economy is a pillar outlined in the Act and committed to in the Action Plan.
- The Indigenous Procurement Initiative (IPI) was created to increase Indigenous Peoples' participation in the Province's procurement opportunities.
- The IPI is co-led by Ministry of Citizens' Services and Ministry of Indigenous Relations and Reconciliation.
- In 2018 the IPI engaged with more than 300 Indigenous partners, business owners, and community members about government procurement.
- A Report on What We Heard (published in 2020) summarizes the findings of that engagement and includes 85 policy, practice, and programming ideas and suggestions for removing barriers and creating opportunities for Indigenous Peoples' participation in the Province's procurement activities.
- The findings were also clear that continued collaboration and engagement with Indigenous Peoples should form the foundation of government's approach to this work.
- As a result, the *BC Procurement Strategy Update 2020* (published in March of 2020) included the commitment to establishing an external advisory committee (EAC).
- Through 2020 and most of 2021, both the Province and Indigenous partners were focused on responding to and working to recover from COVID-19, which delayed the establishment of the EAC. Other events, including wildfires, flooding, and the residential school crisis further delayed this work.
- When it was determined safe and appropriate to begin to form the EAC in June of 2021, feedback was sought from British Columbia Assembly of First Nations (BCAFN). As a result of that feedback, further Internal engagement was undertaken to determine an appropriate governance structure for the EAC.

Current Context

- The EAC is now in the final stages of its formation.
- The EAC will have an initial 18-month mandate to advise on recommendations and an action plan to inform the development and implementation of specific short-, medium-, and long-term actions to address what has been heard through engagement.

- The EAC will have 8 – 10 members who, collectively:
 - Have previous experience working with government in a technical advisory capacity on improving Indigenous people’s participation in the economy;
 - Have a broad range of business backgrounds reflecting the diversity of Indigenous businesses in B.C.;
 - Include a gender balance (GBA+);
 - Represent broad geographic diversity; and
 - Represent the diversity of Indigenous peoples (First Nations, Métis, Inuit) in B.C.
- The IPI engaged with the following key Indigenous partners to identify potential members of the EAC:
 - British Columbia Assembly of First Nations (BCAFN);
 - British Columbia Association of Aboriginal Friendship Centres (BCAAFC);
 - First Nations Public Service Secretariat (FNPSS);
 - Indigenous Tourism B.C.;
 - Métis Nation British Columbia (MNBC); and
 - Alliance of BC Modern Treaty Nations.
- Potential members were also identified by Ministry of Transportation and Infrastructure and internal engagement was undertaken with other ministries including Ministry of Children and Family Development.
- Potential EAC members have now been invited to formally join the EAC.
- The inaugural meeting of the EAC is anticipated to occur in late fall 2022.
- The EAC’s terms of reference, priorities, and ways of working will be co-developed with the EAC.

Major Activities Since July 2017

- September-December 2018 – Internal engagement and information gathering with ministries, in-depth conversations with Indigenous partners
- January-March 2019 – Regional engagement with Indigenous business owners and community representatives
- March 2020 – Public release of Report on What we Heard and the *BC Procurement Strategy*
- June-October 2021 – Internal engagement to determine an appropriate governance structure
- April-August 2022 – Engagement with key Indigenous partners to gather names of potential EAC members
- September 2022 – Potential EAC members formally invited to join the EAC
- Late fall 2022 – Planned inaugural meeting of the EAC

Key Decisions in 2022/23

- None

PROCUREMENT CONCIERGE PROGRAM

Procurement and Supply Division

Lead Executive

Teri Spaven, Assistant Deputy Minister

Background

- During the development of the original *BC Procurement Strategy*, feedback gathered from vendors highlighted the need for collaboration opportunities in advance of competitive procurement processes, as well as a method to propose new products and innovations.
- In response to this feedback, the ministry launched the Procurement Concierge Program (the Program) on January 28, 2019, fulfilling one of the key commitments made under the best value goal of the *BC Procurement Strategy*.
- Developed in collaboration with vendors, the Program matches suppliers (vendors) with buyers (government ministries) and provides a mechanism for suppliers to share innovative solutions to government problems.

Current Context

- The intended benefits of the Procurement Concierge Program are to:
 - Create economic benefits and jobs by making it easier for businesses of all sizes to sell products and services to government;
 - Build a strong, sustainable, and innovative economy;
 - Help the tech sector grow;
 - Adopt leading practices to modernize the public service; and
 - Establish a more collaborative relationship with vendors.
- A key component of the Program is Discovery Day Sessions, which bring together government buyers and vendors for group meetings where government presents specific business problems to the vendor community through Requests for Information (RFI). The discussions at these sessions allow vendors to get a better understanding of what government's needs are.
- These sessions provide an avenue for government buyers to learn what is available in the marketplace to help, particularly in those industries with rapid-change or new technological advances.
- Since launch, government has held 17 Discovery Day Sessions where 28 RFIs have been presented. Over 430 individuals from more than 250 organizations have interacted with government buyers through this process. Feedback from these sessions has been positive from both government buyers and vendors.

- To facilitate engagement in the Program, we developed a web application to enable vendors to view RFIs posted by registered public-sector buyers, respond to RFIs, and register for Discovery Day Sessions.
 - The web app is available at <https://procurementconciierge.gov.bc.ca/>; and
 - Over 750 individuals from 675 vendor organizations have registered on the web app.
- The next phase of the Program – a vendor-initiated matching process – is currently under development.
 - Will include pilot stage, with vendors who already have proposals; and
 - Features cross-ministry cooperation to vet ideas and identify potential buyers.
- In response to B.C.'s Economic Plan, the Institute for Innovation and Public Purpose released a report titled *Inclusive and Sustainable British Columbia*. The report highlighted the impact that the concierge program could have on advancing public procurement in B.C. and recommendations are being considered as we move into future phases of the Program.

Major Activities since July 2017

- March 2018 – Contract with Arizona State University signed for training and development of Best Value model solicitation template.
- June 2018-October 2019 – Piloted five Best Value solicitations through the Program.
- January 2019 – Launch of Procurement Concierge Program.
- January-April 2019 – Vendor Outreach Sessions held.
- April 2019 – First Discovery Day Session held.
- September 2019 – Approval of Unsolicited Proposals Policy (CPPM 6.4).
- November 2019 – Operationalized Best Value procurement model.
- May 2020 – Shift to virtual Discovery Day Sessions in response to public-health situation.
- December 2021 – Developed 1:1 meeting model between buyers and vendors during pre-procurement that aligns with procurement policy.

Key Decisions in 2022/23

- Advice/Recommendations

NAMING PRIVILEGES POLICY

Procurement and Supply Division

Lead Executive

Teri Spaven, Assistant Deputy Minister

Background

The Naming Privileges Policy (Appendix 1), governs the naming of physical assets in recognition of financial or “in-kind” contributions of good and services. These “opportunities” can come from individuals, businesses, organizations, or other benefactors, such as family members who may want to name a university classroom after their parents or a service organization that wants to facilitate the purchase of new equipment for a hospital.

The Policy ensures a consistent framework so that naming privileges are granted to benefactors in a fair and equitable manner across government. The Policy, originally approved by Cabinet in June 2006 and revised in July 2014 and April 2018, applies to all government ministries and government bodies as defined in the *Financial Administration Act*. Government bodies include hospitals and health authorities, Crown corporations, colleges, and universities. The Policy does not apply to natural, geographical features such as mountains, or rivers or other geographical features nor does it name new capital infrastructure projects such as bridges, courthouses, or correction centers. As well, the Policy does *not* apply to assets owned by municipalities or regional districts.

The Intellectual Property Program (IPP) is the point of contact for all naming recognition opportunities. The IPP is responsible for the general administration of the Policy, including facilitating the review and approval of received naming requests by an appointed Naming Committee, the Minister of Citizens’ Services and Cabinet. The IPP is also responsible for preparing reports to Cabinet, including the Naming Committee annual report, and for conducting reviews of the Policy with stakeholders.

The Minister of CITZ appointed the original Naming Committee under the Policy. The Naming Committee has decision-making authority for naming opportunities that recognize donations up to \$1 million. The Minister of CITZ presents the Naming Committee’s reports on naming opportunities to Cabinet, including naming opportunities that require Cabinet’s approval and the annual report of approved naming opportunities. The Minister has decision-making authority for naming opportunities that recognize donations between \$1 million and \$5 million.

The Naming Committee is comprised of senior civil servants from several ministries and has responsibility under the Policy to review all naming opportunities submitted to government. The Naming Committee approves all naming requests unless the Naming Committee determines that criteria in section 4.6 or 4.7 of the Policy applies. In the event that one or more of these criteria apply, the naming opportunity is submitted to the Minister or Cabinet for decision as outlined in the Policy. Naming opportunities are not a standing item on the Cabinet

agenda. They are added to the agenda when there are naming opportunities that require Cabinet's decision-making authority.

Since the implementation of the Policy in 2006, over 1586 naming opportunities were approved representing more than \$1.3 billion in financial contributions. Between January 2021 and March 2022, 248 naming opportunities were approved to recognize in excess of \$201.6 million in financial contributions. The majority of the naming opportunities have been submitted by entities in the broader public sector, primarily from health care and post-secondary institutions.

Current Context

Naming Privileges requests are scheduled throughout the year.

Major Activities Since July 2017

Advice/Recommendations

Key Decisions in 2022/23:

- Requests will be received throughout the year.



Naming Privileges Policy

1. Purpose

- 1.1 This policy governs the naming of physical assets in recognition of financial or in-kind contributions from individuals, businesses, organizations, and others.
- 1.2 This policy ensures a consistent framework across government ministries and government bodies and ensures that naming recognition is granted to benefactors in a fair and equitable manner.
- 1.3 All naming recognition shall be consistent with the government's values and objectives and must uphold the integrity and reputation of the government.

2. Scope

- 2.1 This policy applies to all government ministries and government bodies as defined in the *Financial Administration Act*.
- 2.2 Naming recognition may be granted for the naming of buildings and other physical assets including, but not limited to, wings, rooms, laboratories, roads and other transportation infrastructure, recreational areas and other public spaces, collections of books or art, and equipment of significant value.
- 2.3 An asset may be named in its entirety or portions of an asset may be named to reflect contributions made by different naming benefactors.
- 2.4 In the case of a building or other physical facility, the entire structure or discrete and functional portions of the structure may be considered for naming recognition.

3. General

- 3.1 An offer of financial or in-kind contribution does not guarantee that naming recognition will be granted. Each opportunity for naming recognition must be considered on its merits.
- 3.2 Government bodies will bring their policy for naming recognition into alignment with this policy.
- 3.3 Government ministries and government bodies must ensure the financial contribution received in exchange for naming recognition is commensurate with the size, location, and visibility of the asset.

4. Approval

- 4.1 Government ministries and government bodies that become aware of an opportunity for naming recognition must submit a Naming Opportunity Request Form, attached as Appendix A, to the Intellectual Property Program within the Ministry of Citizens' Services.
- 4.2 Opportunities for naming recognition must be approved by government prior to any public announcement concerning naming recognition.
- 4.3 A Naming Committee identified by the Minister of Citizens' Services will review all opportunities for naming recognition.
- 4.4 The Naming Committee shall include representatives from ministries responsible for stakeholder organizations and representatives from the Ministry of Indigenous Relations and Reconciliation, and the Public Service Agency.
- 4.5 The Naming Committee will exercise decision-making authority for opportunities for naming recognition unless, in the opinion of the Naming Committee, one or more of the criteria identified in section 4.6 or 4.7 applies.
- 4.6 The Minister of Citizens' Services will exercise decision-making authority for opportunities for naming recognition if the value of the contribution is between one million and five million dollars.
- 4.7 Cabinet will exercise decision-making authority for opportunities for naming recognition if, in the opinion of the Naming Committee, one or more of the following criteria apply:
 - (a) the size or visibility of the asset is of particular significance;
 - (b) the value of the contribution is greater than five million dollars;

- (c) the asset is or will likely be the object of media attention, or is otherwise in the public eye;
- (d) the proposed name is inconsistent with the government's values and objectives; or
- (e) the proposed name is likely to harm the integrity and reputation of the government.

4.7 The Naming Committee will provide cabinet with a report at least annually on all opportunities for naming recognition.

5. Approval Criteria

- 5.1 Where the opportunity for naming recognition involves a commercial benefactor, the Naming Committee may require the government ministry or government body to offer the naming opportunity through a competitive process.
- 5.2 A proposed opportunity for naming recognition must be appropriate to the purpose or use of the asset and to the target audience. Additional consideration is warranted where the target audience is children, seniors, minority groups, persons with disabilities or First Nations.
- 5.3 The proposed benefactor's history and, if applicable, business activities should be appropriate to the specific opportunity for naming recognition.
- 5.4 If the opportunity for naming recognition is to replace an existing name, consideration should be given to the history or legacy of the current name and whether the existing name might be incorporated into the proposed new name.

6. Restrictions

- 6.1 The government will not approve an opportunity for naming recognition:
 - (a) that may be inconsistent with government's legal obligations;
 - (b) that implies the government's endorsement of a partisan political or ideological position or of a commercial product;
 - (c) that involves naming an asset after an elected official who is currently in office;
 - (d) that results in an employee of a public sector body, or an elected official, receiving any benefit or personal gain;
 - (e) that results in naming an asset after a public sector body;
 - (f) that conveys a message that might be deemed prejudicial to race, religion, gender or sexual orientation;
 - (g) that presents demeaning or derogatory portrayals of communities or groups or, in light of generally prevailing community standards, could reasonably be expected to cause offence to a community or group;

- (h) that promotes alcohol or other addictive substances at venues geared primarily to children; or
- (i) that involves an individual, business or organization whose products or services include the sale of:
 - (i) sexually explicit materials; or
 - (ii) illegal products or substances.

7. Signs and Naming Devices

- 7.1 Signage or other naming devices associated with naming recognition must not impact the quality and integrity of the associated properties, buildings or land and must not provide any added risks to safety.
- 7.2 A name may only be given to one asset in recognition of a contribution, but a benefactor name may be displayed on more than one sign or naming device associated with the designated asset.
- 7.3 The government is under no obligation to create new or alter existing maps, signage or other similar naming devices when an opportunity for naming recognition is approved or terminated.

8. Naming Recognition Agreements

- 8.1 All agreements with benefactors for naming recognition must be in writing.
- 8.2 A copy of all agreements for naming recognition must be maintained in a central repository located within the Intellectual Property Program.
- 8.3 All agreements for naming recognition must specify the term of the agreement.
- 8.4 All agreements for naming recognition must include language that will enable the naming recognition to be revoked if any act or association of the benefactor or the honouree calls into serious question the integrity and reputation of the government.
- 8.5 The government may, upon giving written notice to the government ministry or government body, require termination of an agreement for naming recognition where, in the opinion of the Naming Committee or cabinet, any action or association by the naming benefactor calls into serious question the integrity and reputation of the government.

9. Continuation, Change or Transfer of Naming Recognition

9.1 Any discontinuation, transfer or change to the name of an asset will require government approval.

Intellectual Property Program
Ministry of Citizens' Services
Province of British Columbia
Tel: 250 216-5903

www.gov.bc.ca/NamingPrivileges

SUPPLY SERVICES OVERVIEW

Procurement and Supply Division

Lead Executive:

Teri Spaven, Assistant Deputy Minister

Background

Supply Services consists of five cost recovery business lines; The King's Printer, BC Mail Plus, Distribution Centre Victoria, Asset Investment Recovery and the Product Distribution Centre. These business lines serve the Provincial Government as well as the broader public sector and citizens.

The services these business lines provide include mail, scanning, office products, branded items, printing, publishing, surplus asset disposal, electronic media destruction and warehousing. Products and services are provided while maintaining government standards for procurement, privacy, and security. Supply Services is seen as trusted partners by the ministries and other government sectors that are served. Operating on a cost recovery basis, Supply Services had total recoveries of \$131.2 million (M) (fiscal 2021/22) and a staff count of 372 employees.

It is important to note that Supply Services is a full cost recovery operation with the exception of an allocation (\$702,000) to cover the publication of legislative material on the BC Laws website.

King's Printer:

- 1 location, 44 staff, \$13.6M recoveries (fiscal 2021/22).
- Provide the public with access to all government publications including online legislation.
- Corporate expertise for the procurement of print, signage and graphic related items.
- Publish, sell, and distribute publications on behalf of organizations.
- Wide range of electronic publishing services including: xml document authoring, conversion, and content management systems.
- Manage employees from two unions: Unifor and BCGEU.

BC Mail Plus:

- 10 locations, 165 staff, \$43.9M recoveries (fiscal 2021/22).
- Secure mail processing and distribution services to ministries and publicly funded agencies.
- Securly handles payments to government in excess of \$8 billion.
- Mail preparation, processing, quality assurance and delivery services.
- Variable printing and scanning services, and assistance with student assessment programs.
- Secure printing of government identity cards.
- Management of provincial and broader public sector employer-paid household relocations.

Product Distribution Centre:

- 1 location in Coquitlam, 101 staff, \$51.3M recoveries (fiscal 2021/22).
- Full-service inventory management and distribution operation.
- Procurement and supply of medical products, emergency, health and safety supplies; protective and safety clothing; fire, police and ambulance equipment; janitorial supplies; electrical products, and uniforms.

Asset Investment Recovery:

- 3 locations, 48 staff, \$18.4M recoveries (fiscal 2021/22).
- Re-distribute or sell surplus government and public sector assets.
- Assets determined to have no fair market value are disposed of in an environmentally-friendly manner.

Distribution Centre Victoria:

- 1 location, 14 staff, \$4.0M recoveries (fiscal 2021/22).
- Currently supports distribution of PPE to doctors on behalf of Ministry of Health via an online ordering portal.
- Specialized warehouse management services, specific office products, stationery, forms, and distribution services to government ministries, crown corporations, and publicly funded agencies throughout B.C.

Key Decisions Required

- None

CLEANBC GOVERNMENT BUILDINGS PROGRAM

Real Property Division

Lead Executive:

Sunny Dhaliwal, Assistant Deputy Minister

Background

CleanBC is the provincial strategy for reducing energy consumption and greenhouse gas (GHG) emissions. The scope of the strategy includes all provincial emissions sources including transportation, industry, waste, and buildings. The strategy targets a total of 18.9 Mt (megatonnes) GHG emission reductions by 2030, of which provincial government buildings represent 0.5 Mt. The strategy is driven by the *Climate Change Accountability Act (CCAA)*, which replaced the 2007 *Greenhouse Gas Reduction Targets Act (GGRTA)*. CCAA legislates targets of a 40 percent reduction in carbon emissions from 2007 levels by 2030, a 60 percent reduction from 2007 levels by 2040, and an 80 percent reduction in emissions by 2050.

The Ministry of Citizens' Services' (CITZ) Real Property Division (RPD) provides real estate services to government ministries and broader public sector clients. As part of its plan to meet the targets as outlined in CleanBC and CCAA, RPD in partnership with the Office of the Chief Information Officer, developed the CleanBC Government Buildings Program. The CCAA has legislated targets, however government has committed that public sector buildings would exceed and achieve a 50 percent GHG emissions reduction relative to 2010 by 2030 (versus the 40 percent target for other sectors). This requires RPD to achieve an average annual rate of reduction of ~4 percent. Through the CleanBC Government Buildings Program, RPD is on track to meet these targets.

Current Context

The CleanBC Government Buildings Program is a rolling five-year plan for B.C. core government buildings and technology to meet triple bottom line objectives of energy conservation and related greenhouse gas reductions, enhanced occupant comfort, and life cycle return on investment, thereby working towards a long-term vision of net zero energy use. The program involves making strategic investments in buildings and technology, engaging and collaborating with clients, and partnering with technology industry providers who provide innovative building solutions that use less energy. Ultimately, this program sets the path to transform the current government portfolio into a network of smart, energy efficient and resilient buildings that provide more comfortable and cost-effective places to work.

There are six pathways in the CleanBC Government Buildings Program:

- Building Energy Retrofits and New Construction:
 - Implementing retrofits, completing energy audits, undertaking green assessments, updating the RPD Technical Standards, and adapting processes for green investments.

- Smart Building Technology:
 - Implementing proof of concept projects, privacy and security assessments, joint processes, and modern technologies.
- Hybrid Workplaces:
 - Increasing mobile and flexible workspaces.
- Adaptation for Resilient Buildings:
 - Assessing assets for climate risks, and scope definition for a portfolio risk analysis.
- Electric Vehicle (EV) Charging Equipment:
 - Installing EV charging equipment.
- Clean Energy Supply:
 - Evaluating current energy source in government buildings, with plans to moving towards cleaner energy sources like hydro electricity and renewable natural gas.

Major Activities Since July 2017

- In 2017-2018, significant engagement with all the divisions of CITZ, and the Ministry of Environment and Climate Change resulted in the creation of the CleanBC Government Buildings Program in 2019.
- Some of our work to date includes:
 - Completing the first net-zero energy building of the government portfolio in Williams Lake, an office space for Ministry of Children and Family Development.
 - Installing 168 electric vehicle charging stations at government buildings throughout the province, with an additional 170 installations underway and many more planned for coming years.
 - Implementing energy upgrades at 36 government buildings throughout the province, including lighting, improved heating systems, and better insulation.
 - Modernizing building controls in more than 90 buildings, which allows for optimal energy consumption and reduces energy waste.
 - Completing electrification and climate risk assessments at various buildings throughout the province, which will be used to inform future investments.
 - Opening the new Westhills ShareSpace in Langford – the Province’s first fully mobile workspace for government employees.
 - Developing comprehensive climate action requirements for new construction in core government buildings to be operationally zero carbon starting F22/23.
- RPD is investing in low carbon electrification to significantly reduce greenhouse gas emissions from the government building portfolio. Several low carbon electrification projects are on their way, including in one of RPD’s flagship buildings, Robson Square in downtown Vancouver.
- In 2021, government buildings achieved a GHG reduction of 44 percent compared to 2010 levels. Ongoing investments via the CleanBC Government Buildings program will

help the portfolio to be on track to achieve the 50 percent reduction targets by 2030 compared to 2010 levels.

Key Decisions Required in the near future

- None

NANAIMO CORRECTIONAL CENTRE REPLACEMENT PROJECT

Real Property Division

Lead Executive

Sunny Dhaliwal, Assistant Deputy Minister

Background

The Nanaimo Correctional Centre (NCC) is a key component of the BC Corrections Branch's provincial operations for adult custody. It is the only medium security provincial correctional facility on Vancouver Island, and houses unique and critical inmate programs with demonstrated success, such as the Guthrie Therapeutic Community Centre, which is a self-contained residential substance abuse treatment program in operation since 2007.

In response to direction from the Ministry of Finance as part of Budget 2017, the Ministries of Public Safety and Solicitor General (PSSG) and Citizens' Services (CITZ) undertook an analysis of facility replacement options.

Current Context

The Project was approved to proceed in April 2019 using a Design-Build procurement approach. The new facility will include 202 general purpose cells (190 male-only cells per existing centre capacity, plus 12 new cells for short-term female accommodation). The project is being overseen by Corrections Project Executive Board, chaired by Deputy Solicitor General with representatives from CITZ, the Ministry of Public Safety and Solicitor General, and Infrastructure BC.

As construction began in 2021, major challenges were encountered by SOCL including a global pandemic, atmospheric river, and other supply chain challenges. Construction of the NCC replacement is approaching the halfway mark and will be complete for move in by summer 2024.

Major Activities Since June 2020

- June 2020 - SOCL submitted their technical and first financial submission which indicated their proposal to be over the affordability ceiling of the project.
- Summer 2020 - Collaborative value engineering sessions were held with the project team and Stuart Olsen to review opportunities to reduce costs while still meeting the program objectives within the affordability ceiling.
- January 8, 2021 - The Design Build contract was signed.

Key Decisions in 2022/23

- None

Attachments

ATT 1 – News Release [Builder chosen for replacement jail, jobs coming to Nanaimo | BC Gov News](#)

Builder chosen for replacement jail, jobs coming to Nanaimo

Information Bulletin

Nanaimo

Wednesday, December 23, 2020 8:00 AM

Media Contacts

Ministry of Public Safety and Solicitor General

Media Relations

250 213-3602

Hundreds of local construction jobs are coming to the mid-island as Stuart Olson Construction Ltd. was selected as the design-build team for the new Nanaimo Correctional Centre.

BC Corrections and the Ministry of Citizens' Services announced the successful proponent, following consecutive open request for qualifications and request for proposals processes that began in June 2019. Stuart Olson Construction Ltd. includes the local expertise of 17 collaborating partners. The two local First Nations, Snuneymuxw and Snaw'Naw'As, will also have input into the design as well as job and contract opportunities during construction.

Key features of this project include:

- 650 direct and 275 indirect jobs, plus nearly 100 additional jobs associated with spending by those workers;
- Vancouver Island's first provincial custody unit for women, adding separate capacity for accommodating women who require short-

term custody while on remand or awaiting transfer to serve a sentence;

- modernized spaces for educational, vocational and certified trades training in addition to rehabilitative and culturally responsive Indigenous programming; and
- cell capacity to meet the projected Vancouver Island needs over the next 10 years.

With contract signing forthcoming, design activities by Stuart Olson Construction Ltd. are expected to commence in January 2021, with pre-construction proceeding in the first quarter of 2021.

Learn More:

A previous news release that includes more details on this project can be found here: https://archive.news.gov.bc.ca/releases/news_releases_2017-2021/2019PSSG0071-001201.htm

SURPLUS PROPERTIES PROGRAM

Real Property Division

Lead Executive:

Sunny Dhaliwal, Assistant Deputy Minister

Background

Real Property Division (RPD) oversees and facilitates the redeployment and disposition (sale) of assets over \$1 million identified by owner ministries as surplus to their program needs. RPD prioritizes repurposing surplus government property to support high priority social outcomes (schools, housing, health and childcare) instead of selling through the Enhanced Referral Process (ERP). The ERP is a mandatory process where Ministries and agencies are provided an opportunity to review surplus properties, so that alternate use of properties within government can be identified before a property can be considered for sale on the open market.

To strengthen the Ministry's role in overseeing property dispositions for all ministries and selected Crown corporations, a Process Manual for the Surplus Properties Program was developed with details of the procedures to be followed by all Ministries and Broader Public Sector (BPS) entities. The manual includes additional actions required as part of their due diligence process, such as ensuring that local municipalities are made aware of any potential disposition and are provided an opportunity to express interest in the surplus property.

RPD working in collaboration with MIRR is also responsible for First Nation consultation and negotiations for properties that are part of the Surplus Properties Program .

Current Context

The Minister of Citizens' Services (CITZ) has the authority, under the Public Agency Accommodation Act, to acquire, own, and sell property for CITZ. Other ministries have their own legislation that authorizes them to own and sell property.

A holistic and rigorous approach to surplus properties is taken so that all options are considered to maximize the value to the province. This includes but is not limited to rezoning, subdivision, adding charges such as easements and right of ways to title, and long-term land leases are considered prior to sale to achieve the highest and best use of the property.

Major Activities since 2020

BC Housing (BCH) Collaboration:

- March 2021 - Undertook an extensive search of government inventory and was able to facilitate BCH's occupation of the former Mt. Tolmie Hospital in Victoria as a temporary emergency shelter.
- December 2020 - Entered into a MOU with BCH to outline a partnership for master planning within the Columbia Precinct.

BC Assessment Authority (BCAA) office sale to School District 71 (SD71):

- March 2020 - Engaged by BCAA to manage the sale and repurposing of their surplus office in Courtenay. RPD facilitated the sale of the property to SD71 to support space for education in the community.

Public Accountability Reporting:

- February 2020 - Initiated an annual process of publishing all property sales over \$1 million. The online report outlines the economic impact data (provided by BC Stats) as well as standard sale information such as sale price, sale date, address, and bid process.

Key Decisions in 2022/23

- None

**ABBOTSFORD LAB:
PLANT AND ANIMAL HEALTH CENTRE (PAHC) FLOOD REMEDIATION
Real Property Division**

Lead Executive

Sunny Dhaliwal, Assistant Deputy Minister

Background

On November 12, 2021, an atmospheric river formed from the Pacific Ocean, causing flooding in the Sumas Prairie region in the Abbotsford area. At this time, the PAHC's building was flooded with water in the parkade and basement up to approximately six feet high. In addition, various mechanical, electrical, security and incinerator-related systems were damaged, leading to the building closure and shutting down of the activities at PAHC.

Following the incident, emergency remediation efforts were started immediately by the Ministry of Citizens' Services (CITZ) through the Real Property Division (RPD). The scope of the emergency repair work was to stabilize the asset, focusing on securing the facility, damage assessment and restoring hydro, amongst other critical facility needs.

Once the facility stabilized, RPD engaged the province's service provider, CBRE, to proceed with the re-occupancy of the building, including the repair work for the base building components and laboratories' equipment. Many of the services have since been restored, including office areas, the CL2 lab, the Foreign Animal Disease (FAD) laboratory, and the Plant Health Laboratory (PHL).

Current Context

Short-term:

- There is ongoing work for two major components of the PAHC lab including the CL3 lab and the incinerator repair work. The CL3 repair is currently in progress, and the incinerator work is in its final stage for the handover to the client by mid-October 2022.

Medium-term:

- RPD tasked the province's service provider (CBRE) to engage a consultant (Stantec) to conduct a viability & feasibility study from the floodproofing perspective for this asset. As a result, the consultant presented a preliminary water ingress report to the province's executive stakeholders on May 27, 2022, to assess the risk tolerance for this asset. In a response to the decision made that the asset must remain resilient against future flood events, the consultant is preparing a remediation strategy (approximately a five-year plan) to fortify the existing facility with cost-effective interim measures. This study will be captured and presented in a feasibility report with an approximate delivery date at the end of 2022 with implementation in 2023, if approved.

Long-term:

- Based on the high risk associated with the floodplain and water table conditions on the current site, as presented by the consultant team, RPD and the Ministry of Agriculture and Food (AF) is working with Infrastructure BC (IBC) on a Concept Plan/Business Case for exploring all options for this facility, including new built at another site.

Major Activities since July 2022

Short-term:

- Repair and re-occupancy of the offices (completed).
- Repair and re-occupancy of the CL2 and FAD labs (completed).
- The incinerator repair (ongoing – expected hand over to AF: mid-October 2022.)
- CL3 repair work (ongoing – expected substantial completion date: December 2022).

Medium-term:

- Feasibility Report - to fortify the existing facility with cost-effective interim measures (ongoing – expected substantial completion date: December 2022).
- Business Continuity Plan (AF deliverable) .

Long-term:

- Concept Plan/ Business Case Development (strategies currently being discussed with IBC, AF, and the Corporate Services for Natural Resources (CSNR) team for an expedited timeline).

Key Decisions in 2022/23

Short-term:

- Expedited the incinerator and CL3 lab repairs to support AF with program and facility needs – June 2022.

Medium-term:

- Feasibility Report to fortify the existing facility with cost-effective interim measures – July 2022.
- Business Continuity Plan (AF deliverable) – June 2022.

Long-term:

- IBC engagement for Concept Plan/Business Case development – September 2022.

CAPITAL PROJECTS

Real Property Division

Lead Executive:

Sunny Dhaliwal, Assistant Deputy Minister

Background

One of the responsibilities of the Real Property Division (RPD) is construction projects. These projects are funded through capital budget in one of three ways:

- **Priority Capital Projects:** Typically, new construction projects or major renovations and expansions, for which a specific capital allocation are made. These projects range from \$30 million to \$300 million.
- **Routine Capital Projects:** These projects involve major repairs, renovations, or accommodation improvement projects, which are funded through the Ministry of Citizens' Services' Routine Capital Budget. This budget is about \$60 million per year.
- **Other Capital Projects:** These capital projects are client requested projects, for which capital budget has been specifically allocated based on a joint request from the client ministry and RPD.

A number of new capital projects like correction centres, courthouses and custom-built facilities have been delivered by RPD over the recent past. In addition, over the last three to four years, RPD has also collaborated very closely with client ministries to jointly identify current and future program needs, and pro-actively sought Treasury Board funding. Many such projects are underway.

Current Context

The following capital projects are underway:

- **Nanaimo Corrections Centre:** Construction underway with project completion anticipated in 2024.
- **Improvement of Segregation Cells in Correctional Centres.**
- **Improvement to Community Correction Offices.**
- **Robson Square space re-purposing:** Design is underway for re-purposing a café/restaurant (Law Court Inn) at the Robson Square Law Courts in Vancouver.
- **Malaview Environment Lab:** Relocation of a Provincial Lab from Camosun College Interurban Campus to renovated laboratory space at Malaview Road in Sidney in early 2023.
- **Program Management:** The Ministry of Social Development and Poverty Reduction (SDPR) and the Ministry of Children and Family Development (MCFD) tenant improvements are being coordinated and managed across the province and addresses safety and security to program staff and clients.

Major Activities Since January 2021

Development of concept plans, business cases, procurement, and construction of many of the above projects happened since January 2021. In addition, RPD delivered two other major capital projects during this time:

- Abbotsford Courthouse: The Province built a new law court within the City of Abbotsford's Civic Precinct. The project is now complete, and court operations commenced in January 2021.
- Williams Lake MCFD Offices – The first net-zero energy building in the government portfolio was completed by RPD and opened in spring 2022. The project has already received a few awards and has been shortlisted for a Premiers award in the Innovation category.

Key Decisions Required by December 2022

- None

UKRAINIAN POP-UP CLINICS Service BC

Lead Executive

Sheila Robinson, Assistant Deputy Minister

Background

On March 3, 2022 Immigrations, Refugees and Citizenship Canada (IRCC) announced the Canada-Ukraine Authorization for Emergency Travel (CUAET) program which launched March 17, 2022. A cross-ministry Executive Leadership Committee, with participation by Service BC, was immediately established to provide a coordinated response to Ukrainians arriving in British Columbia. Staff level operations groups were also created to work across government, community organisations and charities. This collaborative, cross-ministry approach resulted in the development of customised Service BC services to meet the immediate and long term needs of arriving Ukrainians.

Service BC is supporting B.C. government's response through its Provincial Contact Centre, Service BC Centres and Mobile Outreach Program.

On April 2, 2022, the Service BC Ukraine Support telephone line was launched through the Service BC Provincial Contact Centre to provide Ukrainians with customized information and wayfinding to access government services and facilitate British Columbians in offering help to Ukrainians. This phone line is available with translation service in over 140 languages including Ukrainian and Russian.

Service BC also provides people arriving from Ukraine with in-person access to government services and information through our 65 Service BC Centres located throughout the province.

Service BC's newly piloted Pop-up Clinics to support Ukrainians arriving in B.C. play a crucial role in delivering services by meeting people in their communities. These clinics bring together various government agencies and programs that can help Ukrainians to settle in B.C., with the assistance of translators to help non-English speaking people access services.

The first Pop-up Clinic to support Ukrainians arriving in B.C. took place on April 19, 2022, in Kamloops hosted by Kamloops Immigrant Services. As of September 2022 there have been 19 additional Pop-up Clinics offered in partnership with different community service providers in various communities. These clinics have included representatives from other provincial ministries, Service Canada, ICBC, local health authorities and Immunize BC. Pop-up Clinics continue to be scheduled across the province.

Through this pilot, Service BC has evolved its approach and capacity to deliver mobile service resulting in the launch of a Mobile Outreach Program to reach rural, remote and under-served communities. In partnership with the Office of the Chief Information Officer, Service BC has

Contact: Adriana Poveda, Executive Director
Ministry of Citizens' Services

Date: September 22, 2022

This material will be proactively released

deployed 'Office in a Box' technology to six geographically disbursed centres across the province to support mobile outreach events.

Current Context

Service BC's collaborative approach to customizing services for Ukrainians fleeing war has been key to our success. Working with our partners, we have ensured that people are able to access services and information through the channel of their choice including by phone or in-person. Service BC prioritized delivering services that met the immediate needs of newly arrived Ukrainians and adopted an agile and iterative approach to support new policies, services, and evolving needs of these community members.

The Service BC Provincial Contact Centre provides information to:

- Help people arriving from Ukraine locate and access services, such as employment, health care, housing and education; and
- British Columbians who want to volunteer or donate to help displaced Ukrainians feel welcome in British Columbia.

Since April 2, 2022 the Ukraine Support line has helped over 2,500 people.

Major Activities since July 2017

- April 2, 2022 – Launch of Service BC Ukraine Support line and in-person support through 65 Service Centers.
- Pop-Up Clinics to Support Ukrainians arriving in BC
 - Kamloops hosted by Kamloops Immigrant Services
 - April 19, 2022
 - Victoria hosted by the Ukrainian Cultural Center
 - April 28, May 19, June 16, July 13, and August 18, 2022
 - New Westminster hosted by the Ukrainian Catholic Cathedral
 - May 19, June 2, June 15, July 13, August 17, and September 22, 2022
 - Richmond hosted by SUCCESS
 - July 12, July 14, August 25, and September 23, 2022
 - Nanaimo hosted by the Ukrainian Cultural Center
 - July 28, 2022
 - Maple Ridge hosted by Ukrainian Welcoming Committee
 - August 29 and September 27, 2022

Key Decisions in 2022/23

- None

SBC WILDFIRES AND FLOOD RESPONSE

Service BC

Lead Executive

Sheila Robinson, Assistant Deputy Minister

Background

In 2021, B.C. experienced catastrophic wildfire and flooding events across the province. A provincial state of emergency was declared on July 20 to support the province wide response to the 299 wildfires burning in B.C. Subsequently, in November 2021, large rainfall events known as atmospheric rivers caused catastrophic flooding in the Sumas Prairie to Hope, Merritt and Princeton areas, which blocked every major highway, disconnecting the Lower Mainland with the rest of the province. Service BC was a key contributor in supporting government's response to these two emergencies through its Provincial Contact Centre, Service BC Centres and mobile outreach.

During the wildfire emergency in Lytton, Service BC staff from Chilliwack were transported by helicopter to the emergency response centre to provide services and information to community members and firefighters. Service BC also provided services and access to government information at the Kamloops resiliency centre to people displaced by various wildfires in the region. Service BC also supported the Ministry of Citizens' Service Emergency Operations Centre and participated on the Emergency Management BC (EMBC) Response ADM committee established to support the community.

During the atmospheric river events, Service BC operations in Chilliwack, Merritt and Princeton were impacted and business continuity plans were invoked to mitigate the impact to communities. Service BC centres in Merritt and Princeton were temporarily closed due to evacuation orders, and Chilliwack operations were reduced as many employees were isolated due to road closures. Despite these challenges, Service BC supported British Columbians impacted by the flooding through multiple service channels, for example:

- In Merritt, Service BC attended a mobile outreach at the EMBC resiliency centre.
- In Princeton, team members volunteered to assist evacuees and impacted members of their community through community and neighbourhood networks.
- The Provincial Contact Centre launched the Flood Response Information line on November 24, 2021, and supported callers by connecting them with vital information on financial support, road updates, and essential travel orders.
- Service BC also supported B.C. residents by helping them reschedule their COVID-19 vaccine appointments that were impacted by the floods and provide proof of vaccination in order to comply with Provincial Health Orders.

Current Context

Service BC is working in partnership with the Office of the Chief Information Officer (OCIO) and EMBC to evolve and expand the mobile outreach program to enable service delivery in remote communities. Service BC has deployed the OCIO 'Office in a Box' technology to six geographically dispersed centres across the province to support these mobile outreach events. EMBC and Service BC are working to develop a sustainable economic and operating model to ensure people have access to the services they need from the provincial government in times of emergency.

Service BC's ability to provide onsite and immediate identify verification enables evacuees to access emergency supports and funding more quickly. Service BC continues to provide mobile outreach support to people impacted by emergencies, most recently supporting the community of Keremeos through the resiliency centre in Penticton in August of 2022.

Major Activities since July 2017

- July 17 and 18, 2021- Lytton emergency response centre attendance.
- July 19 to October 13, 2021- Kamloops resiliency center attendance.
- November 24, 2021 - Flood Response Information line launched. 4,600 calls answered as of December 31, 2021.
- November 15 to December 6, 2021 - Merritt Service BC Centre closed due to evacuation order.
- November 27 to December 6, 2021 - Merritt resiliency centre attendance.
- November 15 - 23, 2021 - Princeton Service BC Centre closed due to evacuation order.
- November 17 to December 6, 2021 - Chilliwack Service BC Centre staffing impacted.
- August 9, 2022 - Penticton resiliency centre attendance.

Key Decisions in 2022/23

- None

SERVICE BC CENTRES Service BC

Lead Executive:

Sheila Robinson, Assistant Deputy Minister

Background

The Service Delivery branch provides British Columbians with in-person access to government services through 65 Service BC Centres located throughout the province. In many rural communities, Service BC Centres are the only in-person government presence. Our team member's unwavering commitment to an ethic of service has driven consistently high citizen and business satisfaction rates. Service BC has had a physical presence in communities for over 150 years.

Throughout the COVID-19 pandemic, Service BC's public-facing employees continued to serve the public, adapting service delivery as required to ensure our in-person locations remained safe for those who needed to access them. Service BC Centres faced additional workloads as other offices from all levels of government were closed and people turned to Service BC for assistance. In FY20/21 Service Centre teams assisted 1.06M people with in-person transactions, and completed 1.57M BC Services Card video verifications, which was an integral part of accessing online services during COVID-19.

Service BC also scaled up its resourcing and capability to deliver new programs and services to protect public health and safety during the COVID-19 pandemic through multiple channels, including by phone and on-line. This capacity enabled Service BC to also rapidly deliver services to support time-limited priority programs and initiatives on behalf of several ministries.

Current Context

Service BC Centres provide approximately 300 government services on behalf of more than 40 ministries and agencies. These services range from accessing income assistance and childcare subsidies, to issuance of driver licenses and obtaining support for starting a business. Specialized customer service training and tools support employees to consistently deliver excellent service, evidenced by a citizen satisfaction rate of 96.4 per cent, a leading industry standard indicator.

As a chief provider of government services, Service BC plays an integral role during times of uncertainty and provincial emergencies, quickly adapting operations to ensure that government can continue to deliver services while protecting the health and safety of British Columbians, employees, and maintaining public trust and confidence in government.

Service BC continues to expand partnerships and programs and continuously innovate and improve its service delivery model to ensure all people in British Columbia have access to the services they need.

Major Activities since July 2017

- Opened three new limited-Service Centres dedicated to identity verification services in Burnaby, Surrey and Vancouver.
- Expansion of Send by Video program, making it possible for all Service BC Centres to authenticate a British Columbian's identity and enable them to use their mobile BC Services Card to access digital government services.
- Updated agreement with the Industry Training Authority to provide exam invigilation services in the Greater Vancouver Area, expanding service access to the entire province.
- Integration of Social Development and Poverty Reduction (SDPR) services at 46 Service BC Centres. Preparations to fully integrate SDPR services in Kaslo and Mackenzie are underway.
- Registration and awareness of organ donation in partnership with BC Transplant.
- Implementation of new queue/case load management system in all Service BC Centres to capture analytics and enable delivery of a more personalized service experience to B.C. residents.
- Introduction of online booking for in-person appointments at all Service BC Centres and ongoing development to improve accessibility, efficiency and operating capacity.
- Development and implementation of a digital solution to capture feedback from the public, and manage comments, complaints, incidents, and issues enabling continuous improvement of service through data-based analysis.
- Deployment of new programs and services to protect public health and safety during the COVID-19 pandemic including:
 - Isolation check-ins for Returning Travelers and Temporary Foreign Agricultural Workers;
 - Health Gateway access and printing of Vaccine Passports;
 - Contact tracing for Interior and Island Health Authorities;
 - COVID test bookings for Vancouver Island Health Authority;
 - Booking vaccine appointments.
- Rapid response services for non-pandemic related programs and projects:
 - Employment Standards Branch complaint information gathering (Ministry of Labour).
 - Small Business Grant Application reviews (Ministry of Jobs, Economic Recovery and Innovation).
 - Ground Water Licensing support (Ministry of Agriculture and Food & Ministry of Land, Water and Resources Stewardship).
 - BC Parks refund processing (Ministry of Environment and Climate Change Strategy)
- Program and service expansion since 2020:
 - Transportation of Hazardous Waste Exams & Licences and Integrated Pest Management Licenses.
 - BC Recovery Benefit.
 - Municipal Homeowner Grants.
 - Administrative services for Ministry of Children and Families.
 - Applications for Community Gaming Grants.
 - BC Services Card ID Verification Token program.

- Increased Road Test capacity for ICBC at 23 offices and new automated Driver's Licensing Knowledge Test machines deployed to Dease Lake, Daajing Giids, and Bella Coola.

Key Decisions in 2022/23

- None

SERVICE BC MOBILE OUTREACH Service BC

Lead Executive

Sheila Robinson, Assistant Deputy Minister

Background

Service BC is committed to providing access to provincial government service to all people in British Columbia. The Service Delivery branch provides in-person access to government services through 65 Service BC Centres located throughout the province. Recognizing that with a geographically dispersed service model, it is not feasible for every community in the province to have an in-person service centre. As a solution, Service BC is piloting new and innovative approaches to improve service to community members including mobile outreach and virtual assistance technologies. Service BC is working with communities to explore other opportunities to improve access to services.

Current Context

Service BC is transforming its service delivery model to reach more communities with barriers or that require a different and nuanced engagement model to access government services. In partnership with the Office of the Chief Information Officer, Service BC has deployed 'Office in a Box' technology to six geographically dispersed service centres across the province to support mobile outreach events.

Service BC first piloted mobile outreach clinics in April 2022, to support Ukrainians arriving in British Columbia. Leveraging this pilot, the first community mobile outreach took place with the Village of McBride on August 17, 2022, and Service BC staff provided services including verifying their BC Services Card, commissioning of documents, vital statistics, income and disability assistance applications and inquiries, residential tenancy, medical services plan registration, manufactured home and corporate registry. Service BC is working with the Village of McBride to plan future and recurring mobile outreach services. Service BC is also working with municipal leaders and community organizations in the Village of Fraser Lake to establish mobile outreach services and explore technical solutions that would enable virtual assistance from a Service BC representative.

Service BC has partnered with the City of West Kelowna to pilot a satellite office in the new City Hall building which is being constructed with an anticipated opening in ^{Advice/Recommendations:}

Service BC is working with service providers such as Service Canada, Canada Revenue Agency, ICBC and Ministry of Social Development and Poverty Reduction to explore opportunities to collaborate in delivering coordinated and comprehensive mobile outreach in rural and remote communities. Service BC is also partnering with community service providers to deliver service and access to information through virtual and mobile outreach events for people who face barriers including geographic location, connectivity, disability, language or cultural bias.

Major Activities since July 2017

- August 17, 2022 – Village of McBride mobile outreach
- September 17, 2022 – Vernon mobile outreach at the Seniors Fair
- July 19, 2022 – Parksville and Qualicum Service Canada and Service BC virtual presentation to community service providers supporting seniors

Key Decisions in 2022/23

- None

**PROVINCIAL CONTACT CENTRE
Service BC**

Lead Executive:

Sheila Robinson, Assistant Deputy Minister

Background

The Service BC Provincial Contact Centre (Contact Centre) provides informational and referral services for all government ministries, and specialized transactional services for select client ministries. The Contact Centre currently provides multi-channel access to services through phone, email, SMS text, and video chat. Translation services are offered in over 140 languages. These services are provided through a contract with Service BC and MAXIMUS. The contract was procured in alignment with government procurement policy in 2017, and will expire December 2023. The contract outcomes focus on improving service delivery while ensuring best value for money through consolidation and transformation of contact centres across government.

Current Context

Our Contact Centre delivers key services for British Columbians, and answer on average nearly 300,000 calls each month. In the 2021 calendar year, the Contact Centre answered 3.57M calls. This was up from 1.32M in 2020, and 809K in 2019. Much of the increase was due to the support we provided through the pandemic and the onboarding of Ministry of Health services, as well as a general increase in call volumes as citizens became more comfortable with virtual service delivery through the pandemic.

Citizens can also access services through other channels such as email and SMS Text. The Contact Centre completed 114K interactions in 2019, 235K in 2020, and 284K in 2021. The Contact Centre’s citizen satisfaction rate for 2022 was 88%.

The top six service ministries are: Ministry of Health, Ministry of Finance, Ministry of Education, Ministry of Labour, Ministry of Children and Family Development, and our own Ministry of Citizens’ Services. The Contact Centre has consolidated 31 partner ministry programs since 2017.

Major Activities since July 2017:

Year	Contact Centre	Number
2017	<p>Finance:</p> <ul style="list-style-type: none"> • Property Tax Branch • Home Owner Grant • Rural Property Tax <p>Citizens’ Services:</p> <ul style="list-style-type: none"> • BCeID Help Desk <ul style="list-style-type: none"> ○ The BCeID Help Desk, provides information regarding programs and services available, and assistance to Citizens to facilitate access to and use of their BCeID website. 	7

Contact: Contact Centre: Jeremy Moss, Executive Director, Integrated Service Solutions
 Contact: Procurement: Keith Parker, Executive Director, SBC Procurement Office
 Ministry of Citizens’ Services

Date: September 22, 2022

This material will be proactively released

	<ul style="list-style-type: none"> • BC Services Card Help Desk • BC Registries and Online Services <ul style="list-style-type: none"> ◦ All registrations of businesses, not-for-profit societies, personal property, etc. are administered and supported by BC Registries and Online Services. Our Contact Centre provides support to Citizens with the completion of business name application and account creation and log in account. <p>Labour:</p> <ul style="list-style-type: none"> • General Information Line 	
2018 2019 2020	<p>Citizens' Services:</p> <ul style="list-style-type: none"> • Verify by Video <ul style="list-style-type: none"> ◦ Verify by video is one of the channels our Contact Centre supports which allows legitimization and verification of the Citizens' identity to prove that a person is who they say they are. <p>Labour:</p> <ul style="list-style-type: none"> • Temporary Foreign Workers Program • Employment Standards Branch (ESB) Variance Applications <ul style="list-style-type: none"> ◦ Our Contact Centre provided support with variance applications as outlined in the <i>Employment Standards Act</i> and the <i>Employment Standards Regulation</i> for temporary layoffs due to the effects and restrictions of the COVID-19 pandemic. <p>Education:</p> <ul style="list-style-type: none"> • Teacher Certification Branch <p>Emergency Management BC:</p> <ul style="list-style-type: none"> • COVID-19 (Now HLTH) <p>Finance:</p> <ul style="list-style-type: none"> • Pay BC • Speculation & Vacancy Tax 	7
2021	<p>Health:</p> <ul style="list-style-type: none"> • Health Contact Centre Services Medical Services Plan, Pharmacare and Fair Pharmacare • BC Vaccine 	4
2022	<p>Health:</p> <ul style="list-style-type: none"> • General Practitioner (GP) Vaccine Registration Support 	1
TOTAL		19

Year	One-Time Contact Centre Onboardings (Temporary Support)	Number
2017-2022	<p>Ministry of Children and Family Development:</p> <ul style="list-style-type: none"> • Affordable Childcare Benefit • Children and Youth with Support Needs Funding Changes <p>Government Communications and Public Engagement:</p> <ul style="list-style-type: none"> • Clean BC Project • Daylight Savings Time survey • Chinese Museum <p>Ministry of Energy, Mines & Petroleum Resources:</p> <ul style="list-style-type: none"> • Dormant Sites Reclamation <p>Elections BC:</p> <ul style="list-style-type: none"> • General Enquiries and Mail-In Voter Package 	12

Contact: Contact Centre: Jeremy Moss, Executive Director, Integrated Service Solutions
Contact: Procurement: Keith Parker, Executive Director, SBC Procurement Office
Ministry of Citizens' Services

Date: September 22, 2022

This material will be proactively released

	<p>Finance:</p> <ul style="list-style-type: none"> • BC Recovery Benefit Program <p>Labour:</p> <ul style="list-style-type: none"> • Forestry Worker Bridging to Retirement Program • COVID 19 Paid Sick Leave Employer Reimbursement Program <p>Emergency Management BC:</p> <ul style="list-style-type: none"> • BC Flood Information Line <p>Municipal Affairs:</p> <ul style="list-style-type: none"> • Ukraine Support Line 	
TOTAL		12

Key Decisions in 2022/23

- CITZ will be seeking governance approvals in late 2022.

BC SERVICES CARD APP

Service BC

Lead Executive

Sheila Robinson, Assistant Deputy Minister

Background

The Provincial Identity Information Management (IDIM) Program is responsible for identity management services for all British Columbians on behalf of the B.C. Government. The BC Services Card (BCSC) is a trusted, government issued identity credential enabling safe, secure, privacy-enhancing access to multiple government services in-person, online or through the BC Services card mobile app. Ministry of Health (HLTH), Citizens' Services (CITZ) and the Insurance Corporation of BC (ICBC) work in partnership to deliver the BCSC as an integrated program.

The BCSC replaces the previous CareCard and can be combined with the B.C. driver's licence to provide photo identification in a single card. This change took effect in February 2013, with a five-year roll-out designed to match the driver's licence renewal process.

Underlying the BCSC is an identity management system that leverages the BCSC card to confirm an individual's identity before granting access to specific government services. Only the required minimum data is shared, there is no sharing of data across services.

In January 2020, following a formal assessment by the Treasury Board of Canada Secretariat, the BC Services Card program received a letter of acceptance as a Level 3 High Assurance trusted digital identity, making B.C. the first and only jurisdiction in Canada with a solution able to meet this high standard of trust on behalf of British Columbians.

Current Context

To date, there are approximately 4.96 million British Columbians with a BC Services Card. Through our Digital Framework, CITZ is committed to the digital transformation of government services. Having a digital identity solution embedded in our service model for government means we will have a profound impact on the way British Columbians and businesses access government services digitally. IDIM's current focus is to develop the tools and processes that will support the digital transformation.

The BC Services Card app offers two verification methods: a live video call or the option to send a video of oneself to provide increased convenience and choice for our digital society. This provides expanded access to digital government services by allowing British Columbians to verify their identity using a mobile device and activate their BC Services Card app for use online, instead of having to physically attend a Service BC Centre. There are currently 1.72 million verified British Columbians that have downloaded and setup the BC Services Card app for access to 56 Federal, Provincial and Broader Public Sector services.

Major Activities since July 2017

- January 2018 - BC Services Card app was released. This added increased convenience for BC residents to have a digital option to access government services.
- April 2018 - Ministry of Advanced Education, Skills and Training launched the new online Student Aid BC application process using the BCSC, allowing students to log-in to Student Aid BC to apply for funding, and track their application online.
- June 2019 - Beta launch of Verify by Video Call.
- December 2019 - British Columbians can use their BC Services Card app to view information about their personal health records online via Health Gateway.
- January 2020 - BC Services Card program received a letter of acceptance as a Level 3 High Assurance from the Treasury Board of Canada Secretariat.
- February 2020 - B.C. residents can access federal online services offered through the Canada Revenue Agency My Personal Account such as personal income tax and benefit information.
- April 2020 - Launch of Send Video service. This further expanded access to digital government services by allowing British Columbians to verify their identity by sending in a video recording of themselves, instead of waiting for an available live agent to Verify by Video Call.
- August 2020 - Individuals can access federal services offered by Employment Services Development Canada, including Employment Insurance, Old Age Security, Canada Pension Plan, and Canada Emergency Response Benefit (CERB).
- July 2021 - Authorized Vehicle Inspectors using their BC Services Card to access the Vehicle Safety BC portal, sign off on their vehicle inspection reports, as well as maintain and renew their vehicle inspection certification.
- September 2021 - Proof of Vaccination for the Covid vaccine introduced onto Health Gateway (BCSC app usage grew by 500,000 citizens in a single month).
- March 2022 - ICBC customers have the convenience of renewing their ICBC auto insurance online and obtain temporary operating permits.
- May 2022 - Evacuees impacted by an emergency crisis can self-register by using their BC Services Card to log into the ERA to apply for and receive direct support from the Emergency Management BC agency.

Key Decisions in 2022/23

- None

VERIFY BY VIDEO
(VIDEO CALL AND SEND VIDEO)
Service BC

Lead Executive:

Sheila Robinson, Assistant Deputy Minister

Background

The Provincial Identity Information Management (IDIM) Program is responsible for identity management services for all British Columbians on behalf of the BC Government. The BC Services Card (BCSC) is a trusted government issued identity credential enabling safe, secure, privacy-enhancing access to multiple government services in-person, online or through the BC Services Card mobile app.

Service BC has expanded the user experience by offering multiple channels for B.C. residents to interact with their government by delivering services through the most efficient, cost-effective means, while maintaining high citizen satisfaction levels and keeping personal information protected.

In 2018, the BC Services Card app was launched, allowing British Columbians to access online government services using their mobile device. Previously, to access those services, residents were required to physically visit a Service BC Centre to verify their identity.

A new service, Verify by Video, launched in June 2019, allows residents using the BCSC app to verify their identity without making an in-person visit. British Columbians can securely use their iOS or Android mobile device and interact with a Customer Service Representative (CSR) in real time or send a video to Service BC Centres for identity verification.

Current Context

British Columbians can install the BCSC app on their mobile device and select a Verify by Video option, to verify their identity. Currently over 1,700,000 residents have activated their BCSC app to access government services online. There are two options available to verify your identity:

- Video Call - connects the B.C. resident with a live Service BC CSR on a video call to verify their identity. The individual's BCSC app is then activated on their mobile device while on the call, so they can access government services online. Interactions take approximately 2 minutes and 30 seconds to complete.
- Send Video – an option added in early 2020 to address the increase in online users due to the COVID-19 pandemic. A photo and short video are submitted to the Service BC Centre for review. If successfully verified, the person receives a confirmation email, and their mobile card is activated. This option is available 24/7, which means there is no need to wait on the phone and can be completed at any time. This process takes approximately 1-2 business days to complete.

Major Activities Since July 2017

- 2018 – BCSC app was launched, allowing British Columbians to access online government services using their mobile card.
- 2019 – Video Call was launched so that B.C. residents did not have to visit an SBC location in-person to verify their identity, to activate their BCSC app for use online.
- 2020 – Send Video was launched as part of the response to the COVID-19 pandemic causing increased number of B.C. residents wanting access to online services and needing their identity verified.

Key Decisions in 2022/23

- None

BCEID Service BC

Lead Executive

Sheila Robinson, Assistant Deputy Minister

Background

The Provincial Identity Information Management (IDIM) Program mandate is to provide expertise in managing identity information, authentication credentials, and secure access to government services online. IDIM's key services include the BC Services Card and BCeID Identity & Authentication Services, including a mobile app, websites, Identity Verification services and support channels (such as Help Desk).

BCeID has been reliably in operation for nearly two decades and continues to experience slow but steady growth alongside BC Services Card as the demand for online access to government and Broader Public Sector services increases. The BCeID Identity & Authentication Service is a centralized shared service that provides:

- People of B.C. access to numerous public sector online services with an easy-to-use, secure credential.
- The ability to access services in both a personal and professional capacity as there are three account types that can be used depending on the nature of the service people are trying to access:
 - Basic BCeID – a low identity assurance credential primarily used in a personal capacity for access to less sensitive information or where there are users who do not reside in B.C.
 - Business BCeID – primarily used for access to services by people who are representing a business or other organization.
 - Personal BCeID – primarily used in a personal capacity for access to more sensitive information; BC Services Card will be providing this capability going forward.
- Convenience for the user – only one username and password to remember.
- Standard implementation of authentication and authorization policy.
- Cost savings to government, through economies of scale for IT infrastructure and expertise.

BCeID Account Type breakdown:

- Basic BCeID: approx. 1.74 million
- Business BCeID: more than 240,000
- Personal BCeID: more than 39,000

Current Context

- As of September 2022, BCeID has more than 2.01 million accounts (*Basic, Business and Personal*) which are used by people in B.C. to access online services either for personal transactions or as a representative of a business or other organization (like a local government or educational institution).

- There are more than 500 online services available that accept BCeID for secure login:
 - Citizens' Services: BC Bid, Address Change BC, and various BC Registries services.
 - BCeID is currently defined as a Critical Service by CITZ, due to the nature of services it is used to access, such as Wildfire tracking.
 - Social Sector: Online Employment Services, Adopt BC Kids, My Family Services, and Integrated Case Management.
 - Natural Resource Sector: Mineral Titles Online, Zero Emission Vehicle Application, and WILD (for hunting licensing).
 - Justice Sector: Court Services Online, Online Divorce Assistant, Criminal Records Check, and Pill Press Registry.

Major Activities since July 2017

- BCeID has not had any major changes to its capabilities the last several years.

Key Decisions in 2022/23

- None

PROVINCIAL IDENTITY INFORMATION SERVICE PROVIDERS Service BC

Lead Executive

Sheila Robinson, Assistant Deputy Minister

Background

The BC Services Card is a physical and digital identity credential, designed to enable access to government services while ensuring privacy, security, and convenience for British Columbians.

The BC Services Card provides a high level of assurance, which ensures that the right people are receiving government services, while also protecting the privacy of individuals and allowing them to access services more conveniently and securely.

The Ministry of Citizens' Services (CITZ) is the designated Provincial Identity Information Service Provider (PIISP) for B.C. in accordance with Section 69.2 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

According to FOIPPA Section 69.2(3)(a), the minister responsible for FOIPPA may give directions to a PIISP or a public body respecting the type and quantity of personal identity information required to identify, or verify the identity of, individuals seeking access to government services.

The BC Services Card program is managed as per the Minister of Citizens' Services Directions to PIISP, Medical Services Commission (MSC), and Insurance Corporation of British Columbia (ICBC).

The Provincial Identity Information Management program (IDIM) at CITZ is responsible for registering public bodies to the BC Services Card program.

The Ministerial Directions were last amended and signed in September 2022 to:

- Update the schedules of primary and Secondary ID tables as follows:
 - Make minor changes for the purposes of clarity and updating issuer names, including:
 - Federal department names;
 - Not allowing Temporary passports (for travel only);
 - Not allowing Foreign Consular ID (not used anymore); and
 - Employee, student, and health cards must include name plus signature and/or photograph.
- Specify identification requirements for issuing an electronic credential to individuals that are not eligible for a BC Services Card and ensure the same Directions on privacy and security of personal identity information apply to it.

Major Activities since July 2017

The PIISP has been regularly updated to reflect expansion and continuous improvements of the BC Services Card program to better serve citizens.

- 2017
 - Enhanced privacy and security and improve the process for issuing a BC Services Card.
- 2018
 - Add Secondary ID Attestation Form to the list of accepted secondary identification required to obtain a photo BC Services Card which assists individuals for whom obtaining secondary ID is impractical or an undue hardship.
- 2020
 - Added the term “eligible entity”, which allowed B.C. to work with federal government bodies and onboard the Canada Revenue Agency and Employment and Social Development Canada.
- 2021
 - Add mobile card expiry.
 - Chip and card reader retirement.
 - Non-photo BC Services Card uplift to Level of Assurance 3 (LOA3) for online authentication.
- 2022
 - Update the schedules of primary and Secondary ID tables.

Key Decisions in 2022/23

- The outstanding issue of invalidating the CareCard as secondary ID has been paused during the COVID-19 pandemic.
Advice/Recommendations: Intergovernmental Communications
-

BC REGISTRIES Service BC

Lead Executive:

Sheila Robinson, Assistant Deputy Minister

Background

BC Registries and Online Services (BC Registries) provides for the administration and management of the Corporate Registry, Personal Property Registry and Manufactured Homes Registry. BC Online is a digital service delivery channel and provides online access to government programs such as the Corporate Registry applications, Court Services Online and the Wills Registry.

BC Registries is governed by 14 related statutes and acts including the *Business Corporations Act* and the *Personal Property and Security Act*. Business satisfaction is regularly measured, and the 2021 survey indicates 87 per cent overall satisfaction.

Current Context

Registries is actively modernizing our service experience. Today, British Columbians and businesses expect simple, consistent and personalized service experiences through a blended choice of accessible, digital, mobile, telephone and in-person services. A pan-Canadian lens is also required from BC Registries to support trade, investment and labour mobility.

Major Activities since July 2017

- January 2019 – The launch of OrgBook BC
 - OrgBook BC leverages data in the Corporate Registry to create a secured, verifiable credential that the public and private sector can use to verify that a business is authorized to do business in B.C., and that the status has not changed.
- July 2019 – In partnership with the Ministry of Attorney General, BC Registries has leveraged the Civil Resolution Tribunal to resolve disputes between societies and cooperatives. This new service creates an opportunity to showcase the continued commitment of government to meet the needs of small community-based groups.
- November 2019 – All B.C. cooperative associations are able to file Annual Report and other maintenance filing requirements online. This service leverages the BC Services Card to verify the identity of corporate officers.
- June 2020 – A new corporate entity type called Benefit Companies was launched.
- July 2020 – A new identity service was launched for out of province users that requires notaries to verify an individual's identity. This service will improve the transparency and integrity of the corporate registry.
- September 2020 – Launched Cooperative Associations for Benefit Companies.
- December 2020 – Launched Names Request Online service.
- April 2021 – Launched Webchat service.
- February 2022 – Reorganized BC Registries branch to align with modernization and digital delivery.

- February 2022 – Personal Property Registry released.
- April 2022 – Fee Accounting System (FAS) released.

Major Activities from a Pan-Canadian Lens

- June 2020 – BC Registries onboarded to the federal government Multi-Jurisdictional Registry Access Service as part of the Premiers commitment to the Reconciliation and Cooperation Table.
- June 2020 – Manitoba government was added as a signatory on to the existing New West Partnership Trade Agreement (NWPTA) along with the premiers of British Columbia, Alberta, and Saskatchewan. The NWPTA requires the jurisdictions reconcile their corporate registration and reporting requirements to reduce barriers to trade.
- Beneficial Ownership – As highlighted by the Panama Papers and Bahamas leaks, corporate entities and trusts can be misused for illicit purposes. Canada has committed to implementing Beneficial Ownership, which is defined as the natural person that owns, controls or profits from a corporate entity. BC Registries is working across Canada and with the Finance and Corporate Policy and Tax Policy branches of the Ministry of Finance in support of this initiative. The following Beneficial Ownership initiatives have been completed:
 - B.C. has amended the *Business Corporations Act* to require companies to hold information on their Beneficial Owners in the company's registered office.
 - B.C. has introduced the *Land Ownership Transparency Act* that requires the Land Title and Survey Authority (LTSA) to hold Beneficial Ownership information in the LTSA records. The LTSA has built an application to support this requirement.
 - B.C. issued a white paper to the public with consultations completed in spring 2020.
 - BC Cullen Commission report recommendations.

Key Decisions in 2022/23

- None

BC REGISTRIES MODERNIZATION

Service BC

Lead Executive:

Sheila Robinson, Assistant Deputy Minister

Background

The BC Registries modernization program will fundamentally change the way businesses interact with government, including delivering a more seamless service experience while moving to a greater number of digital services. Registries has approval to replace the following applications under two separate initiatives:

- Under the Mainframe migration initiative, Registries will be replacing the following:
 - BC Online
 - Personal Property Registry
 - Manufactured Home Registry
 - Fee Accounting System
 - Companies Branch System, including Names Examination, Director Search and Cooperative Associations
 - Service Delivery branch system
- Under the Legacy Application retirement, Registries will be replacing the following:
 - Corporate Online
 - One Stop Business Registry

Current Context

To better understand our client's journey and ensure a strong vision of how to transform our services, a visioning exercise was completed (including the development of personas and journey maps) and included different teams across government and Registries stakeholders. The result was the creation of three services families:

1. Entity Service Family – Creating a common platform for all legal entities including Corporations, Cooperative Associations, Proprietorships, Names examination, etc.
2. Asset Service Family – A common platform for asset-based applications including the Personal Property Registry and the Manufactured Home Registry.
3. Relationship Service Family – This new application will replace BC Online and leverage OrgBook in the replacement of the One Stop Business Registry.

Major Activities Since July 2017

- As part of Agile development, significant and continuous stakeholder and partner engagement is undertaken in order to understand the business client's journey. In addition, regular communication and other engagement opportunities are provided to the legal and business community in order to build awareness in the changes underway.
- November 2019 – All B.C. cooperative associations able to file Annual Report and other maintenance filing requirements online by leveraging the BC Services Card to verify the identity of corporate officers.

- June 2020 – A new corporate entity type called Benefit Companies was launched.
- July 2020 – A new identity service was launched for out of province users that requires notaries to verify an individual’s identity. This service will improve the transparency and integrity of the corporate registry.
- September 2020 – Launched Cooperative Associations for Benefit Companies.
- December 2020 – Launched Names Request Online service.
- April 2021 – Launched Webchat service.
- February 2022 – Personal Property Registry released.
- April 2022 – Fee Accounting System (FAS) released.

Key Decisions in 2022/23

- None

ORGBOOK BC Service BC

Lead Executive:

Sheila Robinson, Assistant Deputy Minister

Background

OrgBook BC is an innovative service that uses technology to make it easier to search and share verifiable business data issued by the Province, without sacrificing the safeguards companies and government depend on. By leveraging the data in the BC's Corporate Registry, OrgBook BC provides British Columbians an opportunity to verify that a business is legally incorporated, and that there have been no changes to the status of the company. This service is secure enough to allow businesses to digitally share trusted information with other levels of government, suppliers, banks and other partners, and significantly reduces time and energy for entrepreneurs. OrgBook BC provides government with the tools it needs to establish trust in the digital economy that helps businesses, while reducing the risks of fraud and other issues that occur in the market economy.

Current Context

Supporting BC's digital transformation, OrgBook BC enables businesses to offer and verify business authorizations online. As the community that utilizes OrgBook BC and the number of issuers increases, the ability for businesses to share information and prove they have met the requirements for permits and licenses becomes significantly easier.

With the Minister's announcement and launch of OrgBook BC in 2019, all corporate entities have been entered and additional system development is complete enabling OrgBook BC users to subscribe to business credential updates, such as business registrations, name changes and dissolutions.

OrgBook BC is easy and inexpensive to onboard due to utilizing publicly accessible, open source software and program development tools. Over time, these verified credentials will be available in a digital wallet accessible on a tablet or smart phone.

Service BC in partnership with the Office of the Chief Information Officer is in discussions with several ministries and agencies to onboard programs to OrgBook BC and issue business credentials.

Major Activities Since July 2017

- Fall 2018 – Soft launch of OrgBook BC.
- January 2019 – Minister announcement of launch of OrgBook BC.
- Summer/Fall 2019 – Onboarded all corporate entity types onto OrgBook BC.
- October 2019 – Cannabis Online using OrgBook to issue licenses.
- September 2020 – Issuing Canada Revenue Agency's Business Number as a verifiable credential.
- June 2021 – Onboarded BuyBC program to issue certifications.
- December 2021 - Orgbook was redesigned and moved from "Beta" to "Production" status.

Key Decisions in 2022/23

- None

LEGISLATION AND POLICY
Corporate Information and Records Management Office

Lead Executive:

Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer

Current Context

The Strategic Policy and Legislation Branch is the central unit responsible for managing the legislative process for all ministry legislation. The table below lists the Acts that the Ministry has responsibility for, the scope of that responsibility, and indicates the administering branch within CITZ.

Enactments for which the Ministry of Citizens' Services (CITZ) has legislative responsibility:

Act Name	Description	Administrator
<i>Anti-Racism Data Act</i>	Enables the collection, use and disclosure of personal information for the purposes of identifying and dismantling systemic racism and advancing racial equity.	BC Data Service
<i>BC Online Act</i>	Provides powers to the operator of BC Online respecting retention and remittance of monies to the government.	BC Online Partnership Office, Service BC
<i>Business Number Act</i>	Allows British Columbia to enter into a Memorandum of Understanding with the Canada Revenue Agency for the purpose of integrated and joint Business Number Registration purposes. The Business Number is used as a common identifier of businesses across multiple program areas within the public sector.	BC Registries and Online Services, Service BC
<i>Electronic Transactions Act</i>	Clarifies that electronic documents can satisfy legal requirements to provide information or a record and provides for the use of electronic signatures in place of "wet ink" signatures, subject to some exceptions. Specifies that electronic means can be used in making payments to the government.	Strategic Policy and Legislation Branch, CIRMO
<i>Freedom of Information and Protection of Privacy Act</i>	Has two main purposes: <ol style="list-style-type: none"> 1. Freedom of Information (FOI): To make public bodies more open and accountable by providing the public with a legislated right of access to records held by a public body, including their own personal information, subject to reasonable 	Privacy, Compliance and Training Branch and Information Access Operations, CIRMO

Act Name	Description	Administrator
	<p>exceptions. FOIPPA also compels public bodies to make information publicly available without the need for an FOI request (i.e., proactive disclosure).</p> <p>2. Protection of Privacy: To protect personal privacy by specifying circumstances where public bodies are authorized to collect, use, and disclose personal information. FOIPPA also requires public bodies to make reasonable efforts to ensure the accuracy and security of personal information and provides individuals with a right to request correction of their personal information.</p>	
Government Buildings Act	Permits regulations to be made permitting, regulating, or prohibiting public use of the grounds surrounding a government building, highway or public work belonging to the government.	Real Property Division
Information Management Act	<p>Modernizes and streamlines government information management by:</p> <ul style="list-style-type: none"> • Transitioning government to digital information management. • Establishing the digital archives and requiring information to be archived in digital form unless exceptions apply. • Establishing a Chief Records Officer to approve information schedules, manage the digital archives and promote effective information management. 	Government Records Service, CIRMO
Personal Information Protection Act	Governs the collection, use and disclosure of personal information by private and not-for-profit sector organizations in a manner that recognizes the right of individuals to protect their personal information, and the need for organizations to collect, use or disclose personal information for appropriate purposes. Establishes a right for people to access their own personal information that is held by an organization.	Strategic Policy and Legislation Branch, CIRMO
Procurement Services Act	Enables and assists in the disposal of personal property and the procurement of personal and intangible property for the government, government organizations, local public bodies, and participating jurisdictions. Also enables government contracts respecting the construction of buildings and other	Procurement and Supply Division

Act Name	Description	Administrator
	works and assists government organizations, local public bodies, and participating jurisdictions in contracting for services as well as directing the establishment, maintenance and operation of depots and warehouses.	
Public Agency Accommodation Act	Sets out requirements for the acquisition, disposal and transfer of land administered by a public agency in the province. Public agencies include the Government of BC, Government of Canada, a local government, the Legislative Assembly, a government body within the meaning of the <i>Financial Administration Act</i> , or any other entity designated as a public agency for the purposes of this Act by a directive of Treasury Board.	Real Property Division
Queen's Printer Act	Sets out the powers and duties assigned to the Queen's Printer respecting the printing, binding, and stationery offices of the ministry.	Procurement and Supply Division
Statistics Act	Enables the development and distribution of statistics about people and businesses in British Columbia. Also allows for coordination with statistical agencies in other jurisdictions.	BC Data Service

There are several enactments for which the Ministry of Finance is the owner, and the Ministry of Citizens' Services has responsibility for only some parts of the Act.

Enactments for which the Ministry of Finance has primary responsibility and CITZ has partial responsibility:

Act Name	Description	Responsible Program Area Within CITZ
These Acts as they relate to the establishment and operation of the Corporate Registry:		
Business Corporations Act	Sets out requirements for businesses to incorporate and do business in the province.	BC Registries and Online Services, Service BC
Cooperative Association Act	Sets out requirements for cooperative associations to incorporate and do business in the province.	BC Registries and Online Services, Service BC

Contact: Charmaine Lowe, Assistant Deputy Minister and Chief Records Officer
Ministry of Citizens' Services

Date: September 27, 2022
This material will be proactively released

Act Name	Description	Responsible Program Area Within CITZ
<i>Credit Union Incorporation Act</i>	Sets out requirements for credit unions to incorporate and do business in the province.	BC Registries and Online Services, Service BC
<i>Financial Institutions Act</i>	Sets out requirements on trust, deposit and insurance businesses carrying out business in the province.	BC Registries and Online Services, Service BC
<i>Insurance (Captive Company) Act</i>	Sets out requirements on registering captive insurance companies carrying out business in the province. A captive insurance company is a wholly owned subsidiary that insures the operations of its parent company.	BC Registries and Online Services, Service BC
<i>Mutual Fire Insurance Companies Act</i>	Permits the establishment and incorporation of mutual fire insurance companies and sets out the powers and functions of the company and its director. Mutual fire insurance companies are composed of 30 or more persons who have insurable interest in rural property exposed to damage by fire.	BC Registries and Online Services, Service BC
<i>Partnership Act</i>	Sets out requirements on for-profit partnerships established in the province.	BC Registries and Online Services, Service BC
<i>Pension Fund Societies Act</i>	Permits the establishment of a pension fund society by a corporation created in British Columbia. Also sets requirements on, and sets out powers and functions of, the society. A pension fund society administers a pension fund.	BC Registries and Online Services, Service BC
<i>Societies Act</i>	Permits the incorporation of a society for any lawful purpose or other purposes such as national, patriotic, religious, philanthropic, or other purposes. Sets requirements on, and sets out powers and functions of, the society.	BC Registries and Online Services, Service BC
This Act as it relates to the establishment and operation of the Manufactured Home Registry:		
<i>Manufactured Home Act</i>	Sets requirements for registering and transferring ownership of a manufactured home.	BC Registries and Online Services, Service BC

These Acts as they relate to the establishment and operation of the Personal Property Registry:		
Miscellaneous Registrations Act, 1992	Sets requirements for registering a claim respecting personal property in the personal property registry established under the Personal Property Security Act.	BC Registries and Online Services, Service BC
Personal Property Security Act	Sets requirements for the creation and registration of security interests in personal property in the province. A security interest is a legal claim on collateral.	BC Registries and Online Services, Service BC
Repairers Lien Act	Sets requirements for obtaining, renewing, and discharging liens on a motor vehicle, aircraft, boat, or outboard motor by a garage keeper.	BC Registries and Online Services, Service BC

MINISTRY OF CITIZENS' SERVICES

BUDGET OVERVIEW

Budget 2022/23

KEY MESSAGES

- **The Ministry of Citizens' Services 2022/23 operating budget has been tabled at \$656.645 million (net), which represents an increase of \$52.341 million, or 9%, compared to the 2021/22 restated budget of \$604.304 million (net).**
 - The 2022/23 operating budget includes funding to support:
 - cost effective facilities, technology, and procurement and supply services to government
 - efficient and accessible services to residents of BC
 - high-speed internet and cellular connectivity throughout BC
 - access and management of government information and records
- **The ministry's capital budget for 2022/23 is \$464.010 million, which is a net increase of 19%, or \$74.514 million, compared to the 2021/22 budget.**
 - Capital budget is primarily for support of IT and facility infrastructure for all of government.

OPERATING FUNDING

Primary changes impacting the 2022/23 Estimates include:

- Increase of \$16.519 million to enhance IM/IT data security, license upgrades and supporting resources.
- Increase of \$13.937 million to support facilities management operating cost obligations and amortization.
- Increase of \$11.803 million for IT operating costs required to support cross-government FTE growth and network infrastructure.
- Net increase of \$4.996 million as part of Budget 2021 decisions (\$4m increase for Private Cloud, \$1.877m increase for operating costs & amortization related to prior capital budget approvals, \$0.259m increase for miscellaneous adjustments and \$1.140m reduction for tenant improvements (TI's) for prior acquisitions of strategic buildings).
- Increase of \$2.250 million to support province-wide Connectivity enhancements.
- Increase of \$1.860 million to support Clean BC Government Fleet Program and for education and awareness.

- Increase of \$0.700m to support government procurements through the Strategic Partnerships Office (SPO).
- Increase of \$0.276m to legal chargeback rates.

OPERATING BUDGET COMPOSITION

- Ministry's net operating budget for 2022/23 is \$656.645 million.
- The gross budget before recoverable costs (internal and external to government) is \$1,041.256 million. This is partially offset by (\$384.611) million in recoveries, primarily costs for shared services recovered from client ministries. Budget detailed below:

Operating Budget (\$Millions)	2022/23	% of net budget
Salaries and Benefits	\$181.631	28%
Building Occupancy Charges	\$320.820	49%
Information Technology	\$227.749	35%
Amortization	\$117.820	18%
Cost of Goods Sold*	\$75.514	11%
Professional Services	\$16.665	3%
Legal Services Chargebacks	\$4.083	1%
Travel	\$1.189	0%
Office and Business Costs	\$31.050	5%
Other	\$64.735	10%
Gross Operating	\$1,041.256	159%
Internal Recoveries	\$(186.513)	(29%)
External Recoveries	\$(198.098)	(30%)
Gross Recoveries	\$(384.611)	(59%)
Net Budget	\$656.645	100%

* *Cost of Goods Sold (Procurement and Supply Services): Direct costs, including materials and labour, associated with products bought for and sold to other ministries/BPS clients by PSD (BC Mail Processing, Product Distribution Centre, Distribution Centre Victoria, King's Printer, and Asset Investment Recovery).*

- SEE OPERATING BUDGET DETAILS IN APPENDIX A & B

CAPITAL FUNDING

- Treasury Board approved \$464.010 million capital budget for 2022/23, an increase of \$74.514 million over the previous year.

Increases of are primarily for:

- Nanaimo Correctional Centre (\$36.40m)
- Port Coquitlam Law Courts Renovation (\$25m)
- Government wide Workstation Refresh (i.e., laptops) (\$14m)
- Legislative Precinct District Energy System (\$5m)
- Various project reprofiling, many due to delays resulting from global supply chain challenges (\$16.7m)

Offset by decreases for:

- Tenant Improvements (TIs)for strategic buildings previously acquired (\$13.6m)
- BC Corrections Renovations (\$9.4m)

APPENDIX A

Ministry of Citizens' Services				
2022/23 Explanation of Changes in Estimates (Core Business) – in \$Millions				
Core Business	Estimates 21/22 Restated	Estimates 22/23	Variance	Explanation of Changes
Services to Citizens and Businesses	31.528	31.528	-	No change
Office of the Chief Information Officer	2.695	2.695	-	No change
Digital Platforms and Data	19.072	23.922	4.850	Budget increase of \$4.0m is primarily for Private Cloud and \$0.850m for Cloud IT security.
Connectivity	11.505	13.705	2.200	Budget increase of \$2.2m is for province-wide Connectivity enhancements.
Procurement and Supply Services	8.053	8.753	0.700	Budget increase of \$0.7m is to support large procurements through the Strategic Partnerships Office (SPO).
Real Property	345.970	362.514	16.544	Budget increases primarily due to \$13.9m for facilities management cost obligations and amortization, \$1.4m for CleanBC, \$2.0m for operating costs and amortization for prior approved capital projects, reduction of \$1.1m for TI's for prior strategic building acquisitions.
Enterprise Services	146.056	173.393	27.337	Budget increases of \$13.3m for IMIT access security, \$11.7m for Gov't wide FTE growth related IT support costs, \$2.4m for Cloud IT Security.
Corporate Information Records Management Office	22.146	22.146	-	No change
Government Digital Experience	8.136	8.561	0.425	Budget increases for CleanBC education and awareness
Minister's Office	0.582	0.591	0.009	Increase of \$0.009m for Salaries & Benefits
Corporate Services	8.561	8.837	0.276	Budget increases for Legal services funding.
CITZ Total	\$604.304	\$656.645	\$52.341	

APPENDIX B

Ministry of Citizens' Services					
22/23 Explanation of Changes in Estimates (Group Account Classification (GAC) Level) – in \$Millions					
Expenditure Category	STOB	Estimates 21/22 Restated	Estimates 22/23	Variance	Explanation of Changes
Base Pay & Overtime	50	141.349	143.405	2.056	Budget increases are primarily due to \$0.7m for Cloud IT security, \$0.5m for Connectivity, \$0.5m for SPO mandate and \$0.4m IMIT access security.
Supplemental Salaries	51	1.201	1.201	-	
Employee Benefits	52	36.449	36.969	0.520	Budget increases are primarily due to \$0.2m for Cloud IT security support, \$0.1m for Connectivity, \$0.1m for SPO mandate and \$0.1m for IMIT access security.
Legislative Salaries	54	0.056	0.056	-	
Salary & Benefits Sub-Total		179.055	181.631	2.576	
Operating Costs	55 - 75	676.682	725.829	49.147	Budget increases primarily due to \$13.9m for facilities management cost obligations, \$15.2 for IMIT access & Cloud security, \$11.8m for FTE growth & related IT costs, \$3.9m for Private Cloud, \$1.9m for Clean BC, \$1.3m for Operating & amortization for prior Capital Budget lifts, \$1m for Connectivity enhancements
Government Transfers	77 - 80	9.250	10.000	0.750	Increase in Connectivity Grant
Other Expenses	84 - 85	123.229	123.796	0.567	Budget increases primarily due to additional operating costs associated with capital budget.
Gross Expenditure Total		988.216	1,041.256	53.042	
Internal Recoveries	88	(186.142)	(186.513)	(0.371)	Minor recovery budget increases primarily due to Connectivity program
External Recoveries	89 - 90	(197.770)	(198.098)	(0.328)	Minor recovery budget increases primarily due to Connectivity program
Recoveries Total		(383.912)	(384.613)	(0.701)	
CITZ Net Expenditure Total		\$604.304	\$656.645	\$52.341	

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
Corporate Information and Records Management Office (OCIO-CIRMO)			
Office of the Information and Privacy Commissioner	Michael McEvoy Information and Privacy Commissioner Phone: 250-387-5629	An independent Officer of the Legislature with a mandate set out under the <i>Freedom of Information and Protection of Privacy Act and Personal Information Protection Act</i> .	Yes
Office of the Auditor General of British Columbia	Michael Pickup Auditor General Phone: 250-419-6100 Email: bcauditor@bcauditor.com	An independent Officer of the Legislature with a mandate set out under the <i>Auditor General Act</i> .	No
Canadian Bar Association, BC Branch	Aleem S. Bharmal, K.C. President Phone: (604) 673-3126 Email: President@CBABC.org	The Association represents lawyers, judges, law teachers and law students.	No
Royal BC Museum	Alicia Dubois Chief Executive Officer For MOU and IMAC: Emma Wright Director of Archives Phone: 250-880-3980 Email: e.wright@royalbcmuseum.bc.ca	The museum archives of government. Under <i>Information Management Act</i> , the Chief Records Officer may transfer non-digital government records to this entity. MOU also in place to Mar 31, 2032. A government body designated under the <i>Information Management Act</i> , and public body designated under the <i>Freedom of Information and Protection of Privacy Act</i> .	No

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
Government Bodies and Government Agencies	Various	A public body designated under the <i>Freedom of Information and Protection of Privacy Act</i> , and/or that is designated a government body under the <i>Information Management Act</i> .	No
Educational Bodies	Various	A subset of public bodies defined under the <i>Freedom of Information and Protection of Privacy Act</i> , includes: universities, colleges, school districts, etc.	No
Health Bodies	Various	A subset of public bodies defined under the <i>Freedom of Information and Protection of Privacy Act</i> , includes: health authorities, Provincial Health Services Authority.	No
BC Freedom of Information and Privacy Association	Jason Woywada Executive Director Phone: 604-739-9788 Email: Jason@Fipa.bc.ca	A non-partisan, non-profit society.	No

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
Enterprise Services (OCIO-ES)			
DXC Advanced Solutions	<p>Kristen Leroux Vice President and General Manager of DXC Canada. Email: <small>Personal Information</small></p> <p>Serge Bourdage President, DXC Advanced Solutions Email: <small>Personal Information</small></p> <p>Sian Hoff STMS Lead, DXC Advanced Solutions Email: <small>Personal Information</small></p>	A technology vendor responsible for the province's data centre, server and storage environment.	No
Kyndryl (An IBM Company)	<p>Shawn Burton Managing Partner for Western Strategic Accounts Phone: <small>Personal Information</small> Email: <small>Personal Information</small></p>	Vendor currently provides the ministry with both Service Desk services (7-7000) and Workstation Services for 40,000 staff/contractor workstations. They provide services to both core government, as well as some Broader Public Service entities.	No
CGI	<p>Tony Dellaviola Senior Vice President Consulting Services Phone: <small>Personal Information</small> Email: <small>Personal Information</small> Email: <small>Personal Information</small></p>	Vendor currently providing the ministry with Application Management and Support services.	No

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
Check Point	Perry Winkleman Area Manager, Western (Canada) Email: Personal Information	Vendor responsible for the majority of security technology used in government (firewalls). Plays a key role in keeping us safe from threats.	No
CISCO	Shannon Leininger Cisco Canada, President Phone Personal Information Email:	Major Network Equipment provider for BC including Core Network and VPN.	No
Deloitte	James Gordon B.C. Government Account Leader, Deloitte Canada Phone Personal Information Email:	Service provider offering consulting and other services frequently government wide.	No
Microsoft	Kevin Peesker President, Microsoft Canada Phone Personal Information Email: Personal Information	Microsoft Canada Inc. is the Canadian subsidiary of Microsoft Corp. Microsoft manufactures, licenses, supports and sells computer software, consumer electronics and personal computers and services.	No

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
Oracle	<p>Pat Mungovan Senior Vice President Oracle North America Phone ^{Personal Information} Email: ^{Personal Information}</p> <p>Ken Caplin GVP of License Sales, North American Cloud and Technology, Canada and Education, Government & Education Phone ^{Personal Information} Email ^{Personal Information}</p>	Oracle is a technology platform vendor for database, middleware, and some applications utilized by the Province and B.C. public sector.	No
Sierra Systems (NTT)	<p>Charlie Robinson Vice President and Sub-vertical Leader for Public Sector Sales - Canada Phone: ^{Personal Information} Email: ^{Personal Information}</p>	Provides application management resources and expertise for Service Management Transformation Program and ServiceNow development.	No
VMWARE	<p>Claude Reeves Vice President Vmware Canada Phone ^{Personal Information} Email:</p>	Network equipment provider for the Province's Software-defined Wide Area Network (SD-WAN) which connects all government buildings.	No

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
Digital Office (OCIO-DO)			
EY	Samarth Mod Partner Phone: 250-891-4127 Email: ^{Personal Information}	Freshworks, a local custom software development company, was recently acquired by EY. Freshworks has been a successful proponent in many government procurements for application development projects.	No
Amazon Web Services (AWS)	Shawna Gip Enterprise Account Manager Email: ^{Personal Information} Rejean Bourgault Country Manager, Canada Public Sector Email: ^{Personal Information}	Amazon Web Services, Inc. is a subsidiary of Amazon that provides on-demand cloud computing platforms and APIs to individuals, companies, and governments, on a metered pay-as-you-go basis.	No
Alluvial	Mack Adams Chief Executive Officer Phone: 250-886-4273 Email: ^{Personal Information} ^{Personal Information}	Alluvial provides consulting services to help individuals and organizations leverage modern digital approaches. Frequently provides government with training and coaching.	No
OXD	Gordon Ross Vice President/Partner, OXD Phone: ^{Personal Information} Mobile Email: ^{Personal Information} twitter.com/gordonr	OXD is an end-to-end design and technology consulting firm that helps organizations deliver new and better service experiences.	No

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
Quartech	Rich Allen Vice President, Victoria Phone: 250-380-9686	Quartech is a local software development company. It has been a successful proponent in many government procurements for application development projects.	No
OCIO Information Communication Technologies (OCIO-ICT)			
BCE Inc. and Bell Canada	Mirco Bibik President and Chief Executive Officer	Provides residential and enterprise telecommunications services primarily in larger BC cities. Wireless services are supported by a network shared with TELUS mobility.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.
Cisco Canada	Rola Dagher President Phone ^{Personal Information}	Cisco is a large global supplier of telecommunications technology to the government and the broader public sector and has a long history of collaboration with our ministry.	No

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
BC Hydro	<p>Chris O'Riley President and Chief Executive Officer Phone: 604-623-4577 Email: chris.oriley@bchydro.com</p> <p>Dharmesh Gandhi Chief Information Officer Email: Personal Information</p>	Signatory to the Participation Agreement and to the TELUS Agreements (Telecommunications Service Master Agreement, Strategic Relationship Agreement)	No
Insurance Corporation of British Columbia (ICBC)	<p>Nicolas Jimenez President and Chief Executive Officer Email: nicolas.jimenez@icbc.com</p> <p>Gary Eastwood Chief Information and Technology Officer Email: Personal Information</p>	Signatory to the Participation Agreement and to the TELUS Agreements (Telecommunications Service Master Agreement, Strategic Relationship Agreement)	No
British Columbia Lottery Corporation (BCLC)	<p>Pat Davis President and CEO Phone: 250-828-5548 Email: pdavis@bclc.com</p> <p>Shirley Beveridge <i>Acting</i> Chief Information Officer and VP, Business Technology Email: SBeveridge@BCLC.com</p>	Signatory to the Participation Agreement and to the TELUS Agreements (Telecommunications Service Master Agreement, Strategic Relationship Agreement)	No

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
WorkSafe BC	<p>Anne Naser President and Chief Executive Officer Email: Personal Information</p> <p>Todd Yule Chief Digital Officer Email: Personal Information</p>	Signatory to the Participation Agreement and to the TELUS Agreements (Telecommunications Service Master Agreement, Strategic Relationship Agreement)	No
First Nations Technology Council (FNTC)	<p>Denise Williams Executive Director Phone: 604-313-0375 Email: denise.williams@fntc.info</p>	A social enterprise business model for the Technology Council along with providing the opportunity to connect First Nations communities across the province to discuss digital technologies.	No
CityWest Cable and Telephone Corp.	<p>Stefan Woloszyn Chief Executive Officer Phone: 250-624-7000 Email: Personal Information</p>	A telephone, Internet and TV provider based out of Prince Rupert.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.
Rogers Communications Inc.	<p>Tony Staffieri President and Chief Executive Officer Phone: Personal Information</p>	A Canadian telecommunications and broadcasting company, providing high-speed Internet and cellular services, with a head office in Toronto, Ontario.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.

Key Stakeholders Office of the Chief Information Officer

Organization	Contact	Description	Minister Call Suggested?
Shaw Communications Inc.	Bradley Shaw Chief Executive Officer Phone: 403-750-4500	A Canadian telecommunications company that provides telephone, Internet, television and mobile services backed by a fibre optic network. Headquartered in Calgary, Alberta.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.
TELUS Communications Inc.	Darren Entwistle President and Chief Executive Officer Email: darren.entwistle@telus.com	Signatory to a 10-year Strategic Telecommunications Deal with the Province, Health Authorities and specific Broader Public Service Entities. Provides telecommunication voice and data network services to government and broader public sector.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.
Northwestel	Curtis Shaw President Email: Personal Information	Northwestel Inc. is the incumbent local exchange carrier and long-distance carrier in Northern Canada serving over 121,000 people in 96 communities—46 of which are only accessible by air. 70% of these communities have less than 500 people, while 40% of its customers live in Whitehorse, Yellowknife and Iqaluit.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.

Key Stakeholders BC Data Service Division

Organization	Contact	Description	Minister Call Suggested?
Anti-Racism Data Committee	Dr. June Francis Principal and Co-Founder The Co-Laboratorio Email: Personal Information	Chair of the Anti-Racism Data Committee	Yes
Human Rights Commissioner	Kasari Govender Human Rights Commissioner Phone: Personal Information Email: Commissioner@bchumanrights.c a	Drafted report that led to introduction of the <i>Anti-Racism Data Act</i> ; ongoing role in reviewing regulations and directives	Yes
Statistics Canada	Minister François-Phillipe Champagne, Innovation, Science and Economic Development Canada (ISED) Anil Anora Chief Statistician of Canada Statistics Canada Phone: 613-951-9757 Email: anil.arora@statcan.gc.ca	Federal counterpart.	No

Key Stakeholders BC Data Service Division

Organization	Contact	Description	Minister Call Suggested?
First Nations Leadership Council	Main Contact: Harmony Johnson Email: <small>Personal Information</small> Policy Leads: Andrea Glickman Email: andrea@ubcic.bc.ca Colin Braker Email: cbraker@fns.bc.ca Maureen Buchan Email: <small>Personal Information</small>	Co-developer/key interested party	No
Métis Nation BC	Main Contacts are: Lissa Dawn Smith Email: lsmith@mNBC.ca Colette Trudeau Email: ctrudeau@mNBC.ca Jeremy Twigg Email: <small>Personal Information</small>	Co-developer/key interested party	No

Key Stakeholders Connectivity Division

Organization	Contact	Description	Minister Call Suggested?
Connectivity (OCIO-CONN)			
All Nations Trust Company	Marc Paulez Acting Chief Executive Officer 520 Chief Eli LaRue Way Kamloops BC V2H 1H1 Phone: 778-471-4110	Leads the Pathways to Technology Project managed by the All Nations Trust (ANTCO) to bring affordable high-speed Internet to all 203 First Nations in B.C.	No
BC Broadband Association	Bob Allen President c/o ABC Internet Suite 119-970 Burrard Street Vancouver BC V6Z 2R4 Phone: 250-992-0014 Email: info@bcba.ca	Members are telecommunication service providers and equipment suppliers that deliver networking services and infrastructure throughout B.C.	No
BCE Inc and Bell Canada	Mirco Bibik President and Chief Executive Officer 1 Carrefour Alexander-Graham-Bell Building A, 4th Floor Verdun, QC H3E 3B3	Provides residential and enterprise telecommunications services primarily in larger BC cities. Wireless services are supported by a network shared with TELUS mobility.	No

Key Stakeholders Connectivity Division

Organization	Contact	Description	Minister Call Suggested?
Columbia Basin Trust (CBT) and Columbia Basin Broadband Corporation (CBBC)	<p>Johnny Strilaeff President and Chief Executive Officer of CBT Phone: 800-505-8998 Email: ceo@ourtrust.org</p> <p>Donovan Dias Chief Operating Officer of CBBC Phone ^{Personal Information} Email:</p> <p>Suite 300 - 445-13th Avenue Castlegar, BC V1N 1G1</p>	<p>Columbia Basin Broadband Corporation is a wholly owned subsidiary of Columbia Basin Trust They provide fibre backbone and transport services to many small communities in the Columbia Basin.</p>	No
First Nations Health Authority	<p>Richard Jock Chief Executive Officer Phone: 604-693-6500 Email: info@fnha.ca</p> <p>Stuart Bourhill Chief Information Officer ^{Personal Information}</p> <p>501 - 100 Park Royal South Coast Salish Territory West Vancouver BC V7T 1A2</p>	<p>Delivers Telehealth capabilities as well as digital education options to First Nations communities.</p> <p>Became a party to the Province's Telecommunications Services Master Agreement as a new 'Greater Public Sector Entity' under section 30.3.1. of the Agreement.</p>	No

Key Stakeholders Connectivity Division

Organization	Contact	Description	Minister Call Suggested?
First Nations Education Steering Committee (FNESC)	Deborah Jeffrey Executive Director 113 – 100 Park Royal South West Vancouver BC V7T 1A2 Phone: 1-877-422-3672 Email: ^{Personal Information}	Leads a project to connect band schools across the province.	No
First Nations Technology Council (FNTC)	Lauren Kelly Director, Sector Transformation Phone: ^{Personal Information} Email: info@technologycouncil.ca New CEO anticipated Nov 2022	Provides education programs to advance Indigenous peoples careers in innovation and technology along with creating opportunities to discuss digital technologies.	No
CityWest Cable and Telephone Corp.	Stefan Woloszyn Chief Executive Officer 248 3rd Avenue Prince Rupert BC V8J 1L1 Phone: ^{Personal Information} Email:	A telephone, Internet and TV provider based out of Prince Rupert.	No
Northern Development Initiative Trust	Joel McKay Chief Executive Officer 301 – 1268 Fifth Avenue Prince George BC V2L 3L2 Phone: 250-561-2525 Email: joel@northerndevelopment.bc.ca	Established through provincial legislation, the Trust operates independently from government and provides funding and ability to identify and pursue new opportunities for stimulating economic growth and job creation. Administers the Connecting British Columbia program.	No

Key Stakeholders Connectivity Division

Organization	Contact	Description	Minister Call Suggested?
Rogers Communications Canada Inc.	Tony Staffieri President and Chief Executive Officer 333 Bloor Street East Toronto, ON M4W 1G9 Phone: 416-935-7777	A Canadian telecommunications and broadcasting company, providing high-speed internet and cellular services, with a head office in Toronto, Ontario.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.
Shaw Communications Inc.	Bradley Shaw Executive Chair & Chief Executive Officer 630 3rd Avenue SW Calgary AB T2P 4L4 Phone: 403-750-4500	A Canadian telecommunications company that provides telephone, Internet, television and mobile services backed by a fibre optic network. Headquartered in Calgary, Alberta.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.
TELUS Communications Inc.	Darren Entwistle President and Chief Executive Officer 510 West Georgia Street Vancouver BC V6B 0M3	Signatory to a 10-year Strategic Telecommunications Deal with the Province, Health Authorities and specific broader public sector entities. Provides telecommunication voice and data network services to government and broader public sector.	No – if Minister chooses to meet, they should be aware to avoid discussion on services within the scope of the NextGen Telecom Procurement.
Northwestel	Curtis Shaw President 5201 50th Avenue PO Box 790 Yellowknife NT X1A 2R3	Northwestel Inc. is the incumbent local exchange carrier and long distance carrier in Northern Canada serving over 121,000 people in 96 communities—46 of which are only accessible by air. 70% of these communities have less than 500 people, while 40% of its customers live in Whitehorse, Yellowknife and Iqaluit.	No

Key Stakeholders Connectivity Division

Organization	Contact	Description	Minister Call Suggested?
Union of BC Municipalities (UBCM)	Jen Ford President, Jen Ford Councillor, Resort District of Whistler Phone: 604-935-8226 Email: jford@slrd.bc.ca	Provides a common voice for local government. The annual Convention continues to be the main forum for local governments from all areas of the province to come together, share their experiences and take a united position.	No
Coastal First Nations	Paul Kariya Senior Advisor Email: pkariya@coastalfirstnations.ca Miles Richardson Director Phone: ^{Personal Information} Email: 1660 - 409 Granville Street Vancouver BC V6C 1T2	First Nation	No
Regional Connectivity Collaborative	Maureen Lebourdais Area Director PO Box 2260 100 Mile House BC V0K 2E0 Phone: 250-305-9245 Email: ^{Personal Information}	Cariboo Regional District and Regional Connectivity Collaboration Lead	No



Key Stakeholders Connectivity Division

Organization	Contact	Description	Minister Call Suggested?
Metlakatla Nation	Ross Wilson Stewardship Director PO Box 459 Prince Rupert BC V8J 3R2 Phone: 250-628-3315 ext. Email: <small>Personal Information</small>	First Nation	No

Key Stakeholders Government Digital Experience Division

Organization	Contact	Description	Minister Call Suggested?
OXD	Gordon Ross Vice President and Partner Phone: ^{Personal Information} Email: hellovictoria@oxd.com	OXD works across industries, designing and building solutions to address some of the twenty-first century's most complex social and business challenges.	No
Neil Squire Society	Greg Pyc Western Regional Manager 5575 Boundary Road, Vancouver, BC V5R 2P9 Phone: 604-473-9363 Email: gregp@neilsquire.ca	Neil Squire Society takes an active role in making a difference in the lives of people with physical disabilities.	No
Simon Fraser University (SFU)	Shauna Sylvester Executive Director Morris J Wosk Centre for Dialogue 3300 - 515 West Hastings Street Vancouver, B.C. Canada V6B 5K3 Phone: 778-782-7895 Email: shauna_sylvester@sfu.ca	SFU research organization and public engagement facilitator.	No

Key Stakeholders Government Digital Experience Division

Organization	Contact	Description	Minister Call Suggested?
University of British Columbia (UBC)	<p>Mark E. Warren Professor</p> <p>The Department of Political Science Vancouver Campus C425 1866 Main Mall Vancouver, BC V6T 1Z1</p> <p>Phone: 604-822-4355 Email: mark.warren@ubc.ca</p>	Academic commentator on public engagement issues.	No
First Peoples Heritage Language and Cultural Council	<p>Tracey Herbert Chief Executive Officer</p> <p>1A Boatramp Rd Brentwood Bay BC</p> <p>Phone: 250-652-5952 Executive Assistant's Email: claudine@fpcc.ca</p>	GDx has worked with FPCC on the First Voices initiative, which helps to preserve and revitalize Indigenous languages across the province.	No
IAP2 _ Industry Association of Public Participation	<p>Catherine Rockandel President</p> <p>Email: info@iap2canada.ca</p>	Mission is to advance and extend the practice of public participation through professional development, certification, standards of practice, core values, advocacy and key initiatives with strategic partners around the world.	No



Key Stakeholders Government Digital Experience Division

Organization	Contact	Description	Minister Call Suggested?
MOSAIC (translation)	Masoud Rahmani, Coordinator – Immunization Update Project, Specialized and Innovative Programs 5575 Boundary Road, Vancouver, BC V5R 2P9	Mosaic is a service provider for multi language program.	No

Key Stakeholders Procurement and Supply Division

Organization	Contact	Description	Minister Call Suggested?
British Columbia Association of Friendship Centres	Leslie Varley Executive Director Phone: 250-388-5522 ext. 202 Email: LVarley@bcaafc.com	The umbrella organization for the Friendship Centres across BC. BC Friendship Centres work to promote, develop and deliver accessible programs and services that support Indigenous peoples living in urban areas and away from home to achieve their vision of health, wellness and prosperity.	No
British Columbia Assembly of First Nations	Jaime Sanchez, Special Advisor to the Regional Chief Phone: 250-713-1129 Email: jaime.sanchez@bcafn.ca	The Provincial Territorial Organization (PTO) representing and advocating for the 203 First Nations in British Columbia. Representation and advocacy for First Nations currently engaged in the treaty process, those who have signed modern treaties, and those who fall under historic treaty agreements. They also represent and advocate for First Nations in BC that are not in treaty negotiations.	No
Metis Nation British Columbia	Lissa Smith President Phone ^{Personal Information} Email: lsmith@mNBC.ca	MNBC represents thirty-nine (39) Métis Chartered Communities in British Columbia. MNBC's mandate is to develop and enhance opportunities for Métis communities by implementing culturally relevant social and economic programs and services.	No

Key Stakeholders Procurement and Supply Division

Organization	Contact	Description	Minister Call Suggested?
Alliance of Modern Treaty Nations	Alison Butler Email: abutler@nvisiongroup.ca	The Alliance works together to advance and advocate for areas of shared interest relating to the implementation of modern treaties in British Columbia. Membership includes each of the eight Modern Treaty Nations in BC.	No
Vancouver Island Construction Association	Chris Lyons Chair, Omicron Construction Ltd. Phone: 250-388-6471 Email: info@vicabc.ca		No
BC Chamber of Commerce Remove	Dr. Greg Thomas Board Chair General Phone: 604-683-0700 Email: bccc@bcchamber.org	The BC Chamber of Commerce drives business advocacy on behalf of more than 125 Chambers of Commerce and Boards of Trade, and 36,000 businesses of varying size and sectors across the province.	No
BC Construction Association	Chris Atchison President Phone: 250-818-9671 Email: Personal Information	The BC Construction Association's mission is to ensure that BC's skilled workforce, resources, and regulatory environments exceed the needs and expectations of industrial, commercial, and institutional construction employers.	No

Key Stakeholders Procurement and Supply Division

Organization	Contact	Description	Minister Call Suggested?
BC Social Procurement Initiative	<p>Karen Elliot Mayor, District of Squamish Co-chair, BCPSI Phone: 604-892-5217 Email: Personal Information</p> <p>Colleen Evans Councillor, City of Campbell River Co-chair, BCPSI Phone: Personal Information Email: Personal Information</p>	<p>BCSPI supports local governments and institutions to implement social procurement best practices to build community well-being and resilience by building capacity through training, consulting, resources and support to implement purchasing that achieves community goals.</p>	<p>No</p>

Key Stakeholders Real Property Division

Organization	Contact	Description	Minister Call Suggested?
Abbotsford Municipality/ City of Abbotsford	<p>Mayor Henry Braun Mayor, City of Abbotsford Phone: 604-864-5500 (Office) Email: Personal Information</p> <p>Peter Sparanese City Manager Phone: 604-864-5501 Email: psparanese@abbotsford.ca</p>	Abbotsford Courthouse.	No
BC Emergency Health Services	<p>Dr David Byres Interim President & Chief Executive Officer Provincial Health Service Authority (BCEHS is under PHSA) Head Office: 604-675-7400</p>	BCEHS provides emergency health services to the Province of British Columbia. RPD is under contract with BCEHS to provide Lease Negotiation services where required	No
BC Housing	<p>Vincent Tong <u>Acting</u> Chief Executive Officer Phone: 604-439-4712 (Office) Cell: 604-970-1605</p> <p>Michael Pistrin <u>Acting</u> Vice-President of Development and Asset Strategies Phone: 604-454-2043</p>	Owner of Riverview lands. Coquitlam: Valleyview New Build.	No

Key Stakeholders Real Property Division

Organization	Contact	Description	Minister Call Suggested?
City of Vancouver	Paul Mochrie City Manager Phone: 604-873-7625 Phone: 604-873-7666 Email: ^{Personal Information}	Robson Square Vancouver Art Gallery.	No
Interior Health Authority (IHA)	Susan Brown President and Chief Executive Officer Phone: 250-469-7070 (General)	Real Property Division provides real estate services for approximately 20 buildings for the Interior Health Authority. 10 Leased and 10 Owned. RPD provides recurring O&M services, and project management, in concert with our service provider, CBRE.	No
Jawl Properties	Robert Jawl Managing Director Phone: 250-414-4173 Email: rkj@jawlproperties.com www.jawlproperties.com	Capital Park New Buildings including TI's.	No
Morguard Investments Limited	Michael Walker Regional General Manager, Office Industrial Division, British Columbia Phone: 604-681-9474 Email: MWalker@morguard.com	Provincial landlord 865 Hornby Street, Vancouver and 4000 Seymour Place, Victoria, BC.	No

Key Stakeholders Real Property Division

Organization	Contact	Description	Minister Call Suggested?
Northern Health Authority	<p>Cathy Ulrich President and Chief Executive Officer Phone: 250-565-2649 (General)</p> <p><u>Vacant</u> – Director of Leasing and Property Services</p> <p>Contact – Michael Hofer Regional Director of Capital Planning and Support Services Phone ^{Personal Information}</p>	RPD provides real estate services for approximately 50 buildings for the Northern Health Authority. RPD provides recurring O&M services, and project management, in concert with our service provider, CBRE.	No
Partnerships BC	<p>Mark Liedemann President and Chief Executive Officer Email: Mark.Liedemann@partnershipsbc.ca</p>	Nanaimo Correctional Centre; Abbotsford Courthouse; Concept plans underway for Victoria Law Courts and Fort St. John Provincial Court' EMBC's Provincial Disaster Facility.	No
RCMP	<p>Tammy Rathgeber Regional Director RCMP Real Property Unit Email: ^{Personal Information} ^{Personal Information}</p>	RPD manages approximately 320 buildings for the RCMP. These properties include detachments in communities with less than 5,000 people, residences, District Offices, and the Pacific Regional Training Centre in Chilliwack. RPD provides recurring O&M services, and project management, in concert with our service provider, CBRE.	No

Key Stakeholders Real Property Division

Organization	Contact	Description	Minister Call Suggested?
Island Health Authority	<p>Kathy MacNeil President and Chief Executive Officer</p> <p>Executive Assistant – Lisa James Phone: 250-370-8692 Email: CEOExecutiveAssistant@islandhealth.ca</p>	RPD manages approximately 20 buildings for the Island Health Authority. RPD provides recurring O&M services, and project management, in concert with our service provider, CBRE.	No
CBRE	<p>James Lawrence Senior Director Infrastructure & Public Enterprises CBRE Limited Global Workplace Solutions Phone : 416-775-1309 Cell : 416-554-1777 Email: Personal Information</p>	Service Provider for facilities management services and project delivery services.	No
CBRE	<p>Lorne DeLarge General Manager Alliance Director Province of BC, Real Property Division Account CBRE Global Workplace Solutions Phone: Personal Information Email:</p>	Service Provider for facilities management services and project delivery services. Local contact.	

Key Stakeholders Service BC Division

Organization	Contact	Description	Minister Call Suggested?
Canada Revenue Agency (CRA)	Francine Paton Director, Business Number Division Phone Personal Information Email: Personal Information	The CRA administers tax laws for the Government of Canada, for most provinces and territories, and administers various social and economic benefit and incentive programs delivered through the tax system.	No
Corporations Canada	Prosper Hantz Director General Contact Centre: 1-866-333-5556 Personal Information Email: Personal Information	Corporations Canada is Canada's federal corporate regulator. It administers the laws that allow Canadians to create and maintain a corporation under the federal laws governing corporations in Canada.	No
Dye & Durham	Aziz Pirani Managing Director, Legal Software Email: Personal Information	Dye & Durham Corporation is a supplier of worldwide search, registry and legal support services.	No

Key Stakeholders Service BC Division

Organization	Contact	Description	Minister Call Suggested?
Digital Identity and Authentication Council of Canada (DIAAC)	Joni Brennan DIACC President Email: Info@DIACC.ca	Created as a result of the federal government's Task Force for the Payments System Review, DIACC is a non-profit coalition of public and private sector leaders committed to developing a Canadian digital identification and authentication framework to enable Canada's full and secure participation in the global digital economy. DIACC members include representatives from both the federal and provincial levels of government as well as private sector leaders.	No
Industry Training Authority (ITA)	Gary Herman Chief Executive Officer Phone: 778-785-2422 Anita Handregan Director Phone ^{Personal Information}	The ITA manages the apprenticeship system and certifies skilled trades people in BC.	No
Maximus Canada	Jim Mickelson Senior Vice President Phone ^{Personal Information} Email: ^{Personal Information}	Maximus Canada assists governments across Canada by modernizing and administering essential public services.	No

Key Stakeholders Service BC Division

Organization	Contact	Description	Minister Call Suggested?
New West Partners - Alberta, Saskatchewan & Manitoba	Trade Policy and Negotiations Branch BC Ministry Jobs, Economic Development and Competitiveness Phone: 250-952-0635 Email: nwptabc@gov.bc.ca	The New West Partnership Trade Agreement is an accord between the Governments of British Columbia, Alberta, Saskatchewan and Manitoba that creates Canada's largest, barrier-free, interprovincial market.	No
Service Canada	Jacqueline Zuk Acting ADM Phone: <small>Personal Information</small> Pat Chaba Executive Director, Citizen Services and Program Delivery, BC-YT Phone: 604-707-9596	Service Canada is a federal institution that provides Canadians with a single point of access to a wide range of government services and benefits.	No
WorkSafeBC	Howard Chang Director of Assessments Phone: <small>Personal Information</small> Email: <small>Personal Information</small>	WorkSafeBC is BC's workers compensation board.	No
Insurance Corp of British Columbia (ICBC)	Nicolas Jimenez Executive Office President and Chief Executive Officer Phone: <small>Personal Information</small> Email: Nicolas.Jimenez@icbc.com	ICBC is a core partner of the BC Services Card.	No

Key Stakeholders Service BC Division

Organization	Contact	Description	Minister Call Suggested?
Institute of Citizen Centered Services (ICCS)	Dan Batista Executive Director Email ^{Personal Information}	ICCS provides secretariat support to the Joint Councils of PSSDC and PSCIOC.	No
Public Sector Service Delivery Council (PSSDC)	James Gilbert Co-Chair Assistant Deputy Minister for Employment and Social Development Canada Email ^{Personal Information} Mark Burns Co-Chair at the end of his term Director of E services for citizens Government of Yukon Email ^{Personal Information}	PSSDC consists of senior officials of service delivery organizations of federal, provincial and territorial levels of government, and senior municipal representatives. Through the Municipal Service Delivery Organization, members collaborate on major public sector service delivery issues confronting all levels of government in Canada.	No
Elections BC	Anton Boegman Chief Electoral Officer Email: 250-387-5305	BC Provincial Election October 24, 2020.	No
Treasury Board of Canada Secretariat	Alexandre Bourque Acting Director, Engagement and Oversight, Cyber Security Division, Office of the Chief Information Officer Phone: 613-286-2173 Email: alexandre.bourque@tbs-sct.gc.ca	Co-lead of Digital Identity priority of Joint Councils.	No



Key Stakeholders Service BC Division

Organization	Contact	Description	Minister Call Suggested?
Union of BC Municipalities	Laurey-Anne Roodenburg Current – President Councillor City of Quesnel Phone: 250-255-5394 Email ^{Personal Information}	Provides common voice for local government. Positions developed by members are carried to other orders of government. Initiates, monitors, interprets and reacts to shifts in senior government policies that affect local government and communities.	No

Federal counterparts to BC's Ministry of Citizen Services

Notes:

- Where multiple contacts are provided, the recommended key point of contact is listed in bold.
- Contact information for all proposed contacts is provided at the links through the [Government Electronic Directory Services \(GEDS\)](#).
- The Privy Council Office (PCO) houses a secretariat for intergovernmental affairs. Led by DM Christiane Fox, the secretariat may be in a position to support coordination with the various DM offices listed below. Contact information for members of the secretariat is [available here](#).

Functional area within CITZ	Equivalent federal organization	Minister Key Contacts	Deputy Minister Key Contacts	Notes
Real property (Sunny Dhaliwal)	Public Services and Procurement Canada (PSPC)	<p>Hon. Helena Jaczek Minister of Public Services and Procurement Canada</p> <p>Contact Info: 613-992-3640 Helena.Jaczek@parl.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Paul Thompson Deputy Minister of Public Services and Procurement Canada</p> <p>Contact Info: 819-420-1770 paul.thompson@tpsgc-pwgsc.gc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	PSPC serves federal departments and agencies as their central purchasing agent, real property manager, treasurer, accountant, pay and pension administrator, integrity adviser and linguistic authority. It supports its Minister in her role as Receiver General for Canada.
Procurement (Teri Spaven)	Public Services and Procurement Canada (PSPC)	<p>Hon. Helena Jaczek Minister of Public Services and Procurement Canada</p> <p>Contact Info: 613-992-3640 Helena.Jaczek@parl.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Paul Thompson Deputy Minister of Public Services and Procurement Canada</p> <p>Contact Info: 819-420-1770 paul.thompson@tpsgc-pwgsc.gc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	As above

Federal counterparts to BC's Ministry of Citizen Services

Functional area within CITZ	Equivalent federal organization	Minister Key Contacts	Deputy Minister Key Contacts	Notes
Service BC (Sheila Robinson)	Service Canada, a portfolio agency within Employment and Social Development Canada (ESDC)	<p>Hon. Karina Gould Minister of Families, Children and Social Development</p> <p>Contact Info: 613 995-0881 karina.gould@parl.gc.ca</p> <p>Recommended for early Minister call? Yes, they are a strategic partner for SBC.</p>	<p>Tina Namiesniowski Senior Associate Deputy Minister, Employment and Social Development Canada</p> <p>Contact Info: 1-819-654-5607 kristina.namiesniowski@hrsdc-rhdcc.gc.ca</p> <p>Recommended for early Deputy Minister call? Yes</p>	Service Canada provides Canadians with a single point of access to government services and benefits online, by telephone, in person or by mail.

Federal counterparts to BC's Ministry of Citizen Services

Functional area within CITZ	Equivalent federal organization	Minister Key Contacts	Deputy Minister Key Contacts	Notes
Connectivity (Susan Stanford)	Innovation, Science and Economic Development (ISED)	Hon. Francois-Philippe Champagne Minister of Innovation, Science and Industry Contact Info: 613-995-4895 Francois-Philippe.Champagne@parl.gc.ca Recommended for early Minister call? No	Simon Kennedy Deputy Minister of Innovation, Science and Economic Development Canada Contact Info: 343-291-2804 Email: N/A Recommended for early Deputy Minister call? No	Telecommunications policy including affordability, competition, spectrum and spectrum auctions are managed by ISED rolls up to Minister Champagne.
		Hon. Gudie Hutchings Minister of Rural Economic Development Contact Info: 613-996-5511 gudie.hutchings@parl.gc.ca Recommended for early Minister call? Yes	Catherine Blewett Deputy Minister of Economic Development Contact Info: N/A [Pending] Recommended for early Deputy Minister call? No	

Federal counterparts to BC's Ministry of Citizen Services

Functional area within CITZ	Equivalent federal organization	Minister Key Contacts	Deputy Minister Key Contacts	Notes
Connectivity (Susan Stanford)	Indigenous Services Canada (ISC)	<p>Hon. Marc Miller Minister of Crown-Indigenous Relations</p> <p>Contact Info: 613-995-6403 Marc.Miller@parl.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Daniel Quan-Watson Deputy Minister of Crown-Indigenous Relations</p> <p>Contact Info: N/A [Pending]</p> <p>Recommended for early Deputy Minister call? No</p>	Support for expanding connectivity infrastructure can span multiple federal ministries.
		<p>Hon. Patty Hajdu Minister of Indigenous Services</p> <p>Contact Info: 613-996-4792 patty.hajdu@parl.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Gina Wilson Deputy Minister of Indigenous Services</p> <p>Contact Info: 613-123-4567 Email: gina.wilson@sac-isc.gc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	

Federal counterparts to BC's Ministry of Citizen Services

Functional area within CITZ	Equivalent federal organization	Minister Key Contacts	Deputy Minister Key Contacts	Notes
Connectivity (Susan Stanford)	Infrastructure and Communities Canada	<p>Hon. Dominic LeBlanc Minister of Intergovernmental Affairs, Infrastructure and Communities</p> <p>Contact Info: 613-992-1020 dominic.leblanc@parl.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Michael Vandergrift Deputy Minister of Intergovernmental Affairs</p> <p>Contact Info: 613-957-5461 Email: N/A</p> <p>Kelly Gillis Deputy Minister of Infrastructure Canada</p> <p>Contact Info: 613-960-5661 Kelly.gillis@infc.bc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	Infrastructure Canada has led smart city programming including opportunities to advance digital investment into rural and indigenous communities.
Connectivity (Susan Stanford)	Canadian Radio-Television Telecommunications Commission	<p>Hon. Pablo Rodriguez Minister of Canadian Heritage</p> <p>Contact Info: 613-995-0580 pablo.rodriquez@parl.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Isabelle Mondou Deputy Minister of Canadian Heritage</p> <p>Contact Info: 819-997-1356 isabelle.mondou@pch.gc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	Ministry responsible for the CRTC.

Federal counterparts to BC's Ministry of Citizen Services

Functional area within CITZ	Equivalent federal organization	Minister Key Contacts	Deputy Minister Key Contacts	Notes
Digital, including FOI and Privacy (CJ Ritchie)	Treasury Board Secretariat (TBS)	<p>Hon. Mona Fortier President of the Treasury Board</p> <p>Contact Info: 613-992-4766 Mona.Fortier@parl.gc.ca</p> <p>Recommended for early Minister call? No, will meet Minister at January Symposium</p>	<p>Catherine Luelo Deputy Minister at the Treasury Board of Canada Secretariat and the Chief Information Officer of Canada</p> <p>Contact Info: catherine.luelo@tbs-sct.gc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	OCIO within TBS serves as the policy lead on digital change, supporting the Minister of Digital Government. OCIO also holds responsibility for related policy areas such as cyber security, open data, privacy and access to information.
Enterprise Services (Alex MacLennan)	Shared Services Canada (SSC)	<p>Hon. Helena Jaczek Minister of Public Services and Procurement</p> <p>Contact Info: 613-992-3640 Helena.Jaczek@parl.gc.ca</p> <p>Recommended for early Minister call? Yes</p>	<p>Paul Thompson Deputy Minister of Public Services and Procurement Canada (PSPC)</p> <p>Contact Info: 819-420-1770 paul.thompson@tpsgc-pwgsc.gc.ca</p> <p>Recommended for early Deputy Minister call? Yes</p>	SSC provides IT services to federal organizations to deliver digital programs and services.

Federal counterparts to BC's Ministry of Citizen Services

Functional area within CITZ	Equivalent federal organization	Minister Key Contacts	Deputy Minister Key Contacts	Notes
Data (Hayden Lansdell)	Privy Council Office Statistics Canada	<p>Hon. Mona Fortier President of the Treasury Board</p> <p>Contact Info: 613-992-4766 Mona.Fortier@parl.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Michael Vandergrift Deputy Minister of Intergovernmental Affairs</p> <p>Contact Info: 613-957-5461 michael.vandergrift@tpsgc-pwgsc.gc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	<p>Numerous entities contribute to federal data efforts. Note that the 2019 federal data strategy was co-authored by the CIO, the Chief Statistician and the DM for Results and Delivery.</p>
	Innovation, Science and Economic Development (ISED)	<p>Hon. Francois-Philippe Champagne Minister of Innovation, Science and Industry</p> <p>Contact Info: 613-995-4895 Francois-Philippe.Champagne@parl.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Simon Kennedy Deputy Minister of Innovation, Science and Economic Development Canada</p> <p>Contact Info: 343-291-2804</p> <p>Anil Anora Chief Statistician of Canada Statistics Canada</p> <p>Contact Info: 613-951-9757 anil.arora@statcan.gc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	

Federal counterparts to BC's Ministry of Citizen Services

Functional area within CITZ	Equivalent federal organization	Minister Key Contacts	Deputy Minister Key Contacts	Notes
Records (Charmaine Lowe)	Library and Archives Canada (LAC)	<p>Hon. Pablo Rodriguez Minister of Canadian Heritage</p> <p>Contact Info: 819-997-7788 hon.pablo.rodriguez@pch.gc.ca</p> <p>Recommended for early Minister call? No</p>	<p>Leslie Weir Librarian and Archivist of Canada</p> <p>Contact Info: 819-934-5800 leslie.weir@bac-lac.gc.ca</p> <p>Recommended for early Deputy Minister call? No</p>	<p>LAC holds responsibility for recordkeeping and records management.</p> <p>Note that responsibility to the federal FOIPPA lies with OCIO within TBS.</p>

Ministry of Citizens' Services

2021/22 Annual Service Plan Report



For more information on the Ministry of Citizens' Services contact:

PO BOX 9440

STN PROV GOVT

VICTORIA, BC

V8W 9V3

1-800-663-7867

Or visit our website at

www.gov.bc.ca/citz

Published by the Ministry of Citizens' Services

Minister's Accountability Statement



The *Ministry of Citizens' Services 2021/22 Annual Service Plan Report* compares the ministry's actual results to the expected results identified in the *2021/22 – 2023/24 Service Plan* created in April 2021. I am accountable for those results as reported.

A handwritten signature in black ink that reads "Lisa Beare".

Honourable Lisa Beare
Minister of Citizens' Services
July 28, 2022

Table of Contents

Minister's Accountability Statement.....	3
Letter from the Minister	5
Purpose of the Annual Service Plan Report	6
Purpose of the Ministry	6
Strategic Direction.....	6
Operating Environment	7
Report on Performance: Goals, Objectives, Measures and Targets	9
Financial Report	16
Discussion of Results	16
Financial Summary	16

Letter from the Minister

The Ministry of Citizens' Services 2021/22 Annual Service Plan Report provides a summary of our achievements and progress made over the past year to support British Columbians.

Delivering fast, efficient, front-line support and services for the hundreds of programs and services the provincial government offers to residents and businesses is central to our ministry's vision to ensure British Columbians can access the information they need, when they need it. This past year, Service BC employees helped roughly four million visitors in 65 locations in the province, helping residents renew their driver's licence, pay a bill, or change their address.

Central to our province's long-term vision to build a sustainable economy for everyone is to ensure that by 2027, every British Columbian, regardless of where they are located in the province, has access to high-speed internet. Bridging the digital divide is a critical part of British Columbia's Declaration on the Rights of Indigenous Peoples and our commitment to reconciliation and the UN Declaration on the Rights of Indigenous Peoples (UNDRIP).

Driven by our strong partnership with the federal government, we're delivering on this commitment with an historic joint investment of \$830 million, meaning many First Nations communities will have high-speed internet access for the first time – advancing true, lasting and meaningful reconciliation and self-determination. Approximately 115,000 households in rural, remote and Indigenous communities that are still underserved will now have the same digital economic opportunities as larger urban communities. Connecting Communities BC is the next generation of our connectivity program and a key part of StrongerBC and the Economic Plan.

We continue to make good progress to better serve British Columbian businesses with the modernization of BC Registries and Online Services by replacing legacy applications with a more seamless and secure service. The changes made to BC Registries and Online Services will make it easier, faster and more secure for people and businesses to complete online transactions and filings, manage accounts and pay for services.

Our ministry has delivered on our promise to modernize the BC Bid system, the Province's online procurement marketplace, which is now open to buyers, suppliers and the public. The new BC Bid system provides a more modern experience, allowing businesses better access to contract opportunities offered by core government, crown corporations, health authorities and municipalities, delivering benefits for people and businesses across the province.

This focus on putting people first is fundamental to our government's guiding principles. I am proud of my ministry's accomplishments over the past year and look forward to delivering more of the services and programs British Columbians depend on.



Honourable Lisa Beare
Minister of Citizens' Services
July 28, 2022

Purpose of the Annual Service Plan Report

The Annual Service Plan Report is designed to meet the requirements of the *Budget Transparency and Accountability Act* (BTAA), which sets out the legislative framework for planning, reporting and accountability for government organizations. Under the BTAA, the Minister is required to report on the actual results of the ministry's performance related to the forecasted targets documented in the previous year's Service Plan.

Purpose of the Ministry

Dedicated to making life better for British Columbians, the Ministry of Citizens' Services is guided by several pieces of provincial legislation, delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through Service BC, and delivers the digital face of government at www.gov.bc.ca. In addition, the ministry supports other ministries to reach out, engage and learn from British Columbians on issues that matter to them.

To help people connect to government supports and services, including virtual health care and online learning, the ministry provides leadership, management, facilitation, and support for the expansion of high-speed internet connectivity throughout this vast and diverse province. Internet connectivity supports job growth, a strong and diversified economy, health care, and stronger communities.

Providing strategic direction across Government, the ministry is modernizing information-management and information-technology resources to effectively meet the needs of British Columbians. This includes relevant responses to Freedom of Information (FOI) requests; providing trusted data services to government agencies; and statistical and economic research, information and analysis to businesses and the public sector.

The ministry manages the government's real estate assets and facilities-related services, technology systems and equipment. It also leverages procurement to realize the best value for taxpayers and increase benefits for communities. With a goal of creating more opportunity for businesses of all sizes to engage in government procurement, with a particular focus on supporting increased participation by Indigenous businesses and communities, the ministry is working to support a resilient vendor marketplace and increased business opportunities to create rewarding jobs to benefit individuals, families, and communities across the province.

Strategic Direction

The strategic direction set by Government in 2020, Minister Lisa Beare's 2020 Mandate Letter, and government's coordinated response to the COVID-19 pandemic shaped the goals, objectives, performance measures and financial plan outlined in the 2021/22 Ministry of Citizens' Services Service Plan and the actual results reported on in this annual report.

Operating Environment

In 2021/22 the ministry played a pivotal role in supporting government's response to dramatically changing global and regional environments and worked to advance government priorities to make life more affordable for British Columbians, improve the services people count on, and build a strong, sustainable economy in every corner of the province.

One of the ministry's core commitments is to ensure every British Columbian has equal access to high-speed internet by 2027. Internet connectivity supports job growth, a strengthened and diversified economy, health care, and stronger communities. As of the end of 2021/22, our government has invested \$190 million to advance work being done across the province to provide high-speed internet to rural, remote, and Indigenous communities. Strong telecommunications networks and connectivity are critical components of economic recovery and growth. The continued importance of providing funding to accelerate capital investments by internet service providers is vital to restarting the economy in rural B.C. during and post-pandemic.

The new BC Bid tool is part of a strategy to transform government procurement and make it easy for people to do business with the Province. In 2021/22, user readiness was assessed for the new BC Bid tool, government buyers were trained, information sessions were offered for suppliers and the broader public sector, and registration and onboarding was designed. Additionally, the procurement transformation strategy is in line with the StrongerBC initiative under B.C.'s Economic Recovery Plan to build back a strong economy focused on inclusive growth for all.

Managed appropriately, government information can generate data-driven innovation as well as social and economic development. The ministry oversees all government records and access to information legislation, policy and practices across government. Freedom of Information (FOI) requests continue to grow in number, size and complexity. Government has now received over 10,000 FOI requests for the fifth year in a row, while it continues to increase the types of government records made available to people without the need for a request. There have been 75% more proactive disclosure directives added since December 2020.

People, businesses and organizations can access an improved BC Data Catalogue to find provincial government data, applications and web services that can be used to make informed decisions and create opportunities for British Columbians. The updated catalogue provides access to non-sensitive data, helping B.C. tech firms create new products for people in B.C. There are more than 3,000 sets of data in the catalogue, allowing businesses to easily make knowledgeable decisions, build new products or services, and develop new business models. The creation of new datasets has increased by 35% since improvements to the catalogue were made in fall 2021.

Citizens' Services remains focused on government commitments and foundational principles, including equity and anti-racism, and lasting and meaningful reconciliation with Indigenous Peoples. To consider how diverse groups of people may experience our policies, programs, and initiatives, the ministry is working to implement the *Declaration on the Rights of Indigenous Peoples Act* in all aspects of ministry business; and to address systemic discrimination and

inform policy and budget decisions, reviewing decisions through a Gender-Based Analysis Plus (GBA+) lens.

The COVID-19 pandemic continued to impact the operating environment for the ministry in 2021/22, as priorities and operations remained focussed on both economic recovery and pandemic response.

BC Registries enabled businesses' electronic meeting attendance, temporarily paused companies' dissolution status for failure to file annual reports, and supported electronic affidavit filing to support businesses in British Columbia in response to COVID-19.

The BC Services Card integration with the Health Gateway service, a critical component of B.C.'s COVID-19 response, allowed individuals to securely access their test results and proof of vaccination. The BC Services Card Program had over 1.6 million BC Services app activations for individuals to access online government services.

Service BC enabled access to the BC Vaccine Card and Federal Vaccine Card, using the Health Gateway through authentication with the BC Services Card app. This allowed people to access their Vaccine Passport online and save it to their mobile device so that it could later be presented in accordance with public health requirements.

The Office of the Chief Information Officer (OCIO) managed virtual tools that supported an unprecedented number of public servants working remotely. By December 2021, the OCIO was supporting 43+ million minutes of audio and video calls monthly.

The Government Digital Experience Division (GDX) ensured the public was informed with the latest information by managing the web presence for COVID-19 supports on gov.bc.ca/COVID19, gov.bc.ca/getvaccinated and gov.bc.ca/vaccinecard. From April 2021 to March 2022, there were 78.6 million page views.

In November 2021, B.C. experienced catastrophic flooding caused by atmospheric river events, resulting in severe floods and mudslides, which blocked every major highway connecting the Lower Mainland with the rest of the province. In response, flood web content and the Service BC flood support line were launched. Between mid-November 2021 and January 26, 2022, flood web content was viewed 427,000 times and the flood support line received 790 calls.

British Columbia's economic recovery strengthened in 2021. B.C.'s real GDP growth of 6.2 per cent was the second highest among provinces (behind Prince Edward Island), following a contraction of 3.4 per cent in 2020. Growth in B.C.'s real GDP was mostly driven by service-producing industries such as real estate, rental and leasing, healthcare and social assistance, and professional, scientific, and technical services. Goods-producing industries also experienced growth with gains in most sectors, led by mining, quarrying and oil and gas extraction. While B.C.'s recovery broadened in 2021, it remained uneven as sectors such as accommodation and food services, and arts, entertainment and recreation have yet to fully recover to pre-pandemic levels. B.C.'s labour market strengthened in 2021, with employment growth of 6.6 per cent while wages and salaries increased by 11.3 per cent. Consumer spending on goods remained at elevated levels and nominal retail sales posted overall growth of 12.6 per cent. Meanwhile, inflation grew throughout the year and increased by 2.8 per cent on an annual basis, largely due

to supply-chain disruptions, resilient demand for goods and services, and high energy prices. Residential construction activity reached a record high in 2021, with housing starts increasing by 25.6 per cent. At the same time, home sales also reached a record high in 2021 while the average home sale price saw double-digit increases. On the external front, B.C.'s international merchandise exports grew by 36.0 per cent, reflecting a combination of the recovery in global demand and higher commodity prices amid impacts from the B.C. floods and landslides in November 2021.

Report on Performance: Goals, Objectives, Measures and Targets

Goal 1: Support a strong, sustainable, and innovative economy by making it easier to participate in government procurements and create opportunities for communities across the province.

Objective 1.1: Create opportunities for small, medium, and large businesses to access government procurements.

Key Highlights

- Hosted eight Discovery Day sessions in support of the [Procurement Concierge Program](#). Sessions bring together buyers and vendors to explain government issues or problems and present requests for information so vendors can submit potential solutions to address government challenges.
- Launched training for government buyers on using the [new BC Bid](#) tool, offered information sessions for suppliers and the broader public sector, designed buyer and supplier registration and onboarding, and conducted an assessment to ensure that we are ready to start onboarding users.
- Established and maintained a streamlined process for ministries to contract with qualified Indigenous facilitators to help ensure government's engagements with Indigenous peoples are culturally safe.
- Leveraged procurement opportunities under a facilities management services contract for all government building locations to support local and small businesses.

Performance Measure(s)	2017/18 Baseline	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
1.1 Number of suppliers registered with the province's BC Bid sourcing application. ¹	4,800	6,890	5,800	5,965	6,000	6,200

Data source: BC Bid database – monthly BC Bid Subscribers Report.

¹ Data indicates the number of suppliers who purchased e-Notification and e-Bidding subscriptions. e-Notifications allow suppliers to be alerted when opportunities that match their areas of interests are posted to BC Bid. e-Bidding capabilities allow a supplier to submit their bids electronically through BC Bid.

Discussion of Results

BC Bid is the online marketplace tool that businesses use to gain access and insight to contract opportunities offered by core government and hundreds of publicly funded organizations, such as crown corporations, health authorities, and municipalities. The number of suppliers who are registered with BC Bid provides a measure for the breadth of small, medium, and large suppliers who do business with government in communities across B.C.

The 2021/22 target was achieved. This was a result of a consistent set of suppliers maintaining their registration in BC Bid for 2021/22. While registration was down from the previous year, this is likely a direct correlation to 20% fewer procurements being posted for all of government and the broader public sector during the COVID-19 pandemic period.

Objective 1.2: Enhance the experience for businesses when interacting with government.

Key Highlights

- As part of a phased, multi-year modernization, enabled cooperative associations to complete filings online, making for a more seamless and secure service; developed a modern program for businesses requesting a business name, improving their experience and assisting businesses in understanding business naming rules; and launched a new Personal Property Registry providing an enhanced experience and greater security.
- Completed 27 procurements, 5 Sprint With Us¹ and 22 Code With Us², all of which went to contract. With these 27, a total of 100+ procurements have completed with the BC Developers' Exchange and the Digital Marketplace.
- Continued to support businesses by enabling electronic meeting attendance during the COVID-19 pandemic, temporarily pausing companies' dissolution status for failure to file annual reports, and supporting filing of electronic affidavits.

Performance Measure(s)	2017/18 Baseline	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
1.2 Satisfaction with services to businesses provided by Service BC. ¹	89%	87%	Biennial survey; next survey in 2022/23	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25

Data source: BC Stats.

¹ The margin of error is ± 2% at the 95% confidence level.

¹ Sprint With Us is a procurement mechanism that allows the B.C. Government to procure Agile software development teams.

² Code With Us is a procurement mechanism for public sector organizations in British Columbia to pay developers for code.

Discussion of Results

Service BC strives to reach a business satisfaction score of at least 90%, which indicates Service BC met businesses' needs in a convenient and timely manner. Business satisfaction levels are evaluated using an arms-length survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

There were no results for 2021/22 as the last survey occurred in 2020/21 and the next survey is scheduled for 2022/23. Biennial survey results reflect the overall experience that business representatives have when requesting or receiving support from Service BC.

Goal 2: Provide greater public accountability by improving access to government information, while ensuring the protection of privacy.

Objective 2.1: Enhance public access to government records.

Key Highlights

- Launched a pilot to five ministries for a modernized and unified FOI request management system that automates many routine administrative tasks as part of a multi-year project to improve and modernize Freedom of Information services, focusing on improving timeliness and making access to information services easier for citizens.
- Enhanced access to information by adding monthly summaries of ministerial briefing notes to the [types of government records](#) available to people without a freedom of information request.
- Created a new online form, so people have a more streamlined process for submitting personal or general FOI requests.

Performance Measure(s)	2017/18 Baseline	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
2.1 Percent of on-time Freedom of Information requests.	80%	85%	85%	81%	90%	90%

Data source: AXIS System, the ministry's internal Freedom of Information tracking system.

Discussion of Results

The percentage of on-time responses to FOI requests is an essential way for government to measure the effectiveness of its access to information program. This measure provides an indication of government's annual performance in responding to FOI requests within the timelines defined in the *Freedom of Information and Protection of Privacy Act*.

Government continues to receive a high number of requests and has now received over 10,000 requests for the fifth year in a row. Although government's timeliness target was not achieved, government continues to prioritize responding to overdue FOI requests while also investing in systems development to modernize and improve timeliness.

Government also proactively discloses a high volume of records without the need for an FOI request, including summaries of all government briefing notes, executive calendars, travel expense summaries, contract summaries, transition binders, estimates note and the newly added summaries of ministerial briefing notes.

Objective 2.2: Improve the use, management, sharing and protection of data for all British Columbians.

Key Highlights

- Supported 19 separate project teams to access and use the Data Innovation (DI) Program, putting data to work for people by providing a trusted approach for safe analysis, empowering data-driven decision making and policy innovation, and applying privacy and security protections. Additionally, the DI Program was expanded to academic researchers who, along with the B.C. Government, can now apply to begin a population-level research project.
- Released an updated data catalogue to increase discovery and access to government data, including increased access to non-sensitive data to help B.C. tech firms create new products that help people in B.C.

Performance Measure(s)	2017/18 Baseline	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
2.2 Number of datasets in B.C. Data Catalogue.	2,750	3,107	3,000	3,172	3,050	3,100

Data source: DataBC Website - <https://catalogue.data.gov.bc.ca/dataset>.

Discussion of Results

By working with departments across government and the broader public sector to increase the amount of data sets in the Data BC Catalogue, the ministry is ensuring greater public accountability and improving access to government data, resulting in evidence-based decision making. The availability of data and mapping expertise helps other government departments and agencies deliver on their mandates.

The 2021/22 target was surpassed due to an increased profile of the value of data through the BC Data Council and its dedicated engagement efforts. BC’s Data Council is a cross-government group of data experts that support an all-of-government approach to management of public sector data to facilitate data use by government, academia, the private sector, and citizens.

Goal 3: Make life better for British Columbians by delivering the services that people count on.

Objective 3.1: High-speed internet is expanded with increased bandwidth in rural and Indigenous communities.

Key Highlights

- Initiated construction on the Connected Coast project, bringing high-speed internet and improved connectivity to hundreds of B.C. rural, remote, and Indigenous communities on the North Coast, Northern and Central Vancouver Island and Central Coast via subsea fibre optic cable.
- Allocated \$1.6 million in funding from the Connecting British Columbia program, so that 151 households in Lytton and the Indigenous communities of Klahkamich 17 and Klickkumcheen 18 (approximately 329 residents) will see their fibre optic network rebuilt.
- Leveraged funds contributed by the federal government to support investments in transport and last-mile digital infrastructure in 2021/22, including:
 - \$3.28 million towards the \$10.6-million cost of building a fibre-to-the-home network to serve residents of Chetwynd and surrounding areas.
 - \$908 thousand towards the \$2-million cost of building a fibre-to-the-home network to serve residents in four Indigenous communities of Okanagan 1, Paul's Basin 2, Nooaitch 10 and Kamloops 1.
- Allocated \$3.1 million to expand cellular coverage along an estimated 92 km of Highway 3 by adding eleven new cell towers between Hope and Keremeos.
- In March 2022, the Governments of B.C. and Canada announced a partnership to invest up to \$830 million to support connectivity infrastructure projects. This funding will support connecting the remaining underserved 347 rural and 115 Indigenous communities in B.C. by 2027.

Performance Measure(s)	2017/18 Baseline	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
3.1 Number of rural, remote, and Indigenous communities ¹ that have benefitted from investments in high-speed internet. ^{2 3 4}	417	527	570	600	620	685

¹ Data source: Government of BC: Geographic Names dataset:

<https://www2.gov.bc.ca/gov/content/governments/celebrating-british-columbia/historic-places/geographical-names>

² Data source: Ministry of Citizens' Services (Network BC) internal analysis.

³ The definition of 'community' refers to rural and remote communities and includes named places such as districts, Indigenous communities, municipalities, towns, villages as well as incorporated areas and strategic landing sites required for a network to operate. Communities may require one or more projects to be wholly served at the Canadian Radio-television and Telecommunications Commission Universal Service Objective of 50 Megabits per second download and 10 Megabits per second upload.

⁴ Figures represent a cumulative number of communities.

Discussion of Results

The Connecting British Columbia program has leveraged federal funding and private sector capital investment to expand access to high-speed internet in rural, remote, and Indigenous communities. In the context of the program, communities include locations that have benefitted from local (last mile) infrastructure and transport builds. The ministry tracks connectivity status to federally defined communities and locations not defined by the federal government.

The province helps develop strategies and programs that enable the private sector to expand broadband infrastructure in rural, remote, and Indigenous communities. This performance measure demonstrates the level of success in expanding the number of communities benefitting from broadband internet investments. In December 2016, the Canadian Radio-television and Telecommunications Commission announced measures to help ensure Canadians, regardless of where they live, have access to internet service at speeds of at least 50/10 Megabits per second as the new standard for download/upload speeds. The new standard includes populations living outside of established or defined communities.

The 2021/22 target was surpassed, and over 570 new communities have benefitted from program investments.

Factors like weather conditions, terrain and the remoteness of each community can affect the build process. This measure does not consider the uptake usage or subscription rate (i.e., end-user) of how many users there are and does not include access to cellular service.

Objective 3.2: Government services are accessible, effective, and efficient.

Key Highlights

- Launched a modernized public feedback tool that makes it easier for citizens and businesses to share their experiences and supports the continuous improvement of services.
- Expanded the usage of the BC Services Card/App to access government services including: Get My Pen, wherein students can obtain their Personal Education Number; ICBC Online Services, for individuals to renew their vehicle insurance online; and Security Programs Services – Criminal Records Check.
- Installed 152 electric vehicle charging stations at government buildings throughout the province, as of March 2022, with many more planned for coming years.
- Implemented energy upgrades at 36 government buildings throughout the province, including lighting, improved heating systems, and better insulation; and modernized the building controls in more than 90 buildings, which allows for optimal energy consumption and reduced energy waste.
- The Buildings for People: Barrier Free Program articulates the ministry's approach to ensuring more meaningful accessibility in government buildings. Gender-inclusive washrooms are a priority area of focus under Buildings for People. The Barrier Free Design Guide for Sanitary Facilities was created in 2021 to make washrooms more

inclusive while meeting all relevant legislated requirements and serving the diversity, safety, hygiene, and access needs for staff and citizens.

Performance Measure(s)	2017/18 Baseline	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
3.2 Citizen Satisfaction with Service BC Centres and Contact Centre. ¹	90%	85%	Biennial survey; next survey in 2022/23	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25

Data source: BC Stats.

¹ The margin of error is ± 1% at the 95% confidence level. Citizen satisfaction is calculated as a weighted average of the in-person and telephone survey results based on the volume of citizens served by each channel.

Discussion of Results

Service BC strives to reach at least 90% satisfaction, which indicates citizens' needs were met in a convenient and timely manner. Resident satisfaction levels are evaluated using an arms-length survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

There were no results for 2021/22 as the last survey occurred in 2020/21 and the next survey is scheduled for 2022/23. Biennial survey results reflect the overall experience that business representatives have when requesting or receiving support from Service BC.

Financial Report

Discussion of Results

The ministry's 2021/22 net operating budget was \$604.304 million plus other authorisations of \$5.455 million, ending the year with approved operating expenditures of \$609.759 million, or \$608.490 million after prior year accrual adjustments. Capital expenditures were \$221.256 million, underspending was primarily due to changes in project timelines. The ministry supported broader government in achieving its mandate priorities during the COVID-19 pandemic recovery and catastrophic weather events. Services were provided to the public directly and indirectly through supporting other ministries in their service delivery, while ensuring strong fiscal management.

Financial Summary

	Estimated	Other Authorizations ¹	Total Estimated	Actual	Variance
Operating Expenses (\$000)					
Services to Citizens and Businesses	31,528	-	31,528	30,588	(940)
Office of the Chief Information Officer	2,695	-	2,695	5,180	2,485
Digital Platforms and Data	19,072	-	19,072	22,426	3,354
Information Communication Technologies	11,505	762	12,267	14,130	1,863
Procurement and Supply Services	8,053	-	8,053	10,931	2,878
Real Property	345,970	408	346,378	348,658	2,280
Enterprise Services	136,174	4,285	140,459	124,344	(16,115)
Corporate Information and Records Management	22,146	-	22,146	24,759	2,613
Government Digital Experience	8,136	-	8,136	8,761	625
Executive and Support Services	19,025	-	19,025	19,982	957
Sub-total	604,304	5,455	609,759	609,759	(0)
Adjustment of Prior Year Accrual ²	-	-	-	(1,269)	(1,269)
Total	604,304	5,455	609,759	608,490	(1,269)

	Estimated	Other Authorizations ¹	Total Estimated	Actual	Variance
Ministry Capital Expenditures (\$000)					
Digital Platforms and Data	110,000	-	110,000	90,959	(19,041)
Procurement and Supply Services	150	72	222	202	(20)
Real Property	246,658	6,641	253,299	103,922	(149,377)
Enterprise Services	32,543	914	33,457	26,094	(7,363)
Executive and Support Services	145	-	145	79	(66)
Total	389,496	7,627	397,123	221,256	(175,867)
Other Financing Transactions (\$000)					
Real Property - Strategic Real Estate Services					
Receipts	(1,100)	-	(1,100)	(71)	1,029
Disbursements	2,500	-	2,500	61	(2,439)
Net Cash Requirements (Source)	1,400	-	1,400	(10)	(1,410)
Total Receipts	(1,100)	-	(1,100)	(71)	1,029
Total Disbursements	2,500	-	2,500	61	(2,439)
Total Net Cash Requirements (Source)	1,400	-	1,400	(10)	(1,410)

¹ "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies.

² The Adjustment of Prior Year Accrual of \$1.269 million is a reversal of accruals in the previous year.

³ For "Other Financing Transactions", this represents Real Property, Strategic Real Estate Services (SRES).

Capital Expenditures

The Nanaimo Correctional Centre Project is reported by the Ministry of Public Safety and Solicitor General, as the project lead for reporting purposes. The capital budget for this project resides with the Ministry of Citizens' Services.

**Ministry of
Citizens' Services**

**2022/23 – 2024/25
SERVICE PLAN**

February 2022



For more information on the Ministry of Citizens' Services contact:

PO BOX 9440

STN PROV GOVT

VICTORIA, BC

V8W 9V3

1-800-663-7867

Or visit our website at

gov.bc.ca/CITZ

Published by the Ministry of Citizens' Services

Minister's Accountability Statement



The *Ministry of Citizens' Services 2022/23 – 2024/25 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in black ink that reads "Lisa Beare".

Honourable Lisa Beare
Minister of Citizens' Services
February 3, 2022

Table of Contents

Minister's Accountability Statement.....3
Purpose of the Ministry5
Strategic Direction.....5
Economic Statement.....6
Performance Planning6
Financial Summary12

Purpose of the Ministry

Dedicated to making life better for British Columbians, the Ministry of Citizens' Services (the Ministry) delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through Service BC, and delivers the digital face of government at gov.bc.ca. In addition, the Ministry supports other ministries to reach out, engage and learn from British Columbians on issues that matter to them, and is guided by several pieces of provincial legislation.

To help people connect to government supports and services, including virtual health care and online learning, the Ministry provides leadership, management, facilitation, and support for the expansion of high-speed internet connectivity throughout this vast and diverse province. Internet connectivity supports job growth, a strong and diversified economy, health care and stronger communities.

Providing strategic direction across government, the Ministry is modernizing information-management and information-technology resources to effectively meet the needs of British Columbians. This includes prompt and relevant responses to Freedom of Information (FOI) requests; providing trusted data services to government agencies; and providing statistical and economic research, information and analysis to businesses and the public sector.

The Ministry manages the Province's real estate assets, technology systems and equipment. It also leverages procurement to increase business opportunities and create rewarding jobs to benefit individuals, families, and communities. Moreover, this Ministry is creating more opportunity for businesses of all sizes to engage in government procurement. With a focus on supporting increased participation by Indigenous businesses and communities in government procurement, the Ministry is working to support a resilient vendor marketplace and increased business opportunities to benefit individuals, families, and communities across the province.

Strategic Direction

In 2022/23, the Government of British Columbia will continue its whole-of-government response to the COVID-19 pandemic with a focus on protecting the health, social and economic well-being of British Columbians. Building on our economic, environmental, and social strengths while looking to seize opportunities to improve outcomes for all British Columbians will be an important aspect of each ministry's work as we respond to COVID-19 and recover from devastating floods and wildfires. The policies, programs and projects developed over the course of this service plan period will align with the five foundational principles established by Government in 2020: putting people first; working toward lasting and meaningful reconciliation; supporting equity and anti-racism; ensuring a better future through fighting climate change and meeting our greenhouse gas reduction targets; and supporting a strong, sustainable economy that works for everyone.

This 2022/23 service plan outlines how the Ministry of Citizens' Services will support the government's priorities including the foundational principles listed above and selected action items identified in the November 2020 Minister's Mandate Letter.

Economic Statement

B.C.'s economy has rebounded from the impacts of the COVID-19 pandemic that began in 2020, despite significant pandemic variant and climate-related events. A strong health response, high vaccination rates, increased infrastructure investments and supports for British Columbians struggling through the pandemic has helped the province rebound. While the recovery has broadened over the past year, it remains uneven with sectors like tourism, hospitality and live recreation events not fully recovered. The path of the ongoing economic recovery in B.C. and its trading partners remains highly uncertain. However, rebuild efforts from the November 2021 floods are expected to provide some support to economic activity in the province. The Economic Forecast Council (EFC) estimates that B.C. real GDP expanded by 5.1 per cent in 2021 and expects growth of 4.2 per cent in 2022 and 2.7 per cent in 2023. Meanwhile for Canada, the EFC projects national real GDP growth of 4.1 per cent in 2022 and 2.8 per cent in 2023, following an estimated gain of 4.7 per cent in 2021. As such, B.C.'s economic growth is expected to be broadly in line with the national average in the coming years. The pandemic has increased risks to B.C.'s economic outlook, such as the emergence of further variants of concern, inflationary supply chain disruptions, extended travel restrictions, and the continued impact of the slower recovery in some sectors of the B.C. economy. Further risks include ongoing uncertainty regarding global trade policies, and lower commodity prices.

Performance Planning

Goal 1: Support a strong, sustainable, and innovative economy by making it easier to participate in government procurements and create opportunities for communities across the province.

Objective 1.1: Create opportunities for small, medium, and large businesses to access government procurements.

Key Strategies

- Create culturally appropriate procurement practices and help build procurement capacity for Indigenous businesses, communities and government employees through the [Indigenous Procurement Initiative](#).
- Enhance the [Procurement Concierge Program](#) to match government requirements with market innovations.
- Invest in continued upfront planning, engagement, and collaboration with small, medium, and large suppliers in communities across B.C. to make it easier to do business with government.
- Implement a modern, easy-to-use [BC Bid](#) platform for government procurement.
- Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province through the [BC Procurement Strategy](#).

Performance Measure	2017/18 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
1.1 Number of suppliers registered with the Province's BC Bid sourcing application. ¹	4,800	5,800	6,000	6,200	6,400

Data source: BC Bid database – monthly BC Bid Subscribers Report.

¹Data indicates the number of suppliers who purchased e-Notification and e-Bidding subscriptions. e-Notifications allow suppliers to be alerted when opportunities that match their areas of interests are posted to BC Bid. e-Bidding capabilities allow a supplier to submit their bids electronically through BC Bid.

Linking Performance Measure to Objective

BC Bid is the online marketplace tool that businesses use to gain access and insight to contract opportunities offered by core government and hundreds of publicly funded organizations, such as Crown corporations, health authorities, and municipalities. The number of suppliers who are registered with BC Bid provides a measure for the breadth of small, medium and large suppliers who do business with government in communities across British Columbia.

Discussion

This performance measure has been included in the Ministry's Service Plan since 2019/20. This performance measure will continue to be refined as a new BC Bid system is put in place.

Objective 1.2: Enhance the experience for businesses when interacting with government.

Key Strategies

- Ensure government services for businesses remain responsive through the COVID-19 pandemic and recovery.
- Standardize processes across ministries to simplify procurement interactions between government buyers and suppliers.
- Refine service and technology enhancements for extra-provincial business registration.
- Streamline and simplify BC Registry services to make it easier for British Columbians to start up and maintain a business in B.C.

Performance Measure	2011/12 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
1.2 Satisfaction with services to businesses provided by Service BC. ¹	89%	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25	At least 90%

Data source: BC Stats.

¹ The margin of error is $\pm 2\%$ at the 95% confidence level.

Linking Performance Measure to Objective

Biennial survey results reflect the overall experience that business representatives have with Service BC when requesting or receiving support.

Discussion

Service BC strives to reach a business satisfaction score of at least 90%, which indicates Service BC met businesses' needs in a convenient and timely manner. Business satisfaction levels are evaluated using a survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

Goal 2: Provide greater public accountability by improving access to government information, while ensuring the protection of privacy.

Objective 2.1: Enhance public access to government records.

Key Strategies

- Review and improve access to information.
- Improve response and processing times for Freedom of Information (FOI) requests.
- Engage with and support government bodies in creating and maintaining government information.
- Proactively disclose more information so that people can access more government information without having to place an FOI request.

Performance Measure	2016/17 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.1 Percent of on-time Freedom of Information requests.	80%	85%	90%	90%	90%

Data source: AXIS System, the Ministry's internal Freedom of Information tracking system.

Linking Performance Measure to Objective

The percentage of on-time responses to FOI requests is an essential way for government to measure the effectiveness of its access to information program. This measure is of significant interest to the public and provides an indication of government's annual performance in responding to FOI requests within the timelines defined in the *Freedom of Information and Protection of Privacy Act*.

Discussion

Government continues to receive near all-time highs for requests – averaging over 11,000 FOI requests annually between 2016/17 and 2020/21. The Ministry is in year one of a multi-year project to improve and modernize FOI services in response to this high volume. Work will focus on improving timelines and making access to information services easier for citizens.

Government also proactively discloses a high volume of records without the need for an FOI request, including summaries of all government briefing notes, executive calendars, travel expense summaries, contract summaries, transition binders, and estimates notes.

Targets represent realistic results given the increased demand, volume, and complexity of FOI requests.

Objective 2.2: Improve the use, management, sharing and protection of data for all British Columbians.

Key Strategies

- Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy.
- Support innovation through open data initiatives.
- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing, and analysis of race-based data.
- Establish and promote data-driven partnerships.

Performance Measure	2017/18 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.2 Number of datasets in B.C. Data Catalogue.	2,750	3,000	3,050	3,100	3,150

Data source: DataBC Website - <https://catalogue.data.gov.bc.ca/dataset>.

Linking Performance Measure to Objective

By working with departments across government and the broader public sector to increase the amount of high-value datasets in the B.C. Data Catalogue, the Ministry is ensuring greater public accountability and improving access to government data, resulting in evidence-based decision making. The availability of data and mapping expertise helps other government departments and agencies deliver on their mandates.

Discussion

The Ministry is planning to develop a qualitative-based performance measure, capturing the baseline within the three-year period of this service plan.

Goal 3: Make life better for British Columbians by delivering the services that people count on.

Objective 3.1: High-speed internet is expanded with increased bandwidth in rural and Indigenous communities.

Key Strategies

- Support the expansion of high-speed internet services (broadband) to underserved rural and Indigenous communities.
- Leverage funds from other levels of government and the private sector to support investments in transport and last-mile digital infrastructure.

Performance Measure	2018/19 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
3.1 Number of rural, remote, and Indigenous communities ¹ that have benefitted from investments in high-speed internet. ^{2 3 4}	417	570	620	685	725

¹ Data source: Government of Canada: Geolocated placenames dataset:

<https://open.canada.ca/data/en/dataset/fe945388-1dd9-4a4a-9a1e-5c552579a28c>.

² Data source: Ministry of Citizens' Services (Network BC) internal analysis.

³ The definition of 'community' refers to rural and remote communities and includes named places such as districts, Indigenous communities, municipalities, towns, villages as well as incorporated areas and strategic landing sites required for a network to operate. Communities may require one or more projects to be wholly served at the Canadian Radio-television and Telecommunications Commission Universal Service Objective of 50 Megabits per second download and 10 Megabits per second upload.

⁴ Figures represent a cumulative number of communities.

Linking Performance Measure to Objective

The Province helps develop strategies and programs that enable service providers to expand broadband infrastructure in rural, remote, and Indigenous communities. This performance measure demonstrates the level of success in expanding the number of communities benefitting from incremental broadband internet investments.

Discussion

The targets presented for the next three fiscal years are based on information received from multiple sources and are subject to change; factors like weather conditions, terrain and the remoteness of each community can affect the build process. This measure does not consider the uptake usage or subscription rate (i.e., end-user) of how many users there are and does not include access to cellular service. There are several factors that may impact the Province's ability to realize these targets, including the ability to coordinate funding sources from federal and local governments and the private sector.

Objective 3.2: Government services are accessible, effective, and efficient.

Key Strategies

- Ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Increase social and environmental benefits from the goods and services government purchases.
- Expand the integration of in-person government services in communities.
- Expand the usage of the BC Services Card for government programs.
- Improve the quality of citizens' experience with government – in person, by telephone and online.

- Make government buildings smarter¹, more energy efficient, resilient to climate change, and more accessible.

Performance Measure	2012/13 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
3.2 Citizen satisfaction with Service BC Centres and Contact Centre. ¹	90%	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25	At least 90%

Data source: [BC Stats](#).

¹The margin of error is ± 1% at the 95% confidence level. Citizen satisfaction is calculated as a weighted average of the in-person and telephone survey results based on the volume of citizens served by each channel.

Linking Performance Measure to Objective

This measure is based on biennial surveys that focus on the overall citizen experience when people access government programs and services, either in person through the province's 65 Service BC Centres or by telephone through the Service BC Provincial Contact Centre. The measure shows how satisfied people are with overall quality when they access government programs and services.

Discussion

Service BC strives to reach at least 90% satisfaction, which indicates people's needs were met in a convenient and timely manner. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

¹ Smarter buildings are those which combine extensive data collection with advanced, integrated, and predictive digital control systems to achieve environmental benefits, improve comfort, occupant experience and reduce costs.

Financial Summary

Core Business Area	2021/22 Restated Estimates ¹	2022/23 Estimates	2023/24 Plan	2024/25 Plan
Operating Expenses (\$000)				
Services to Citizens and Businesses	31,528	31,528	31,528	31,528
Office of the Chief Information Officer	2,695	2,695	2,695	2,695
Digital Platforms and Data	19,072	23,922	23,922	23,922
Connectivity	11,505	13,705	23,705	23,705
Procurement and Supply Services	8,053	8,753	7,753	7,753
Real Property	345,970	362,514	362,648	362,589
Enterprise Services	146,056	173,393	170,549	171,016
Corporate Information and Records Management	22,146	22,146	22,146	22,146
Government Digital Experience	8,136	8,561	8,561	8,386
Executive and Support Services	9,143	9,428	9,438	9,438
Total	604,304	656,645	662,945	663,178
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Digital Platforms and Data	110,000	110,000	110,000	110,000
Procurement and Supply Services	150	480	684	150
Real Property	246,658	305,718	140,798	90,518
Enterprise Services	32,543	47,476	42,525	35,592
Executive and Support Services	145	336	264	264
Total	389,496	464,010	294,271	236,524

Core Business Area	2021/22 Restated Estimates ¹	2022/23 Estimates	2023/24 Plan	2024/25 Plan
Other Financing Transactions (\$000)				
Strategic Real Estate Services program				
Receipts	(1,100)	(1,000)	(300)	(300)
Disbursements	2,500	2,500	2,000	2,100
Net Cash Requirements (Source)	1,400	1,500	1,700	1,800
Total Receipts	(1,100)	(1,000)	(300)	(300)
Total Disbursements	2,500	2,500	2,000	2,100
Total Net Cash Requirements (Source)	1,400	1,500	1,700	1,800

¹ For comparative purposes, amounts shown for 2021/22 have been restated to be consistent with the presentation of the 2022/23 Estimates.

* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

Capital Expenditures

The Nanaimo Correctional Centre Project is reported by the Ministry of Public Safety and Solicitor General, as the project lead for reporting purposes. The capital budget for this project resides with the Ministry of Citizens' Services.

Page 369 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 370 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 371 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 372 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 373 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 374 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 375 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 376 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 377 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 378 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 379 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 380 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 381 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 382 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 383 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 384 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 385 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 386 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 387 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 388 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 389 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 390 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 391 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences

Page 392 of 392

Withheld pursuant to/removed as

Advice/Recommendations ; Cabinet Confidences