

Ministry of Citizens' Services

BRIEFING BINDER – OCTOBER 2022

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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.

