

**Ministry of  
Technology, Innovation and Citizens' Services**

**Revised 2013/14 – 2015/16  
SERVICE PLAN**



For more information on the British Columbia

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## Message from the Minister and Accountability Statement



It is my honour to present the *Revised 2013/14 – 2015/16 Service Plan* for the Ministry of Technology, Innovation and Citizens' Services.

My ministry is committed to working actively to support this government's agenda to balance the budget, control government spending, and build a stronger economy for British Columbians.

Our government has developed *British Columbia's Technology Strategy* to create and support new opportunities. The development and commercialization of technology is critical for the continued success of all B.C.'s key economic sectors and the ability to foster greater productivity. Our new Commercialization Voucher Program will connect small- and medium-sized companies from key sectors and regions with leading-edge researchers in our post-secondary system, with the aim of getting innovative products to market faster.

Working and consulting with other ministries and organizations, including the Office of the Information Privacy Commissioner, we will continue with the roll-out and implementation of the new BC Services Card that was launched on February 15, 2013. The new card, which will initially be used to replace citizens' Care Cards, features significant advances in technology and provides citizens with a more convenient and secure piece of identification while protecting their personal information. The card also presents exciting possibilities and has the potential to be used to improve government's service delivery to citizens.

The Government Communications and Public Engagement division will continue to work to ensure British Columbians can access all the information they need about government services and programs in an open and transparent manner, while Information Access Operations will continue to provide access to Government information, by processing Freedom of Information (FOI) requests in a timely manner.

Broadband and cellular connectivity are foundational to all online government services. Expanding connectivity to every citizen in B.C. is another goal of the ministry. Several strategies are getting us closer to achieving government's goal of 100 per cent connectivity throughout the province by 2021, including a strategic services contract with TELUS and a new satellite initiative. Over the next four years my ministry will be investing up to \$2 million towards bringing affordable satellite-based high speed internet to citizens in remote or geographically challenging locations in British Columbia.

We also continue to prioritize transparency, innovation and service delivery and will continue to release datasets on the DataBC website for public use, support our Open Information website, and continue to engage with citizens through the GovTogetherBC website, our central resource for citizens looking for community engagement and government consultation opportunities.

The hard work and dedication of the ministry's public servants continues to receive accolades, recognizing its leadership and excellence in its use of information technology. Multiple awards were received this year for our innovative use of government data, notably the recent awarding of the provincial distinction award at the 2012 Government Technology Exhibition and Conference (GTEC).

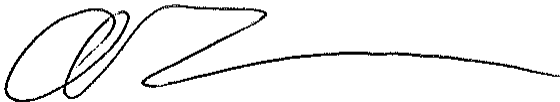
Our ServiceBC team will continue to work hard to modernize the way we provide government services to citizens across this province. I'm very proud that the 61st ServiceBC location was opened in Kelowna this past spring, giving area residents and businesses easy access to government services ranging from Medical Services Plan to voter registration and services for the Vital Statistics Agency and the Residential Tenancy Branch. These one-stop shops are a great example of how we're improving service delivery, and being more cost effective by combining government services into one convenient location. Our ServiceBC staff will continue to collaborate with ministries across government to provide excellent citizen centred delivery of government services in the future.

Effectively managing the provincially-owned real estate portfolio, providing innovative, integrated and sustainable, as well as cost effective technology and purchasing services to ministries and public sector organizations will remain a key focus of the work of Shared Services BC.

My ministry reaffirms its commitment to support *The BC Jobs Plan*, build a strong economy, a secure tomorrow and a lasting legacy for generations to come.

I would like to thank our ministry staff and stakeholders for their dedication, hard work and continued support over the last year. Looking ahead, I'm excited to join this team and work collaboratively with you to create new, exciting opportunities and partnerships that will allow our Ministry to achieve even greater success in the future.

The *Ministry of Technology, Innovation and Citizens' Services Revised 2013/14 – 2015/16 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.



Honourable Andrew Wilkinson  
Minister of Technology, Innovation and Citizens' Services  
June 17, 2013

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# Purpose of the Ministry

The Ministry of Technology, Innovation and Citizens' Services performs a dynamic role in government to support the development of an innovative and robust technology industry; to promote the commercialization of technology across B.C.'s key economic sectors; to improve accessible and responsive services and information to citizens; to provide the enabling infrastructure for ministries to transform how government works on a day-to-day basis, and to maximize the value and efficiency of services provided by the private sector. The ministry provides services to transform, deliver and promote services that are cost-effective for businesses, citizens and public sector clients<sup>1</sup>. The ministry provides products and shared services to other ministries to ensure economies of scale are realized and required service standards are achieved.

The ministry works with industry in B.C. to attract and retain entrepreneurial talent and promote the commercialization of technology to accelerate the growth of technology companies and advance economic development in the province. Additionally, the ministry brings together the centre of expertise for the planning and support of public service delivery with the clear mandate to transform how citizens and clients interact and receive services from government. The Minister also oversees the Knowledge Network Corporation, which delivers quality educational programming that is relevant and accessible to all citizens.

A core component of the ministry's mandate is a commitment to supporting the technology industry to move ahead and attract and retain talent and employers. *British Columbia's Technology Strategy* supports collaboration between industry, academia, and other parts of government to enable growth in B.C.'s technology and other key economic sectors. The ministry works with industry to enhance sector-specific venture capital programs and policies to facilitate new market opportunities that build upon British Columbia's competitive business environment and entrepreneurial culture. Central to this strategy is support for the B.C. Innovation Council to ensure that innovative ideas from industry and the post-secondary institutions can become successful, commercial ventures.

The ministry is a leader in citizen-centred service delivery as demonstrated through leadership in the development of plans that enable the BC Public Service to deliver effective and accessible services for citizens. The *Citizens @ the Centre: BC Government 2.0* strategy reaffirms government's commitment to this strategy and supports government's vision for transformative change. The ministry is also leading in support of the open government vision for government by ensuring that citizens are informed about government policies, programs and services in an open and transparent manner. This includes pursuing new approaches to citizen-centric online services, providing more government data to citizens, releasing more information about government decisions, and directly engaging with citizens on issues and decisions made by government. These activities align with existing service delivery activities through online, in-person and telephone channels through Service BC. The ministry provides the core infrastructure to support these activities through corporate web services, data services, information access and policy supports in areas such as citizen engagement.

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<sup>1</sup> Citizens include members of the public, families and businesses. Clients include public sector individuals that receive products or services from the Ministry of Technology, Innovation and Citizens' Services.

In addition to supporting innovative technology development to further *The BC Jobs Plan*, and continually improving services to citizens, the ministry leads the advancement of innovation and collaboration across government. Through this role, the ministry is responsible for modernizing the internal operations of government, providing much of the enabling infrastructure and services that government needs to perform core business operations efficiently and effectively.

With its leadership and expertise, the Ministry of Technology, Innovation and Citizens' Services is well positioned to support excellence and innovation by strategically aligning the business and technology of government to deliver services and support for the technology industry and citizens of B.C. in a manner that upholds and is consistent with government's vision, mission and values, as identified in *The BC Jobs Plan*. Integrating these responsibilities enables the ministry to put B.C. citizens, families and businesses first, and deliver services and build strong partnerships to support communities across the province.

# Strategic Context

Technology is rapidly transforming every aspect of our lives; especially in how citizens interact with government. New technologies are also creating exciting new opportunities for economic development, streamlined online services, and access to information. The B.C. technology sector employs over 84,000 people, and over the past decade, it was the second fastest creator of new jobs in the private sector. Continued support to the commercial success of B.C.'s technology firms will be a significant factor to increasing their productivity and competitiveness in future years. Growth in the technology sector in British Columbia is providing well-paid jobs and therefore it is identified as one of the eight most competitive sectors to advance in *The BC Jobs Plan*.

While B.C. has achieved success in growing new firms, there is some difficulty in keeping more mature companies (over 5 years old) growing, innovating and competitive in world markets. The ministry is leading the implementation of a technology plan that builds on competitive advantages and investments in B.C.'s main technology subsectors, including: clean technology; information and communication technologies; wireless, digital and screen-based media; and health and life sciences.

The BC Innovation Council, the Province's lead agency for accelerating the commercialization of technology and advancing entrepreneurship, is developing a cross-sector strategy to promote technology and innovation in the areas of agri-foods, natural gas, international education, tourism, technology, transportation, mining and forestry.

A central focus of the Ministry of Technology, Innovation and Citizens' Services is to support the technology industry and B.C. training institutions in the development and realization of innovative ideas that will lead to successful economic development in the province. *British Columbia's Technology Strategy* provides direction and vision in several key areas including: creating new linkages and networks to encourage growth and economic diversification, collaborating with other ministries in the development of a new commercialization voucher program that will provide businesses with access to innovation talent, collaborative later-stage research and knowledge transfers between businesses and institutions, enhancing venture capital tax credit programs to help B.C. based technology companies to expand and flourish, and removing barriers to market development through international trade and interprovincial trade relationships under the New West Partnership.

In further support of small business success and economic development in the province, the ministry will undertake focused activities to streamline government procurement processes, including development of a two page Request for Proposal application and consultation with the small business community. These activities will increase procurement opportunities for small businesses.

The ministry must also ensure that the services citizens need and expect from their government are delivered as effectively as possible. In support of this focus, the ministry is integral to the continuing evolution of government's vision for transformative change as outlined in the *Citizens @ the Centre: BC Government 2.0* strategy, released in the spring of 2011. The ministry continues to adapt and evolve in its transformation tactics and activities since the first release. In the fall of 2012, the ministry released an updated two-year plan for those related strategies.



For example, the ministry has a leadership role in setting the framework to maximize the accessibility and availability of services and information that are delivered online. Our citizen consultation shows that while satisfaction is high with in-person services, the greatest demand from citizens is for more online services. Continued work on improving and integrating telephone, in-person and online delivery from a citizen-centric perspective will enhance service quality for citizens and save citizens time and money in their interactions with government.

The ministry will also play a critical enabling role in government, supporting ministries in achieving the open government vision by providing the foundational infrastructure, legislation, policies and governance. This work will continue to build on the successful launch of the revised government homepage at [www.gov.bc.ca](http://www.gov.bc.ca), the open Information site at [www.openinfo.gov.bc.ca](http://www.openinfo.gov.bc.ca) and the DataBC site at [www.data.gov.bc.ca](http://www.data.gov.bc.ca), in order to expand upon and broaden the application of these initiatives to put more information and tools in the hands of citizens and ministries.

Government will also need to change the way it works to achieve this vision, particularly in the context of emerging technologies. In this area, the ministry will engage our vendors in a new partnership to determine how we can make this vision a reality over the next five to ten years.

Through the Leading Workplace Strategies initiative, the ministry is implementing innovative workplace solutions for mobile workers across the BC Public Service. This is a major change management initiative. Office spaces are being redesigned to accommodate the needs of mobile workers, increase collaboration and bring down traditional silos between departments. All this has been possible with the use of mobile technology. Successful pilots with many ministries in Victoria have been completed in the last 12 months and we have developed a multi-year plan to support mobile workers in the future. Initially, the focus will be Victoria but we plan to expand the initiative to other communities gradually.

Through these activities, the ministry will play a pivotal role in the transformation of government.

At the same time, the ministry is contributing to government's overall fiscal discipline through such initiatives as Leading Workplace Strategies by reducing government's overall office space footprint and by achieving value for money through its strategic relationships with key suppliers of services across the public sector. In addition, through its shared services, the ministry continues to manage the provincially-owned real estate portfolio, provide innovative, integrated and sustainable technology and purchase services at the lowest cost.



# Goals, Objectives, Strategies and Performance Measures

The Ministry Service Plan establishes priorities for addressing opportunities and challenges in the 2013/14 year. Five goals govern the ministry's day-to-day operations and strategic priorities:

Goal 1: Technology and Innovation

Goal 2: Open government

Goal 3: Service Excellence

Goal 4: Government Technology Transformation

Goal 5: Public Service Transformation



The goals, objectives and strategies of the 2013/14 – 2015/16 Service Plan align with the ministry's internal operations, while maintaining the external focus critical to the organization's success in serving the public.

The objectives translate each goal into more specific desired outcomes. The strategies describe the key activities and initiatives that will be implemented in order to achieve the desired objectives. The performance measure linked to each objective is an indicator for the progress being made.

As a result of a satisfaction survey implemented in fiscal 2012, a new performance measure has replaced the previous measure; it is called Service BC Business Satisfaction. Further information on that performance measure can be found under Goal #2.

Three-year targets have been set for each performance measure. Internal benchmarks are used to set targets because, in most cases, national standards do not exist.

## **Goal 1: Technology and Innovation: An innovative approach to technology and commercialization that values creativity and maximizes return on investment.**

### **Objective 1.1: Technology commercialization is supported leading to technology industry growth and sustainability**

#### **Strategies**

- Continue to work with other ministries and partners to develop and implement initiatives that support the key actions of British Columbia's Technology Strategy, including:
  - the acceleration of technology commercialization and adoption;
  - expand markets for British Columbia's technology;
  - enhance key venture capital and other tax programs to support and encourage economic development; and
  - review government's research and innovation investments and develop recommendations on ways to tie future investments commercialization outcomes.
- Build on regional strengths to create new opportunities by engaging regional partners to deliver programs and initiatives across sectors and the province.
- Develop talent for a knowledge-based economy through initiatives such as the B.C. Innovation Council's Mentor Program.

### **Objective 1.2: Foster knowledge development and commercialization**

#### **Strategies**

- Encourage the development, commercialization and adoption of technologies and processes that align with and contribute to key economic priorities.
- Work on the new Commercialization Voucher Program with the B.C. Innovation Council to provide businesses with access to graduate students in B.C. post-secondary institutions and to support commercialization as well as knowledge transfer between universities and businesses throughout the province.
- Build on the growing success of the BC Acceleration Network in delivering entrepreneurship development programs across the Province.

**Goal 2: Open Government: Citizens are empowered to be informed and engaged with government in a way that is inclusive, builds trust and improves quality of life**

**Objective 2.1: Communication of government's policies and programs to the public is timely, relevant and readily accessible**

**Objective 2.2: Citizens are empowered to create value from using government data and information**

**Objective 2.3: Citizens are engaged to provide input and have access to services and information**

**Objective 2.4: Government supports the development of infrastructure that provides citizens accessibility to services and information**

**Strategies**

- Communicate through the use of traditional mechanisms and new approaches to ensure information about government programs and services and broader government messages are reaching citizens where they live
- Provide factual information to the media to ensure the public receives the information needed to develop opinions and allow for informed debate on decisions taken by government
- Support ministries to expand government data available to citizens and within government through the DataBC program
- Support the expansion of government information proactively and routinely released to the public through the open Information program
- Work with ministry customers to manage information access requests within statutory timelines.
- Enhance government's presence on social media
- Support government in planning and launching public engagement initiatives using social media and in-person techniques, coordinated through the govTogetherBC program
- Transform the government's Internet presence utilizing user-centric design approaches to improve accessibility of government services and information, integrated with other service channels
- Support the expansion of high-speed Internet services and cellular coverage in rural and remote British Columbia

**Performance Measure 1: Timely response to media inquiries**

Performance Measure	2006/07 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Timely response to media inquiries	97.7%	97%	97%	97%	97%

Data Source: (Government Communications and Public Engagement Communications Offices)

**Discussion**

This performance measure is an average of two indicators from the office of Government Communications and Public Engagement (GCPE) and their ability to provide a timely response to media inquiries: the per cent of media inquiries acknowledged within one hour and the per cent of media inquiries responded to within the media deadline. By providing timely information to the media, GCPE ensures the public receives the information needed to develop opinions and allows for informed debate on decisions taken by government.

In 2011/12, GCPE responded to over 13,200 media enquiries and exceeded the target of 97 per cent with a measurement of 99.51 per cent. For the past four years, results have exceeded the baseline set in 2006/07 of 97.76 per cent.

**Performance Measure 2: Compliance with statutory freedom of information response times**

Performance Measure	2008 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Compliance with statutory freedom of information response times	71% <sup>1</sup>	90%	92%	92%	92%

<sup>1</sup>The baseline percentage has been calculated for calendar year 2008. Reporting for years that follow is based on fiscal year data.

**Discussion**



Providing timely responses to Freedom of Information (FOI) requests is an important aspect of government accountability and transparency. This measure provides an indication of how well government is serving the public through the timeliness of its responses to requests for information under the *Freedom of Information and Protection of Privacy Act*.

In the 2012/13 fiscal year, it is anticipated that government will respond to approximately 10,000 FOI requests - an unprecedented volume of requests in a single year, representing a 52 percent increase over the volume received just five years ago. Many of these requests are large and complex, involving multiple ministries and evolving information technologies. Government's information and access operations are handled centrally to facilitate more efficient request processing through standardized government-wide practices and streamlined business processes.

**Performance Measure 3: Percentage of First Nations with access to broadband facilities**

Performance Measure	2007/08 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Percentage of First Nations with access to broadband facilities	42% (85 of 203 First Nations) <sup>1</sup>	89% (180 of 203 First Nations)	91% (185 of 203 First Nations)	94% (190 of 203 First Nations)	96% (195 of 203 First Nations)

Data Source: Network BC

<sup>1</sup>The baseline for this measure was confirmed based on the completion of a broadband assessment in mid-2007

**Discussion**

This performance measure demonstrates the level of success in facilitating First Nations access to broadband facilities by supporting the development of backhaul or transport infrastructure that allows service providers to connect homes, businesses and schools to the Internet.

Backhaul or transport infrastructure is a network connection that transports data traffic to and from a last mile point-of-presence location that connects to the Internet gateway.

This measure does not take into account the number of communities with last mile infrastructure in place, the number of communities with local high-speed services available, or the take-up (i.e., end-user) usage rate. Targets are subject to change because the Province is only one of the funders for this initiative that is being delivered externally by First Nations organizations. The Province does not have direct control over the targets.



## **Goal 3: Service Excellence: A trusted organization that maximizes value to citizens and clients**

**Objective 3.1: Increased citizen and client satisfaction with a consistent service experience**

**Objective 3.2: Optimize value to government through innovation and more effective utilization of government infrastructure**

**Objective 3.3: Well managed, integrated and sustainable government services**

### **Strategies**

- Ensure our services are co-ordinated to improve value to citizens and clients
- Invest in our infrastructure to maximize accessibility and choice for government services to citizens
- Provide an excellent service experience to citizens across all channels, including in-person, telephone and online channels
- Provide leadership on government web services through user-experience research and design services as well as enterprise-scale web management self-service solutions
- Provide leadership on enterprise data management and warehousing, capitalizing on the potential of geospatial data infrastructure and geographic services to transform government services
- Manage government infrastructure to provide clients with the flexibility they require to support service excellence
- Improve utilization of government's real estate portfolio, including continued implementation of Leading Workplace Strategies to support greater employee collaboration and mobility
- Seek new opportunities to leverage the benefits of shared services and strategic partnerships across government
- Develop contingency plans to ensure critical services delivered by the ministry are available in the case of an emergency event
- Redesign business processes and service delivery models for internal government services
- Support government in meeting its greenhouse gas (GHG) emissions target by enabling provincial agencies and local government to track, manage and report their carbon emissions

### Performance Measure 4: Service BC Citizen Satisfaction

Performance Measure	2012/13 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Service BC Citizen Satisfaction	90%	At least 90%	Biennial survey; next survey in 2014/15	At least 90%	Biennial survey; next survey in 2016/17

Data Source: BC Stats

#### Discussion

The Service BC measure is based on a biennial survey that focuses on the satisfaction of citizens when they access government programs and information through our two main service channels: in-person and telephone. The next survey will be conducted in 2014/15 fiscal year.

### Performance Measure 5: Service BC Business Satisfaction

Performance Measure	2011/12 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Service BC Business Satisfaction	89%	Biennial survey; next survey in 2014/15	Biennial survey; next survey in 2014/15	At least 89%	Biennial survey; next survey in 2016/17

Data Source: BC Stats

#### Discussion



BC Registry Services conducted its first Satisfaction Survey in Fiscal 2012 to assist in assessing the quality of existing services and to provide a basis for strategic planning for the effective delivery of services in the future. As the basis for Service BC Business satisfaction, the survey establishes a common measurement across a variety of Service BC services to business that will be used as the baseline for comparison with future assessments of satisfaction and service quality.

### Performance Measure 6: Percentage of vacant office space

Performance Measure	2011/12 Established	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Percentage of vacant office space	1.5%	<1.65	<1.65	<1.65	<1.65

Data Source: Integrated Workplace Solutions Division



## Discussion



This measure demonstrates the ministry's efficiency in managing office space infrastructure. This includes both the prudent procurement and allocation of facilities for government program use, and the effective management of surplus space, by sub-leasing, sales, demolition and other appropriate solutions.

Diligent office space management reduces costs and demonstrates stewardship of resources on behalf of citizens. Care must be taken in establishing targets, as prudent holdings improve effectiveness, reduce

costs by providing space for shorter-term programs and temporary space during renovations, and improve responsiveness to emerging needs.

The measure is calculated by dividing the amount of vacancy by the total area of the ministry's owned and leased market-comparable office space to arrive at a percentage figure.

## **Goal 4: Government Technology Transformation: Set the direction and provide the foundation to enable effective and innovative citizen-centred services**

**Objective 4.1: Improved planning and design of service delivery for citizens and clients**

**Objective 4.2: Government information and technology management strategies allow for effective and secure use of information while also protecting privacy**

### Strategies

- Support efficient and accessible services to citizens and clients through modernized and integrated technologies
- Provide guidance for how technology will be applied consistently across government and for new technology investments to support the enterprise
- Establish strategic relationships with key suppliers of services to deliver better outcomes across the public sector
- Support corporate planning for ministries focused on business transformation and technology opportunities

- Continue to set the strategic direction for information management and information technology in government
- Provide effective and secure identity management solutions to government to allow citizens through the BC Services Card to access a wider range of services in the future
- Enable flexibility and choice in technology tools by developing creative and secure approaches for staff to use information and technology to conduct their work

## **Goal 5: Public Service Transformation: Workforce solutions that enable public servants to work in a flexible and collaborative environment**

**Objective 5.1: Public servants are supported in changing the way they work in order to provide better services to citizens**

**Objective 5.2: Improved staff capacity through more effective work environments**

### **Strategies**

- Provide or facilitate the tools that enable flexible work environments for government employees
- Provide security, privacy and information sharing awareness and material for the public sector
- Develop practices to support citizen and public service engagement across government
- Implement initiatives to build ministry employees' knowledge, skills and abilities, with a focus on building capacity in leadership and performance management

# Resource Summary

Core Business Area	2012/13 Restated Estimates <sup>1</sup>	2013/14 Estimates <sup>2</sup>	2014/15 Plan	2015/16 Plan
<b>Operating Expenses (\$000)</b>				
Services to Citizens and Businesses .....	17,697	17,697	17,697	17,697
Office of the Chief Information Officer .....	12,866	12,866	12,866	12,866
Innovation and Technology .....	8,547	8,487	8,487	8,487
Executive and Support Services .....	26,419	26,240	26,244	26,246
Logistics and Business Services .....	12,182	12,182	12,182	12,182
Integrated Workplace Solutions .....	264,560	259,960	268,560	268,560
Technology Solutions .....	161,302	160,859	160,859	160,859
Government Communications and Public Engagement .....	26,155	26,155	26,155	26,155
Strategic Initiatives .....	9,992	9,992	9,992	9,992
<b>Total .....</b>	<b>539,720</b>	<b>534,438</b>	<b>543,042</b>	<b>543,044</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
Executive and Support Services .....	1,616	0	304	304
Technology Solutions .....	166,114	125,872	172,938	183,539
Government Communications and Public Engagement .....	915	0	0	0
Strategic Initiatives .....	960	467	0	0

Core Business Area	2012/13 Restated Estimates <sup>1</sup>	2013/14 Estimates <sup>2</sup>	2014/15 Plan	2015/16 Plan
<b>Total</b> .....	<b>169,605</b>	<b>126,339</b>	<b>173,242</b>	<b>183,843</b>
<b>Other Financing Transactions (\$000)</b>				
<b>Release of Assets for Economic Generation</b>				
<b>Receipts</b> .....	0	(8,000)	(5,000)	0
<b>Disbursements</b> .....	3,000	5,000	5,000	0
<b>Total Net Cash Source (Requirements)</b> .....	<b>3,000</b>	<b>(3,000)</b>	<b>0</b>	<b>0</b>

<sup>1</sup> For comparative purposes, amounts shown for the 2012/13 have been restated to be consistent with the presentation of the 2013/14 Estimates.

<sup>2</sup> Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

# Appendices

## Appendix 1: Ministry Contact Information

Department	Telephone	Website
Technology and Innovation	250 387-6189	
Freedom of Information and Protection of Privacy	250 356 - 1851	<a href="http://www.cio.gov.bc.ca/cio/priv_leg/index.page">http://www.cio.gov.bc.ca/cio/priv leg/index.page</a>
Government Chief Information Officer	250 387 - 0401	<a href="http://www.cio.gov.bc.ca/">http://www.cio.gov.bc.ca/</a>
Knowledge Network Corporation	<b>In Metro Vancouver:</b> 604 431 – 3222 <b>Elsewhere in B.C.:</b> 1 877 456 - 6988	<a href="http://www.knowledge.ca/">http://www.knowledge.ca/</a>
Government Communications and Public Engagement	250 387 - 1337	<a href="http://www.gov.bc.ca/public_affairs">http://www.gov.bc.ca/public affairs</a>
Strategic Initiatives	250 953 - 3470	<a href="http://www.data.gov.bc.ca/">http://www.data.gov.bc.ca/</a> <a href="http://www.openinfo.gov.bc.ca/">http://www.openinfo.gov.bc.ca/</a>
Service BC	<b>In Victoria:</b> 250 387 – 6121 <b>In Metro Vancouver:</b> 604 660 - 2421 <b>Elsewhere in B.C.:</b> 1 800 663 - 7867	<a href="http://www.servicebc.gov.bc.ca/">http://www.servicebc.gov.bc.ca/</a>

## **Appendix 2: Hyperlinks to Additional Information**

### **Listing of Ministry Legislation**

[www.leg.bc.ca/PROCS/allacts/LCSOG.htm](http://www.leg.bc.ca/PROCS/allacts/LCSOG.htm)

### **British Columbia's Technology Strategy Document**

<http://www.bcjobsplan.ca/wp-content/uploads/TechnologyStrategy2012.pdf>

### **Citizens @ The Centre: B.C. Government 2.0 Document**

[http://www.gov.bc.ca/citz/citizens\\_engagement/gov20.pdf](http://www.gov.bc.ca/citz/citizens_engagement/gov20.pdf)

### **BC Innovation Council**

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

### **The BC Jobs Plan**

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