

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

**2016/17
Annual Service Plan Report**



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Minister's Message and Accountability Statement



It is my honour to present the 2016/17 Annual Service Plan Report for the Ministry of Technology, Innovation and Citizens' Services.

The ministry remains committed to achieving our three core goals: to create conditions for B.C. businesses to be successful, to make it easier for citizens and businesses to interact with government, and to deliver efficient and effective services to the public sector.

The #BCTECH Strategy, launched in 2016 and renewed in March 2017, supported growth in B.C.'s vibrant technology sector. We established a \$100-million BC Tech Fund, managed by Kensington Capital Partners, to make more early-stage capital available to promising B.C. tech companies. Additionally, we hosted the second #BCTECH Summit and launched strategic initiatives to increase tech talent development through a new K-12 coding curriculum and BC Tech Co-op Grants through our Crown agency, the BC Innovation Council. The ministry also supported research and innovation through the B.C. Knowledge Development Fund, having awarded more than \$20 million for 58 projects in 2016/17.

To ensure that B.C. remains a hub for technology investment, innovation and job creation, the new Okanagan Centre for Innovation opened in Kelowna. We also made it easier for companies to do business with government by encouraging innovation through new initiatives such as the BC Developers' Exchange.

High-speed Internet provides British Columbians in rural and remote communities with better opportunities to learn, do business, access services and stay connected. Since 2015, we have invested \$10 million providing more than 40,000 households in over 200 communities with faster, more reliable Internet service.

Service BC successfully implemented Societies Online, a new online filing system to allow societies to file and obtain records faster and more easily from BC Registries and Online Services. We also consolidated government services to reduce red tape and provide British Columbians with one-stop access to dozens of government services throughout the province.

The BC Services Card was issued to approximately 1.1 million residents in 2016/17, bringing the total number of cards issued to over 3.5 million.

The ministry sought value for money for British Columbians by effectively managing government property and real estate, and by overseeing major cross-ministry information technology projects. Modern IT systems kept government systems secure and continue to provide the accurate and efficient services that British Columbians depend on.

I would like to acknowledge ministry staff for their hard work in providing British Columbians and the public sector with effective programs and services.

The Ministry of Technology, Innovation and Citizens' Services 2016/17 Annual Service Plan Report compares the ministry's actual results to the expected results identified in the 2016/17 - 2018/19 Service Plan. I am accountable for those results as reported.

A handwritten signature in black ink, appearing to read "Jas Johal". The signature is fluid and cursive, with a prominent initial "J" and a long, sweeping underline.

Honourable Jas Johal
Minister of Technology, Innovation and Citizens' Services

June 15, 2017

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Purpose of the Ministry

The [Ministry of Technology, Innovation and Citizens' Services](#) (the ministry, or MTICS) performs a dynamic role in government to support businesses, citizens, government ministries and broader public sector organizations. The ministry's mandate is to grow British Columbia's technology sector; champion innovation; and enable the delivery of cost-effective, accessible and responsive services. This means the ministry supports businesses by making it easier for them to work with government. It also works to make the province a destination for technology entrepreneurs, innovators and the organizations they lead, and ensures sensitive information is protected and secured. The ministry meets the changing needs of its public sector clients in a cost-effective, accessible and responsive manner. It seeks out and leverages strategic vendor relationships and contracts so that the public sector – as a whole – can gain process and financial efficiencies. The Minister oversees the [Knowledge Network Corporation](#) (KNC), which delivers quality educational programming that is relevant and accessible to all citizens. The Minister also oversees the [BC Innovation Council](#) (BCIC), the province's lead agency for accelerating the commercialization of technology and advancing entrepreneurship with partners located in all regions of the province.

Strategic Direction and Context

The [Minister's Mandate letter](#), addressed from the Premier on July 30, 2015 to the Honourable Amrik Virk, Minister of Technology, Innovation and Citizens' Services, articulated the ministry's role in supporting the growth of a diverse economy, where private sector investments are welcomed and encouraged, and help secure long-lasting prosperity for the people of British Columbia. The ministry remained focused on several overarching objectives: help build a strong economy and create high-paying jobs in the technology sector by using levers such as tax incentives to help businesses grow; deliver a [#BCTECH Strategy](#) that identified and addressed barriers to growth in B.C.; and, help eliminate barriers to economic development by reducing the red-tape and regulatory burden for B.C. businesses and individuals.

The #BCTECH Strategy, developed in partnership with other ministries and stakeholder input, accelerated British Columbia's economic performance by supporting innovation, commercialization and entrepreneurship. British Columbia's technology sector provides almost 100,000 jobs, across over 9,905 companies, and has been a significant contributor to provincial economic output, growing faster than the economy overall. The ministry worked closely with the British Columbia technology community on how government might enable the technology sector to best support economic growth and job creation.

Provincial and public sector organizations in B.C. operate under [Taxpayer Accountability Principles](#) that strengthen cost consciousness, accountability, appropriate compensation, service and respect, and ensure government operates with integrity, including a requirement to establish a strong ethical code of conduct for all employees and executives. The Taxpayer Accountability Principles are being integrated into the operation of provincial public sector entities.

Report on Performance

The Minister's Mandate letter stipulated to continue to deliver on the promises made in Strong Economy, Secure Tomorrow. The ministry's task has been to deliver a Technology and Innovation Strategy (#BCTECH Strategy) that provides options for government on how best to accelerate British

Columbia's economy. The ministry has worked with industry and the BCIC to determine how government can help industry move ahead, and attract and retain talent and businesses.

Technology continued to transform how citizens interact with government, and the ministry worked to modernize service delivery to ensure the services citizens needed and expected from their government were delivered as effectively as possible, at the same time ensuring that citizens' privacy was protected and information was secured. Seizing strategic opportunities to engage our vendors in innovative solutions to common service delivery challenges will help ensure that the ministry can make this vision a reality over the short and long term. The BC Services Card is an example of the opportunities for innovation being realized. This ground-breaking BC Services Card provided more service enhancements and streamlining, allowing citizens to safely and securely access multiple government services, both in person and on-line.

The ministry continued to contribute to government's overall fiscal discipline by looking for opportunities to streamline processes. Through the Reducing Red Tape for British Columbians initiative, we received input from citizens to align or exceed expectations in the services we deliver. The ministry has embraced a focus on increased efficiency and continuous improvement, where public servants are engaged, empowered, supported and held accountable to continuously improve processes to deliver value to British Columbians.

The remaining goals, objectives, strategies and performance measures of the ministry align with the [Taxpayer Accountability Principles](#), reflecting the priorities and values of government and the citizens of British Columbia. The principles strengthen accountability, promote cost control, and ensure government operates in the best interest of taxpayers, including a requirement to establish a strong ethical code of conduct for all employees and executives. The ministry, in collaboration with its Crowns, the KNC and the BCIC, continue to monitor evaluation plans that align with government direction, and measure specific performance indicators against the taxpayer accountability principles. Strategic engagement plans, formal and informal, enable the ministry and its Crowns to work together more effectively to meet the outcomes identified by the Minister, in consultation with the board chairs.

In this reporting year, KNC continued to implement the Taxpayer Accountability Principles, and formalized some internal processes which helped when reporting back to the ministry. Whereas KNC does not have a formal strategic engagement plan, the Taxpayer Accountability Principles are regularly discussed and reviewed with our Board Chair/CEO and the Minister or with other ministry senior members.

BCIC implementation of the Taxpayer Accountability Principles has had a positive effect on the already strong and collaborative communications between the BCIC and the ministry. Evaluation plan actions include, but are not limited to, reporting satisfaction in BCIC programs, reporting budgetary targets and communicating effectively with BCIC networks. The 2016/17 outcomes in the plan met all their targets. BCIC strategic engagement plan activities focused primarily on regular meetings between Ministry and BCIC personnel in regards to the plan. The evaluation and strategic engagement plans have been seamlessly integrated into the mechanics of the relationship between the BCIC and the ministry.

Goals, Objectives, Strategies and Performance Results

The goals, combined with the objectives and strategies of the [2016/17 – 2018/19 Service Plan](#), aligned 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 were implemented in order to achieve the desired objectives. The performance measures linked to the objectives are indicators for the progress being made.

Goal 1: Create conditions for B.C. businesses to be successful

In this reporting year, as per its mandate the ministry has delivered a Technology and Innovation Strategy (#BCTECH Strategy) to support diversification of the B.C. economy. The #BCTECH Strategy articulates how the ministry will support the technology industry to move ahead and attract and retain talent, employers and investors. One of the ministry's roles is to work with the BC Innovation Council to help foster collaboration between the technology industry, academia and other parts of government that will enable job growth. This kind of collaboration and co-operation will ensure that innovative ideas from industry and post-secondary institutions can become successful commercial ventures, and is one example of how the #BCTECH Strategy will help deliver on creating conditions for B.C. businesses to be successful. As the strategy unfolds over the course of the next year, the ministry may review the objectives and performance indicators it tracks through its Service Plan in relation to the #BCTECH Strategy.

In further support of small and medium businesses' success and economic development in the province, the ministry consulted with the business community to find ways to streamline government services and processes. As a result of these consultations, a key focus is to make it easier for businesses to access government procurement opportunities.

Objective 1.1: Position B.C. as a destination for the technology sector and innovation

Strategies

- Encourage the development, commercialization and adoption of technologies and processes that align with government priorities
- Work with private sector, post-secondary partners and other ministries in support of the #BCTECH Strategy
- Encourage talent development between universities and businesses

Performance Measure 1: The number of co-op placements in private businesses in B.C.

Performance Measure	2013/14 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
The number of co-op placements in private businesses in B.C.	7,130	7,331	7,660	8,834	7,850	7,950

Data Source: BC Stats.

Discussion

A key element in the #BCTECH Strategy is to deepen the talent pool. Experiential learning is an excellent way for students to increase their skills and obtain on-the-job experience. The BC Tech Co-op Grant program, launched in May 2015, supports technology firms hiring co-op students.

In 2013/14, there were 11,898 total co-op placements, of which 7,130 were private business placements inside B.C. These numbers are tracked by the BC Co-op Association and Accountability Council. 2013/14 was chosen as a baseline because it was the first full year of data available prior to the implementation of this new co-op grants program.

In 2016/17, the number of co-op students placed in B.C. private businesses exceeded the target by 1,174 co-op students. This increase demonstrates the growing interest from the private sector in hiring and training students. The BC Tech Co-op Grants program encouraged new employers to hire and train co-op students.

Objective 1.2: Streamline processes and access to information and services so it's easier for business to access government resources

Strategies

- Make it easier for small businesses to access and compete for government work by continuing to streamline the procurement process
- Partner with businesses to simplify and improve interactions with government
- Improve government's procurement system to enable a fully managed digital procurement process

Goal 2: Make it easier for citizens and businesses to interact with government

Technology is rapidly affecting all aspects of our daily lives. Ministry research tells us that citizens and businesses want more choice and options to access government services and information, especially digitally. They also want modernized services with better integration across all government services provided by the ministry, whether it is in person, digitally or on the telephone. In expanding choice, and greater access to services, the ministry needs to ensure that their privacy and information is secure and protected; and that it is processing requests in an efficient and cost-effective manner.

Objective 2.1: Citizens and businesses can easily access government services and information

Strategies

- Make it easier to access services and information with on-demand and self-service options
- Improve integration of in-person government services in communities
- Enable a consistent service experience for in-person, telephone and digital services

Performance Measure 2: Citizen Satisfaction with Service BC Centres and Contact Centre

Performance Measure	2012/13 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Citizen Satisfaction	90%	Biennial Survey; next survey in 2016/17	At least 90%	97%*	Biennial Survey; next survey in 2018/19	At least 90%

Data Source: BC Stats.

* The margin of error is ± 1 per cent at the 95 per cent confidence level. If the survey was repeated many times, then 95 per cent of the time, the survey would find citizen satisfaction to be between 96 per cent and 98 per cent. The 2016/17 results consist only of citizen satisfaction with Service BC centres (in-person channel) and do not include Service BC's Contact Centre (telephone channel) as in previous biennial surveys. As Service BC was transitioning to a new Contact Centre vendor in 2016/17, it was not feasible to survey citizens who accessed the Contact Centre. Service BC's Contact Centre will be included again in this performance measure in 2018/19.

Discussion

This measure is based on a biennial survey that focuses on how satisfied citizens are with the overall quality of service delivery when they access government programs and services in-person through Service BC centres. Service BC has measured citizen satisfaction since 2002 with substantial survey methodology changes happening in 2012/13 and 2014/15. As such, 2012/13 has been selected as the baseline. In 2016/17, an intercept (in-person) survey was administered over five days within a two-week period in January 2017 by an independent vendor at eight Service BC centres across the province. These centres were selected based on regional and service type representation as well as accessibility.

Citizen satisfaction with Service BC centres continues to be very high. Recently Service BC has focused on "Timeliness" as a key driver of citizen satisfaction and added customer flow software and systems in many of the largest and busiest locations. This has enabled more accurate measurement, tracking and management of wait times, allowing service managers to adjust schedules and staffing levels to respond appropriately to different levels of service demand. Wait times have been reduced and, importantly, citizens now have more information about where they are in the queue and how long their wait might be. Service BC has also focused on service certification training for managers and staff to further develop the specialized expertise required to deliver government services to citizens (certification by the Institute for Citizen-Centred Service).

The next survey will be conducted within the 2018/19 fiscal year, and these results will be available in the 2018/19 Annual Service Plan Report.

Performance Measure 3: Business Satisfaction with BC Registry Services

Performance Measure	2011/12 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Business Satisfaction	89%	Biennial Survey; next survey in 2016/17	At least 90%	89%*	Biennial Survey; next survey in 2018/19	At least 90%

Data Source: BC Stats.

* The margin of error is ± 1 per cent at the 95 per cent confidence level. If the survey was repeated many times, then 95 per cent of the time, the survey would find business satisfaction to be between 88 per cent and 90 per cent. In 2016/17, to ensure further continuous improvement with the survey methodology, results were weighted by service (Corporate Online, Name Requests Online and the OneStop Business Registry).

Discussion

BC Registries and Online Services first conducted a business satisfaction survey in 2011/12 to assist in assessing the quality of existing services and to provide a basis for the delivery of services in the future. The survey establishes common measurement across a variety of services to business including: Corporate Online, Name Requests Online and the OneStop Business Registry. A total of 17,840 businesses that used these services six months prior were asked to participate in an online survey via email invitation in February 2017. Business satisfaction with BC Registries and Online Services continues to be high, and strategies are in place to make it easier for businesses to interact with government. The aim of these strategies is to not only maintain this level of satisfaction, but to eventually exceed it. The next survey will be conducted within the 2018/19 fiscal year with results available in the 2018/19 Annual Service Plan Report.

Objective 2.2: Expand and improve access to digital service delivery
Strategies

- Support the expansion of high-speed Internet services and cellular coverage in rural and remote areas
- Improve digital service delivery for businesses and citizens

Performance Measure 4: Percentage of First Nations with access to broadband facilities

Performance Measure	2007/08 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Percentage of First Nations with access to broadband facilities	42% (85 of 203 First Nations)	95% (193 of 203 First Nations)	100% (203 of 203 First Nations)	97% (197 of 203 First Nations)	100% (Complete)	100% (Complete)

Data Source: Network BC and All Nations Trust Company

Discussion

This performance measure demonstrates the level of success in enabling First Nations communities' access to broadband Internet services. The province provides assistance in the development of strategies to upgrade telecommunication transport and infrastructure that allows service providers to connect First Nations homes, businesses and schools to the Internet.

The provincial government continues to support First Nations-led connectivity initiatives that provide access to broadband Internet services. The actual results presented are based on information received from the All Nations Trust Company.

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 of how many users there are. The province does not have direct control over the targets, as this initiative is being delivered externally by First Nations organizations.

The variance between the 2016/17 target and actual reported is the result of a delay in an affordable business case for some communities and for others that will rely on new satellite transport systems coming on stream in 2017/18.

Objective 2.3: Streamlining Service Delivery for B.C. Citizens

Strategies

- Provide effective and secure identity information management solutions that help citizens to access a wider range of services using the BC Services Card
- Ensure optimal training for the public service and raise awareness on the security of government information and protection of citizens' personal information

Performance Measure 5: Number of citizens issued a BC Services Card

Performance Measure	2015/16 Baseline ²	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Number of citizens issued a BC Services Card ¹	2,555,205 ³	3,130,481 ³	3,500,000	3,609,589 ⁴	3,700,000	4,000,000

Data Source: Provincial Identity Information Management Program

¹ Numbers are cumulative totals

² Baseline includes number of cards issued from February 2013 to March 31, 2016.

³ This number includes cards issued to replace lost, stolen, or damaged cards, cards issued to citizens who changed their name, and cards with less than a 5-year expiry issued to some citizens, such as "temporary document holders" (e.g., not full time residents).

⁴ This is the number of cardholders, e.g., citizens with a card. This total does not include multiple cards issued to a citizen for lost, stolen, replacement, damage, name changes, etc.

Discussion

This performance measure demonstrates the progress in issuing BC Services Cards to citizens around the province. The BC Services Card is a key enabler for government to implement service enhancements and address citizens' needs and demands for access to online services.

The BC Services Card is designed to make it easier for British Columbia residents to access numerous services with just one card, eliminating the need for multiple user-IDs and passwords. Health Insurance British Columbia (HIBC) and the Insurance Corporation of British Columbia offer one-stop, seamless services through 29 of our BC Services Card Centres, including identity proofing, ID document submission, HIBC account updating and issuance of the BC Services Card. The BC Services Card will also allow citizens to manage their BC Service Card preferences, such as their email address and passcode changes, and view their previous 30-day card-use history. The card is

designed to keep citizens' personal information secure, using technology with advanced security features.

Card issuance is on track as projected with issuing BC Services Cards to the majority of 4,700,000 MSP-eligible B.C. residents.

Goal 3: Deliver efficient and effective services to the Public Sector

In today's fiscal environment, government requires the ministry to be fiscally innovative about assets like real estate and technology so that they are well managed, cost-effective and secure. The ministry must also ensure that public service employees have the workplace tools they need to do their work effectively, such as up-to-date systems and equipment, policies and flexible office space options.

Objective 3.1: Information technology and real estate services meet the changing needs of core government and broader public sector organizations

Strategies

- Continue to set the strategic direction for information technology and, working in partnership with the Ministry of Finance, information management
- Foster strategic vendor relationships for cost savings and innovative service development
- Optimize government's real estate portfolio for space utilization, safety and security, and support government's service delivery model
- Leverage real estate activities to advance broader government objectives such as greenhouse gas reduction, accessibility and innovation

Performance Measure 6: Broader Public Sector Organizations Using Data Centres

Performance Measure	2014/15 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Number of broader public Sector organizations using Data Centres	11	11	13	13	15	15

Data Source: Hosting Administrator's Office

Discussion

This measure demonstrates the ministry is providing information technology services that meet the changing needs of the broader public sector¹. These services may include data centres, servers and data storage for the provision of applications and related information processing.

Use of services in the province's data centres allows clients to maintain uptime, mitigate risks (providing enhanced security and protection against outages due to natural disasters) and take advantage of economies of scale through aggregated demand.

¹ Under our agreement, the definition of the "Broader Public Sector" includes Crown corporations and agencies that are owned or controlled directly or indirectly by the Province, and all other levels of government within British Columbia and including, without limitation, all municipalities, cities, towns, counties or other political jurisdictions of British Columbia, and any agency, board, council, department, authority, tribunal or commission of the Province or of any of the foregoing, and all universities, colleges, schools, school boards, hospitals and Health Authorities in British Columbia.

The 2018/19 target does not show an increase at this time due to the uncertainty of the impact of increasing cloud services in the market place and the term of our current technology agreement.

Performance Measure 7: Percentage of vacant office space

Performance Measure	2011/12 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Percentage of vacant office space	1.5%	1.49%	<1.65%	1.42%	<1.65%	<1.65%

Data Source: @REALBC, Real Property Division's real property management system

Discussion

This measure demonstrates the ministry's efficiency in managing office space infrastructure. This includes the prudent procurement and allocation of facilities for government program use.

Diligent office space management reduces costs and demonstrates stewardship of resources on behalf of citizens. Care must be taken in establishing targets, as prudent vacancy management improves effectiveness, reduce costs by providing space for shorter-term programs and temporary space during renovations, and enhances responsiveness to emerging needs.

The vacancy rate varies over time due to shifts in the portfolio and corresponding occupant levels. The most recent vacancy rate declined slightly due to some space being allocated to new occupants. Too low a rate may impose increased costs as the portfolio is unable to respond to sudden and immediate changes in demand for space. Accordingly, the target will never be zero. The 1.5 per cent reported as the vacancy rate from 2011/12 is used as a baseline for office vacancy. For MTICS the <1.65 per cent target, based on experience, has proven to provide both flexibility within a large real estate portfolio for new space requirements, as well as minimize costs by not holding excessive vacancy.

Objective 3.2: Public service employees have the workplace tools they need to do their jobs effectively

Strategies

- Implement innovative office space designs to enhance effective employee collaboration and mobility
- Enable flexibility and choice in technology tools by developing creative and secure approaches for staff to conduct their work

Objective 3.3: Provide core government and the broader public sector with cost-effective, accessible and responsive services

Strategies

- Leverage the benefits of shared services and strategic partnership across government and the broader public sector
- Improve corporate supply arrangements to further reduce costs and increase value for money
- Continuously improve the effectiveness of business processes

Performance Measure 8: Administrative Cost of Delivering Shared Services

Performance Measure	2012/13 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Administrative cost, as a percentage of gross expenditures, to deliver shared services	1.8%	1.6%	<2.0%	1.5%	<2.0%	<2.0%

Data Source: Corporate Accounting System

Discussion

This measure demonstrates the ministry's effective and efficient use of financial resources in delivering shared services. Containing administrative costs at an effective level ensures that maximum funding is available to deliver services to core government and broader public sector organizations.

The ministry reduced administrative overheads over the four years leading up to fiscal 2012/13, resulting in only 1.8 per cent spent (or \$13.9 million) on administration to support shared services. As a result, future year targets are based on this baseline. The ministry has exceeded its target through implementing continuous improvement initiatives that focus on administrative unit efficiencies in order to maintain and better this baseline.

The percentage measure is calculated by dividing the actual expenditures for administrative business units within shared services and corporate services by the total gross expenditures of shared services.

Financial Report

Discussion of Results

During 2016/17 the ministry managed within our budget and other authorizations, ending the year with expenditures of \$499.1 million. This was achieved by continuing to enforce cost controls, optimize processes, and find innovative ways to deliver services to citizens and ministry clients. Office space and IT services provided on behalf of government are key areas of cost escalation that the ministry continued to strategically manage. Maintaining a low level of administrative overhead costs in the delivery of these services ensures we can continue to maximize budgeted resources for services to our clients. Strong financial management allowed the ministry to undertake new incremental work within existing budget during year, including: continuation of the BC Services Card project; supporting the #BCTECH Strategy; and, undertaking a number a large contract procurement projects, including those covering government wide facility management and IT workstation support services. Capital expenditures were underspent by \$32.9 million mainly due to revised scheduling of the Maples and PAC replacement project.

Financial Report Summary Table

	Estimated	Other Authorizations ¹	Total Estimated	Actual	Variance
Operating Expenses (\$000)					
Services to Citizens and Businesses	18,044	0,000	18,044	17,930	(114)
Office of the Chief Information Officer	10,459	0,000	10,459	11,935	1,476
Logistics and Business Services	2,909	0,000	2,909	47	(2,862)
Real Property	282,050	5,097	287,147	288,906	1,759
Technology Solutions	146,072	0,000	146,072	144,378	(1,694)
Innovation and Technology	3,252	0,000	3,252	5,203	1,951
Transfers to Crown Corporations and Agencies	12,350	2,000	14,350	14,350	0,000
Executive and Support Services	16,861	0,000	16,861	16,345	(517)
Sub-Total	491,997	7,097	499,094	499,094	0,000
Adjustment of Prior Year Accrual²	0,000	0,000	0,000	(1,464)	(1,464)
Total	491,997	7,097	499,094	497,629	(1,464)

Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Services to Citizens and Businesses	0	7	7	34	27
Office of the Chief Information Officer	55,339	1,400	56,739	55,611	(1,128)
Logistics and Business Services	0,000	440	440	508	68
Real Property	133,752	(5,217)	128,535	96,738	(31,797)
Technology Solutions	15,558	6,114	21,672	21,645	(27)
Executive and Support Services	10	0,000	10	0	(10)
Total	204,659	2,744	207,403	174,536	(32,867)
Other Financing Transactions (\$000)³					
Real Property - Release of Assets for Economic Generation					
Receipts	(4,000)	0,000	(4,000)	(3,413)	587
Disbursements	4,500	0,000	4,500	2,520	(1,980)
Net Cash Source (Requirements)	500	0,000	500	(893)	(1,393)
Total Receipts	(4,000)	0,000	(4,000)	(3,413)	587
Total Disbursements	4,500	0,000	4,500	2,520	(1,980)
Total Net Cash Source (Requirements)	500	0,000	500	(893)	(1,393)

¹ "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies. Amounts in this column are not related to the "estimated amount" under sections 5(1) and 6(1) of the *Balanced Budget and Ministerial Accountability Act* for ministerial accountability for operating expenses under the Act. Source of Other Authorizations:

Operating - Access to Contingencies (\$7.097m):

Innovation and Technology (\$2.000m)

Real Property (\$5.097m)

Capital - Budget reprioritized during year in addition to:

Transfers from other ministries during the year: Real Property (\$1.090m) and Office of the Chief Information Officer (\$0.500m)

Access to Contingency: Technology Solutions (\$1.154m)

² The Adjustment of Prior Year Accrual of \$1.464 million is a reversal of accruals in the previous year.

³ For "Other Financing Transactions", the Purpose should identify the program, for example, 'Student Loan Program'.

Major Capital Projects

Technology, Innovation and Citizens' Services Major Capital Projects	Targeted Completion Date (Year)	Approved Anticipated Total Cost of Project (\$ millions)	Project Cost to March 31, 2017 (\$ millions)
<p>Maples and PAC Replacement The Province will invest a total of approximately \$75 million to construct a new facility to accommodate the 28-bed Maples Adolescent Treatment Centre and the 10-bed Provincial Assessment Centre.</p> <p>Construction of the new facility is expected to begin in early 2017.</p>	2018/19	75	10

Capital Project #1 – Maples and PAC Replacement

The Province has approved the relocation of the Maples Adolescent Treatment Centre (Maples) and the Community Living BC Provincial Assessment Centre (PAC) Programs, and construction of a new purpose built facility on the Riverview Lands located in Coquitlam.

By relocating Maples and PAC the Province intends to meet the following objectives: a modern, improved and permanent purpose built facility to operate these programs; improved security and safety for youth and adults with developmental disabilities and staff; and flexible and adaptable space to allow for any changes to delivery of these programs in future. The new building strives to evolve mental health facilities to state-of-the-art, and maintain privacy and confidentiality for patients and families.

Risks are inherent on projects of this size and complexity. In acknowledgment of that fact, MTICS has established a multi stakeholder Project Executive Board to manage the implementation of the project as well as providing oversight and governance on matters pertaining to scope, schedule, budget, procurement, and communications and any other issues that may arise throughout the duration of the project. The project has a total approved budget of \$75 million.

Appendix A – Contact Information and Hyperlinks

Contact Information

Department	Telephone	Website or Email
Government Chief Information Officer	In Victoria: 250 387-0401	http://www.cio.gov.bc.ca/
Service BC	In Victoria: 250 387-6121 In Metro Vancouver: 604 660-2421 Elsewhere in B.C.: 1 800 663-7867 Outside B.C.: 604 660-2421	http://www.servicebc.gov.bc.ca/
Premier's Technology Council	In Victoria: 250 508-7228 In Metro Vancouver: 604 660-8153	premiers.technologycouncil@gov.bc.ca

Appendix B – List of Crowns, Agencies, Boards and Commissions

Crown	Telephone	Website or Email
BC Innovation Council	In Metro Vancouver: 604 683-2724 Elsewhere in B.C.: 1 800 665-7222	http://www.bcic.ca/
Knowledge Network Corporation	In Metro Vancouver: 604 431-3222 Elsewhere in B.C.: 1 877 456-6988	http://www.knowledge.ca/

Appendix C – Significant Independent or Semi-Independent Offices or Operating Segments

Not Applicable. The ministry has no significant independent or semi-independent offices or operating segments.

Appendix D – Minister’s Mandate and Actions Summary

In the Premier’s July 2015 Mandate Letter to the Minister, the Minister of Technology, Innovation and Citizens’ Services received direction on strategic priorities for the 2016/17 fiscal year. These priorities and the ministry’s resulting actions are summarized below:

Mandate Letter Direction	Ministry’s Action
1. Balance your ministerial budget in order to control spending and ensure an overall balance budget for the province of British Columbia.	Through active and ongoing management and monitoring, the ministry balanced its ministerial budget.
2. Support diversification of the BC economy by delivering a Technology and Innovation Strategy that identifies and addresses barriers to growth of the technology sector in B.C. with public release by December 31, 2015.	<p>The first BC Tech Strategy was announced in December 2015. In March 2017, the One-Year Renewal and Update of the #BCTECH Strategy was released.</p> <p>In March 2017, the province has also leveraged the #BCTECH Summit to bring together the technology cross-sector so as to develop “collisions” for industry, provide the opportunity to innovate collaboratively and open new markets to BC companies.</p>

Mandate Letter Direction	Ministry's Action
<p>3. Work with the Ministries of Jobs, Tourism and Skills Training (JTST) and Advance Education (AVED) on the development of a 10-year skills plan for BC's Technology Sector.</p>	<p>The ministry completed this initiative by implementing initiatives in the BC Tech Strategy, and working with partner agencies to develop the #BCTECH Strategy: One-Year Renewal and Update.</p> <p>In March 2017, the provincially funded 2016 Tech Talent BC report was released. The ministry actively contributed to the development of this report with the Ministries of JTST and AVED.</p> <p>Since the launch of the #BCTECH Strategy in December 2015, the following completed activities have been coordinated by MTICS for the purpose of the #BCTECH Strategy:</p> <ul style="list-style-type: none"> • Coding implemented this school year for grades 6-9, which will be mandatory by 2018/19; • \$6 million invested in training and equipment for coding and the new K-12 curriculum; • \$1.3 million invested in co-op education, helping to increase tech-talent in B.C.; • \$600,000 provided to the tech sector for customized labour-market information as part of the Sector Labour Market Partnership Program to ensure growth of the talent pool; and • Streamlined an online application system introduced for the Provincial Nominee Program, B.C.'s only direct immigrant selection tool to attract global talent. Processing times for applications in the Skills Immigration stream are among the best in the country.
<p>4. Deliver the Developers Exchange (DevX) pilot in cooperation with DataBC and report outcomes and findings.</p>	<p>The ministry completed this initiative by delivering the DevX pilot in cooperation with DataBC, and reporting the outcomes and findings. In 2016/17, partnered with six ministries to trial a container development platform leveraging Red Hat's OpenShift, which was a success and installed in the government data centre in Kamloops as a service available to all ministries. Worked with Legal Services and the Office of the Comptroller General to approve a new, open, fast way to acquire code called 'Code With Us' for work up to \$10,000. Supported software development teams from across government in the Continuous Service Improvement (CSI) Lab, providing training and mentorship in methods such as continuous deployment, Agile, DevOps and UX to deliver digital products. Examples of these digital products include a new online enrolment for MSP and the Environmental Assessment Office Project Information & Collaboration System (EPIC).</p>

Mandate Letter Direction	Ministry's Action
<p>5. Review regulations within your ministry to continue to reduce the red tape and regulatory burden for BC businesses and individuals.</p>	<p>The ministry completed this initiative by implementing a new <i>Societies Act</i> which came into effect on November 28, 2016, and provides British Columbia societies with additional flexibility and online self service capabilities. The new online filing system - Societies Online - allows societies to submit and obtain records faster and easier. The new act is modern and reflects the diverse nature of societies. Highlights include:</p> <ul style="list-style-type: none"> • Electronic filing capabilities through the new Societies Online filing system that reduces red tape by eliminating wait times to complete filings and/or obtain copies of filings. • Streamlined and simplified rules governing societies. • Increased flexibility for societies to create, through their bylaws, governance rules that reflect the unique characteristics of each society and the needs of the communities they serve. <p>More accountability for societies that receive public funding. The new act requires the disclosure of remuneration paid to directors and to the 10 highest paid employees and contractors earning over \$75,000.</p>
<p>6. Continue to implement the BC Services Card and report to Cabinet on the potential to expand its use.</p>	<p>The ministry completed this initiative by successfully completing a pilot with the Land Title and Survey Authority and onboarding access to CareConnect for Canadian Blood Services. The ministry supported the continued issuance of the BC Services Card, with approximately 4.5 million cards issues by March 31, 2017.</p>
<p>7. Work with the Ministry of Finance to expand the BC Training Tax Credit program to include co-op placements in small technology firms as committed in Strong Economy, Secure Tomorrow for the 2016/17 budget.</p>	<p>The ministry worked with the Ministry of Finance to completed this initiative by developing and implementing a multi-year co-op grant program based on industry and academia feedback, with funding authorized for a two-year pilot program. This program - approved by Treasury Board - was successfully delivered for the 2015/16 and 2016/17 fiscal years.</p>
<p>8. Work with the Ministry of Finance to make permanent the \$3 million increase in the value of the Small Business Venture Tax Program for BC companies and add an additional \$2 million to the program to fulfill our commitment in Stronger Economy, Secure Tomorrow.</p>	<p>The ministry worked with the Ministry of Finance and in 2016/17, the Small Business Venture Tax Credit program received a permanent increase of \$5 million, as committed in Strong Economy, Secure Tomorrow bringing the current total available for the program to \$35 million.</p>

Mandate Letter Direction	Ministry's Action
<p>9. Work with the Ministries of Advanced Education and International Trade to develop and present options to Cabinet on ways to improve the availability of venture capital funding in British Columbia.</p>	<p>The ministry worked with the Ministry of International Trade and the \$100-million BC Tech Fund was announced in October 2016. The fund is, managed by Kensington Capital Partners and makes investments in BC - based venture capital funds and BC companies. To date, the fund has made three investments: Mojio, Vanedge Capital and Lumira Capital.</p>
<p>10. Work the Ministries of Jobs, Tourism and Skills Development and Health to make recommendations to Cabinet on how to ensure the Life Sciences industry continues to grow and thrive in British Columbia.</p>	<p>The ministry completed this initiative by developing, with other agencies, the BC Tech Strategy: One Year Update that included initiatives that will assist the growth of the life science sector by increasing talent, capital and markets.</p> <p>In addition, the ministry reviewed the Genome BC funding structure in collaboration with Ministry of Health to facilitate turning important insights from genomics into new diagnostic and treatment services.</p> <p>As well reviewed the funding structure of the Michael Smith Foundation for Health Research with Ministry of Health to ensure the development and application of new ideas in areas of key importance to the health system.</p>
<p>11. Work with the Ministry of Education on the upgrading of Provincial Learning Network and its conversion from copper to fibre optic circuits in schools across British Columbia as part of the TELUS Strategic Investment Fund.</p>	<p>The ministry completed this initiative by working with the Ministry of Education on upgrading the Provincial Learning Network and its conversion from copper to fibre optic circuits in schools across British Columbia as part of the TELUS Strategic Investment Fund. The following specific activities were completed: ensured TELUS responded to service requests from schools for fibre upgrades; participated in Next Generation Network (NGN) Project governance; provide updates to Treasury Board on status of the school fibre upgrades as part of the TELUS Deal Performance Report.</p>

Mandate Letter Direction	Ministry's Action
<p>12. Work with the federal government to continue to improve access for high-speed internet connectivity for residents of BC's rural communities.</p>	<p>The ministry completed this initiative by meeting with key federal government representatives to ensure a full understanding of B.C.'s connectivity challenges, resulting in federal funding over \$22 million to 14 B.C. projects funded through the federal Digital Canada 150: Connecting Canadians program, from its launch in summer 2014 until 2017. The federal government administered one intake and selected projects from a competitive process.</p> <p>The ministry provided a report to Treasury Board outlining the improved connectivity results from the provincially funded Connecting British Columbia program administered by Northern Development Initiative Trust. 30 projects benefitted from the \$5 million allocated to Northern Development Initiative Trust in 2014/15, and from the \$5 million allocated in 2015/16. The Minister has received a report indicating that the program will improve Internet connectivity in 40,000 households in more than 200 communities and locales. Several of the funding requests have used funding from the federal government's Digital Canada 150: Connecting Canadians program and other funding sources to meet the program's matching criteria. Northern Development Initiative Trust administered one intake to date and selected projects from a competitive process.</p>
<p>13. Work with the Minister of Small Business and Red Tape Reduction, to develop a strategy to entourage provincial ministries, crown corporations and agencies to more fully open procurement to BC technology companies.</p>	<p>A number of other ongoing initiatives informed or led by MTICS have contributed to meeting this goal including:</p> <ul style="list-style-type: none"> • Ongoing work to replace and modernize BC Bid. • Increase the demand for clean tech solutions through the Carbon Neutral Capital Program for ministries, K-12 schools, health authorities, public post-secondary institutions, provincial Crown corporations and agencies. • The pilot project implemented to streamline General Services Agreements used for procurement. • The ongoing update of plain language, online procurement resources for tech companies looking to do business with government, including guidance, videos and templates.