

**Response to Applicant – No Records Responsive  
Form 4D**

November 8, 2017



Section 40

Dear  Section 40

**Re: Your request for access to information under Part II of the *Access to Information and Protection of Privacy Act* [Our File #: OCIO/012/2017]**

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On October 25, 2017, the Office of the Chief Information Officer (OCIO) received your request for access to the following records:

*“...My ATIPP Request is for records relating to similar problems with other systems that senior personnel within the OCIO have knowledge of.*

*...For instance in the 7th email in the second attachment, Craig Scott stated that IT could not do anything about it at the time. It is more than reasonable that it would have been determined if similar problems existed with other systems. My ATIPP Request relates to records with other systems that senior OCIO officials have knowledge of. That is something that can be determined in very short order.*

*The executive staff would know if problems similar to the ones with the Support Enforcement Program were observed in other systems. My ATIPP Request is for all emails sent and received by the executive relating to problems with other systems that were similar in nature to the problem with the case management system I understand was put in place with the Support Enforcement Program in 2004. I am referring to fields in legal records such as Court File Numbers, Arrears and addresses that were subject to change each time a re-print was generated.*

*My ATIPP Request also includes emails sent and received by the individuals copied on this email concerning the problem with the Support Enforcement Program case management system and similar problems with other systems. It includes also includes the recipients of any emails as well as emails subsequently sent and received. My request is also for archived emails and migrated emails.”*

On October 26, 2017, the Office of the Chief Information Officer (OCIO) received clarification from you in an effort to help narrow the scope of your original ATIPP request as follows:

- The *problem* was identified as not having the ability to store imaged copies of letters;
- *Other Systems* was clarified as other case management systems;
- *Senior officials* was further defined as senior officials that would normally be directly involved in addressing defective software; and
- a date range between 2004 and 2011 was provided.

Please be advised that the Chief Information Officer for the OCIO has reviewed this request along with the clarification provided and OCIO has no records responsive to your request.

The *Access to Information and Protection of Privacy Act* requires us to provide an advisory response within 10 days of receiving the request. As this request has been completed prior to day 10, this letter also serves as our Advisory Response.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the *Access to Information and Protection of Privacy Act* (the *Act*). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:


Office of the Information and Privacy Commissioner  
2 Canada Drive  
P. O. Box 13004, Stn. A  
St. John's, NL. A1B 3V8

Telephone: (709) 729-6309  
Toll-Free: 1-877-729-6309  
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the *Act*.

If you have any further questions, please contact me by telephone at 709-729-3543 or by email [kimberlyporter@gov.nl.ca](mailto:kimberlyporter@gov.nl.ca).

Sincerely,

  
Kimberly Porter  
ATIPP Coordinator