March 11, 2019

Dear [Redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: OCIO/005/2019]

This is to confirm that on Wednesday, February 13, 2019 Office of the Chief Information Officer received your request for access to the following records/information:

“Any messaging or draft messaging prepared for the Department or Minister since January 1st, 2019. In addition, any benchmarks/status updates/lists outlining levels of completion of “The Way Forward” initiatives.”

As per our telephone conversation you narrowed the scope of your request to only public forum messaging prepared by key Executive of the department since January 1, 2019. The Office of the Chief Information Officer (OCIO) have no records responsive to this portion of your request.

I am pleased to inform you that a decision has been made by the Chief Information Officer (CIO) to provide access to some of the requested information in the second portion of your request. In particular, access is granted to the following records:

Status update on “The Way Forward” initiatives for the Office of the Chief Information Officer (OCIO).

Access to the remaining records, and/or information contained within the records, has been refused in accordance with the following exceptions to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):
Sec 22(1)(b)

The head of a public body may refuse to disclose a record or part of a record that is to be published or released to the public within 30 business days after the applicant’s request is received.

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Please be advised that you may appeal this decision and ask the Information and Privacy Commissioner to review the decision to provide partial access to the requested information, as set out in section 42 of 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. Your appeal should identify your concerns with the request and why you are submitting the appeal.

The appeal may be addressed to 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.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.
If you have any further questions, please contact me by telephone at 729-0467 or by email at reneependergast@gov.nl.ca.

Sincerely,

Renée Pendergast

ATIPP Coordinator
OCIO
### Government Strategic Directions Tracking

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| Going Digital by Design                             | ODD       | Continued to increase online service delivery for departments and agencies under its mandate. (March 31, 2019) | Increased the online service delivery count by adding two new online services | On Schedule     | Deputy Minister                | No                                | Significant progress             | Fiscal Year 2018/19 performance indicators are met: | | - On April 24, 2018, the Provincial Government released a five-year plan to enhance government services for residents and businesses by making services “digital by-design”.  
- To date, government has increased the number of online services by 15, which is 31 per cent of the committed 50 per cent increase. For example:  
- Motor Registration Division (MRO) in Mount Pearl is now offering enhanced services for clients. Clients are now able to book appointments online in advance for in-person service. Clients who arrive without an appointment can opt to receive a text message alert, allowing them to attend to other tasks and return for service when they receive a text telling them their turn is near. These new services build on a number of recent improvements such as online driver’s licence renewals, and 50 year driver’s licence photo validity. These improvements enhance customer flow at the MRO Mount Pearl location, reducing wait times for all clients.  
- A new driver’s licence and Photo ID system went live in December 2017. This system will help protect Newfoundlanders and Labradorians against identity theft, fraud and forgery.  
- In June 2018, MRO launched a pilot project to encourage clients to avoid small surcharges and take advantage of online discounts. This new service option will reduce customer wait times and improve efficiency.  
- Countering clients from regular counter services has an immediate impact on wait times; this pilot project was successful in diverting 60 to 150 clients daily to online completion of their services. |
| Going Digital by Design                             | ODD       | Implemented the first year of the Digital by Design Roadmap. (March 31, 2019) | Selected, re-designed and deployed one online service application. Identified an existing or off the shelf notifications service. Selected an Identity and Access Management (IAM) Solution. Consolidated existing secure online (GovNL) services into a single portal destination. Identified a key existing service to pilot. | On Schedule     | Minister                       | Yes                               | Significant progress             | Date TBD - the ODD is currently exploring opportunities to build familiarity with digital services and announcement opportunities in collaboration with the Departments of Finance and Service NL. | | | |

Sec 22(1)(B)