Annual Report to Parliament on the Administration of the *Access to Information Act*

2013–2014

Shared Services Canada
Services partagés Canada

Canada

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Introduction

Access to Information Act

The *Access to Information Act* came into effect on July 1, 1983, giving the public a right of access to information contained in government records, subject to certain specific and limited exceptions.

Section 72 of the *Access to Information Act* requires that the head of every government institution submit an annual report to Parliament on the administration of the Act within the institution for the past fiscal year. It is under this provision that the present annual report is tabled in Parliament.

The present annual report describes how Shared Services Canada (SSC) administered the *Access to Information Act* for the period from April 1, 2013, to March 31, 2014.

Institutional Mandate and Organization

Mandate

SSC is a federal department created on August 4, 2011, to transform how the Government of Canada manages its information technology (IT) infrastructure. SSC's mandate was reinforced on June 29, 2012, with the passage by Parliament of the *Shared Services Canada Act*.

SSC's focus is to maintain and improve IT services delivery across the Government of Canada, generate and reinvest savings, enhance security, and implement government-wide solutions to transform IT infrastructure to improve services to Canadians.

SSC reports to Parliament through the Minister of Public Works and Government Services and is responsible for delivering mandated email, data centre and network services to the partner departments ("Partner Organizations", see Annex A) in a consolidated and standardized manner to support the delivery of Government of Canada programs and services. SSC also provides certain optional technology-related services to government organizations on a cost-recovery basis. Budget 2013 further expanded SSC's mandate, adding the consolidation of government-wide procurement of software and hardware for workplace technology devices.

In addition, SSC contributes to the achievement of other critically important and transformational Government of Canada initiatives such as the Perimeter Security Defence Project, the Transformation of Pay Administration initiative and the vision of the public service of the future as articulated in Blueprint 2020. As an IT security service delivery organization, SSC works collaboratively with other Government of Canada cyber security agencies to support the cyber security strategy.

Organization

SSC has four branches, each responsible for supporting one of the four elements of SSC's business model:

- Plan and Design   – Transformation, Service Strategy and Design Branch
- Build   – Projects and Client Relationships Branch
- Operate   – Operations Branch
- Manage   – Corporate Services Branch

Although the branches are responsible for delivering on the priorities within each of their business lines, one of SSC's strengths is the synergies that occur when the various branches work together to deliver IT infrastructure services to SSC's Partner Organizations.

Delegated Authority

In April, 2012, pursuant to section 73 of the *Access to Information Act*, the President of SSC delegated full powers, duties and functions under the *Act* to levels down to and including the Director of the Access to Information and Privacy Protection (ATIP) Division. The SSC Delegation Order for the *Access to Information Act* is included in Annex B.

Dedicated to Access to Information and Privacy Excellence

The ATIP Division is responsible for developing, coordinating, implementing and monitoring compliance with effective ATIP-related policies, guidelines, systems and procedures across SSC. This enables SSC to meet the requirements, and to fulfill its obligations, under the _Access to Information Act_ and its accompanying piece of legislation, the _Privacy Act_.

The main activities of the ATIP Division are:

- Receiving, coordinating and processing requests under the _Access to Information Act_ and the _Privacy Act_;
- Developing SSC-specific policy instruments in support of access and privacy legislation;
- Developing and delivering ATIP awareness and training across SSC so that employees and management understand their roles and responsibilities;
- Supporting a network of ATIP Liaison Officers across SSC who assist with requests by coordinating the retrieval of records and recommendations from within their branch or region;
- Monitoring institutional compliance with both Acts and maintaining regulations and relevant procedures and policies;
- Preparing annual reports to Parliament and other statutory reports, as well as other material that may be required by central agencies;
- Responding to consultations from other government institutions regarding SSC information under consideration for release;
- Representing SSC in dealings with the Treasury Board of Canada Secretariat, and the Information and Privacy Commissioners of Canada regarding the application of both Acts as they relate to SSC;
- Supporting SSC in meeting its commitments to openness and transparency through the proactive disclosure of information and the release of information via informal avenues; and
- Participating in whole-of-government initiatives for the federal ATIP Community.

ATIP Division Structure

During the period covered by this report, the ATIP Division structure had 14 full-time positions: the Director, two Deputy Directors, one Team Leader, eight analysts and two administrative officers. The ATIP Division maintained an average of 12.34 full-time equivalents (FTEs), 8.49 of whom were dedicated to the administration of the _Access to Information Act_. By the end of the reporting period, the Division had 13 positions staffed.

The Operations Unit within the ATIP Division is responsible for processing requests under the _Access to Information Act_ and its accompanying piece of legislation, the _Privacy Act_. This includes liaising with subject-matter experts within SSC, performing a line-by-line review of records requested and conducting external consultations as required to balance between the public's right of access and the government's need to safeguard certain information in limited and specific cases. The Operations Unit provides briefings for the senior management team as required on matters relating to requests and institutional
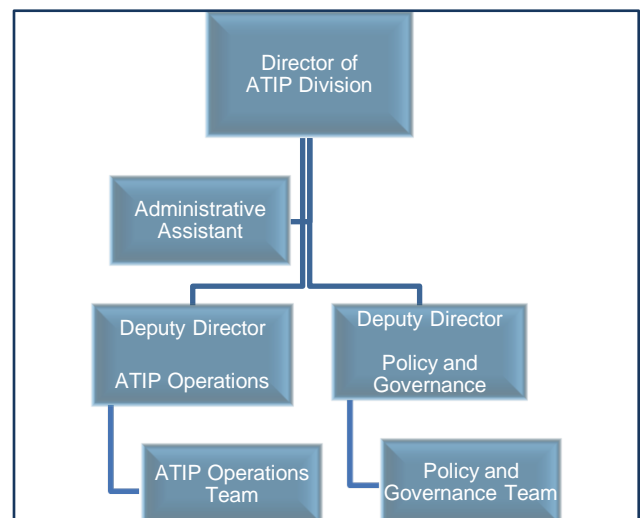
performance. This unit is also the main point of contact with the Offices of the Information and Privacy Commissioners of Canada with respect to the resolution of complaints related to requests under both Acts.

The Policy and Governance Unit within the ATIP Division provides policy advice and guidance to SSC's senior management team on access to information and the protection of personal information. This unit also develops access to information and privacy processing products and tools. It is responsible for assisting program officials when they draft personal information sharing agreements and conduct privacy impact assessments to ensure that privacy legislation is respected. It also liaises with employees and prepares and delivers training and awareness sessions throughout SSC. In addition, the unit coordinates SSC's annual reporting requirements and publishes SSC's *Info Source* chapter.[1] Lastly, it is the main point of contact with the Offices of the Information and Privacy Commissioners of Canada with respect to various audits, reviews, systemic investigations and privacy breaches.

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[1] *Info Source: Sources of Federal Government and Employee Information* provides information about the functions, programs, activities and related information holdings of government institutions. Pursuant to the Treasury Board of Canada Secretariat's *Info Source Decentralized Publishing Requirements*, institutions must update their own *Info Source* chapter annually and publish the updated version on their anniversary; SSC's anniversary month is June.

Interpretation of the Statistical Report

The Statistical Report (Annex C) and its Supplementary Report (Annex D) on the *Access to Information Act* provide a summary of the access to information requests and consultations processed during the 2013–2014 reporting period.

Overview of Workload (Annex C, Part 1, Table 1.1; Part 5, Table 5.1; Annex D)

During the reporting period, the ATIP Division received 198 formal requests under the *Access to Information Act*, 61 consultations from other government institutions and 59 informal requests. In addition, 21 requests were carried over from the previous reporting period.

It should be noted that, while the volume of requests under the *Access to Information Act* during this reporting period had tripled compared to the previous reporting period, there were many instances when SSC received requests that were intended for other institutions and therefore had to be redirected.

Also of note is the fact that during this reporting period, the number of pages processed by the ATIP Division increased by four times, from 6,208 pages processed in 2012–2013 to 22,618 pages processed in 2013–2014, and the number of pages released increased by five times, from 3,380 pages released in 2012–2013 to 16,979 pages released in 2013–2014.

The ATIP Division closely tracks, on a weekly basis, its turnaround times in processing requests and monitors the timeliness of their completion. In this reporting period, all processed *Access to Information Act* requests were completed within legislated timelines.

Requests Received (Annex C, Part 1, Table 1.1)

During this reporting period, 198 requests were received under the *Access to Information Act*. In addition, 21 requests from the previous reporting period were carried forward, for a total of 219 requests requiring action in this reporting period.

Source of Requests Received (Annex C, Part 1, Table 1.2)

The largest portion of the requests received during the reporting period came from the public, representing 39.4% of the requests received. The media and private businesses accounted for 31.8% and 21.7%, respectively, of the requests received. Requests from organizations represented 5.6% of the requests received, and 1.5% of the requests were received from academic sources.

Disposition of Requests Completed (Annex C, Part 2, Table 2.1)

During the reporting period, the requests processed under the *Access to Information Act* (not including transferred or abandoned requests) saw full or partial disclosure of the information 78% of the time. The remaining 22% consisted primarily of responses indicating that no records existed.

There was an unusually high number of requests that were abandoned or transferred or where no records existed. These irregularities are due to the early days of the Access to Information and Privacy (ATIP) Online Request pilot project, which initially covered only three institutions, including SSC, thereby resulting in SSC

receiving numerous requests intended for other institutions. As more institutions continue to come on board the project, SSC is seeing a significant decrease in misdirected requests.

Completion Time (Annex C, Part 2, Table 2.1)

The *Access to Information Act* sets the timelines for responding to access to information requests. It also provides for extensions in cases where responding to the request requires the review of a large volume of information or extensive consultations with other government institutions or other third parties. Seventy-six percent (76%) of the requests were closed within the 30-day deadline established by the Act. The remaining 24% were closed within an extended deadline permissible under sub-section 9(1) of the Act.

Exemptions Invoked (Annex C, Part 2, Table 2.2)

Whenever SSC invoked exempting provisions, the principal of severing, as described in section 25 of the Act, was applied in order to release as much information as possible. In fact, there was only one request that needed to be exempted in its entirety.

The most frequently invoked exempting provisions for SSC were under paragraph 20(1)(*b*) – *Financial, Commercial, Scientific and Technological Information of a Third Party*, paragraph 20(1)(*c*) – *Information That Could Lead to Financial Loss or Gain of a Third* Party, and subsection 19(1) – *Personal Information*. These three provisions of the Act are mandatory exemptions.

Exclusions Cited (Annex C, Part 2, Table 2.3)

The exclusion provision used most frequently was in relation to the protection of Confidences of Cabinet, specifically under paragraph 69(1)(*g*) – *Information that Relates to Memoranda to Cabinet*. Only one request was for records constituted entirely of Confidences of Cabinet, which therefore had to be withheld in their entirety.

Extensions (Annex C, Part 2, Table 2.1; Part 3)

As outlined above in the Completion Time section, extensions permissible under sub-section 9(1) of the Act were invoked 24% of the time. Most of these extensions were required in order to conduct consultations with other federal institutions and third parties.

Fees (Annex C, Part 4)

During the reporting period, SSC collected $935.00 and waived or refunded $60.00 in application fees. No other fees were charged or collected on files closed during the reporting period.

Consultations (Annex C, Part 5, Table 5.1)

During the reporting period, SSC received 61 consultations from other government institutions and carried over 3 consultations from the previous reporting period. SSC's ATIP Division completed 60 consultations during the reporting period, with four pending at the end of the reporting period.

Informal Requests (Annex D)

During the reporting period, SSC received and processed 59 informal requests for previously released documents.

Costs (Annex C, Part 7, Table 7.1)

According to information provided by SSC's Finance Division in April 2014, during the reporting period the ATIP Division spent $653,471.00 on salaries, $2,506.00 on overtime and $131,792.00 on goods and services, including professional service contracts, for the administration of the *Access to Information Act*.

Complaints and Investigations

During the reporting period, the Office of the Information Commissioner of Canada notified SSC that it had received two complaints against SSC under the *Access to Information Act*. One of the complaints alleged that, in responding to an access to information request, SSC had improperly invoked statutory exempting provisions. The other complaint alleged that the records had not been released in the format requested. Both complaints are currently being investigated by the Office of the Information Commissioner of Canada.

In addition, the Office of the Information Commissioner of Canada initiated a systemic investigation into the use of text-based messaging in federal institutions. At issue was whether text-based messages containing government information sent from, or received on, government-issued wireless devices were properly managed and preserved to ensure the right of access to information. On November 28, 2013, the Information Commissioner tabled a Special Report to Parliament entitled *Instant Messaging Putting Access to information at Risk*. The report shares findings into the use of instant messaging (Short Messaging Service, BlackBerry Messenger and PIN-to-PIN) by 11 government institutions and Ministers' Offices, as well as its effect on the right of access provided by the *Access to Information Act*.

Although it was not one of the 11 institutions included in this investigation, SSC has provided representations to the Office of the Information Commissioner of Canada to clarify its role as an enterprise IT service provider of workplace technology devices to the Government of Canada.

SSC will continue to monitor this issue closely.

Access to Information and Privacy Procedures, Policies and Initiatives

The ATIP Division's process is based on the "duty to assist" principle, defined in the TBS *Directive on the Administration of the Access to Information Act* as follows:

1. Process requests without regard for the identity of the applicant;

2. Offer reasonable assistance throughout the request process;

3. Provide information on the *Access to Information Act*, including information on the processing of requests and the right to complain to the Information Commissioner of Canada;

4. Inform the applicant as appropriate and without undue delay when the request needs to be clarified;

5. Make every reasonable effort to locate and retrieve the requested records under the control of the institution;

6. Apply limited and specific exemptions to the requested records;

7. Provide accurate and complete responses;

8. Provide timely access to the requested information;

9. Provide records in the format and official language requested, as appropriate; and

10. Provide an appropriate location within the institution to examine the requested information.

SSC's ATIP process is further supported by best practices within the federal ATIP Community, which enable SSC to meet the challenges of responding in a timely manner to *Access to Information Act* requests for access and consultations.

Control of Records and Partner Organizations

Given SSC's mandate, there are challenges surrounding the roles and responsibilities under the *Access to Information Act*. Section 15 of the *Shared Services Canada Act* states that "for the purposes of the *Access to Information Act*, the records of other government institutions […] that are, on behalf of those institutions or organizations, contained in or carried on Shared Services Canada's information technology systems are not under the control of Shared Services Canada."

Therefore, the ATIP Division processes only those records that relate to SSC departmental business. The Partner Organizations continue to be responsible for the creation, maintenance, use, disclosure and disposal of their electronic information holdings and their access rights have not changed.

While SSC does not have control and ownership over the Partner Organizations' records stored in the shared IT infrastructure, given the responsibilities and thus the shared interest, consultations with the Partner Organizations is an important part of SSC's processing of requests. Further, a process has been established to enable Partner Organizations to conduct searches of their data held on any SSC server where such searches are necessary in order to properly respond to an *Access to Information Act* request. In such cases, the ATIP Division of the relevant Partner Organization is required to contact its institutional Chief Information Officer who is the primary point of contact between the Partner Organization and the SSC portfolio lead.

Initial Contact with Requesters

As part of the intake process, the ATIP Operations Team Leader reviews all incoming information requests to ensure that they are complete and clear. As appropriate, the requester is contacted and offered the possibility of clarifying the request.

This process provides several benefits. It provides a better service to the requester by clearly determining the scope of the requested information, thereby potentially reducing the processing time. It also makes more efficient use of institutional resources by eliminating the need to search for, retrieve, review and possibly consult on records that are not desired.

ATIP Processing Manual

During the reporting period, the ATIP Division created a procedural manual to guide ATIP staff in processing requests received under the *Access to Information Act* and its accompanying piece of legislation, the *Privacy Act*. The manual provides information about the types of documents processed and how they should be handled pursuant to the Acts. The manual serves as a reference tool for ATIP staff and is designed to ensure consistent application of the Acts and related policy instruments. Further, the manual supports SSC's "duty to assist" all applicants, so that all reasonable effort is made to help applicants receive complete, accurate and timely responses in accordance with the legislation.

SSC has developed internal procedures and guidelines to ensure appropriate monitoring of and reporting on ATIP requests, as well as compliance with the Treasury Board of Canada Secretariat's policies and guidelines. They provide important checks and balances required to maintain SSC's continued 100% compliance rate.

New Cabinet Confidences Process

The *Access to Information Act* indicates that certain types of materials are excluded from its application, including confidences of the Queen's Privy Council of Canada (commonly referred to as Cabinet confidences). The Supreme Court of Canada has recognized that Cabinet confidentiality is essential to good government. The Court has explained that, "[t]he process of democratic governance works best when Cabinet members charged with government policy and decision-making are free to express themselves around the Cabinet table unreservedly."[2]

The Treasury Board of Canada Secretariat, with a view to improving the administration of the ATIP Program across the government, worked with the Privy Council Office and the Department of Justice to revise the procedure used in the ATIP Community to process requests for Cabinet confidences. These joint efforts have resulted in a revised process for the determination of Cabinet confidences, which came into effect on July 1, 2013. Rather than ATIP Offices going directly to the Privy Council Office in all instances, the new process requires ATIP Offices to consult with their institutional legal services units where requested information has been identified as likely constituting a Cabinet confidence.

In cases where there is doubt as to whether information is a Cabinet confidence, or when otherwise required, the Office of the Counsel to the Clerk of the Privy Council must be consulted.

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[2] *Babcock v. Canada (Attorney General),* 2002 SCC 57 at paragraph 18.

During the reporting period, in order to align with the new process, SSC's ATIP Division established a Service Level Agreement with its institutional Legal Services Unit for the provision of a review of records and recommendations on records that may contain information subject to the Cabinet confidences exclusion. This Service Level Agreement allows for an efficient business process related to Cabinet confidences, thereby ensuring that SSC meets the requirements of the revised process and fulfills its obligations under the *Access to Information Act*.

Info Source Modernization Initiative

Info Source: Sources of Federal Government and Employee Information provides information about the functions, programs, activities and related information holdings of government institutions subject to the *Access to Information Act* and the *Privacy Act*.

The Treasury Board of Canada Secretariat requires that the government institutions publish their own *Info Source* chapter on their Internet site. During the reporting period, SSC completed the first review of its *Info Source* chapter to ensure that its content is in keeping with SSC's Program Alignment Architecture, accurately reflects SSC's information holdings and is user friendly. During the reporting period, the Treasury Board of Canada Secretariat highlighted SSC's *Info Source* chapter to institutions as a good example for reference purposes.

ATIP Online Requests Initiative

The Government of Canada is modernizing service to Canadians while increasing its open information environment. To improve service quality and ease of access for citizens and to reduce processing costs for institutions, the Government of Canada is beginning to transform platforms supporting the administration of ATIP. On April 9, 2013, the Access to Information and Privacy (ATIP) Online Request service was launched allowing Canadians, for the first time, to submit and pay for ATIP requests online.

In its initial pilot phase, the ATIP Online Request service allowed clients to submit requests and fees online to Citizenship and Immigration Canada, SSC and the Treasury Board of Canada Secretariat. Given the successful implementation of this pilot initiative, the service has been expanded to include other government institutions.

With SSC's mandate to transform how the Government of Canada manages its IT infrastructure, it was a natural fit for SSC to participate in the initiative led by the Treasury Board of Canada Secretariat to create an online mechanism for submitting ATIP requests. Throughout the reporting period, SSC was an active participant in the development of the requirements, the functional model and the risk analysis of the pilot project.

Whole of Government ATIP Software Solution

The vast majority of institutions subject to ATIP legislation use specialized file tracking and document redaction systems. The last multi-institutional contract for such systems was awarded in March of 2009 and cannot provide all of the functionalities desired by ATIP practitioners. The Treasury Board of Canada Secretariat has taken the lead in the procurement of a next-generation ATIP software solution. This new solution will be offered to all Government of Canada institutions subject to ATIP legislation.

SSC is participating in two TBS-led interdepartmental working groups defining business requirements for the Government of Canada ATIP software solution.

ATIP Community Development Initiative

The ATIP Division has also been actively engaged with the ATIP Community Development Initiative, which is working to create generic organizational models and work descriptions to help standardize the ATIP work across the federal public service. A new SSC-led working group was assembled at the beginning of the reporting period, and the project is moving into its final stages. Throughout the process there have been many consultations with the community at large and other stakeholders, including the Public Service Alliance of Canada.

From the beginning of the process, the ATIP Community Development Initiative consulted with various institutions in the development of the generic work descriptions. Working groups and focus groups composed of representatives from all levels of the ATIP Community and Human Resources were established to ensure the active sharing of experience and knowledge.

As the initiative moves forward, competency profiles at the policy and operational levels will also be developed. TBS is planning to validate the generic work descriptions in 2014–2015.

Institutional ATIP Training Activities

As the ATIP Division continued its efforts toward embedding a culture of ATIP excellence across SSC, it focused on ATIP training activities, such as delivering training for the institutional ATIP Liaison Officers and mandatory ATIP training in other areas of SSC. In order to assess the effectiveness of its training activities, the ATIP Division also devised a comprehensive evaluation form for participants to provide feedback regarding their training experience.

A total of 21 sessions were delivered to approximately 280 participants.

ATIP Overview for Administrative Assistants

During the reporting period, the ATIP Division delivered a training session providing an overview of SSC's ATIP procedures, including the ATIP Liaison Officer process.

ATIP Training Tailored to the Human Resources Environment

In the previous reporting period, the Human Resources and Workplace Directorate approached the ATIP Division for some targeted ATIP training for Human Resources staff given the nature of their work. This reporting period saw the continuation of this training.

The Director of the ATIP Division delivered a training session to the Human Resources and Workplace Management team. During the reporting period, an additional six sessions were delivered to Human Resources professionals by Senior ATIP Analysts.

ATIP Training for ATIP Liaison Officers

The ATIP Liaison Officer process established by SSC provides a single gateway into each of the branches and directorates in order to streamline the ATIP tasking process. As the primary point of contact for a branch or directorate, an ATIP Liaison Officer must have an in-depth understanding of the ATIP process and a heightened understanding of the legislation. The ATIP Division developed a three-hour training session and reference material to address the specific needs of the ATIP Liaison Officers. The ATIP Division continues to offer training to new ATIP Liaison Officers and their alternate members in order to support this important network.

ATIP Training for Managers

Given the nature of its work providing IT services to SSC's Partner Organizations, the Operations Branch approached the ATIP Division for some targeted training for managers and Directors General throughout the branch. A two-hour training program was developed with a focus on the ATIP process at SSC and the concept of control of information in the SSC context. Nine sessions were delivered in the reporting period.

ATIP Training for Subject Matter Experts

As the number and complexity of requests submitted to SSC increases, several program areas have requested training on the ATIP process. A 2.5-hour training program was developed with a focus on the legislative context, SSC's internal process and best practices for responding to ATIP requests. During the reporting

period, a session was delivered to institutional security employees. This training will continue to be delivered across SSC in the next reporting period.

Self-Directed ATIP Training

During the reporting period, the ATIP Division initiated the development of online ATIP training products for SSC employees.

ATIP in the Government of Canada

The Director of SSC's ATIP Division also delivered for the Canada School of Public Service the 3-day ATIP course in both January and February, 2014. The course is entitled "Access to Information and Privacy in the Government of Canada" (Course I703) and is targeted at participants from across the federal public service.

Institutional ATIP Awareness Activities

SSC's ATIP Division and Security and Information Management Directorate play a key role in managing SSC's information holdings. Together, they take an integrated approach to fostering awareness, delivering training and providing tools to employees and managers. Various integrated awareness initiatives were well received by staff and championed by SSC's senior management during the reporting period.

Right to Know (RTK) Week

Initiated in Bulgaria in 2002, International Right to Know Week is intended to raise awareness about people's right to access government information while promoting freedom of information as an essential feature of both democracy and good governance. In 2013, the Canadian RTK Week took place from September 23 to 28. SSC published an article on its extranet site to promote this event.

Information Management Week

SSC's first Information Management Week took place from September 30 to October 4, 2013. Activities were scheduled to help employees gain a better understanding of information management tools, resources and best practices. The ATIP Division participated in a series of information sessions, where guest speakers discussed the impact of proper Information Management practices on the ATIP process.

Next Steps for the Year Ahead

SSC's ATIP Division appreciates the opportunity to be engaged in the development of a relatively new institution. It will continue to be innovative in its administration of the _Access to Information Act_. The ATIP Division is committed to further supporting SSC as it instils a culture of service excellence and moves toward an efficient and modern paperless environment.

During the next reporting period, SSC's ATIP Division will continue to foster a culture of openness and transparency by introducing the ATIP Management Framework and its accompanying policy instruments. These instruments will, among other things, focus on:

- A strategy for ATIP Training and Awareness;
- A process for preventing obstruction of access to information at SSC; and
- A process for monitoring ATIP compliance across SSC.

In addition, the ATIP Division will map its information holdings against SSC's 2014–2015 Program Alignment Architecture. This initiative will define SSC's information holdings in order to provide clarity to its _Info Source_ chapter and will also assist requesters by directing their requests to the appropriate institution.

Annex A – Partner Organizations

1. Aboriginal Affairs and Northern Development Canada
2. Agriculture and Agri-Food Canada
3. Atlantic Canada Opportunities Agency
4. Canada Border Services Agency
5. Canada Economic Development for Quebec Regions
6. Canada Revenue Agency
7. Canada School of Public Service
8. Canadian Food Inspection Agency
9. Canadian Heritage
10. Canadian Northern Economic Development Agency
11. Canadian Nuclear Safety Commission
12. Canadian Space Agency
13. Citizenship and Immigration Canada
14. Correctional Service Canada
15. Department of Finance Canada
16. Department of Justice Canada
17. Employment and Social Development Canada
18. Environment Canada
19. Federal Economic Development Agency for Southern Ontario (FedDev Ontario)
20. Financial Transactions and Reports Analysis Centre of Canada
21. Fisheries and Oceans Canada
22. Foreign Affairs, Trade and Development Canada
23. Health Canada
24. Immigration and Refugee Board of Canada
25. Industry Canada
26. Infrastructure Canada
27. Library and Archives Canada
28. National Defence
29. National Research Council Canada
30. Natural Resources Canada
31. Parks Canada
32. Privy Council Office
33. Public Health Agency of Canada
34. Public Safety Canada
35. Public Service Commission of Canada
36. Public Works and Government Services Canada
37. Royal Canadian Mounted Police
38. Statistics Canada
39. Transport Canada
40. Treasury Board of Canada Secretariat
41. Veterans Affairs Canada
42. Western Economic Diversification Canada

Annex B – Delegation Order

***Access to Information Act* Designation Order**

The President of Shared Services Canada, pursuant to section 73 of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons acting in those positions, to exercise the powers and perform the duties and functions of the President of Shared Services Canada as the head of a government institution under all sections of the *Access to Information Act*. This designation is effective immediately upon being signed.

SCHEDULE

1. Chief Operating Officer

2. Senior Assistant Deputy Minister and Chief Financial Officer
   Corporate Services

3. Director General
   Corporate Secretariat

4. Director
   Access to Information and Privacy Protection Division

Signed on April 2nd, 2012
Liseanne Forand

Ottawa

Annex C – Statistical Report on the *Access to Information Act*

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Shared Services Canada - ATIP

Reporting period: 01-Apr-13 to 31-Mar-14

PART 1 – Requests under the *Access to Information Act*

1.1 Number of Requests

	Number of Requests
Received during reporting period	198
Outstanding from previous reporting period	21
Total	219
Closed during reporting period	196
Carried over to next reporting period	23

1.2 Sources of requests

Source	Number of Requests
Media	63
Academia	3
Business (Private Sector)	43
Organization	11
Public	78
Total	198

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	1	16	4	1	2	0	0	24
Disclosed in part	1	26	11	10	13	2	0	63
All exempted	0	0	0	1	0	0	0	1
All excluded	1	0	0	0	0	0	0	1
No records exist	23	14	3	0	0	0	0	40
Request transferred	49	0	0	0	0	0	0	49
Request abandoned	17	1	0	0	0	0	0	18
Treated informally	0	0	0	0	0	0	0	0
Total	92	57	18	12	15	2	0	196

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2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	1	16(2)(a)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(b)	0	18(b)	2	20.2	0
13(1)(c)	0	16(2)(c)	14	18(c)	0	20.4	0
13(1)(d)	0	16(3)	0	18(d)	2	21(1)(a)	9
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	9
14(a)	0	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	4
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	3
15(1) - I.A.*	3	16.1(1)(d)	0	18.1(1)(d)	0	22	6
15(1) - Def.*	2	16.2(1)	0	19(1)	29	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	0	23	9
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	30	24(1)	7
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	27		
16(1)(b)	0	17	0	20(1)(d)	2		
16(1)(c)	1						
16(1)(d)	0						

* I.A.: International Affairs   Def.: Defence of Canada   S.A.: Subversive Activities

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	1	69(1)(a)	2	69(1)(g) re (a)	11
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (c)	3
68.1	0	69(1)(d)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	0	69(1)(g) re (e)	1
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
				69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	21	3	0
Disclosed in part	47	16	0
Total	68	19	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	2970	2941	24
Disclosed in part	19648	14038	63
All exempted	3	0	1
All excluded	0	0	1
Request abandoned	0	0	18

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2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	21	206	1	332	1	862	1	1541	0	0
Disclosed in part	35	790	17	3040	4	2029	7	8179	0	0
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Abandoned	18	0	0	0	0	0	0	0	0	0
Total	76	996	18	3372	5	2891	8	9720	0	0

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	11	1	0	0	12
Disclosed in part	32	0	0	0	32
All exempted	1	0	0	0	1
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
Total	44	1	0	0	45

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	0	2	4	1
Disclosed in part	6	8	16	10
All exempted	0	0	1	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	6	10	21	11

3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	4	0	3	0
31 to 60 days	1	0	9	9
61 to 120 days	1	8	8	2
121 to 180 days	0	0	1	0
181 to 365 days	0	2	0	0
365 days or more	0	0	0	0
Total	6	10	21	11

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PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	187	$935	12	$60
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	187	$935	12	$60

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	61	4793	0	0
Outstanding from the previous reporting period	3	784	0	0
Total	64	5577	0	0
Closed during the reporting period	60	4912	0	0
Pending at the end of the reporting period	4	665	0	0

5.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	33	6	2	0	0	0	0	41
Disclose in part	7	6	1	4	0	0	0	18
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	1	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0
Total	41	12	3	4	0	0	0	60

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5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	3	0
16 to 30	3	0
31 to 60	4	2
61 to 120	8	1
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
Total	18	3

PART 7 – Resources related to the Access to Information Act

7.1 Costs

Expenditures		Amount
Salaries		$653,471
Overtime		$2,506
Goods and Services		$131,792
• Professional services contracts	$70,739	
• Other	$61,053	
Total		$787,769

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7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	0.28	8.21	8.49
Part-time and casual employees	0.00	0.05	0.05
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.22	0.16	0.38
Students	0.00	0.00	0.00
Total	0.50	8.42	8.92

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Annex D – Supplementary Report

Previously released ATI package released informally

Institution	Number of informal releases of previously released ATI packages
Shared Services Canada	59

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
Shared Services Canada	nil

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501–1,000 Pages Processed		1,001–5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	3	32	0	0	0	0	0	0	0	0
61 to 120	7	40	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	10	72	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501–1,000 Pages Processed		1,001–5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	2	4	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	2	4	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501–1,000 Pages Processed		1,001–5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501–1,000 Pages Processed		1,001–5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0