



Service | Innovation | Value

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

2015–2016



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, 2015 to March 31, 2016.

Institutional Mandate and Organization

Mandate

SSC was created on August 4, 2011 to transform how the Government of Canada manages its information technology (IT) infrastructure. SSC delivers email, data centre, network and workplace technology device services to departments and agencies in a consolidated and standardized manner to support the delivery of Government of Canada programs and services. With a whole-of-government approach to IT infrastructure services, SSC is generating economies of scale to deliver more efficient, reliable and secure IT infrastructure services. SSC also provides certain optional technology services to other organizations on a cost-recovery basis.

The *Shared Services Canada Act* recognizes that the Government of Canada wishes to standardize and streamline, within a single shared services entity, certain administrative services that support government institutions. Through Orders-in-Council, the Department received specific responsibilities in the area of IT infrastructure services.

SSC's focus is to maintain and improve IT service delivery across the Government of Canada, enhance security and implement government-wide solutions to transform IT infrastructure in order to improve value for money and services to Canadians. The Department works closely with its partner organizations (see Annex A), other government clients, industry and the IT community across Canada.

SSC contributes to the achievement of other critically important Government of Canada initiatives, including border security, benefit payments and weather forecasting, as well as the vision of the future public service as articulated in Blueprint 2020. In addition, SSC works collaboratively with Government of Canada cyber security agencies to improve cyber and IT security.

As of September 1, 2015, Order-in-Council 2015-1071 provides SSC with the authority to offer any or all of its services to any federal government entity on a voluntary basis, as well as to another Canadian jurisdiction or a foreign government, as long as there are no additional costs incurred or additional resources allocated by SSC. The Order-in-Council also expands the mandatory nature of a sub-set of SSC services related to email, data centres and networks to a range of new clients. Most small departments and agencies previously not served, or served only on an optional basis, are set out as mandatory clients for this sub-set of services.

Organization: The way forward

As SSC evolves to execute its Transformation Plan, a new organizational structure has helped shift the Department's focus from its legacy environment to its new enterprise IT infrastructure. On April 1, 2015, SSC moved to a structure where single operational branches are responsible for the entire lifecycle of the services they provide. A flatter, streamlined and more horizontal structure has enabled these goals by clarifying accountabilities on major initiatives and supporting employee mobility.

Delegated Authority

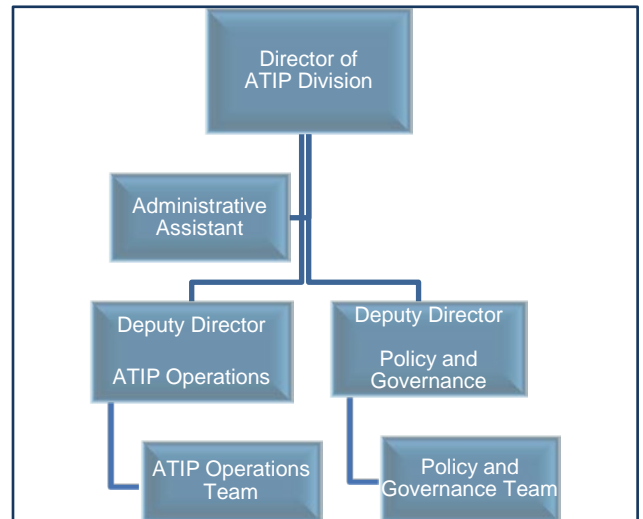
With the arrival of a new President for SSC, pursuant to section 73 of the [Access to Information Act](#), in August 2015 the President authorized the delegation instrument by reconfirming full powers, duties and functions under the Act to levels down to and including the Director of the Access to Information and Privacy (ATIP) Protection Division, hereafter referred to as the ATIP Division (see Annex B).

ATIP Division Structure

During the reporting period, the ATIP Division structure remained the same with a Director and two Deputy Directors, each overseeing teams of analysts for the Operations side as well the Policy and Governance side. While an average of 16 person years were dedicated to the ATIP program, 11 person years were dedicated to the administration of the [Access to Information Act](#). These person years include full-time equivalents, casual employees, students and consultants.

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 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 ATIP policy instruments, processing products and tools. It is responsible for assisting program officials when they conduct privacy impact assessments (PIA) and draft personal information-sharing agreements to ensure that privacy legislation and policy requirements are respected. It also liaises with employees and prepares and delivers training and awareness sessions throughout SSC. In addition, the unit co-ordinates 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.



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 reporting month is June.

Dedicated to ATIP Excellence

The ATIP Division is responsible for developing, co-ordinating, 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, co-ordinating and processing requests under the [Access to Information Act](#) and the [Privacy Act](#);
- Responding to consultations from other government institutions regarding SSC information under consideration for release;
- Developing and maintaining 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 co-ordinating the retrieval of records and recommendations from within their branch or region;
- Monitoring institutional compliance with both Acts and their regulations, as well as relevant procedures and policies;
- Preparing annual reports to Parliament on the administration of the Acts, as well as other material that may be required by central agencies;
- Representing SSC in dealings with the Treasury Board of Canada Secretariat (TBS) and the Offices of 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, such as the Open Government portal;
- Supporting the Corporate Secretariat's Business Process Transformation by simplifying the Access to Information request process to ensure timeliness and quality review of the information;
- Monitoring ATIP tasking performance and reporting to senior management on a monthly basis; and
- Participating in whole-of-government initiatives for the federal ATIP community.

Interpretation of the Statistical Report – Access to Information Requests and Consultations

The Statistical Report (Annex C) on the [Access to Information Act](#) provides a summary of the access to information requests and consultations processed during the 2015–2016 reporting period.

Overview of Workload (Annex C, Part 1, Table 1.1 and Table 1.3; Part 2, Table 2.5.1; Part 5, Table 5.1)

During the reporting period, the ATIP Division received 222 formal requests under the [Access to Information Act](#), 84 consultations from other government institutions and 61 informal requests, and carried over 40 requests from the previous reporting period.

The volume of requests received under the [Access to Information Act](#) during this reporting period has increased compared to the previous reporting period (in which 189 requests had been received). The number of pages processed by the ATIP Division was comparable to the previous year, demonstrating only a minor increase from 183,023 pages processed in 2014-2015 to approximately 196,000 pages processed in 2015-2016, when taking into account a very voluminous procurement-related file that will be closed early in the next reporting period and for which numerous interim releases were made.

The ATIP Division closely tracks, on a weekly basis, its turnaround times in processing requests and monitors the timeliness of their completion. Performance reports are communicated to senior management on a monthly basis. In this reporting period, only three [Access to Information Act](#) requests were not completed within legislated timelines.

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

During this reporting period, 222 requests were received under the [Access to Information Act](#). In addition, 40 requests from the previous reporting period were carried forward, for a total of 262 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 sources who preferred to not identify themselves, representing close to 35% of the requests. Businesses (private sector) represented 28% of the requests received, media and the public accounted for 18% and 17% respectively. Requests from organizations and academic sources represented each about 1% of the requests received.

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 84% of the time. Meanwhile, almost 13% of the requests consisted primarily of responses indicating that no records existed. The remaining 3% were all exempted.

There was a significant decrease in the number of requests transferred, from 15 in 2014–2015 to 2 in 2015–2016. The number of requests abandoned for this reporting year was the same as last year's where 20 requests were abandoned in 2015–2016. There was also a decrease in the number of requests for which no records exist, from 45 in 2014–2015 to 27 from 2015–2016.

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. Sixty-three percent of the requests were closed within the 30-day deadline established by the Act. Thirty-five percent were closed within an extended deadline permissible under subsection 9(1) of the Act and only 2% of the requests closed in the reporting period were in deemed refusal.

Exemptions Invoked (Annex C, Part 2, Table 2.1 and Table 2.2)

Whenever SSC invoked exempting provisions, the principle of severing, as described in section 25 of the Act, was applied in order to release as much information as possible. In fact, there were only four requests that needed to be exempted in their entirety.

The most frequently invoked exempting provisions for SSC were under paragraph 16(2)(c) – Law enforcement and investigations (security), paragraph 20(1)(c) – Information that could lead to financial loss or gain of a third party, and subsection 19(1) – Personal Information. Subsection 19(1) as well as paragraph 20(1)(c) are mandatory exemptions whereas paragraph 16(2)(c) is a discretionary exemption.

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*.

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

As outlined above in the Completion Time section, extensions permissible under subsection 9(1) of the Act were invoked 39% of the time. Most of these extensions were required in order to conduct consultations with other federal institutions and also due to the risk of interference with daily operations.

Fees (Annex C, Part 4)

During the reporting period, SSC collected \$1055.00 and waived or refunded \$105.00 in application fees. The SSC ATIP Division collected \$79.00 in search fees but subsequently refunded that amount to the requester.

Consultations (Annex C, Part 5, Table 5.1)

During the reporting period, SSC received 84 consultations from other government institutions and carried over six consultations from the previous reporting period. SSC's ATIP Division completed 86 consultations during the reporting period, with four pending at the end of the reporting period.

Informal Requests (Annex C, Part 1, Table 1.3)

During the reporting period, SSC received and processed 61 informal requests for previously released documents.

Costs (Annex C, Part 9, Table 9.1)

According to information provided by SSC's Finance Division in April 2016, during the reporting period the ATIP Division spent a total of \$1,002,871 for the administration of the [Access to Information Act](#), of which \$818,019 was spent on salaries including \$164.00 in overtime, and \$184,852 was spent on goods and services including professional service contracts.

Institutional ATIP Training and Awareness Activities

The ATIP Division continued its efforts toward embedding a culture of ATIP excellence across SSC. It focused on delivering training and awareness activities. In order to assess and continuously improve the effectiveness of its training activities, the ATIP Division uses a comprehensive evaluation form for participants to provide feedback regarding their training experience. During the reporting period, the ATIP office developed a Directive and Standard on the delivery of ATIP training and awareness activities that, among other things, requires the ATIP office to follow up with participants three and six months following the session to gauge the retention of the information that was presented. At the end of this reporting period, the ATIP office was working on elaborating such performance indicators.

A total of 14 ATIP training and awareness sessions were delivered to over 400 participants, which included SSC executives, managers and employees at various levels.

Training for the ATIP Liaison Officer Network

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. During the reporting period, the ATIP office delivered four sessions to ATIP Liaison Officers and their delegates for a total of 263 participants.

ATIP Training for Subject-Matter Experts in Offices of Primary Interest

Several program areas requested training on the ATIP process and the nature of exemptions. A three-hour ATIP 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, the ATIP office delivered one general Office of Primary Interest (OPI) training session and eight OPI training sessions to specific groups: one for the Procurement and Vendor Relationships group, one for the Networks and End User group, two for the Human Resources and Workplace group, two for the Data Centre Services' Project Management group, one session for the new Assistant Deputy Minister (ADM) of Service Delivery and Management group and one session to the "learn IT" group regarding the Standard on Managing Privacy Breaches.

The ATIP office has also conducted awareness sessions regarding privacy breaches to groups such as the Account Executives Team, the Service Delivery Management Team and the TBS-led Chief Information Officer Council. These sessions were very well attended and well received by the participants.

ATIP in the Government of Canada

The Director of SSC's ATIP Division also delivered, for the Canada School of Public Service, the three-day ATIP course entitled "Access to Information and Privacy in the Government of Canada" (Course I703), which is intended for federal public servants.

Right to Know Week

In 2015, the Canadian Right to Know (RTK) Week took place from September 28 to October 2. Initiated in Bulgaria on September 28, 2002, International Right to Know Day 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. SSC promoted RTK Week by highlighting it in its weekly bulletin to employees as an awareness campaign that encouraged employees to participate in an online quiz on the SSC extranet site.

ATIP Awareness for SSC Networks

The ATIP Division collaborated with the SSC Managers Network and the Administrative Professionals Network to promote awareness. In December 2015, a message was sent to all SSC managers informing them of SSC's ATIP Internal Policy Instruments and the important role they play in meeting the rights of access to information as well as the protection of personal information. Additionally, in September 2015, the ATIP office delivered an ATIP 101 Webinar session to the Administrative Professionals Network in which 595 individuals participated.

ATIP Policy Instruments, Procedures and Initiatives

As a new initiative during the reporting period, in July 2015, a new tasking and approval process was implemented department-wide based on the ATIP request's level of risk to SSC. The Corporate Secretariat's RACI model (Recommend, Approve, Consult, Inform) is meant to designate the appropriate branch approval level when reviewing ATIP taskings. Requests that are seen as low to moderate risk are tasked and approved at the directorate level (Director General/Senior Director) and requests deemed high risk are tasked and approved at the branch level (ADM). However, ADMs are still informed on all ATIP taskings involving their branch regardless of the level of risk. This new tasking and approval model at the directorate and branch level has proven to be effective in significantly improving the response time of OPIs.

In addition, during this reporting period, SSC continued to work toward embedding a culture of access and privacy excellence. The Department updated the inventory of its information holdings in *Info Source* vis-à-vis its 2014–2015 Program Alignment Architecture. Also during the year, ATIP weaved privacy controls into the departmental Functional Direction document, which is published on the SSC *SERVING GOVERNMENT* website.

ATIP Management Framework

During the reporting period, the ATIP Division updated its ATIP Management Framework, which sets out a comprehensive governance and accountability structure. This Framework reflects SSC's responsibilities under both the [Access to Information Act](#) and the [Privacy Act](#) with respect to access rights and with regard to SSC's collection, use, disclosure, retention and disposal of personal information.

In 2015–2016, several policy instruments were approved, implemented, posted on SSC's extranet site and communicated to employees via a Communiqué from SSC's President and Chief Privacy Officer. These policy instruments explain how SSC is organized in terms of its policies and procedures for, among other things, responding to access requests, managing privacy risks, assigning privacy responsibilities, co-ordinating privacy work and ensuring compliance with the [Access to Information Act](#) and the [Privacy Act](#), related TBS policies and directives, and internal SSC policies. These ATIP policies also outline SSC's ongoing efforts to promote ATIP learning and awareness as well as ensuring that all SSC employees, regardless of level, are aware of their responsibilities and obligations under both the [Access to Information Act](#) and the [Privacy Act](#).

The following ATIP policy instruments with tools were approved by the Corporate Management Board and published on SSC's website during the reporting period:

- **Directive on Access to Information and Privacy Training and Awareness with companion**
 - **Standard on the Delivery of Access to Information and Privacy Training and Awareness** – supports SSC in embedding ATIP excellence through training and awareness.
- **Directive on Monitoring Access to Information and Privacy Compliance** – supports SSC in monitoring, for compliance with the [Privacy Act](#) and the [Access to Information Act](#), specific internal policy instruments

designed to manage privacy risks and foster access to records containing information, including personal information, under SSC's control.

- **Standard on Preventing and Managing Obstruction to the Right of Access** – establishes the procedures for addressing instances of perceived or actual obstruction of lawful access to information under SSC's control.
- **Directive on Conducting Privacy Impact Assessments** – supports SSC in meeting its obligations to manage privacy risks and in project-management excellence.
 - **Standard on the Use of Personal Information for Non-Administrative Purposes** – provides comprehensive governance and accountability in activities involving the collection, use or disclosure of personal information for non-administrative purposes with companion SSC Social Media Privacy Checklist, which determines if a PIA is required or whether an amendment to an existing PIA must be completed because of potential privacy risks with the proposed social media activity.
 - **Standard on the Code of Privacy Principles** – ensures that every reasonable measure is taken to reduce potential risks of privacy breaches.

In addition, the following five new policy instruments, which were approved by the Corporate Management Board in March 2016, will be published on SSC's website in the next reporting period:

- **Directive on Managing Personal Information Required for Administrative Purposes and Lawful Investigations** – supports SSC's commitment in establishing and adhering to best practices for collecting, retaining, using, disclosing and disposing of personal information in strict compliance with the [Privacy Act](#).
 - **Standard on Facilitating Access to Data Under the Control of Partner Organizations** – supports timely and effective service to SSC's partners whose data resides on SSC's IT infrastructure. This Standard provides comprehensive governance and accountability in facilitating partner access to their data.
 - **Standard on the Use and Disclosure of Personal Information Under the Control of SSC** – supports effective privacy management at SSC by providing comprehensive governance and accountability in SSC's use and disclosure of personal information under its control.
 - **Standard on eDiscovery Multi-Mailbox Searches for Access to Information and Privacy Purposes** – supports access to information and privacy management at SSC by providing comprehensive governance and accountability involving the use of MMS/eDiscovery activities warranted by an ATIP request.
 - **Standard on Managing Personal Information in Emergencies** – supports effective privacy management at SSC by providing comprehensive direction in activities involving the handling of personal information under SSC's control in the event of an emergency.

“Duty to Assist” Principle

The ATIP Division’s process under the [Access to Information Act](#) is based upon the “duty to assist” principle, which is defined in the [TBS Interim 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.

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 Process Manual

During the reporting period, the ATIP Division continued to update its 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 TBS policies and guidelines. They provide important checks and balances required to maintain full compliance.

Cabinet Confidence Process

SSC's ATIP Division has a Service Level Agreement with its institutional Legal Services Unit for the provision of a review 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](#).

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.

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 (see Annex A) is an important part of SSC's processing of requests.

Partner organizations may from time to time require SSC's assistance to access their data residing on the SSC IT infrastructure. SSC's Security Operations Centre (SOC) is instrumental in the new process and is the primary contact within SSC to facilitate partner access to their data when all efforts by partners to retrieve such records internally have been unsuccessful. This would be the case in three different scenarios:

1. when partners receive ATIP requests for their records (records under their control residing on the SSC IT infrastructure);
2. when partners are subject to court orders, subpoenas, warrants or any other binding order made by a person or body with jurisdiction to compel the production of records; and
3. when a lawful investigation (administrative or criminal) requires the retrieval of records residing on the SSC IT infrastructure.

Info Source Update

[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](#). It provides individuals as well as current and former employees of the government with relevant information to assist them in accessing personal information about them held by government institutions subject to the [Privacy Act](#) and exercising their rights under the [Privacy Act](#).

TBS requires that government institutions publish their own *Info Source* chapter on their Internet site. During the reporting period, SSC completed its review of its *Info Source* chapter and met all legislative and TBS mandatory requirements.

ATIP Online – Recognition Award

On May 21, 2015, the SSC ATIP Division was recognized at the IM-IT Community Recognition Awards for its participation in the pilot for the [ATIP Online Request Service](#). The awards are administered by the Service and GC2.0 Policy and Community Enablement Division of TBS, on behalf of the Access to Information, Information Management, Information Technology, Security and Project Management communities across the Government of Canada.

The [ATIP Online Request](#) solution, initially a pilot led by Citizenship and Immigration Canada (CIC), with the participation of SSC and TBS, was recognized in the Excellence in the ATIP category. The ATIP Online Request service is part of the Government of Canada's commitment to modernizing services to Canadians while increasing its open information environment.

The solution provides a faster, easier and more convenient way for Canadians to submit ATIP requests. It also reduces processing costs for institutions. In its initial pilot phase, the service allowed clients to submit requests and fees online to CIC, SSC and TBS. Given the successful implementation of the pilot, the service has now been expanded to include 33 [other government institutions](#).

During the reporting period, SSC received 58% of its [Access to Information Act](#) requests online, with 129 requests received via the [ATIP Online Request](#) service. The remaining 93 [Access to Information Act](#) requests were received via the postal mail service.

Complaints and Investigations

During the reporting period, the Office of the Information Commissioner of Canada (OIC) notified SSC that it had received four complaints against SSC under section 32 of the [Access to Information Act](#).

Two complaints alleged that SSC had improperly applied exemptions, so as to unjustifiably deny access to records or portions thereof, as requested under the Act. The OIC ruled that one was not substantiated while the other was still being investigated at the end of the reporting period.

A third complaint alleged that SSC had claimed an unreasonable extension of time for responding to a request for records and that SSC had not attempted to accommodate the complainant by providing interim releases. The OIC found that this complaint was well founded.

The fourth complaint alleged that SSC did not provide all the relevant documents to the requester. This complaint was still under investigation at the end of the reporting period.

Parliamentary Affairs

During the period under review, one Order Paper Question or “Written Question” was placed on the Order Paper by Members of Parliament with respect to data, information, or privacy breaches in government departments, institutions and agencies for 2015. SSC provided its written response, which was tabled as a sessional paper. Upon request, this response is available to the public via the Library of Parliament.

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](#) and take part in internal services transformation initiatives. 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.

At the end of the reporting period, the ATIP Division was mapping its information holdings against SSC's 2015–2016 Program Alignment Architecture. This initiative will define SSC's information holdings in order to provide clarity to its [Info Source chapter](#) in order to assist requesters by directing their requests to the appropriate institution.

The ATIP Division will continue to develop knowledge and accountabilities for the ATIP Liaison Network and provide ATIP training and awareness opportunities for executives, managers and employees across the Department. During the last reporting year, the ATIP Division has been working in conjunction with the SSC Academy and the Canada School of Public Service (CSPS) to implement mandatory ATIP fundamentals training to all SSC employees by directing staff to the CSPS ATIP Fundamentals I015 online course. All current employees must successfully complete the course within three months of the course launch date. New employees to SSC will have three months from their date of arrival to complete the course. This mandatory course has a planned launch timeframe of May 2016. Also, in support of the yearly exercise of updating the SSC [Info Source chapter](#), ATIP will be offering *Info Source* training.

In addition, an SSC ATIP priority over the next two years will be to develop a logic model and implement performance measurements for the ATIP Management Framework and its 14 policy instruments, along with desired outcomes, indicators and targets.

Annex A – Partner Organizations

1. Agriculture and Agri-Food Canada
2. Atlantic Canada Opportunities Agency
3. Canada Border Services Agency
4. Canada Economic Development for Quebec Regions
5. Canada Revenue Agency
6. Canada School of Public Service
7. Canadian Food Inspection Agency
8. Canadian Heritage
9. Canadian Northern Economic Development Agency
10. Canadian Nuclear Safety Commission
11. Canadian Space Agency
12. Correctional Service Canada
13. Department of Finance Canada
14. Department of Justice Canada
15. Employment and Social Development Canada
16. Environment and Climate Change Canada
17. Federal Economic Development Agency for Southern Ontario (FedDev Ontario)
18. Financial Transactions and Reports Analysis Centre of Canada
19. Fisheries and Oceans Canada
20. Global Affairs Canada
21. Health Canada
22. Immigration and Refugee Board of Canada
23. Immigration, Refugees and Citizenship Canada
24. Indigenous and Northern Affairs Canada
25. Infrastructure Canada
26. Innovation, Science and Economic Development 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 Services and Procurement 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 – Delegated Authority

AUG 06 2015

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. Corporate Secretary and Chief Privacy Officer
4. Director, Access to Information and Privacy Protection Division

Original signed by

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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

Reporting period: 2015-04-01 to 2016-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	222
Outstanding from previous reporting period	40
Total	262
Closed during reporting period	232
Carried over to next reporting period	30

1.2 Sources of requests

Source	Number of Requests
Media	41
Academia	2
Business (private sector)	60
Organization	3
Public	39
Decline to Identify	77
Total	222

1.3 Informal 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	
51	7	0	2	0	1	0	61

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

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	7	28	2	1	2	0	0	40
Disclosed in part	10	53	19	32	17	6	0	137
All exempted	1	1	1	1	0	0	0	4
All excluded	0	0	0	0	2	0	0	2
No records exist	26	1	0	0	0	0	0	27
Request transferred	2	0	0	0	0	0	0	2
Request abandoned	16	2	2	0	0	0	0	20
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	62	85	24	34	21	6	0	232

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)	0	18(a)	0	20.1	0
13(1)(b)	2	16(2)(a)	1	18(b)	1	20.2	0
13(1)(c)	2	16(2)(b)	2	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	54	18(d)	1	21(1)(a)	29
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	52
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	47
14(a)	1	16.1(1)(b)	1	18.1(1)(c)	0	21(1)(d)	17
14(b)	1	16.1(1)(c)	0	18.1(1)(d)	0	22	4
15(1)	0	16.1(1)(d)	0	19(1)	77	22.1(1)	6
15(1) - I.A.*	4	16.2(1)	0	20(1)(a)	1	23	22
15(1) - Def.*	13	16.3	0	20(1)(b)	36	24(1)	11
15(1) - S.A.*	3	16.4(1)(a)	0	20(1)(b.1)	0	26	5
16(1)(a)(i)	1	16.4(1)(b)	0	20(1)(c)	70		
16(1)(a)(ii)	1	16.5	0	20(1)(d)	16		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
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)	0	69(1)	0	69(1)(g) re (a)	49
68(b)	0	69(1)(a)	6	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	18
68.1	0	69(1)(c)	0	69(1)(g) re (d)	4
68.2(a)	0	69(1)(d)	1	69(1)(g) re (e)	7
68.2(b)	0	69(1)(e)	3	69(1)(g) re (f)	4
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	19	21	0
Disclosed in part	29	108	0
Total	48	129	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	1900	467	40
Disclosed in part	41702	28789	137
All exempted	408	0	4
All excluded	108	0	2
Request abandoned	63036	0	20
Neither confirmed nor denied	0	0	0

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	37	457	2	7	1	3	0	0	0	0
Disclosed in part	75	1912	47	7171	6	4255	9	15451	0	0
All exempted	2	0	2	0	0	0	0	0	0	0
All excluded	2	0	0	0	0	0	0	0	0	0
Request abandoned	19	0	0	0	0	0	0	0	1	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	135	2369	51	7178	7	4258	9	15451	1	0

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	5	0	0	0	5
Disclosed in part	70	1	0	0	71
All exempted	1	0	0	0	1
All excluded	2	0	0	0	2
Request abandoned	1	0	0	0	1
Neither confirmed nor	0	0	0	0	0
Total	79	1	0	0	80

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
3	1	2	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	1	1
16 to 30 days	0	0	0
31 to 60 days	0	1	1
61 to 120 days	0	0	0
121 to 180 days	0	1	1
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	3	3

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	2	0
Disclosed in part	10	19	49	4
All exempted	0	1	1	0
All excluded	0	2	0	0
No records exist	0	0	0	0
Request abandoned	0	1	0	0
Total	10	25	52	4

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	3	0	17	0
31 to 60 days	2	1	16	4
61 to 120 days	3	24	19	0
121 to 180 days	2	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	10	25	52	4

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	211	\$1,055	21	\$105
Search	1	\$79	1	\$79
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	212	\$1,134	22	\$184

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	84	2477	0	0
Outstanding from the previous reporting period	6	283	0	0
Total	90	2760	0	0
Closed during the reporting period	86	2602	0	0
Pending at the end of the reporting period	4	158	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							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	
Disclose entirely	52	7	1	0	0	0	0	60
Disclose in part	8	7	3	1	0	0	0	19
Exempt entirely	1	0	0	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	5	0	0	0	0	0	0	5
Other	1	0	0	0	0	0	0	1
Total	67	14	4	1	0	0	0	86

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							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	
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

6.1 Requests with Legal Services

Number of Days	Fewer 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
1 to 15	16	286	2	7	0	0	0	0	0	0
16 to 30	8	120	2	78	0	0	0	0	0	0
31 to 60	5	125	1	120	0	0	0	0	0	0
61 to 120	4	82	2	152	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	33	613	7	357	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer 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
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

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
4	0	0	4

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the Access to Information Act

9.1 Costs

Expenditures		Amount
Salaries		\$817,855
Overtime		\$164
Goods and Services		\$184,852
• Professional services contracts	\$140,670	
• Other	\$44,182	
Total		\$1,002,871

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	9.29
Part-time and casual employees	0.55
Regional staff	0.00
Consultants and agency personnel	0.73
Students	0.50
Total	11.07

Note: Enter values to two decimal places.