

ADMINISTRATIVE AMENDMENT APPROVAL FORM (ARS 636)

DESCRIPTION

The purpose of this amendment is to create an ongoing records schedule as a way of reinstating primaries that were severed from an ORCS before we had the administrative amendment process in place.

The primaries for this ongoing schedule were originally approved in 2002 as part of the Information Technology Services (ITSE) ORCS. The ITSE ORCS underwent a formal amendment in 2009, during which the primary block and associated ISO for BC OnLine Services were severed because the branch had been moved to a different division.

This ongoing schedule will consist of the original approved primary block and the ISO. The same primary and secondary numbers have been retained to facilitate easy client transition; the only changes to the primaries are to update superseded and obsolete ARCS references, and change any references to the superseded Limitation Act.

The records officer has reviewed the primaries with the client, who said that the retentions and classification are sufficient at this time, and they are eager to have an approved schedule to work with again.

The schedule is effective from the inception of BC OnLine Partnership Office in 1988, and will apply to all of their operational records that are onsite and in offsite storage.

See attached amended pages from the approved schedule, and emails from the Records Officer and Senior Archivist authorizing these changes.

REVIEW AND APPROVAL SIGNATURES

Government Records Service (GRS) approves the schedule change as an administrative amendment.

1. Prepared by: Mahia Frost, ORCS Developer, GRS 2014/06/13

3. Approved by: Glen Isaac, Manager, GRS 2014/06/18

2. Approved by: Lynne Tibbitt, Secretary Public Documents Committee 2014/06/18

Effective date: 1988/01/01/ (if different than approved date) YYYY/MM/DD

approver initials



ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

SECTION 1

BC ONLINE SERVICES

PRIMARY NUMBERS

93000 – 94999

Section 1 covers records relating to BC OnLine Services, a program which enables private companies, members of the public, and government agencies access to information stored in a variety of government databases.

BC OnLine records were previously classified and scheduled within the *Information Technology Services (ITSE) ORCS*, Schedule 143282. The *ITSE ORCS* underwent a formal amendment in 2009, during which the primaries and associated system overview for BC OnLine Services were severed from the ORCS because the branch had been moved to a different division. The following were discontinued and are now incorporated into this schedule:

- Primary 93100, BC OnLine - General
- Primary 93200, Contract Management
- Primary 93300, Product Monitoring
- Primary 93400, Service Delivery
- Information System Overview (ISO) for BC OnLine Client Management System (CMS)

This ongoing schedule consists of the original approved primaries and the ISO; the same primary and secondary numbers have been retained to facilitate easy transition. The schedule is effective from the inception of BC OnLine Partnership Office in 1988, and will apply to all of their operational records that are onsite and in offsite storage.

ONGOING RECORDS SCHEDULE

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BC ONLINE SERVICES

93000 - 94999

93100 BC ONLINE - GENERAL
93200 - CONTRACT MANAGEMENT
93300 - PRODUCT MONITORING
93400 - SERVICE DELIVERY

BC ONLINE CLIENT MANAGEMENT SYSTEM (CMS) INFORMATION SYSTEM OVERVIEW

[Key to ARCS/ORCS Codes and Acronyms](#)

ONGOING RECORDS SCHEDULE

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93100 BC ONLINE - GENERAL

Records relating to BC OnLine services not shown elsewhere in this primary block.

BC OnLine was created in July 1989 to enable private companies, members of the public and government agencies access to information stored in a variety of government databases. On July 23rd, 1998, the enterprise was further defined by the *BC OnLine Act* (RSBC 1998, c. 24), which became effective April 26th, 1999.

Electronic information that is currently available to anyone through BC OnLine is land title, land assessment values, LandData BC (i.e., a clearinghouse for BC land-related information), company, property liens and contaminated sites. BC OnLine also provides restricted access to databases such as the will registry which is available only to lawyers and notaries and motor vehicle registration which is available to organizations that have been preapproved by the Insurance Corporation of British Columbia (ICBC).

BC OnLine primarily serves business and government organizations. Individuals may obtain information and services through a BC OnLine customer (e.g., by purchasing the service from a Government Agent using the Government Agents' BC OnLine account or, similarly, from a Land Titles Office or the Companies Branch).

On May 1, 1999, a partnership agreement between the Province of British Columbia and the operator, MacDonald, Dettwiler and Associates (MDA) came into effect. Under this public/private partnership, the operator assumed responsibility for the assets, operations, commercial development and marketing of BC OnLine.

The Province of British Columbia is accountable for: meeting its contractual commitments; ensuring that BC OnLine continues to operate within the government's policy and legislative framework; monitoring the operator's execution of their obligations; and managing any contractual changes to the partnership agreement, including new products.

Includes correspondence and memoranda.

Unless otherwise specified below, the ministry OPR (Partnership Management Office) will retain these records for:

FY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:

SO nil DE

-00	Policy and procedures	- OPR	<u>SO</u>	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				

[Key to ARCS/ORCS Codes and Acronyms](#)

ONGOING RECORDS SCHEDULE

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		<u>A</u>	<u>SA</u>	<u>FD</u>
93200	<u>BC ONLINE - CONTRACT MANAGEMENT</u> (continued)			
-02	BC OnLine change management process (includes the change management process document)	SO	7y	DE
	NOTE: This secondary documents the way in which the change management operations are conducted and maintained.			
-03	BC OnLine contract (includes partnership contract amendments)	SO	7y	FR
	FR = The government archives will fully retain the paper copy of the BCOL contract because it documents the services being contracted as well as the service levels required, and any changes to the services and service levels. Draft and duplicate materials that hold no evidential value may be purged and discarded.			
-04	BC OnLine contract management performance reports (includes draft and final versions of the annual and monthly performance reports prepared by the contract management office)	SO	7y	DE
	NOTE: Operational reports are provided to the data partners/associates and to the operator. Data partner reports are bimonthly and are a summary of BCOL activities. Monthly reports to the operator, classified under secondary -08, include the government's response to the BCOL operator's performance reports.			
-05	BC OnLine operator's annual reports	SO	7y	FR
	FR = The government archives will fully retain the operator's annual reports because they document the provincial government's involvement in a public/private partnership. The operator's annual reports document service delivery, customer satisfaction and the funds received and dispersed by the BCOL contractor. Draft and duplicate materials that hold no evidential value may be purged and discarded.			

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[Key to ARCS/ORCS Codes and Acronyms](#)

ONGOING RECORDS SCHEDULE

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		<u>A</u>	<u>SA</u>	<u>FD</u>
93200	<u>BC ONLINE - CONTRACT MANAGEMENT</u> (continued)			
-06	BC OnLine operator's performance reports (includes monthly reports submitted by the operator) (arrange in binders by month)	SO	7y	DE
-07	BC OnLine reports management	SO	7y	DE
	NOTE: This secondary covers records relating to the analysis and evaluation of the reporting system established for the operator, as well as for the contract management office.			
-08	BC OnLine risks and issues management (includes the risks and issues management document)	SO	7y	DE
	NOTE: This secondary identifies the specific risks or set of circumstances which, should they occur, would have a negative impact on the ability of the operator to meet its contractual obligations and/or its goals and objectives. It does not deal with those risks or circumstances. Individual risks and issues are classified under secondary -40. (arrange by electronic log code)			
	It also covers discussions on how to manage an issue (a specific occurrence of a risk) identified as having or being likely to have an impact on the successful conduct and/or management of the BC OnLine service or on the ability of either party to fulfill its contractual obligations.			
-20	BC OnLine change request case files (paper and electronic records) (includes change request forms, initial impact review forms, assessment forms, change request sign-off forms, privacy impact assessment forms, project plans, and post-implementation review forms)	SO	7y	DE
	NOTE: This secondary documents the specific changes that are made over the life of the contract (e.g., changes in the products and services offered and the clients and customers being served), as well as informing and involving the affected parties (e.g., the BCOL operator,			

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[Key to ARCS/ORCS Codes and Acronyms](#)

ONGOING RECORDS SCHEDULE

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93200 BC ONLINE - CONTRACT MANAGEMENT (continued)

the data partners (i.e., owners of databases and products), customers, the public and other government entities).

All new products are introduced to BCOL using the change request process. They are known as potential future products until they are accepted. Negotiations about and summaries of new products (whether future, value-added or external) are filed under the appropriate data partner (93300-20) or reseller file (93300-30) and any user guides and tutorials are filed under user guides (93400-05).

Change requests which become amendments to the contract are summarized and signed off in secondary -03.

-25	BC OnLine change request log - pending (electronic records)	SO	NA	NA
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NA = Every calendar year, those change requests which have been resolved or cancelled are severed from the change request log and are saved as a log of resolved change requests under secondary -30.

NOTE: The electronic log tracks and indexes all change requests classified under -20.

-30	BC OnLine change request log - resolved (electronic records)	SO	7y	DE
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-40	BC OnLine risks and issues case files (paper and electronic records) (includes original letters and/or risk/issue description forms, probability/severity rating documents, correspondence, and copies of committee decisions) (arrange by electronic log code)	SO	7y	DE
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NOTE: These files may clarify an aspect of the agreement, introduce the concept for a new product, or bring attention to a flaw in an administrative or operational process.

NOTE: Copies of relevant discussions or decisions made by contract management committees are filed under this secondary, as well as in the appropriate committee file under ARCS secondary 200-20.

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[Key to ARCS/ORCS Codes and Acronyms](#)

ONGOING RECORDS SCHEDULE

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		<u>A</u>	<u>SA</u>	<u>FD</u>
93200	<u>BC ONLINE - CONTRACT MANAGEMENT</u> (continued)			
-45	BC OnLine risks and issues log - pending (electronic records)	SO	NA	NA
	NA = Every calendar year, those risks and issues which have been resolved or cancelled are severed from the active risks and issues log and are saved as a log of resolved risks and issues under secondary - 50.			
	NOTE: The electronic log tracks and indices all risks and issues classified under -40.			
-50	BC OnLine risks and issues log - resolved (electronic records)	SO	7y	DE
	SO = when the contract expires or is terminated and upon completion of any litigation			
	7y = The retention period provides a reasonable period of time to research the previous contract's activities during contract re-negotiation, ensures the records are available for fiscal accountability, and allows the legal value of the records to be extinguished.			

ONGOING RECORDS SCHEDULE

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	<u>A</u>	<u>SA</u>	<u>FD</u>
93300 <u>BC ONLINE - PRODUCT MONITORING</u>			
Records relating to monitoring the process of offering products through BC OnLine, as well as liaising with the specific data partners and associates responsible for these products and for the databases from which they are constructed. Data partners and associates are provincial government agencies that sell existing and future products.			
Includes correspondence, memoranda, and lists of products.			
For changes to products that result in change requests, see secondary 93200-20.			
For the data partner committee, see ARCS secondary 200-20.			
For potential new products that result in change requests, see secondary 93200-20.			
Unless otherwise specified below, the ministry OPR (Partnership Management Office) will retain these records for:	FY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
-00 Policy and procedures			
			- OPR
	SO	5y	FR
	<u>SO</u>	<u>nil</u>	<u>DE</u>
			- <u>non-OPR</u>
-01 General			
-02 Data partners/associates' mass mailouts (includes data partners/associates list and mass mailout templates)	FY+1y	nil	DE
-03 Product management - existing (includes existing products list [schedule F], and documents defining and managing existing products)	SO	nil	DE
-04 Product management - external (includes external products list and documents defining and managing external products)	SO	nil	DE
-05 Product management - future (includes future products list and documents defining and managing future products)	SO	nil	DE
-06 Product management - potential future (includes potential future products list [schedule F.1] and documents defining and managing potential future products)	SO	nil	DE

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[Key to ARCS/ORCS Codes and Acronyms](#)

ONGOING RECORDS SCHEDULE

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		<u>A</u>	<u>SA</u>	<u>FD</u>
93300	<u>BC ONLINE - PRODUCT MONITORING</u> (continued)			
-07	Product management - value-added (includes value-added products list and documents defining and managing value-added products)	SO	nil	DE
-20	Data partner/associate case files (includes correspondence with data partner/associate) (arrange by data partner/associate)	SO	7y	DE

SO = when the contract expires or is terminated and upon completion of any litigation

7y = The retention period provides a reasonable period of time to research the previous contract's activities during contract re-negotiation, ensures the records are available for fiscal accountability, and allows the legal value of the records to be extinguished.

NOTE: This secondary documents the liaison with a data partner or associate with regard to existing and/or future products created by that partner or associate.

ONGOING RECORDS SCHEDULE

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A SA FD

93400 BC ONLINE - SERVICE DELIVERY

Records relating to the delivery of the BC OnLine (BCOL) service, which is the provision of electronic access to provincial government databases.

Individuals, companies or government offices wishing to access provincial databases must have an account with BCOL. Customer accounts are opened when an application form is received (and, if necessary, approved by the agency operating the database) and when the applicant's payment arrangements are accepted.

BCOL data partners (i.e., the government agencies that operate the databases) decide on how customers are to be billed. For example, provincial government ministries and some public institutions such as municipalities, universities, schools and hospitals are invoiced using an electronic journal voucher system. Other users such as members of the public and private companies must either have money in their BCOL accounts which is debited when payment is due or must enter into electronic funds transfer (EFT) agreements with BCOL which allow BCOL to debit their bank accounts directly.

Includes correspondence, reports, memoranda, applications, manuals, electronic database, and electronic records.

NOTE: Although the delivery of BCOL is performed by the private sector, the records belong to the provincial government. This primary provides for the classification, as well as the retention and disposition of government records that are maintained by the operator while operating BCOL on behalf of the provincial government.

For BCOL fees, both statutory and contractual, see ARCS secondary 1120-20.

For the Client Management System (CMS) database, see the information system overview.

For internal and external audits of the BCOL service, see ARCS primary 975.

For processing and reconciling customers' invoices, see ARCS secondary 920-20.

Unless otherwise specified below, the ministry OPR (Partnership Management Office) will retain these records for:

FY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:

SO nil DE

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[Key to ARCS/ORCS Codes and Acronyms](#)

ONGOING RECORDS SCHEDULE

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			<u>A</u>	<u>SA</u>	<u>FD</u>
93400	<u>BC ONLINE - SERVICE DELIVERY</u> (continued)				
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	BC OnLine annual customer survey (includes questionnaires and draft and final versions of reports)		FY+2y	nil	DE
	DE = These records can be destroyed because the information is duplicated in the BCOL operator's annuals reports (93200-05) which are fully retained by the government archives.				
-03	BC OnLine customer relations (includes communication plans, public and/or customer information releases and customer contract template)		FY+2y	nil	DE
-04	BC OnLine marketing (includes marketing plans, business opportunities, and copies of marketing efforts [including advertising samples])		FY+2y	nil	DE
-05	BC OnLine technology plans (includes operator's annual technology plans)		FY+2y	nil	FR
	FR = The government archives will fully retain a copy of each technology plan for its evidential and informational values. These records document enhancements to information technology, hardware and services to clients by the BCOL operator. Duplicate copies of technology plans may be destroyed.				
-06	BC OnLine user guides (includes a user guide and a web based tutorial for each database available through BCOL)		SO	nil	SR
	OPR = BCOL operator				
	SR = The government archives will selectively retain user guides and tutorials because they document BCOL's role in providing access to government databases.				
	One copy of each published user guide and tutorial which relates to a government database will be				

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A SA FD

93400 BC ONLINE - SERVICE DELIVERY (continued)

transferred to the government archives. All guides relating to non-government databases, and additional copies of guides relating to government databases, as well as all other records will be destroyed. At the time of transfer to semi-active storage, the guides for retention will be boxed separately from other records for destruction.

- | | | | | |
|-----|--|-------|----|----|
| -20 | BC OnLine customer account case files
(paper and electronic records)
(records include BCOL applications, copies of electronic funds transfer [EFT] agreements, cheque samples used to debit customers' bank accounts, copies of returned cheques and returned EFTs, requests for credits, correspondence and facsimile transmissions showing changes to customer information and routine communication with customers)
(arrange by customer number) | SO+1y | 6y | DE |
|-----|--|-------|----|----|

OPR = BCOL operator

SO = when customer closes account, or when the account is in default or dormant for one year

7y = Seven years after a customer account is closed, the documents comprising it are considered inconsequential.

- | | | | | |
|-----|---|----|-----|----|
| -30 | BC OnLine partner/subject case files
(e.g., history and development of BC OnLine, pricing models and rates evaluation, the BC Buy Smart Program, credit card usage issue)
(arrange by partner or subject) | SO | nil | SR |
|-----|---|----|-----|----|

OPR = BCOL operator

SO = when no longer required for reference purposes

SR = The government archives will selectively retain partner and subject case files for their evidential value. These records document the development and provision of services by BCOL, and its relationship with provincial government partners. They also document the audit and evaluation of the program.

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[Key to ARCS/ORCS Codes and Acronyms](#)

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93400 BC ONLINE - SERVICE DELIVERY (continued)

The records will be selected by retaining all files opened before BCOL was contracted (i.e., all files opened prior to April 30th, 1999), as well as all partner and subject files created after April 30th, 1999 that document services to government partners. All files opened after April 30th, 1999 relating to non-government partners will be destroyed at the end of their semi-active retention period.

NOTE: Because of the small volume (approximately one standard box) and the identical retention period and final disposition for both BCOL partner and subject files, they are arranged in one alphabetical sequence, rather than two separate case file series.

[Key to ARCS/ORCS Codes and Acronyms](#)

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INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Service BC
BC OnLine Partnership Office

System Title

BC OnLine Client Management System (CMS)

Purpose

The purpose of CMS is to monitor BC OnLine customer accounts, to calculate the amount to bill customers, to issue account statements to BC OnLine customers, and to provide customers with online access to view their account information.

Information Content

CMS contains the names of applicants, their mailing addresses, and telephone numbers; bank account numbers; names and addresses of financial institutions; names of BC OnLine databases; database usage record and associated charges; and account balances.

Inputs, Processes, and Outputs

Inputs

CMS inputs consist of BC OnLine application forms.

Processes

CMS serves as a record of customer usage of BC OnLine; calculates customers' bills; generates account statements; creates an electronic journal voucher batch file that it sends to the Office of the Comptroller General's Corporate Accounting System (CAS); and electronically debits customers' bank accounts by creating a preauthorized payment file in the Provincial Treasury Electronic Funds Transfer (EFT) system.

Outputs

CMS outputs consist of account statements, which are sent out to customers, and reconciliation reports, which are classified under ARCS secondary 920-20.

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy, as prescribed in GMOP 8.1.4 and is classified under ARCS secondary 6820-05 Back-up data.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the ORCS. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

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Electronic Records

Secondary No. Secondary Title

93400-20 BC OnLine customer account case files

Inputs

Secondary No. Secondary Title

93400-20 BC OnLine customer account case files

Outputs

Secondary No. Secondary Title

ARCS 920-20 Financial account analysis and reconciliation files

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For BC OnLine user guides, see secondary 93400-06.
- For computer system backup records, see *ARCS* secondary 6820-05
- For Electronic Funds Transfer (EFT), see EFT information system overview, schedule 890168.
- For transitory electronic data processing (EDP) records, see schedule number 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system (or any parts of the system), and supporting tables data, will be destroyed when all data have been migrated to a new system performing the same function, or when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.