

**IN THE MATTER OF THE INQUIRY**

**between**

**An Applicant**

**and**

**THE MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES**

**(Public Body)**

**AFFIDAVIT**

I, BRAD WILLIAMS, Executive Director with Information Access Operations, Ministry of Technology, Innovation, and Citizens' Services, 548 Michigan Street, Victoria, British Columbia, SWEAR AS FOLLOWS:

1. I have personal knowledge of the matters in this Affidavit, except where they are stated to be based on information and belief, in which case I believe them to be true.
2. I am the Executive Director of Logistics and Business Services with Information Access Operations (the "IAO"), Ministry of Technology, Innovation, and Citizens' Services (the "Ministry").
3. As Executive Director with the IAO, I am responsible for the development, establishment and operation of government's corporate information access program, which involves improving performance (timeliness and quality) of Freedom of Information and Records Management services across government.

4. The IAO provides services and advice on behalf of the Provincial ministries with respect to fulfilling obligations under the *Freedom of Information and Protection of Privacy Act* (the “Act”), the *Document Disposal Act*, and the Core Policy and Procedures Manual chapter 12 through the management of records within the custody and control of the Province.
5. Among other services, the IAO processes Freedom of Information requests on behalf of all government ministries. This includes reviewing requested records for information that must or may be severed pursuant to the Act.
6. The IAO has approximately 100 Freedom of Information related FTE’s devoted to the processing of requests for records under the Act.
7. IAO employees are placed on teams who provide services to different ministries of government.
8. On average the IAO has closed 8,700 Freedom of Information requests a year.
9. The average number of general Freedom of Information requests the IAO deals with in a given year has tended to rise each year from 2009 when Freedom of Information services were consolidated under the IAO.
10. I am advised by Hayley Hill, barrister and solicitor with the Ministry of Justice, and do believe to be true, that the records at issue in this inquiry are records responsive to the Applicant’s request for:

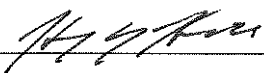
Message tracking log files (files beginning with MSGTRK in %ExchangeInstallPath%TransportRoles\Logs\MessageTracking) from e7hub01.idir.bcgov, e7hub02.idir.bcgov, e7hub03.idir.bcgov, e7hub04.idir.bcgov, e7hub05.idir.bcgov, e7hub06.idir.bcgov, e7hub07.idir.bcgov, e7hub08.idir.bcgov, e7hub09.idir.bcgov for the time period of January 1, 2013 to July 3, 2013.

11. I am advised by Hayley Hill, barrister and solicitor with the Ministry of Justice, and do believe to be true, that the Applicant in the above request agreed that the subject column could be removed entirely and the sender and recipient columns could be processed to consistently anonymize any non-government email addresses (the "Request").
12. I have seen a sample of message tracking logs, which was provided to me by the Office of the Chief Information Officer at the Ministry.
13. I have been advised by Dan Ehle, Executive Director at the Office of the Chief Information Officer at the Ministry, that the requested records may contain personal information. I am satisfied that this is the case from my review of the records. As such, the IAO would be required to review the entirety of the information in the message tracking log files to determine where section 22 applies to withhold information in the records.
14. I am advised by Dan Ehle, Executive Director at the Office of the Chief Information Officer at the Ministry, and do believe to be true that the requested message tracking logs contain approximately 377,200,000 lines of information.
15. Based on my understanding of the contents of the message tracking logs and IAO's experience in reviewing and severing records, I would estimate that each line would take on average approximately 30 seconds to review. This estimate is based on the fact that, while some of the lines will require no severing, others will require investigation and severing.
16. A 30 second review of each line equates to 120 lines per hour. Employees work 1827 hours per year, which would equate to 1720.5 years for one employee to complete the Request.
17. A line by line review of the 377,200,000 lines of information would cost the Ministry \$129 million dollars for analysts within the ministry to complete the Request. This is

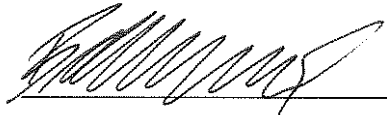
based on an approximate cost of \$75,000 for one IAO analyst per year. This yearly cost is then multiplied by the 1720.5 years it would take for one analyst to complete the Request.

- 18. I expect that a contractor hired to process Freedom of Information requests would likely charge between \$100 and \$200 an hour. Taking an average of \$150 per hour and multiplying it by the 1720.5 years it would take for one analyst to complete the Request, it would cost the IAO \$471 million dollars to process the Request if it contracted out the work.
- 19. The cost of processing the Request would not be recoverable through the application of fees under the Act.
- 20. I believe that a requirement to sever the records at issue in this inquiry will detract from IAO's ability to properly process other applicant's access requests in a timely fashion as IAO's budget and analysts' time will be monopolized by responding to this Applicant's request.
- 21. I swear this Affidavit for consideration by the Information and Privacy Commissioner in this application.

SWORN BEFORE ME at the City of )  
 Victoria, British Columbia, this )  
10 day of April, 2015 )  
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A Commissioner for taking Affidavits )  
 in British Columbia )

  
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BRAD WILLIAMS

**Hayley Hill**  
**Barrister and Solicitor**  
 Ministry of Justice  
 1001 Douglas Street  
 Victoria, BC V8V 1X4