



By Fax: 250-356-1385

9 August 2012

The Honourable Christy Clark
Premier
PO Box 9041 Station Provincial Government
Victoria, BC V8W 9E1

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Dear Premier Clark:

Re: Public Inquiry into the Integrated Case Management System

I am writing on behalf of the British Columbia Civil Liberties Association (BCCLA) to call for an immediate public inquiry into the roll-out of the Integrated Case Management system (ICM) and related systems.

The BCCLA has voiced concerns over the dire privacy implications of the ICM since the plan was first announced. Since the roll-out, we have been contacted by system users who have echoed the recent public statement of the BC Representative for Children and Youth regarding the problem-plagued system.

Our association has consistently raised privacy and security concerns about citizens' personal information subject to massive data integration projects. While the government has long promised that such systems will get the "right information to the right people at the right time", in practice, data integration with roles-based access is extremely complex and difficult to implement and these systems have a tendency to default to "all the information to all the people, all the time."

However, in the case of the ICM, matters are more dire still, with Ms. Turpel-Lafond pointing out that the system has proved so unworkable that, alongside the exposure of highly sensitive personal information to people who should not have access to such data, there has been a failure to deliver urgent information to those who do require it to protect vulnerable children and youth.

While the Representative has referred various ICM issues to both the Office of the Information and Privacy Commissioner and the Office of the Auditor

General, we believe that the problems with ICM are inherent in the system's very concept, design and technological architecture and that a public inquiry should be called to examine the system in its entirety.

We join other organizations in this call, sharing the view that the breadth of focus of a public inquiry is necessary to understanding how to make the government's new model of program and data integration both effective for service delivery and protective of citizens' rights. The integrative model, which the provincial government proposes to implement broadly under its e-government agenda, is essentially discredited by the multiple failures of the ICM.

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We respectfully request that a public inquiry be called to investigate the reasons for the ICM's failures and provide recommendations for addressing those failures. It is our view that the government must go no further down the road of systems integration until the citizens of British Columbia can be confident that their privacy rights and their data security is appropriately protected.

Yours truly,

A handwritten signature in black ink, appearing to read "M. Vonn", followed by a horizontal line extending to the right.

Micheal Vonn
Policy Director