

Case Study

Government of British Columbia, Information Access Operations (IAO)

The Organization

The Government of British Columbia provides key services to ministries and organizations, employees, and broader public sector entities. The Information Access Operations (IAO) office is committed to publishing government data and information and is committed to improving online interactions with government.

Challenge

The Government of British Columbia, IAO required a commercial-off-the-shelf (COTS) Access to Information (ATI) request tool to assist in handling ATI request processing. The agency set several goals for its desired solution:

- Streamline processes
- Enable a higher volume of requests
- Improve staff workload

The desired ATI request processing system also needed to provide an end-to-end workflow—mapping out all aspects of the Government’s ATI process. The new system also needed to be highly flexible to accommodate new policies and requirements.

Solution

AINS provided the Government with ATIPXpress®, the AINS Open Government solution for Access to Information processing in Canada. ATIPXpress provided scalability, integrated architecture, and a public-facing web portal that enabled IAO to automate and streamline their request processing. ATIPXpress enabled existing ATI staff to do more without increasing resources.

To enhance functionality of ATIPXpress, IAO added the AINS Public Access Link (PAL) Web Portal. This gave IAO the ability to proactively post frequently requested documents. This new public facing portal not only increased transparency, but helped to balance staff workload by reducing the need to respond to repeated requests.



Results:

- Quicker Responses to ATI Requests
- Optimized Staffing
- Configuration for Flexibility
- Low Maintenance
- Provided Greater Transparency
- Increased Citizen Engagement