



Business Context

FIPPA Case Management System

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1. INTRODUCTION

The FIPPA Case Management System Project (FCMSP) focuses on implementation of an web-based Case Management System. The focus of this document is to provide details on the document management requirements for the Case Management System Project. This project will enable the City of Winnipeg meet the rapidly increasing demands of access to Information under FIPPA in the most effective and efficient manner by implementating a web- based Case Management System to manage all the requests received.

This document intends to capture business requirements for the Case Management System. The vendor selected is to supply , configure and integrate the Case Mangement System functionality with customization. The case management system is for “Intake, Distribution, Processing, Tracking and Disposition of access to information request” functions as will be documented in the Business Use Case (BUC). These processes are triggered by “Submit application” “Receive Fee Estimate” “Receive Request” “Update Information” “Receive Notification” “Request Modification” “Assign Request” tasks within The Corporate Access and Privacy Unit of City of Winnipeg regarding *The Freedom of Information and Protection of Privacy Act (FIPPA)* .

2. PROJECT BACKGROUND

The City of Winnipeg and other public bodies in Manitoba are bound by *The Freedom of Information and Protection of Privacy Act* to provide information requested under Part 2 of the Act. Requests received under this Act have increased dramatically over the last few years and are expected to continue to increase as can be seen by the table below, with over 1000 FIPPA requests received by the City in 2014 and a projected total of over 1,200 for 2015:

FIPPA Requests Received by the City of Winnipeg

Years	Number of Requests
2006	234
2007	183
2008	244
2009	209
2010	360
2011	620
2012	802
2013	867
2014	1038

The exponential increase in requests has resulted in the City struggling to ensure legislative compliance with the Act, with the current manual system of administering FIPPA requests becoming a large burden on virtually all City Departments. Private sector experts on FIPPA, were engaged to

produce a report which recognized that the current distributed FIPPA model is inefficient and requires many separate resources spread all across the administration. While this may have worked with initial volumes of FIPPA requests, the rapidly increasing number of requests received currently by the City has caused other services to suffer in many departments in order to simply respond at the minimal required level to FIPPA requests.

The consultant's report provided detailed recommendations and steps for changing how the FIPPA process is undertaken at the City, particularly with regards to the centralization of functions related to access and privacy, many of which would be addressed by the proposed case management system. Existing practices for managing the FIPPA process make it difficult for staff to track the requests, adequately review them, and to respond within the legislated timeframe. Each department currently maintains their own tracking systems in a patchwork of access databases, excel spreadsheets, shared drives, and paper files. These practices lead to duplication, time spent analyzing and finding the most current documents, and struggling to meet the recordkeeping and responding demands imposed by the Manitoba Ombudsman.

In addition to the challenges the lack of automation and centralization causes for staff, current practices do not allow citizens to submit, track, or receive their requests in their preferred manner. This not only frustrates citizens, but often leads to duplicate or follow-up requests that add to the already expanding workload of departmental FIPPA coordinators.

A web-based Access to Information case management system will benefit all City departments by enabling:

- Online Web-based receipt of FIPPA requests;
- Real-time automated tracking of requests by staff and citizens;
- Standardized templates;
- Enhanced reporting functionality;
- Enhanced security;

The implementation of a web-based Access to Information case management system is expected to significantly reduce the time and effort expended by each of the City's FIPPA Coordinators.

3. Goals

The following objectives are considered in scope as project deliverables for functional operability of the Case Management System:

- The implementation of a Case Management System.
- The processes associated with using the new Case Management System
- The add-on components including: redaction, etc.

For reference purposes, please find the overall goals of FCMS below.

3.1. Business Goals

The objectives of this initiative include enabling the centralized coordination of requests across departments

- Standardization of practices and procedures for handling access requests
- Reduction in the costs of distribution and management of files
- Enhancement of the user experience for citizens and staff
- Enhanced security on processes and practices of handling requests.
- Centralization of recordkeeping of all requests and documents on requests received.
- The enablement of improved oversight to access to information request by City under FIPPA by leveraging system and business processes to allow for better management of information requests.
- The people and City departments will be fully prepared to embrace the change through initial and ongoing support via training, and procedures, etc.

3.2. Project Goals

Based on the new plan, that the solution is acquired, configured, integrated and delivered on time and on budget with the required project team, vendors and stakeholders.

An 'adopt and adapt' methodology to use full configuration and integration to the technology and modify application to align with processes and workflow. The solution outcomes will meet all requirements as documented in all artifacts and the final approved versions of all documentation provided and signed off. A full integration and configuration plan to The Corporate Access and Privacy Unit and respective internal IT resources – including documentation, quality, user acceptance testing, system integration testing, training, defect resolution and warranty.

4. Requirements Scope

This requirements document identifies what is in Scope and Out of Scope by focusing on target Case Management System being implemented by The Corporate Access and Privacy Unit.

4.1. In Scope:

The functional scope of the Case Management System is determined by the staff of The Corporate Access and Privacy Unit of the City of Winnipeg to manage the intake, distribution, processing, tracking, and disposition of request for access to information under *The Freedom of Information and Protection of Privacy Act (FIPPA)*. The solution will have the following capabilities :

- Electronic receipt of access requests for FIPPA Coordinators
- Creation of a central file which is automatically updated when action is taken
- Real-time automated tracking of requests by staff and citizens
- Ability for FIPPA Coordinators to collaborate on requests
- Easy-to-use redaction tools

- Ability to issue fee estimates and receive payments electronically
- Online Web-based submission of FIPPA requests, real-time tracking of requests, and electronic receipt of responses
- Standardized template responses
- Enhanced reporting functionality

4.2. Out of Scope

- Business processes, and efforts not listed in the context diagram(appendix A) are out of scope. This includes all the processes, efforts and interactions by the Corporate Coordinator/FIPPA Coordinators with other departments and staff of City of Winnipeg in conducting record search outside the FIPPA Case Management System .
- All correspondences with the Manitoba Ombudsman on requests under FIPPA is considered out of scope.
- The FIPPA Case Management System has no interface with other systems.