



City of Victoria - Privacy Impact Assessment

eApply Calls for Service

PIA-2017-002

Part 1 - General

Name of Department/Branch:	Finance, IT Branch		
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1. Description of the Initiative

Like other municipalities, the City of Victoria uses a Calls For Service (CFS) process that allows residents to contact staff about a range of issues such as repairs (sidewalks, street lights), concerns (events that were too loud) and issues (needles in parks). Residents can initiate a CFS by phone (the City ConnectVictoria app), mail, email, through Twitter or Facebook or use the online, fillable PDF form available on the City's website.

This PDF form has its limitations including:

- The need to manually data enter the information into Tempest's CFS module
- Difficulty tracking the CFS to completion
- Inconsistent customer service
- Inconsistent follow up with residents
- Some CFS are not completed and closed out in Tempest

This PIA is about replacing the PDF form with an HTML 5 web form that is integrated with Tempest's CFS module. The major benefits will be:

- The HTML 5 form will automatically create and populate a Tempest CFS folder thus eliminating manual data entry
- Better reporting ability enabling useful tracking of service level compliance
- Improved customer service (e.g. easier to use form, provide progress information, more consistent experience regardless of department responding to CFS)

The HTML 5 form is an eApply application being developed in cooperation with the Tempest Development Group.

2. Scope of this PIA

The CFS process includes a number of steps to receive, assign, action and close a service request. The scope of this PIA is limited to the use of eApply. Excluded from the PIA will be:

- CFSs not submitted by eApply (e.g. email, phone, mail etc.)
- Not CFSs rerouted as an emergency requiring a phone call
- The process of doing the work in response to the CFS
- CFSs to Bylaw Services (A separate PIA is necessary)
- Only CFS regarding reporting of problems, concerns, damage etc. (e.g., street lights not working, broken sidewalk, damaged tree, graffiti)
- This PIA doesn't include any eApply forms for special events, parking Services, utility billing, storm water rewards and rebates

3. Related Privacy Impact Assessments

There are no related PIAs.

4. Elements of Information or Data

eApply CFS will be used by every department and will collect what it currently collects via the online form.

The online form collects: First name, Last name, and email address and home address. Residents also have the option of providing their daytime phone number and a message which may include personal information such as a home address or personal opinions.

- Pictures: There is no access to people's picture folder. From a computer people would browse to their photos and attach a photo to submit.
- Reports: There are no reports that are part of eApply CFS. Tempest CFS has existing reports.
- Esquimalt: We don't share any personal information with Esquimalt via eApply CFS. We may request personal information via the eApply CFS form for services that we provide for Esquimalt.
- Away from Office use: Workers in the field will have access via CFS mobile which is a separate existing application (the Mobile Dashboard)
- Current PDF form: No additional personal information will be collected.

If personal information is involved in your initiative, please continue to the next page to complete your PIA.

If no personal information is involved, please submit Parts 1, 6, and 7 to your privacy office(r). They will guide you through the completion of your PIA.



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Part 2 – Protection of Personal Information

5. Storage or Access outside Canada

Storage and access will be inside Canada. The personal information will be stored on the City's network.

6. Data-linking Initiative*

If you answer “yes” to all 3 questions, your initiative may be a data linking initiative and you must comply with specific requirements under the Act related to data-linking initiatives.	
1. Personal information from one database is linked or combined with personal information from another database;	no
2. The purpose for the linkage is different from those for which the personal information in each database was originally obtained or compiled;	no
3. The data linking is occurring between either (1) two or more public bodies or (2) one or more public bodies and one or more agencies.	no
If you have answered “yes” to all three questions, please contact your privacy office(r) to discuss the requirements of a data-linking initiative.	

7. Common or Integrated Program or Activity*

If you answer "yes" to all 3 of these questions, you must comply with requirements under the Act for common or integrated programs and activities.	
1. This initiative involves a program or activity that provides a service (or services);	yes
2. Those services are provided through: (a) a public body and at least one other public body or agency working collaboratively to provide that service; or (b) one public body working on behalf of one or more other public bodies or agencies;	no
3. The common or integrated program/activity is confirmed by written documentation that meets the requirements in the FOIPP regulation.	no
Please check this box if this program involves a common or integrated program or activity based on your answers to the three questions above.	

8. Personal Information Flow Diagram and/or Personal Information Flow Table

Personal Information Flow Table			
	Description/Purpose	Type	FOIPPA Authority
1.	Resident submits CFS	collection	26(c)
2.	CFS is routed to appropriate staff/department	use	32(a)
3.	Service request automatically transferred to service provider contracted by public body	use	32(a)
4.	Department staff received and review CFS	use	32(a)
5.	CFS is forwarded to manager for assignment	use	32(a)
6.	Manager assigns CFS to staff to action	use	32(a)
7.	Resident is updated on CFS's status	disclosure	33.1(1)(b)
8.	Staff complete CFS and close out CFS in Tempest?	use	32(a)
9.	Staff complete CFS and forward to other staff to close out in Tempest	disclosure	33.1(1)(b)
10.	Manager reviews completed CFS	use	32(a)
11.	CFS data is compiled into report and shared	disclosure	33.1(1)(b)

9. Risk Mitigation Table

Risk Mitigation Table				
	Risk	Mitigation Strategy	Likelihood	Impact
1.	Insufficient access controls	Software has roles-based capability	low	low

10. Collection Notice

The completed CFS form will include a section 27(2) notification (The current PDF fillable doesn't have one and needs one)

Part 3 – Security of Personal Information

11. Please describe the physical security measures related to the initiative (if applicable).

Staff will access Tempest via City-issued devices and are authenticated to the City network. Access to Tempest is controlled via role-based security.

12. Please describe the technical security measures related to the initiative (if applicable).

The City Firewall is set up to accept Calls for Service Requests from the public and allow the information held in them to flow through to the Tempest database. It also allows users to search for an address and presents them with a list of potential addresses from the database from which to choose.

13. Does your branch/department rely on any security policies?

- Our department ensures that data is securely managed in a number of ways:
- Authorization and authentication of application users;
- Authorization and authentication of IT staff for network and server access;
- Data encryption, when applicable;
- Ensuring our technical environment is PCI compliant.
- For further questions please contact Lisa Ashbaugh our security administrator.

14. Please describe any access controls and/or ways in which you will limit or restrict unauthorized changes (such as additions or deletions) to personal information.

The Tempest application has role-based security that applies to the Calls for Service module. This means that only employees that require access to the Calls for Service of a specific type can access only that type of information.

15. Please describe how you track who has access to the personal information.

The Calls for Service items will be assigned to a specific user for action. It can also be forwarded to another user if work is required by a different person or department.

Part 4 - Accuracy/Correction/Retention of Personal Information

16. How is an individual's information updated or corrected? If information is not updated or corrected (for physical, procedural or other reasons) please explain how it will be annotated? If personal information will be disclosed to others, how will the public body notify them of the update, correction or annotation?

If information provided by an individual is not correct, staff will ask for correct information

17. Does your initiative use personal information to make decisions that directly affect an individual(s)? If yes, please explain.

No

18. If you answered "yes" to question 17, please explain the efforts that will be made to ensure that the personal information is accurate and complete.

N/A

19. If you answered "yes" to question 17, do you have a records retention and/or disposition schedule that will ensure that personal information is kept for at least one year after it is used in making a decision directly affecting an individual?

N/A

Part 5 - Further Information

20. Does the initiative involve systematic disclosures of personal information? If yes, please explain.

N/A

21. Does the program involve access to personally identifiable information for research or statistical purposes? If yes, please explain.

N/A

Please ensure Parts 6 and 7 are attached to your submitted PIA.



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Part 6 – Information Access and Privacy Analyst’s Recommendations



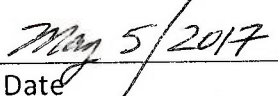
1. Advise Information Access and Privacy Analyst if eApply form linked to Cartegraph in future
2. Advise Information Access and Privacy Analyst if mobile devices are provided access in future
3. Provide a copy of the HTML 5 form for a privacy review when it is in draft format for a



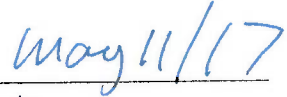


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Part 7 - Program Area Signatures

 _____ Privacy Officer/Privacy Office Representative	 _____ Signature	 _____ Date
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_____ Program/Department Manager	_____ Signature	_____ Date
 _____ Contact Responsible for Systems Maintenance and/or Security (Signature not required unless they have been involved in this PIA.)	 _____ Signature	 _____ Date

 _____ Head of Public Body, or designate	 _____ Signature	 _____ Date
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A final copy of this PIA (with all signatures) must be kept on record.

