

## Q4. What could be done to make the GNL best-of-class when it comes to information sharing?

- Release everything
- The good, the bad, and ugly should be out there so the media isn't the source
- If it comes directly from the public it can't be misinterpreted
- When you put information out it will result in questions, but we are constrained in how to answer those questions
- Releasing more proactively will alleviate time spend defending why it isn't out
- Education and awareness re. that while govt is accountable it still needs to function as a business
- More basic information (policies, guidelines etc.) should be online
- Indexes listing what info departments have and where to find it
- Central portal website
- Keep list updated and current
- Include in the Q&A section where to go to find
- Google or a GNL Ask.com site
- Releasing bad info in a timely fashion before the media
- Corporate policy/standard of how many steps to get answers --3 degrees of separation
- Awareness of what private sector is reporting on and how we stack up to them
- Standardization
- Such as with ATIPP, you do your best to interpret it such as when your department has to release such information
- Office bureaucracy makes it hard; it should become easy for a person to decide what can be released
- An external group, such as one department decides whether such information is released, and not influenced or forced by people in your department
- Interpretation of things such as ATIPP and what should be allowed to be released
- The information currently available should be easier to find, both on the website and via government search database and be able to search within files such as PDFs without clicking on the PDF
- Right now, you have to open like 60 different documents and search them all individually
- There is a difference between publically available and easily accessible
- If such a thing can't be done, more key words need to be added to such documents to make it more easily searchable
- Try to limit the amount of information that has to go through a democratic process
- But as well, privacy has to be balanced and you don't want to accidentally reveal someone's personal information

- Guidelines have to be established to know what can be released, what has to go through bureaucracy, and what for sure cannot be released and should remain private
- How do you categorize all the information and where do you reveal it?
- Make more categories, so you more easily and intuitively know where things are
- Discussions on what should be pro-actively disclosed, so it doesn't need to be asked for.
- Processes outlined for different kinds of information, such as contracts, what needs to be redacted
- Tricky to decide what information needs to be released and what doesn't
- Make available in various formats
- Release more basic information—policies, guidelines
- Put up indexes listing what information departments have and where to find it
- Regular release of information
- Appropriate/timely
- Government should know what private sector wants released
- Give people what they want, not what we want to give them
- Determine what it is that people really want need
- We still need to maintain proprietary information
- Privacy and confidential information must be protected
- Information sharing can't be driven by our internal need to "tick the box"
- Putting information up on the website has increased the sensitivity internally about what is shared.
- The release of some of the ATIPP requests online actually deter some from requesting information
- More resources should be provided to the ATIPP coordinators so they have more support and training
- The ATIPP office with training and skills in the legislation should provide more support to coordinators.
- Keep information current and relevant
- Resources
- If more resources aren't there, it will take up more time of people's jobs to do this, so people will get less done
- If you want routine information made available, then resources need to be put in
- Something with ATIPP with a contract, or something, you have to go through them and a third party and it's stupid. The caveat should be there that we can release this if we want, so that way we can skip it, not if, ands, or buts. These are the rules. You're big, you're successful, it goes out
- Some information is more appropriate than others to put online

- Why don't we ask for the information differently, so the general piece goes online, and the other one has the more private stuff that might have bits and pieces that have privacy protected.
- Fracking on the west coast, the company saying they can't release what's in the fluid, but we don't need to know how it's made, but only what's in it. We don't need to secret, we need what has to be done
- We need to be proactive, so places and businesses know what's expected of them
- We need a standard clause that goes in every single request, so that people know what will be disseminated
- Companies should have to provide an explanation of what it should be a private.
- Then there is a problem of people paying for information currently, then everyone gets it anyway
- But without putting money on it, then people will make frivolous requests and ask for multiple things and all the information
- If someone pays so much money for it, it should be a long time that people get to sift through it before it goes public, such as The Telegram, we only give them a few days
- We can't put out information that probably has errors in it, so we have to make sure things are edited and done right
- If the information is raw or if it's from a third party, a disclaimer should be posted with it saying it may have errors or has not been fixed
- We need a better search engine online
- We need an advance search function on the NL Gov website
- A good solid search engine would go far to improve things
- A lot of the time the public know what they are looking for, but can't find it because it's not easily accessible
- "I'm frustrated trying to find stuff and I work here"
- Coordinate how information is shared in a department to ensure it stays current
- \*\* concern expressed that gnl employees would not be comfortable talking about some of these points to the atippa panel
- It's accessibility issue – vs openness
- Where do I get information or service? Who does what?
- I think there is a culture of ownership of government works and that it can't be shared
- How information is presented online is important
- More money should be given to departments to develop quality websites and search abilities
- What we heard docs – should be standard
- Let technical experts speak on technical topics (not policy issues)
- Be careful about what is released through ATIPPA (Must protect clients' business)
- Be more timely with providing information

- Ensure employees have a good handle on what information is allowed to be shared (Better onboarding)
- Less focus on “social media” and real focus on meaningful communication
- There are two dimensions here: internal data-sharing versus external data-sharing
- Timing of ATIPP requests, as well as trying to pre-empt what types of information may be ‘ATIPPed’ is important: when departments receive requests, it is VERY time-consuming.
- If information is managed efficiently, it can be shared more easily. Proactive data management (with information sharing in mind) is part of the solution.
- In terms of metadata, it is important that the data presented is understandable to the general public (e.g. ‘what is an Order of Council’? How many members of the public know what this means?)
- Plain language for government is NOT plain language for citizens. How will this be addressed when taking government documents for public access?
- Ensuring the public knows exactly where data should be looked for is important. Should data be searchable by department, or should information just be topically organized? (Organizations of departments is NOT intuitive).
- ‘Passing the buck’ on searches for information by saying that it is not our department, shouldn’t be acceptable. It should be everybody’s responsibility to ensure requests for data are honoured.
- Publishing data and uploading data to the web are two very different things (it is the spirit of the initiative to ensure the data is interpretable).
- Establishing criteria for ‘what is shareable’ is important
- Website postings re processes
- Easier access-to-information
- Searchable databases
- Info relevant to public that currently lives in “M” drives – put on website
- Intranets for departments – scour through... what is relevant to public?
- Establish structure to promote collaboration
- There is a lot of information but as a regional manager where do you start with that idea.
- We may have information but may not have the resources or it may not be a priority of the department to compile.
- Need to get over the fear of releasing the information.
- Sometimes the information that public is seeking is not going to help me do my job. I wouldn’t take the time to collect.
- Each department to develop a list of information that would be of interest to the public. Then we would have to think about the resources necessary to get the information and put it together. Need to ensure the information is correct and collected in a method easy to share.
- Ask public the information they want.

- A coordinated approach of what info/data is collected and sharing.
- Changing the mindset culture to be open and proactive
- Look more at web based or cloud based sharing of information
- Before we can figure this out we need to know who we are sharing the information to and what they want.
- Do we have any idea where we stand, are we worst in class?
- Keep information we have accurate
- The portal is a good idea
- Collect data in a way that's easy to report on
- Don't limit and don't require specific request for info
- Openly share what we have
- What to share? What to compile? Let employees make suggestions as to what could be made available!!
- Technology
- Ways to compile data
- Easier route or way to share open discussion
- Monies available
- Need to ensure all departments are efficient/timely in updating the information provided on-line
- Government needs to "get over" the fear of providing information
- Information should be searchable
- Any information that impacts the public should be made available
- Tenders, RFPs, awarded contracts, inspection reports
- Staff in government departments need to know what information is being shared and how they have to feed the information into the "system" for disclosure – needs to be easy
- Ask the public what they want to see
- Department publications should be included
- Make the page searchable, need to be indexed
- Annual reports give idea what each Dep. is doing, including achievements of individual staff