Langara.
THE COLLEGE OF HIGHER LEARNING.

Privacy Impact Assessment for Non-Ministry Public Bodies

RightAnswers – Knowledge Centered Service
PIA#: PIA2017-0004

Part 1 – General

Name of Department/Branch:	Information Technology, Langara College		
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1. Description of the Initiative

Information Technology uses a cloud-based service called RightAnswers to create and maintain articles as part of the Knowledge Centered Service (KCS) methodology followed by the Client Services team.

On August 23rd, 2017 the vendor notified Langara College that they have decided to migrate their cloud hosting operations to Amazon Web Services (AWS). Their servers are located within the United States.

2. Scope of this PIA

Scope is limited to articles created by IT personnel.

No personal information belonging to employees or students is contained in the articles.

3. Related Privacy Impact Assessments

No other PIAs have been submitted for this initiative.

4. Elements of Information or Data

KCS Articles may contain contact information (name, business email and office phone number) for College employees; for example "To get access to FluidSurveys, contact John Doe at jdoe@langara.ca or call at 604-323-9999".

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Part 6 – Privacy Office(r) Comments

This PIA is based on a review of the material provided to the Privacy Office(r) as of the date below. If, in future any substantive changes are made to the scope of this PIA, the public body will have to complete a PIA Update and submit it to Privacy Office(r).
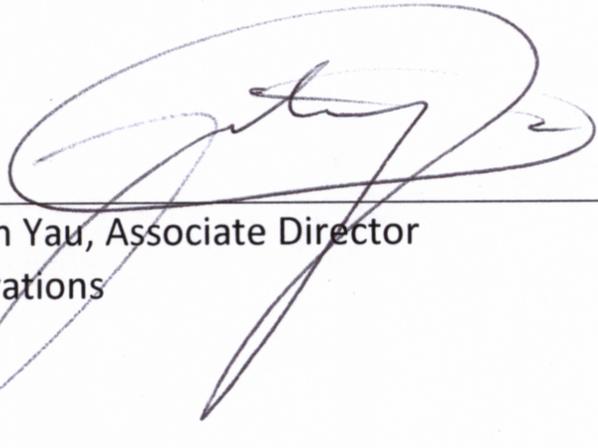
_____   Sept. 6, 2017
Joanne Rajotte, Manager   Date
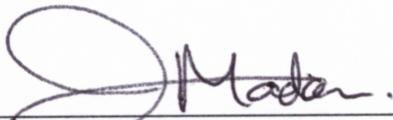Records Management and Privacy

Part 7 – Program Area Signatures

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Justin Yau, Associate Director
Operations

Sept 7, 2017
_____
Date

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Jag Madan, Chief Information Officer

Sep. 7/17.
_____
Date