

Court Services Branch

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Victoria BC, V8W9J2, CANADA

Communications Plan: MS Teams Tour

28th June 2024

Draft: #1

OVERVIEW

The pandemic ignited a dramatic shift to more virtual appearances, and in 2021, the Court Services Branch (CSB) rolled out new phones (unified communications) and laptops that included MS Teams. Now, with court operations stabilizing, the decision has been made to continue to use MS Teams for all virtual court appearances. It is essential that Court and Sheriff staff know how to use the technology to conduct court operations. Therefore, Strategic Information & Business Applications (SIBA) staff will be touring the province to provide training and troubleshooting for staff. Four SIBA business technology analysts will be touring the province from September 2024 to October 2024: Region 1 – Vancouver Island (Sept. 9-12); Region 2 – Vancouver Coastal (Sept. 16-20); Region 3 – Fraser (Sept. 23-25); Region 4– Interior (Oct. 7-11); Region 5 – North (Oct. 15-18).

OBJECTIVES

1. Our primary objective is to announce this MS Teams training tour to CSB staff and inform them of the training opportunity.
2. Our secondary objective is to help staff understand why familiarity with this technology is critical to business operations.

BACKGROUND

Court Services Branch (CSB) has more than 1,460 staff and is responsible for the operations of 90 court locations in five regions across the province. CSB headquarters provides corporate oversight and operational support to the branch. Strategic Information & Business Applications (SIBA) is part of the headquarters that provides technology support for the branch. CSB has two divisions: Court Administration Division and Sheriff Service Division. Court administration is responsible for case documentation and adjudication support for all matters before the court, including case initiation and processing, fee collection, file and exhibit management, court clerking, court records and transcripts, interpreter services, and the preparation and

dissemination of court orders. Sheriffs are responsible for courtroom and courthouse security, prisoner custody and transport, document service, and jury administration.

TARGET AUDIENCE

Staff in the Court Services Branch (CSB), which includes both the Court Administration Division and the Sheriff Service Division - totaling more than 1,460 members.

STRATEGIES

Strategy #1

Announce the tour through an all-staff email, plus reminder emails the week before each visit.

Strategy #2

Create supplementary communications materials, such as FAQs, key messages, fact sheets, and posters about the tour. These materials will also highlight MS Teams and its up-leveled role within the court systems. These materials will be posted to the intranet and linked to in the email communications. Posters will be sent to each region to print and display.

Strategy #3

Submit newsletter articles to the Assistant Deputy Minister's (ADM) monthly newsletter, both pre- and post-event. (The Communications team will also look for similar opportunities within the branch.)

BUDGET

Not required.

ACTION PLAN

Audience	Tool/Tactic	Message	Responsibility	Completed by (2024)	Send out (2024)
CSB Staff	Email: Announcement (include printable posters as	Announcing MS Teams tour, plus the role of	Jillian Mitchell	Aug. 10	Aug. 17

	attachment)	tech			
CSB Staff	Supplementary materials: - Key messages - FAQs - factsheet - posters	MS Teams tour & importance of technology	Person #1, Person #2	Aug. 10	Posted by Aug. 16
CSB Staff	ADM Monthly Newsletter	Article about upcoming tour (*Ask about an ad)	Person #1	1 week before deadline	August submission deadline (TBD) (*Ad: August and September newsletters)
CSB Staff	Email: Reminder - one week before visit (One template, details changed for each region)	Tour will be there next week - and what to expect	Jillian Mitchell	Aug. 26	By region: 1. Sept. 3 2. Sept. 9 3. Sept. 16 4. Sept. 30 5. Oct. 7
CSB Staff	ADM monthly Newsletter	Article post-event	Person #2	1 week before deadline	October submission deadline (TBD)

MEASURING EFFECTIVENESS

Measurement #1

All staff have been informed of the tour by August 17, via email. Reminder emails will be sent to each region by the dates listed in the above “Action Plan.”

Measurement #2

By August 16, supplementary materials, such as FAQs, key messages, fact sheets, and posters have been completed and posted to the intranet. These materials will be included in the announcement email (August 17) and subsequent reminder emails.

Measurement #3

If event is not mandatory, calculate turnout for each region; compare numbers to similar events.