



SCHOOL DISTRICT NO 47 (POWELL RIVER)

Office of the Superintendent of Schools

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Honourable Mike Bernier,

On behalf of the Powell River Board of Education, we bring to your attention the District's perspective on the transitional experience since the implementation of MyEducation BC this fall. Though there is always an expectation of operational and training difficulties during implementation, this particular experience has not only cost our District thousands of dollars in unexpected staffing costs, but has caused an unacceptable level of frustration and educational delivery difficulties. While we understand the need for the software upgrade, the Board believes that the Ministry of Education should hold Fujitsu accountable for their failure to deliver a stable working environment.

Since August, we have had to work around speed, access issues and not being able to schedule students. School setup training, which had been scheduled for the beginning of the school year, had to be rescheduled due to the speed of the application. Currently, due to an ongoing issue with the District Catalogue service, Counsellors are unable to produce accurate Diploma Verification reports and, to date, many of the BC designed reports are unavailable to our school users. Fujitsu's response to the speed issue was to turn off features during operating hours that were not only required to do business (enrollment reporting and general data extracts), as well as turning off features that made the system attractive including managing rows per page, and mobile access. It has also been frustrating in that many of the issues that plagued users under the old BCeSIS system appear to have followed this new system.

At recent meetings with the Ministry of Education and the BCSTA, the topic of compensation was discussed and it was asked if the Ministry would be seeking compensation from Fujitsu. We recommend that the Ministry take this matter very seriously and that it not only begin the process of compensating all BC School districts, but that it also hold Fujitsu responsible for the failure to deliver a functioning product in the manner that was promised. There are many other 'off the shelf' products that would meet many of the needs of our District: and while we recognize the value of a shared service, the difficulties that are being encountered due to Fujitsu's failure to deliver makes the continued use of MyEducation BC undesirable.

I look forward to your response.

Yours truly,

Doug Skinner
Chairperson
Board of Education
School District 47 (Powell River)

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Cc: BCSTA, PRDTA, CUPE, Superintendent's Office