

From: Sampson, Robert
Sent: Wed, 23 Apr 2025 19:39:08 +0000
To: DGE-CEO; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Larose, Marie-Pier; Litowski, Anne; Villeneuve, Josée; Richer, Karine
Subject: 23

23

Attachments:

23

23

Hello DGE's Office,

23

Robert Sampson

19(1)

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou 613-799-8554

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou 613-799-8554

Privilège Avocat-Client
Solicitor-Client Privilege



AVIS DE CONFIDENTIALITÉ : Le présent message et toute pièce jointe qui l'accompagne peuvent contenir de l'information protégée par le secret professionnel ou autre information confidentielle ou protégée destinée uniquement à la personne ou à l'entité à laquelle ils sont adressés. Toute diffusion, distribution, copie ou autre action concernant leur contenu par une personne autre que leur destinataire est strictement interdite. Si vous avez reçu ce message par erreur, veuillez m'en informer immédiatement et supprimer le courriel. Merci.

CONFIDENTIALITY NOTICE: This message and accompanying attachments may contain solicitor-client privilege information or other confidential or privileged information that is intended only for the use of the individual or entity to whom it is addressed. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error, please notify me immediately and delete the e-mail. Thank you.

From: Sampson, Robert
Sent: Wed, 23 Apr 2025 13:22:58 +0000
To: DGE-CEO; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Larose, Marie-Pier; Litowski, Anne; Villeneuve, Josée; Richer, Karine
Subject: [REDACTED]
Attachments: [REDACTED]

Hello DGE's Office,

[REDACTED]

Bobby

[REDACTED]

Robert Sampson

19(1)

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou 613-799-8554

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou 613-799-8554

Privilège Avocat-Client
Solicitor-Client Privilege



AVIS DE CONFIDENTIALITÉ : Le présent message et toute pièce jointe qui l'accompagne peuvent contenir de l'information protégée par le secret professionnel ou autre information confidentielle ou protégée destinée uniquement à la personne ou à l'entité à laquelle ils sont adressés. Toute diffusion, distribution, copie ou autre action concernant leur contenu par une personne autre que leur destinataire est strictement interdite. Si vous avez reçu ce message par erreur, veuillez m'en informer immédiatement et supprimer le courriel. Merci.

CONFIDENTIALITY NOTICE: This message and accompanying attachments may contain solicitor-client privilege information or other confidential or privileged information that is intended only for the use of the individual or entity to whom it is addressed. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error, please notify me immediately and delete the e-mail. Thank you.

From: Ratthe, Carole-Ann
Sent: Tue, 22 Apr 2025 13:56:25 +0000
To: Rousseau, Mélanie
Cc: Ratthe, Carole-Ann
Subject: Adaptations & Instructions - April 22

Adaptations and instructions to come:

1. Rosemont-Vancouver-Fraserview: Instruction authorizing count of ordinary ballots cast without outer/inner envelopes at RO office
2. Lac St. Jean: Instruction authorizing count of ballots marked with party name – RO error
3. Thunder Bay: Neskantaga evacuation
4. Timmins: Kasheshchewan evacuation
5. Carleton – Adaptation for counting of longest ballot
6. General – early count for advance poll ballots
7. General –adaptation re election officers authorized to count advance poll ballots.

Adaptations signed to date:

- Instruction to allow an SVR Kiosk in West Dawson
- Nunavut: preuve d'identification des électeurs enregistrés
- Dépouillement des bulletins de vote spéciaux et nomination de SVRAs supplémentaires
- Longest ballot initiative : allow for the use of non-standard paper and design
- Additional voting day for incarcerated in Soreil-Tracy
- replacement voting service in London, Ontario
- SVR voting option in Kugluktuk, Nunavut
- Authorize the production of ballots in NWT and West Vancouver EDs

Carole-Ann Ratthe

Directrice adjointe, Bureau du Directeur général des élections
Élections Canada

Deputy Director, Office of the Chief Electoral Officer
Elections Canada

carole-ann.ratthe@elections.ca / Tél : 

From: DGE-CEO
Sent: Thu, 17 Apr 2025 21:13:44 +0000
To: Breffage DGE - CEO Daily Brief TO; Sampson, Robert; Litowski, Anne
Subject: [REDACTED]
Attachments: [REDACTED]

Bonjour à tous,

[REDACTED]

Merci,

Jolyane

From: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Sent: April 17, 2025 5:05 PM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: DGE-CEO <DGE-CEO@elections.ca>
Subject: RE: [REDACTED]

From: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Sent: Thursday, April 17, 2025 3:16 PM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Cc: DGE-CEO <DGE-CEO@elections.ca>
Subject: [REDACTED]

M. Perrault,

[REDACTED]

Merci!

Kenza

From: Sampson, Robert <Robert.Sampson@elections.ca>
Sent: Thursday, April 17, 2025 3:06 PM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: DGE-CEO <DGE-CEO@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>; Ratthe,

Carole-Ann <Carole-Ann.Ratthe@elections.ca>

Subject: RE: 23 [REDACTED]

Kenza,

23 [REDACTED]

Merci,

Bobby

From: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>

Sent: Thursday, April 17, 2025 2:52 PM

To: Sampson, Robert <Robert.Sampson@elections.ca>

Cc: DGE-CEO <DGE-CEO@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>

Subject: FW: 23 [REDACTED]

Good afternoon Bobby,

23 [REDACTED]

Merci beaucoup!

Kenza

From: Sampson, Robert <Robert.Sampson@elections.ca>

Sent: Thursday, April 17, 2025 12:59 PM

To: DGE-CEO <DGE-CEO@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>

Cc: Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>

Subject: 23 [REDACTED]

23 [REDACTED]

Robert Sampson

[19(1)]

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou [19(1)]

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou [19(1)]

Privilège Avocat-Client
Solicitor-Client Privilege



AVIS DE CONFIDENTIALITÉ : Le présent message et toute pièce jointe qui l'accompagne peuvent contenir de l'information protégée par le secret professionnel ou autre information confidentielle ou protégée destinée uniquement à la personne ou à l'entité à laquelle ils sont adressés. Toute diffusion, distribution, copie ou autre action concernant leur contenu par une personne autre que leur destinataire est strictement interdite. Si vous avez reçu ce message par erreur, veuillez m'en informer immédiatement et supprimer le courriel. Merci.

CONFIDENTIALITY NOTICE: This message and accompanying attachments may contain solicitor-client privilege information or other confidential or privileged information that is intended only for the use of the individual or entity to whom it is addressed. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error, please notify me immediately and delete the e-mail. Thank you.

From: DGE-CEO
Sent: Tue, 22 Apr 2025 13:27:09 +0000
To: Sampson, Robert
Cc: Litowski, Anne; Larose, Marie-Pier; Admin-AR-DGE_Admin-RA-CEO; Villeneuve, Josée; Ratthe, Carole-Ann; Bouchaara, Kenza; Fradette, Renée-Paule
Subject: [REDACTED]
Attachments: [REDACTED]

[REDACTED]

Bonjour,

[REDACTED]

Merci,

Jolyane

From: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Sent: April 22, 2025 9:18 AM
To: DGE-CEO <DGE-CEO@elections.ca>
Subject: [REDACTED]

Stéphane Perrault [REDACTED]
Directeur général des élections
Bureau du directeur général des élections
Stephane.perrault@elections.ca

Chief Electoral Officer
Office of the Chief Electoral Officer
Stephane.perrault@elections.ca

From: Roussel, Michel
Sent: Fri, 9 May 2025 11:51:34 +0000
To: Perrault, Stéphane; Torosian, Susan; Caron, Serge; Villeneuve, Josée; Paquet, Jennifer; Morin, Karine; Gamache, Nick; Bouchaara, Kenza; Kasiri, Matine; Ratthe, Carole-Ann; Kekanovich, Darrell
Cc: Gestion des enjeux - Issue Management; Leblanc, Josée - EC; Martineau, Sophie
Subject: Boîte de scrutin - Nunavut

Good morning/Bonjour :

La mise à jour suivante fut reçue en soirée hier. Merci à toutes.

RCMP was able to retrieve the ballot box, and they are sending it to the plane for shipment to Iqaluit. RO expects the material to arrive by Sunday or Monday at the latest.

Neither he nor the RCMP were able to get the pink Statement of the Vote from the DRO. The RCMP will continue to try today and tomorrow.

RCMP case number will also be obtained and shared with ECHQ.

Michel

From: Sampson, Robert
Sent: Mon, 28 Apr 2025 14:16:09 +0000
To: DGE-CEO; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Litowski, Anne; Villeneuve, Josée; Martineau, Sophie
Subject: [REDACTED]

Attachments: [REDACTED]
[REDACTED]

Hello Bureau du DGE,

[REDACTED]

Merci,

Bobby

From: Sampson, Robert
Sent: Sunday, April 27, 2025 3:42 PM
To: DGE-CEO <DGE-CEO@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: Litowski, Anne <Anne.Litowski@elections.ca>; Richer, Karine <Karine.Richer@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Martineau, Sophie <Sophie.Martineau@elections.ca>
Subject: [REDACTED]

Bonjour Le Bureau du DGE,

23

Merci,

Bobby

Robert Sampson

19(1)

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou 19(1)

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou 19(1)

Privilège Avocat-Client
Solicitor-Client Privilege



AVIS DE CONFIDENTIALITÉ : Le présent message et toute pièce jointe qui l'accompagne peuvent contenir de l'information protégée par le secret professionnel ou autre information confidentielle ou protégée destinée uniquement à la personne ou à l'entité à laquelle ils sont adressés. Toute diffusion, distribution, copie ou autre action concernant leur contenu par une personne autre que leur destinataire est strictement interdite. Si vous avez reçu ce message par erreur, veuillez m'en informer immédiatement et supprimer le courriel. Merci.

CONFIDENTIALITY NOTICE: This message and accompanying attachments may contain solicitor-client privilege information or other confidential or privileged information that is intended only for the use of the individual or entity to whom it is addressed. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error, please notify me immediately and delete the e-mail. Thank you.

From: avocatdegarde.lawyeroncall
Sent: Tue, 29 Apr 2025 00:19:54 +0000
To: CEO-DGE; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Villeneuve, François; Litowski, Anne; Richer, Karine; Villeneuve, Josée; Martineau, Sophie
Subject: [REDACTED]

[REDACTED]
[REDACTED]
Attachments: [REDACTED]
[REDACTED]

Bonjour CEO's Office,

[REDACTED]

Merci,

Bobby

From: Sampson, Robert
Sent: Sun, 27 Apr 2025 14:19:36 +0000
To: DGE-CEO; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Villeneuve, François; Litowski, Anne; Richer, Karine; Villeneuve, Josée; Duquette, Danielle; Collin, Jean-Marc

Subject: [REDACTED]
[REDACTED]
Attachments: [REDACTED]
[REDACTED]

Bonjour DGE's Office,

[REDACTED]

Robert Sampson

[REDACTED]

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou [REDACTED]

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou [REDACTED]

Privilège Avocat-Client
Solicitor-Client Privilege



AVIS DE CONFIDENTIALITÉ : Le présent message et toute pièce jointe qui l'accompagne peuvent contenir de l'information protégée par le secret professionnel ou autre information confidentielle ou protégée destinée uniquement à la personne ou à l'entité à laquelle ils sont adressés. Toute diffusion, distribution, copie ou autre action concernant leur contenu par une personne autre que leur destinataire est strictement interdite. Si vous avez reçu ce message par erreur, veuillez m'en informer immédiatement et supprimer le courriel. Merci.

CONFIDENTIALITY NOTICE: This message and accompanying attachments may contain solicitor-client privilege information or other confidential or privileged information that is intended only for the use of the individual or entity to whom it is addressed. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error, please notify me immediately and delete the e-mail. Thank you.

From: Sampson, Robert
Sent: Sun, 27 Apr 2025 22:11:36 +0000
To: DGE-CEO; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Litowski, Anne; Villeneuve, Josée; Richer, Karine; Nigro, Mallorie; Duquette, Danielle
Subject: [REDACTED]

[REDACTED]
[REDACTED]
Attachments: [REDACTED]
[REDACTED]

Bonjour Bureau du DGE,

[REDACTED]

Merci,

Bobby

Robert Sampson

[REDACTED]

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou [REDACTED]

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou [REDACTED]

**Privilège Avocat-Client
Solicitor-Client Privilege**



AVIS DE CONFIDENTIALITÉ : Le présent message et toute pièce jointe qui l'accompagne peuvent contenir de l'information protégée par le secret professionnel ou autre information confidentielle ou protégée destinée uniquement à la personne ou à l'entité à laquelle ils sont adressés. Toute diffusion, distribution, copie ou autre action concernant leur contenu par une personne autre que leur destinataire est strictement interdite. Si vous avez reçu ce message par erreur, veuillez m'en informer immédiatement et supprimer le courriel. Merci.

CONFIDENTIALITY NOTICE: This message and accompanying attachments may contain solicitor-client privilege information or other confidential or privileged information that is intended only for the use of the individual or entity to whom it is addressed. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error, please notify me immediately and delete the e-mail. Thank you.

From: Sampson, Robert
Sent: Mon, 28 Apr 2025 22:06:12 +0000
To: CEO-DGE; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Larose, Marie-Pier; Richer, Karine; Villeneuve, Josée; Duquette, Danielle
Subject: [REDACTED]

[REDACTED]
[REDACTED]
Attachments: [REDACTED]
[REDACTED]

Bonjour Bureau du DGE,

[REDACTED]

Merci,

Bobby

Robert Sampson

[REDACTED]

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou [REDACTED]

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou [REDACTED]

Privilège Avocat-Client
Solicitor-Client Privilege



AVIS DE CONFIDENTIALITÉ : Le présent message et toute pièce jointe qui l'accompagne peuvent contenir de l'information protégée par le secret professionnel ou autre information confidentielle ou protégée destinée uniquement à la personne ou à l'entité à laquelle ils sont adressés. Toute diffusion, distribution, copie ou autre action concernant leur contenu par une personne autre que leur destinataire est strictement interdite. Si vous avez reçu ce message par erreur, veuillez m'en informer immédiatement et supprimer le courriel. Merci.

CONFIDENTIALITY NOTICE: This message and accompanying attachments may contain solicitor-client privilege information or other confidential or privileged information that is intended only for the use of the individual or entity to whom it is addressed. Any dissemination, distribution, copying or action taken in reliance on the contents of this communication by anyone other than the intended recipient is strictly prohibited. If you have received this communication in error, please notify me immediately and delete the e-mail. Thank you.

Dear ACPP members,

We would like to inform you of an issue regarding the handling of national special ballots in the electoral district of Coquitlam – Port Coquitlam (59008).

On May 1st, it was discovered that 820 national special ballots cast by electors for 72 electoral districts (ED) across the country had remained in the custody of the Coquitlam – Port Coquitlam returning officer's (RO) office and had not been returned to Elections Canada Headquarters (ECHQ) by the legislated deadline of Day 0 (April 28), 6:00 p.m. (ET) to be counted.

The RO's office misunderstood special ballot rules due to differences between federal and provincial regulations, particularly British Columbia's. Two days after polling day, the RO's office, having received no instructions on counting these ballots, reviewed the guidelines and discovered the error in their handling. They promptly notified ECHQ of the mistake.

Elections Canada has since conducted an analysis and confirmed that these ballots would not have affected the preliminary results of the EDs. Additionally, since tallying these ballots at this time would jeopardize voter secrecy, the Chief Electoral Officer has decided not to proceed with the count. For further details, please refer to the table below.

Building on the initial evaluation of the factors contributing to the incident, a comprehensive analysis will be undertaken to assess the situation further. This will include identifying preventative measures to mitigate future occurrences and determining the most suitable course of action moving forward. The findings will be made public in Elections Canada's official report.

Rest assured that Elections Canada takes this matter seriously and will continue working to address the situation with diligence and transparency.

Table title tbc.

Owning ED Code	Owning ED Name	National Outer Enveloped in 59008
59025	Port Moody—Coquitlam	532
59020	New Westminster—Burnaby—Maillardville	32
59024	Pitt Meadows—Maple Ridge	25
59002	Burnaby Central	22
59003	Burnaby North—Seymour	12
59035	Vancouver Centre	12
59001	Abbotsford—South Langley	2
59004	Cariboo—Prince George	3
59005	Chilliwack—Hope	3
59006	Cloverdale—Langley City	7
59007	Columbia—Kootenay—Southern Rockies	3
59009	Courtenay—Alberni	2

59010	Cowichan—Malahat—Langford	2
59011	Delta	4
59012	Esquimalt—Saanich—Sooke	3
59013	Fleetwood—Port Kells	5
59014	Kamloops—Shuswap—Central Rockies	5
59015	Kamloops—Thompson—Nicola	4
59017	Langley Township—Fraser Heights	7
59019	Nanaimo—Ladysmith	5
59022	North Vancouver—Capilano	11
59023	Central Okanagan—Similkameen—Nicola	3
59027	Richmond Centre—Marpole	6
59028	Richmond East—Steveston	4
59029	Saanich—Gulf Islands	3
59030	Similkameen—South Okanagan—West Kootenay	2
59031	Skeena—Bulkley Valley	5
59032	South Surrey—White Rock	4
59033	Surrey Centre	6
59036	Vancouver East	6
59037	Vancouver Fraserview—South Burnaby	8
59038	Vancouver Granville	5
59039	Vancouver Kingsway	7
59040	Vancouver Quadra	2
59041	Vernon—Lake Country—Monashee	3
59042	Victoria	4
59043	West Vancouver—Sunshine Coast—Sea to Sky Country	7
12006	Halifax	3
35067	Nepean	2
47006	Regina—Lewvan	3
48008	Calgary Heritage	4
48012	Calgary Shepard	2
12007	Halifax West	1
12010	South Shore—St. Margarets	1
13006	Miramichi—Grand Lake	1
35001	Ajax	1
35015	Brantford—Brant South—Six Nations	1
35030	Etobicoke—Lakeshore	1
35033	Guelph	1
35079	Ottawa Centre	1
35081	Ottawa—Vanier—Gloucester	1

35105	Taiaiaiko'n—Parkdale—High Park	1
35106	Thornhill	1
35109	Toronto Centre	1
35118	Windsor—Tecumseh—Lakeshore	1
46004	Kildonan—St. Paul	1
46010	Winnipeg Centre	1
47001	Battlefords—Lloydminster—Meadow Lake	1
47008	Regina—Wascana	1
47014	Yorkton—Melville	1
48001	Airdrie—Cochrane	1
48005	Calgary Confederation	1
48006	Calgary Crowfoot	1
48007	Calgary East	1
48024	Foothills	1
48034	Red Deer	1
59018	Mission—Matsqui—Abbotsford	1
59021	North Island—Powell River	1
59026	Prince George—Peace River—Northern Rockies	1
59034	Surrey Newton	1
60001	Yukon	1
62001	Nunavut	1

59008 Issuing ED, Summary of Received OEs:

Code de la circonscription/ ED Code	Nom de la circonscription/ED Name	Nombre de bulletins spéciaux déposés par des électeurs nationaux/Number of National Special Ballots Expected to receive	Nombre de bulletins spéciaux déposés par des électeurs nationaux/Number of National Special Ballots Received (HQ)
59025	Port Moody— Coquitlam	532.00	530.00 (2 local special ballots were removed)
59020	New Westminster— Burnaby— Maillardville	32.00	33.00
59024	Pitt Meadows— Maple Ridge	25.00	26.00
59002	Burnaby Central	22.00	22.00
59003	Burnaby North— Seymour	12.00	12.00
59035	Vancouver Centre	12.00	12.00
59001	Abbotsford—South Langley	2.00	2.00
59004	Cariboo—Prince George	3.00	3.00
59005	Chilliwack—Hope	3.00	3.00
59006	Cloverdale— Langley City	7.00	8.00
59007	Columbia— Kootenay— Southern Rockies	3.00	3.00
59009	Courtenay— Alberni	2.00	2.00
59010	Cowichan— Malahat—Langford	2.00	2.00
59011	Delta	4.00	4.00
59012	Esquimalt— Saanich—Sooke	3.00	3.00
59013	Fleetwood—Port Kells	5.00	5.00
59014	Kamloops— Shuswap—Central Rockies	5.00	5.00
59015	Kamloops— Thompson—Nicola	4.00	4.00
59017	Langley Township— Fraser Heights	7.00	7.00

59019	Nanaimo— Ladysmith	5.00	5.00
59022	North Vancouver— Capilano	11.00	11.00
59023	Okanagan Lake Ouest—Kelowna- Sud/Okanagan Lake West—South Kelowna	3.00	3.00
59027	Richmond Centre— Marpole	6.00	6.00
59028	Richmond East— Steveston	4.00	4.00
59029	Saanich—Gulf Islands	3.00	2.00
59030	Similkameen— South Okanagan— West Kootenay	2.00	2.00
59031	Skeena—Bulkley Valley	5.00	5.00
59032	South Surrey— White Rock	4.00	4.00
59033	Surrey Centre	6.00	6.00
59036	Vancouver East	6.00	6.00
59037	Vancouver Fraserview—South Burnaby	8.00	8.00
59038	Vancouver Granville	5.00	5.00
59039	Vancouver Kingsway	7.00	7.00
59040	Vancouver Quadra	2.00	2.00
59041	Vernon—Lake Country— Monashee	3.00	3.00
59042	Victoria	4.00	4.00
59043	West Vancouver— Sunshine Coast— Sea to Sky Country	7.00	7.00
12006	Halifax	3.00	3.00
35067	Nepean	2.00	2.00
47006	Regina—Lewvan	3.00	3.00
48008	Calgary Heritage	4.00	4.00
48012	Calgary Shepard	2.00	2.00
12007	Halifax West	1.00	1.00
12010	South Shore—St. Margarets	1.00	1.00

13006	Miramichi—Grand Lake	1.00	1.00
35001	Ajax	1.00	1.00
35015	Brantford—Brant South—Six Nations	1.00	1.00
35030	Etobicoke—Lakeshore	1.00	1.00
35033	Guelph	1.00	1.00
35079	Ottawa Centre	1.00	1.00
35081	Ottawa—Vanier—Gloucester	1.00	1.00
35105	Taiaiaiko'n—Parkdale—High Park	1.00	1.00
35106	Thornhill	1.00	1.00
35109	Toronto Centre	1.00	1.00
35118	Windsor—Tecumseh—Lakeshore	1.00	1.00
46004	Kildonan—St. Paul	1.00	1.00
46010	Winnipeg Centre	1.00	1.00
47001	Battlefords—Lloydminster—Meadow Lake	1.00	1.00
47008	Regina—Wascana	1.00	1.00
47014	Yorkton—Melville	1.00	1.00
48001	Airdrie—Cochrane	1.00	1.00
48005	Calgary Confederation	1.00	1.00
48006	Calgary Crowfoot	1.00	1.00
48007	Calgary East	1.00	1.00
48024	Foothills	1.00	1.00
48034	Red Deer	1.00	1.00
59018	Mission—Matsqui—Abbotsford	1.00	1.00
59021	North Island—Powell River	1.00	1.00
59026	Prince George—Peace River—Northern Rockies	1.00	1.00
59034	Surrey Newton	1.00	1.00
60001	Yukon	1.00	1.00
62001	Nunavut	1.00	1.00
35029	Etobicoke Centre		1.00
35042	Huron--Bruce		1.00
		820.00	822.00

Highlighted in Red are discrepancies between RO report and HQ findings.

From: Gestion des enjeux - Issue Management
Sent: Mon, 5 May 2025 15:43:43 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Breffage DGE - CEO Daily Brief CC
Subject: Action Items Dashboard 2025-05-05 (Day -7)

Bonjour,

Voici les mesures à prendre découlant de la rencontre quotidienne du DGE de ce matin.
/ Here are the action items following this morning's CEO Daily Brief.

ACTION ITEMS	MESURES À PRENDRE	RESPONSIBLE - EN	RESPONSIBLE - FR	RAPPORT DIRECT / DIRECT REPORT	DATE LIMITE / DEADLINE	STATUT / STATUS
IMC - Website and System Issues: •Awaiting the Root Cause Analysis (RCA) from Kyndryl	CGE - Enjeux de site web et système: •En attente de l'analyse des causes profondes de Kyndryl	DT	TN	Serge Caron	May 7, 2025	En attente / Pending
IMC - ED 59008 - Vote by mail: A batch of 820 outer envelopes that were not returned in time to 440 Coventry. •Sending the communication to the ACPP and validating with the legal teams if other options can be considered.	CGE - Circonscription 59008 - Vote par la poste: Lot de 820 enveloppes extérieures qui n'ont pas été retournées à temps au 440 Coventry. •Envoi de la communication à l'ACPP et validation avec les équipes juridiques si d'autres options peuvent être envisagées	EEI	S&I	Michel Roussel	May 7, 2025	En attente / Pending
Process for the return of the writs confirmed for May 19: •Validation with the legal services teams to explore options to expedite the issuance of writs.	Processus du retour des brevets, date confirmée du 19 mai: •Validation avec les équipes des services juridiques afin d'explorer les options pour accélérer le processus d'émission.	EEI	S&I	Michel Roussel	May 6, 2025	OUVERT / OPEN
Clarification of the SVR statistics: requested ballots, ballots sent and ballots rejected	Clarification des statistiques de SVR: demandes reçues, bulletins envoyés et bulletins rejetés	EEI	S&I	Michel Roussel	May 8, 2025	OUVERT / OPEN

Merci,

Secrétariat de la gouvernance organisationnelle / Corporate Governance Secretariat

From: Gestion des enjeux - Issue Management
Sent: Wed, 7 May 2025 16:18:26 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Breffage DGE - CEO Daily Brief CC
Subject: Action Items Dashboard 2025-05-07 (Day -9)

Bonjour,

Voici les mesures à prendre découlant de la rencontre quotidienne du DGE de ce matin.
 / Here are the action items following this morning's CEO Daily Brief.

ACTION ITEMS	MESURES À PRENDRE	RESPONSIBLE EN	RESPONSIBLE FR	RAPPORT DIRECT / DIRECT REPORT	DATE LIMITE / DEADLINE	STATUT / STATUS
IMC - Website and System Issues: •Awaiting the Root Cause Analysis (RCA) from Kyndryl	CGE - Enjeux de site web et système: •En attente de l'analyse des causes profondes de Kyndryl	DT	TN	Serge Caron	May 8, 2025	EN COURS / IN PROGRESS
IMC - ED 59008 - Vote by mail: A batch of 820 outer envelopes that were not returned in time to 440 Coventry. •Sending the communication to the ACPD and validating with the legal teams if other options can be considered.	CGE - Circonscription 59008 - Vote par la poste: Lot de 820 enveloppes extérieures qui n'ont pas été retournées à temps au 440 Coventry. •Envoi de la communication à l'ACPD et validation avec les équipes juridiques si d'autres options peuvent être envisagées.	EEI	S&I	Michel Roussel	May 8, 2025	EN COURS / IN PROGRESS
Process for the return of the writs confirmed for May 19: •Validation with the legal services teams to explore options to expedite the issuance of writs.	Processus du retour des brevets, date confirmée du 19 mai: •Validation avec les équipes des services juridiques afin d'explorer les options pour accélérer le processus d'émission.	EEI	S&I	Michel Roussel	May 6, 2025	FERME / CLOSED
Clarification of the SVR statistics: •Recommendation on a cut off date to report late special ballots versus those that were never returned	Clarification des statistiques de SVR: •Recommandation sur la date limite pour rapporter sur les bulletins spéciaux tardifs par rapport à ceux qui n'ont jamais été retournés	EEI	S&I	Michel Roussel	May 8, 2025	OUVERT / OPEN

Merci,

Secrétariat de la gouvernance organisationnelle / Corporate Governance Secretariat

From: Ratthe, Carole-Ann
Sent: Mon, 5 May 2025 16:45:10 +0000
To: Bouchaara, Kenza; Caron, Serge; DGE-CEO; Gamache, Nick; Limoges, Marc; Morin, Karine; Paquet, Jennifer; Perrault, Stéphane; Ratthe, Carole-Ann; Roussel, Michel; Torosian, Susan; Villeneuve, Josée; Duquette, Danielle; Leblanc, Josée - EC; Sampson, Robert
Cc: Gestion des enjeux - Issue Management
Subject: Actions : Lot de bulletins d'électeurs nationaux non retourné en temps
Attachments: 59008 Letter to ACPP (3 May)_NS.docx

Bon lundi,

Voici les actions entendues découlant du IMC de vendredi 16h – Lot de bulletins d'électeurs nationaux non retourné en temps :

1. Le lot de bulletins de vote doit être retournés au 440 Coventry dans les plus brefs délais puis être sécurisé.
2. Une communication sera envoyée à l'ACPP, expliquant les erreurs commises au bureau local, accompagné du tableau de répartition des votes. Les votes ne seront pas dépouillés afin de protéger le secret du vote ainsi que l'impact non significatif sur les résultats préliminaires (tel qu'en 2015). *Voir en attachement le communiqué approuvé par le DGE ce matin.*
3. La communication à l'ACPP sera utilisée par le DS de Port Moody – Coquitlam afin d'aviser les candidats de la circonscription.
4. Une revue du processus de suivi des bulletins de vote spéciaux sera effectuée.

Les notes étoffées seront partagées demain.

N'hésitez pas à communiquer avec moi si vous avez des questions ou préoccupations

Carole-Ann Ratthe

Directrice adjointe, Bureau du Directeur général des élections
Élections Canada

Deputy Director, Office of the Chief Electoral Officer
Elections Canada

carole-ann.ratthe@elections.ca / Tél :

19(1)

Dear ACPP members,

We would like to inform you of an issue regarding the handling of national special ballots in the electoral district of Coquitlam – Port Coquitlam (59008).

On May 1st, it was discovered that 820 national special ballots cast by electors for 72 electoral districts (ED) across the country had remained in the custody of the Coquitlam – Port Coquitlam returning officer's (RO) office and had not been returned to Elections Canada Headquarters (ECHQ) by the legislated deadline of Day 0 (April 28), 6:00 p.m. (ET) to be counted.

The RO's office misunderstood special ballot rules due to differences between federal and provincial regulations, particularly British Columbia's. Two days after polling day, the RO's office, having received no instructions on counting these ballots, reviewed the guidelines and discovered the error in their handling. They promptly notified ECHQ of the mistake.

Elections Canada has since conducted an analysis and confirmed that these ballots would not have affected the preliminary results of the EDs. Additionally, since tallying these ballots at this time would jeopardize voter secrecy, the Chief Electoral Officer has decided not to proceed with the count. For further details, please refer to the table below.

Building on the initial evaluation of the factors contributing to the incident, a comprehensive analysis will be undertaken to assess the situation further. This will include identifying preventative measures to mitigate future occurrences and determining the most suitable course of action moving forward. The findings will be made public in Elections Canada's official report.

Rest assured that Elections Canada takes this matter seriously and will continue working to address the situation with diligence and transparency.

Table title tbc.

Owning ED Code	Owning ED Name	National Outer Enveloped in 59008
59025	Port Moody—Coquitlam	532
59020	New Westminster—Burnaby—Maillardville	32
59024	Pitt Meadows—Maple Ridge	25
59002	Burnaby Central	22
59003	Burnaby North—Seymour	12
59035	Vancouver Centre	12
59001	Abbotsford—South Langley	2
59004	Cariboo—Prince George	3
59005	Chilliwack—Hope	3
59006	Cloverdale—Langley City	7
59007	Columbia—Kootenay—Southern Rockies	3
59009	Courtenay—Alberni	2

59010	Cowichan—Malahat—Langford	2
59011	Delta	4
59012	Esquimalt—Saanich—Sooke	3
59013	Fleetwood—Port Kells	5
59014	Kamloops—Shuswap—Central Rockies	5
59015	Kamloops—Thompson—Nicola	4
59017	Langley Township—Fraser Heights	7
59019	Nanaimo—Ladysmith	5
59022	North Vancouver—Capilano	11
59023	Central Okanagan—Similkameen—Nicola	3
59027	Richmond Centre—Marpole	6
59028	Richmond East—Steveston	4
59029	Saanich—Gulf Islands	3
59030	Similkameen—South Okanagan—West Kootenay	2
59031	Skeena—Bulkley Valley	5
59032	South Surrey—White Rock	4
59033	Surrey Centre	6
59036	Vancouver East	6
59037	Vancouver Fraserview—South Burnaby	8
59038	Vancouver Granville	5
59039	Vancouver Kingsway	7
59040	Vancouver Quadra	2
59041	Vernon—Lake Country—Monashee	3
59042	Victoria	4
59043	West Vancouver—Sunshine Coast—Sea to Sky Country	7
12006	Halifax	3
35067	Nepean	2
47006	Regina—Lewvan	3
48008	Calgary Heritage	4
48012	Calgary Shepard	2
12007	Halifax West	1
12010	South Shore—St. Margarets	1
13006	Miramichi—Grand Lake	1
35001	Ajax	1
35015	Brantford—Brant South—Six Nations	1
35030	Etobicoke—Lakeshore	1
35033	Guelph	1
35079	Ottawa Centre	1
35081	Ottawa—Vanier—Gloucester	1

35105	Taiaiaiko'n—Parkdale—High Park	1
35106	Thornhill	1
35109	Toronto Centre	1
35118	Windsor—Tecumseh—Lakeshore	1
46004	Kildonan—St. Paul	1
46010	Winnipeg Centre	1
47001	Battlefords—Lloydminster—Meadow Lake	1
47008	Regina—Wascana	1
47014	Yorkton—Melville	1
48001	Airdrie—Cochrane	1
48005	Calgary Confederation	1
48006	Calgary Crowfoot	1
48007	Calgary East	1
48024	Foothills	1
48034	Red Deer	1
59018	Mission—Matsqui—Abbotsford	1
59021	North Island—Powell River	1
59026	Prince George—Peace River—Northern Rockies	1
59034	Surrey Newton	1
60001	Yukon	1
62001	Nunavut	1

From: IT Incident-Incident TI
Sent: Thu, 17 Apr 2025 16:41:52 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**

- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-

Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: IT Incident-Incident TI
Sent: Tue, 29 Apr 2025 02:04:38 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Cc: Dorais, Jean
Subject: Mise à jour #2 / Update #2 - Incident Priorité 1 / Priority 1 Incident: ENR est disponible de façon intermittente / ENR is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h20**
- Numéro de référence : **124313**
- Titre de l'incident : **ENR est disponible de façon intermittente**
- Type d'incident : **ENR**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **ENR est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:20 PM**
- Incident number: **124313**
- Incident title: **ENR is having intermittent issues**
- Type of incident: **ENR**
- Priority Level: **1**

- Incident description and known impact: **ENR is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 9:36 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelle.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel

<Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Cc: Dorais, Jean <Jean.Dorais@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Révisé est disponible de façon intermittente / Revise is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h30**
- Numéro de référence : **coming**
- Titre de l'incident : **Revise est disponible de façon intermittente**
- Type d'incident : **Revise**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Revise est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:30 PM**
- Incident number: **coming**
- Incident title: **Revise is having intermittent issues**
- Type of incident: **Revise**
- Priority Level: **1**
- Incident description and known impact: **Revise is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Mon, 28 Apr 2025 23:44:22 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #2 / Update #2 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**

- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:23 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal

<Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittante**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Tue, 29 Apr 2025 02:31:02 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Cc: Dorais, Jean
Subject: Mise à jour #2 / Update #2 - Incident Priorité 2 / Priority 2 Incident: Revise est disponible de façon intermittente / Revise is having intermittent issues

Un incident de priorité **2** a été signalé :

- Incident signalé le : **28/04/2025 à 21h30**
- Numéro de référence : **124314**
- Titre de l'incident : **Revise est disponible de façon intermittente**
- Type d'incident : **Revise**
- Priorité : **2**
- Description de l'incident et de ses impacts connus : **Revise est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **2** Incident was reported:

- Incident reported on: **28/04/2025 at 9:30 PM**
- Incident number: **124314**
- Incident title: **Revise is having intermittent issues**
- Type of incident: **Revise**
- Priority Level: **2**

- Incident description and known impact: **Revise is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 9:36 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelle.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel

<Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Cc: Dorais, Jean <Jean.Dorais@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Révisé est disponible de façon intermittente / Revise is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h30**
- Numéro de référence : **coming**
- Titre de l'incident : **Revise est disponible de façon intermittente**
- Type d'incident : **Revise**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Revise est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:30 PM**
- Incident number: **coming**
- Incident title: **Revise is having intermittent issues**
- Type of incident: **Revise**
- Priority Level: **1**
- Incident description and known impact: **Revise is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Tue, 29 Apr 2025 02:26:20 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Cc: Dorais, Jean
Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: ENR est disponible de façon intermittente / ENR is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h20**
- Numéro de référence : **124313**
- Titre de l'incident : **ENR est disponible de façon intermittente**
- Type d'incident : **ENR**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **ENR est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #3 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:20 PM**
- Incident number: **124313**
- Incident title: **ENR is having intermittent issues**
- Type of incident: **ENR**
- Priority Level: **1**

- Incident description and known impact: **ENR is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 10:05 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelle.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel

<Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Cc: Dorais, Jean <Jean.Dorais@elections.ca>

Subject: Mise à jour #2 / Update #2 - Incident Priorité 1 / Priority 1 Incident: ENR est disponible de façon intermittente / ENR is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h20**
- Numéro de référence : **124313**
- Titre de l'incident : **ENR est disponible de façon intermittente**
- Type d'incident : **ENR**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **ENR est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:20 PM**
- Incident number: **124313**
- Incident title: **ENR is having intermittent issues**
- Type of incident: **ENR**
- Priority Level: **1**
- Incident description and known impact: **ENR is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 9:36 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECCConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Cc: Dorais, Jean <Jean.Dorais@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Revise est disponible de façon intermittente / Revise is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h30**
- Numéro de référence : **coming**
- Titre de l'incident : **Revise est disponible de façon intermittente**
- Type d'incident : **Revise**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Revise est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:30 PM**
- Incident number: **coming**
- Incident title: **Revise is having intermittent issues**
- Type of incident: **Revise**
- Priority Level: **1**
- Incident description and known impact: **Revise is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Tue, 29 Apr 2025 00:01:21 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #3 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**

- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:44 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal

<Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #2 / Update #2 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:23 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>;

Desrochers, Stéphane <Stéphane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stéphane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittante**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Thu, 17 Apr 2025 17:54:03 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**

- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-

Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina

<Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: IT Incident-Incident TI
Sent: Tue, 29 Apr 2025 02:59:05 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Cc: Dorais, Jean
Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: ENR est disponible de façon intermittente / ENR is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h20**
- Numéro de référence : **124313**
- Titre de l'incident : **ENR est disponible de façon intermittente**
- Type d'incident : **ENR**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **ENR est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #4 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:20 PM**
- Incident number: **124313**
- Incident title: **ENR is having intermittent issues**
- Type of incident: **ENR**
- Priority Level: **1**

- Incident description and known impact: **ENR is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 10:26 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelle.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel

<Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Cc: Dorais, Jean <Jean.Dorais@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: ENR est disponible de façon intermittente / ENR is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h20**
- Numéro de référence : **124313**
- Titre de l'incident : **ENR est disponible de façon intermittente**
- Type d'incident : **ENR**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **ENR est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #3 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:20 PM**
- Incident number: **124313**
- Incident title: **ENR is having intermittent issues**
- Type of incident: **ENR**
- Priority Level: **1**
- Incident description and known impact: **ENR is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 10:05 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECCConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Cc: Dorais, Jean <Jean.Dorais@elections.ca>

Subject: Mise à jour #2 / Update #2 - Incident Priorité 1 / Priority 1 Incident: ENR est disponible de façon intermittente / ENR is having intermittent issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 21h20**
- Numéro de référence : **124313**
- Titre de l'incident : **ENR est disponible de façon intermittente**
- Type d'incident : **ENR**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **ENR est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:20 PM**
- Incident number: **124313**
- Incident title: **ENR is having intermittent issues**
- Type of incident: **ENR**
- Priority Level: **1**
- Incident description and known impact: **ENR is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 9:36 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members

<DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECCConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <GestionnaireDeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Cc: Dorais, Jean <Jean.Dorais@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Revise est disponible de façon intermittente / Revise is having intermittent issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 21h30**
- Numéro de référence : **coming**
- Titre de l'incident : **Revise est disponible de façon intermittente**
- Type d'incident : **Revise**
- Priorité : **1**

- Description de l'incident et de ses impacts connus : **Revixe est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 9:30 PM**
- Incident number: **coming**
- Incident title: **Revise is having intermittent issues**
- Type of incident: **Revise**
- Priority Level: **1**
- Incident description and known impact: **Revise is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Tue, 29 Apr 2025 00:36:29 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #4 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**

- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 8:01 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal

<Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #3 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:44 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>;

Desrochers, Stéphane <Stéphane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stéphane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #2 / Update #2 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:23 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima

<Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority 1 Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Thu, 17 Apr 2025 18:24:17 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #4 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**

- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 1:54 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-

Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina

<Sabrina.Rashid@elections.ca>

Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>;

Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**

- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: IT Incident-Incident TI
Sent: Tue, 29 Apr 2025 00:48:34 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **124312**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #5 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **124312**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**

- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 8:36 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal

<Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #4 :

Les équipes travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 8:01 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>;

Desrochers, Stéphane <Stéphane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stéphane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #3 :

Les équipes travaillent activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:44 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima

<Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #2 / Update #2 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittante**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:23 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cc.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagacé@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane

<Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Thu, 17 Apr 2025 18:56:57 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #5 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**

- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:24 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-

Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #4 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 1:54 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina

<Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>;

Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**

- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl

<Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: IT Incident-Incident TI
Sent: Thu, 17 Apr 2025 19:39:03 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #6 / Update #6 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #6 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**

- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #6:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:57 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-

Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #5 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:24 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina

<Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #4 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 1:54 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>;

Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**

- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl

<Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN

<SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane
 <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean
 <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la
 situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>;
 Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-
 Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda
 <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-
 Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott
 <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel
 <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal
 <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil
 <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther
 <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT
 Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris
 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB
 Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: IT Incident-Incident TI
Sent: Thu, 17 Apr 2025 20:10:09 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #7 / Update #7 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #7 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**

- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #7:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 3:39 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-

Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #6 / Update #6 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #6 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #6:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:57 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina

<Sabrina.Rashid@elections.ca>

Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #5 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:24 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>;

Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**

- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #4 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 1:54 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl

<Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN

<SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane
 <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean
 <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la
 situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>;
 Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-
 Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda
 <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-
 Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott
 <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel
 <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal
 <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil
 <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther
 <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT
 Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris
 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes
 d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**

- Priority Level: 1
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda

<Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: IT Incident-Incident TI
Sent: Fri, 18 Apr 2025 20:02:55 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #12 / Update #12 - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 3 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **3**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #12 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A Priority 3 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **3**

- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #12:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 6:14 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-

Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #11 / Update #11 - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **3** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **3**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #11 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A Priority **3** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **3**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #11:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 5:38 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina

<Sabrina.Rashid@elections.ca>

Subject: Mise à jour #10 / Update #10 - Incident Priorité 2 / Priority 2 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de **priorité 2** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **2**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #10 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A **Priority 2** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **2**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #10:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 5:13 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>;

Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>;
 Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline
 <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe
 <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex
 <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty
 Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier
 <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil
 <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl
 <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell
 <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-
 Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp,
 Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane
 <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff
 <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>;
 Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>;
 Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>;
 Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN
 <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane
 <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean
 <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la
 situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>;
 Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-
 Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda
 <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott
 <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel
 <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal
 <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil
 <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther
 <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT
 Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris
 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #9 / Update #9 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**

- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #9 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #9:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 4:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl

<Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #8 / Update #8 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #8 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #8:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 4:10 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN

<SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane
 <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean
 <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la
 situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>;
 Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-
 Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda
 <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-
 Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott
 <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel
 <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal
 <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil
 <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther
 <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT
 Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris
 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #7 / Update #7 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes
 d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #7 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**

- Priority Level: 1
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #7:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 3:39 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda

<Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #6 / Update #6 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #6 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #6:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:57 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris

<Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #5 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:24 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet,

Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**

- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #4 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 1:54 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil

<Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Lebanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN

<SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane
 <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean
 <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la
 situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>;
 Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-
 Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda
 <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-
 Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott
 <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel
 <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal
 <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil
 <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther
 <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT
 Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris
 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes
 d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**

- Priority Level: 1
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda

<Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: Leblanc, Josée - EC
Sent: Fri, 18 Apr 2025 21:52:13 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Martineau, Sophie
Subject: Mise à jour 2 : Ouverture des bureaux dans l'ensemble du pays
Attachments: GE45 Day 10 Advance Polls - Late Openings.pdf

Bonjour,

Voici une deuxième mise à jour concernant l'ouverture des bureaux de vote à travers le pays.

La majorité des bureaux ont ouvert, à temps, tel que prévu. Ceci dit, vous trouverez ci-joint la liste des bureaux de vote ayant connu une ouverture tardive accompagnée d'une courte explication. Certaines informations sont toujours manquantes puisque nous tentons toujours de valider l'information auprès des directrices et directeurs de scrutin.

Bonne journée

From: Leblanc, Josée - EC <JoséeW.LebLANC@elections.ca>
Sent: Friday, April 18, 2025 11:13 AM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; DGE-CEO <DGE-CEO@elections.ca>; Gamache, Nick <Nick.Gamache@elections.ca>; Limoges, Marc <Marc.Limoges@elections.ca>; Morin, Karine <Karine.Morin@elections.ca>; Paquet, Jennifer <Jennifer.Paquet@elections.ca>; Perrault, Stéphane <Stephane.Perrault@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Roussel, Michel <Michel.Roussel@Elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>
Cc: Martineau, Sophie <Sophie.Martineau@elections.ca>
Subject: Mise à jour 1 : Ouverture des bureaux Maritimes, Qc et Ontario

Bonjour,

Voici un premier aperçu de la situation concernant l'ouverture des bureaux dans les Maritimes, au Québec, en Ontario et au Nunavut.

Nous avons la confirmation que tous les bureaux sont désormais en opération, à l'exception d'un bureau dans une communauté éloignée du Labrador, qui n'ouvrira que cet après-midi. Les rapports préliminaires indiquent un problème lié au personnel chargé de l'ouverture de ce bureau.

Nous continuons à compiler les données relatives à l'offre de services flexibles dans les communautés isolées, éloignées et à faible densité, car les horaires et jours d'ouverture varient selon les lieux.

Une liste plus détaillée des bureaux ayant ouvert en retard sera fournie dans les prochains rapports.

Pour l'instant, voici les bureaux ayant ouvert avec du retard :

- **24026 – Hochelaga – Rosemont Est** : Les six SV situées au Stade Olympique ont ouvert avec un retard (9h15) en raison d'une panne d'électricité. La porte n'a pas pu être ouverte à cause d'un problème de bande magnétique, affectant 30 électeurs qui ont dû attendre.

- **24031 – La Pointe de l'Île** : Un bureau a ouvert en retard, mais aucun électeur n'a été impacté.
- **62001 – Nunavut** : Un lieu, deux SVs a ouvert en retard, à 9h35 mais aucun électeur n'a été impacté.

Nous recevons des rapports faisant état de files d'attente devant certains bureaux. Des mesures d'atténuation sont actuellement en développement par les DS, avec le soutien de l'administration centrale.

Espérant ces informations utiles.

Bonne journée!

Josée Leblanc

19(1)

Directrice principale
Services de vote et développements
Élections Canada

19(1)

ou (873) 416-1070 | joseew.leblanc@elections.ca

Senior Director
Voting Services and Developements
Elections Canada

19(1)

or (873) 416-1070 | joseew.leblanc@elections.ca

***Mes heures de travail et les vôtres sont peut-être différentes. Sachez qu'aucune réponse ou action suite à mon courriel n'est attendue à l'extérieur de vos heures de travail. // My working hours and your working hours may be different. Please know that a response or action to my email is not expected outside of your own

ED	APD	Site	Opened Late?	Opening Time	Justification	Details
10004	1	Mushuau Innu First Nation Offices	Yes	11:15	Poll worker availability	Standby deployed by plane to remote community
24001	TBD	TBD	TBD	TBD	TBD - follow-ups ongoing	2 APDs listed as opening late, however RO is reconfirming all opening times for all polls to ensure accuracy of information. FLO and ECHQ will update POA with corrections if necessary
24026	6	Montreal Olympic Stadium - East Hall	Yes	9:15	No access to room	Magenitic strip issues to access room as well as lighting issues. Landlord has since agreed to keep the lights open until Monday to avoid any future delays. 30 electors waiting
24031	1	Habitation Longue-Pointe	Yes	9:35	Missing material	Missing list of electors, was delivered to site in order to open.
46002	1	TBD	TBD	TBD	TBD - follow-ups ongoing	1 APD listed as opening late and 5 listed as not opened, reconfirming information with RO given complexity with staffing/service offerings
46011	1	Blessed Virgin Mary Church	Yes	9:20	Missing material	Additional material was supplied from RO.
47003	1	Senator Angus Tsannie Memorial Center	Yes	11:15	Poll worker availability	RO had to hire replacement staffers for today and tomorrow who were being trained as of 10am. No electors impacted
47012	1	Cowessess Community Hall	Yes	TBD	Poll worker availability	RO confirmed DRO/RegO were present (19(1)). Following up again with RO to determine opening time, difficult to reach
48007	5	Penbrooke Meadows Community Association	Yes	9:05	No access to building	Due to a gas leak at the site. Polling site opened after Fire Department said it was safe to re-enter.
48021	6	Velma E Baker School	Yes	9:15	Poll Work Availability	Multiple poll workers did not arrive, no electors affected
48025	2	Fort McKay First Nation Band Hall	Yes	9:54	Missing material	Missing list of electors, was delivered to site in order to open. No electors affected
59011	5	Delta Secondary School	Yes	9:05	Procedural error	(19(1)) mistakenly thought they had to complete the statement of changes for advanced polls before they could process the electors. The error was clarified and won't be repeated.
59031	1	G.E. Darby United Church	Yes	9:10	Poll worker availability	Workers oversleeping and access issues to site
62001	3	Elder's Palace	Yes	14:00	Missing material	Transportation issue with arrival of material - community advised, 3 electors turned away
62001	2	Iglolik Hamlet Chambers	Yes	14:00	Planned Late Opening (1hr)	Transportation issue with arrival of material - Flexible Poll was planned to open at 13h.
62001	1	Pangnirtung Community Hall	Yes	10:00	No access to building	Hamlet Office was lock and poll workers were waiting to open (staff did not show to unlock). No Electors was present up to open.
62001	1	Qamanittuaq Recreation Centre	Yes	9:30	Poll Work Availability	(19(1)) arrived just before 9am and required time to set. No electors impacted

From: Secrétariat_IIEG-GERI_Secretariat
Sent: Tue, 15 Apr 2025 23:37:13 +0000
To: Martineau, Sophie; Duquette, Danielle; Lavoie, Mario; Martineau, Jérémie; Arseneault, Carine; Ringel, Lianne; Kwiatkowski, Kristina; Desbiens, Céline; Gauthier, Michel; Ratthe, Carole-Ann; Khan, Hailey; Canning, Mariann; Boyes, Katherine
Cc: Secrétariat_IIEG-GERI_Secretariat; Équipe du rapport IIEG | GERI Reporting Team; D'Souza, Mariah; Rashid, Sabrina; Warnat, Amber; Bui, Tony; Loyer, Dominique; Bennett, Victoria; Messier, Maxime; Bastin, Charlotte; Laskey, Nadya; D'Agostino, Andréa - EC; Leblanc, Josée - EC; Girouard, Olivier; DDPPA-CPAOB
Subject: Natural Hazards Risk Report for April 15

Good evening. Attached is a daily narrative natural hazards risk report focused on regional or local level severe weather, floods and evacuations for April 15 (Day 13).

 [Natural Hazards Risk Report - 250415.pdf](#)

Of note:

- A new wildfire of 100 ha in a "Out of Control" status near Lac La Biche forest (**ED 48025**) is under investigation. AB Wildfire Service is not reporting any impacts or evacuations at this time.
- There is a new State of Local Emergency in Manitoba for two areas (Gilbert Plains and Grandview in **ED 46007**) impacting one Advance Polling Place in Grandview.
- The State of Emergency in the Township of Aberdeen, SK (**ED 47002**) and two in Ontario in Kawartha Lakes (**ED 35035**) and Muskoka (**ED 35084**) have been lifted.
- Impact to electoral operations at this time appears to be minimal/low.
- Actively monitoring the situation in Kashechewan First Nation as the State of Emergency and evacuation is underway; early reports state that 250 evacuees are being sent to Timmins, ON. (Source: CBC News)

We hope these are helpful.

Thanks, and have a great evening,

Tony Bui for
The GERI Secretariat