

# **GO-ITS 70.00 Registration of Individual Ministry Customer Index Files (CIFs)**

**Government of Ontario**



## **Management Board Secretariat**

### **Foreword**

Government of Ontario Information & Technology Standards are the official publications on the standards, guidelines, technical reports and preferred practices adopted by the Information & Technology Standards Council under delegated authority of the Management Board of Cabinet. These publications support the Management Board Secretariat's responsibilities for coordinating standardization of Information and Technology in the Government of Ontario. Publications that set new or revised standards provide policy guidance and administrative information for their implementation. In particular, they describe where the application of a standard is mandatory and specify any qualifications governing its implementation.

### **Amendment Notice (July 1996)**

The reader should note that this version of the Standard has been improved over the

previous release by the insertion of both major and minor changes, *in the same manner as indicated by this paragraph*. These changes are important in the light of recent experience with implementation of the Client Basic Information Directory (CBID) project, and these changes align the Standard with that implementation.

Of particular importance, is the notion of a new Mailing address type called "Route Civic Address". Also of significance is renaming of the "Physical Actual Address" (residential) to "Physical Survey Address".

## **Abstract**

This standard describes the format and characteristics of data elements to be used in a customer index file. It is not specific to a single cluster/ministry or former Schedule I and IV agency.

## **Implementation Criteria**

### **1.1 Category**

Mandatory Standard.

### **1.2 Related Documents**

*GO-ITS 70.01 Government Standard for Customer Index Files (CIFs) - Implementation Guidelines* - A technical report to help clusters/ministries and all former Schedule I and IV provincial government agencies who need to conform to GO-ITS 70.0.

*Repertoire des Avis Linguistiques et Terminologiques* - A document stipulating the official use of diacritic marks in the French language in Ontario.

*Canada Postal Guide, Part 1 Domestic Mail, Subject 8.1 Addressing* - The Canada Post standards for addressing.

*Delivery Needs Accuracy* - A guide to using the Canada Post standards for addressing.  
*International Standards Organization (OSI) 639, Language Code Reference Number* - A document defining the OSI standard for codes for the representation of languages.

## **2 Purpose**

This GO-ITS defines the format, data elements description and characteristics for cluster/ministry customer index files. This standard applies to all cluster/ministry and to all former Schedule I and IV agency programs that require registration of individual customers.

The objectives of the standard are to:

- (a) promote consistent recording and use of generic customer registration information;
- (b) improve customer service by
  - recording and verifying the accuracy of data
  - improving accuracy in the delivery of services requiring access to data from multiple programs;
- (c) increase efficiency by harmonizing the way generic customer information is recorded across the government, for instance, simplifying the creation of joint-cluster or joint-ministry programs.

## **3 Application**

This standard applies to the format and characteristics of the generic customer information data elements that are used to register individuals.

This standard applies to all clusters/ministries and all former Schedule I and IV provincial government agencies that are automating a registration process, or making significant changes to an existing automated system.

## **4 Specifications**

See *Technical Specifications* section (Amended July 1996)

## **5 Qualifications**

This standard does not require that clusters/ministries must include a particular data element in their CIFs but stipulates that if a particular data element is used it must be defined according to this standard.

The standard also does not attempt to define whether an individual *qualifies* to be on a CIF for a particular cluster/ministry program. That is, whether the individual is defined as a *customer* or not. Nor does it attempt to define whether an individual is *qualified* for a particular cluster/ministry program, for example, it does not define the qualifications for residential status. Data elements used to indicate these qualifications are standardized

in terms of *format*. However the *rules* for qualifications are the responsibility of the individual clusters/ministries. The standard applies to generic information on *individuals*. A standard for defining generic information on *businesses* may be issued some time in the future. Until then it is recommended that clusters/ministries designing business information files should follow this standard for elements that are common to customer information, for instance, mailing address.

Recording and maintenance of customer registration information must comply with the terms of the Freedom of Information and Protection of Privacy Act as it pertains to personal information banks as defined by the Act.

Government of Ontario IT Standards and Enterprise Products apply (are mandatory) for use by all clusters/ministries and to all former Schedule I and IV provincial government agencies under their present classification (Advisory, Regulatory, Adjudicative, Operational Service, Operational Enterprise, Trust or Crown Foundation) according to the current agency classification system. Additionally, this applies to any other new or existing agencies designated by Management Board of Cabinet as being subject to such publications.

Kindly refer to

[http://intra.pmed.mbs.gov.on.ca/mbc/pdf/Agency\\_Establishment&Accountability-Dir.pdf](http://intra.pmed.mbs.gov.on.ca/mbc/pdf/Agency_Establishment&Accountability-Dir.pdf) for a list of provincial government agencies with their classification under the current classification system, as well as their previous Schedule under the former Schedule system.

## **6 Implementation**

The effective date of this standard is December 15, 1994.

## **7 Where to obtain copies**

Copies of related documents may be obtained as follows:

French language documents  
Champlain Book Store  
468 Queen St. East  
Toronto, Ontario M5A 1T7  
416-364-4345

Canada Post standards  
 Canada Post Corporation  
 Performance Standards and Quality Assurance  
 Mail Quality Standards  
 Station 537  
 720 Heron Road  
 Ottawa, Ontario K1A 0B1

ISO standards  
 Standards Council of Canada  
 350 Sparks St. Suite 1200  
 Ottawa, Ontario K1P 6N7  
 1-800-267-8220

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**Technical Specifications** (Amended July 1996)

**Customer Index File Standards**

**Common Data Elements:**

<b>Common Data Elements to all Data Groupings that follow:</b>			
Cluster/Ministry Identifier	Character	3	
Program Identifier	Character	8	
Application Identifier	Character	8	
Transaction Identifier	Character	8	
Data Source Office	Character	3	
Data Source Operator	Character	8	
Date Time Stamp	Date	14	YYYYMMDDhhmmss

<b>Cross-Reference Number Index</b>			
External Customer Identifier	Character	20	Primary Key
Internal Identification Code	Binary	32	External representation can be any number that fits into a 32 bit binary integer. Foreign Key to CIF
<Common Data Elements>			

<b>INDIVIDUAL IDENTIFICATION</b>			
Last Name	Character	50	
Given Name 1	Character	30	(CBID has separate table for Given Name to allow any number.)
Given Name 2	Character	30	
Given Name 3	Character	30	
Common Name	Character	30	
Gender	Character	1	"M","F","U"nknown
Height	Numeric	3	centimetres
Effective Date of Height	Date	8	YYYYMMDD
<Common Data Elements>			

### **INDIVIDUAL IDENTIFICATION HISTORY**

**Format**

<b>End Date Time</b>	<b>Date</b>	<b>14</b>	<b>YYYYMMDDhhmmss</b> <b>Primary Key</b>
<b>Start Date Time</b>	<b>Date</b>	<b>14</b>	<b>Format YYYYMMDDhhmmss</b>
<b>Last Name</b>	<b>Character</b>	<b>50</b>	

<b>Given Name 1</b>	<b>Character</b>	<b>30</b>	
<b>Given Name 2</b>	<b>Character</b>	<b>30</b>	
<b>Given Name 3</b>	<b>Character</b>	<b>30</b>	
<b>Common Name</b>	<b>Character</b>	<b>30</b>	
<b>Gender</b>	<b>Character</b>	<b>1</b>	<b>"M","F","U"nknown</b>
<b>Height</b>	<b>Numeric</b>	<b>3</b>	<b>centimetres</b>
<b>Effective Date of Height</b>	<b>Date</b>	<b>8</b>	<b>YYYYMMDD</b>

**<Common Data Elements>**

<b>INDIVIDUAL CHARACTERISTICS</b>			
Date of Birth	Date	8	YYYYMMDD
Place of Birth Country	Character	3	Country table (ISO)*
Place of Birth Province State	Character	2	Province State table (ISO)*
Place of Birth Upper Tier Municipality	Character	60	e.g. Regional Municipality, County, Territorial District
Place of Birth Lower Tier Municipality	Character	60	e.g. City, Town, Village
Date of Death	Date	8	YYYYMMDD
Official Language of choice	Character	1	E or F

Photo-Image Number	Binary	32	Address of photo image External representation can be any number that fits into a 32 bit binary integer.
Photo-Image Date Time	Date	14	<YYYYMMDDhhmmss
Signature Number	Binary	32	Address of signature
Signature Date Time	Date	14	YYYYMMDDhhmmss
Citizenship Category	Character	3	Citizenship table (MOH)***
<Common Data Elements>			

\* ISO standard \*\* Canada Post standard \*\*\* Ministry of Health standard

<b>INDIVIDUAL AUTHENTICATION</b>			
Source Document Type	Character	3	Document type table (MOH)
Source Document Number	Character	20	
Jurisdiction Country	Character	3	ISO Country table (ISO)
Jurisdiction Province State	Character	2	Province State table (ISO)
<Common Data Elements>			
<b>INDIVIDUAL COMMUNICATION</b>			
Home Area Code Voice	Character	3	
Home Telephone Number Voice	Character	8	format 999-9999
Home Extension Number Voice	Character	5	format 99999 or blank
Business Area Code Voice	Character	3	



Business Telephone Number Voice	Character	8	format 999-9999
Business Extension Number Voice	Character	5	format 99999 or blank
Area Code FAX	Character	3	
Telephone Number FAX	Character	8	format 999-9999
Extension Number FAX	Character	5	format 99999 or blank
Email Provider	Character	12	
Email ID	Var Char	254	
<Common Data Elements>			

**LANGUAGE OF COMMUNICATION table (multiple occurrences)**

Language of Communication	Character	3	Primary Key Language table (ISO)
<Common Data Elements>			

**Note:** For all following data groupings - if a grouping is used, certain constituent elements are mandatory.

**MAILING ADDRESS**

**(This item conforms to Canada Post standards)**

Same As Physical indicator	Character	1	Mandatory	"Y" or "N" Note: A separate address is used for each of Mailing and Residential in CBID.
Non-address Data				
Non-address Data line 1	Character	35	Optional	
Non-address Data line 2	Character	35	Optional	

Mailing Address Structure (Civic/Route-Civic/Delivery)	Character	1	Mandatory	"C", "R", or "D" Note: Separate entity for each CBID address type i.e. Civic, Route Civic, Delivery, Survey.
Municipality	Character	30	Mandatory	
Province State code	Character	2	Mandatory for Canada/USA.	Province State table (CPC)
Postal Zip code	Character	10	Mandatory for Canada/USA.	
Country	Character	3	Mandatory if not Canada	ISO Standard Code
Invalid Address Mailing Date	Date	8	Optional	YYYYMMDD
<Common Data Elements>				

<b>MAILING CIVIC ADDRESS</b> <b>(This item conforms to Canada Post standards)</b>				
Street Number	Character	6	Optional	
Street Number Suffix	Character	4	Optional	
Street Name	Character	30	Mandatory	
Street Type	Character	6	Optional	See Street Types table (CPC)
Street Direction	Character	2	Optional	See Street Directions table (CPC)
Unit Designator	Character	6	Optional	See Unit Designator table (CPC)
Unit Identifier	Character	5	Optional	
<Common Data Elements>				

**MAILING CIVIC ADDRESS**  
(This item conforms to Canada Post standards)

<b>Street Number</b>	<b>Character</b>	<b>6</b>	<b>Optional</b>	
<b>Street Number Suffix</b>	<b>Character</b>	<b>3</b>	<b>Optional</b>	
<b>Street Name</b>	<b>Character</b>	<b>30</b>	<b>Mandatory</b>	
<b>Street Type</b>	<b>Character</b>	<b>6</b>	<b>Optional</b>	<b>See Street Types table (CPC)</b>
<b>Street Direction</b>	<b>Character</b>	<b>2</b>	<b>Optional</b>	<b>See Street Directions table (CPC)</b>
<b>Mode of Delivery Designator</b>	<b>Character</b>	<b>6</b>	<b>Optional</b>	
<b>Mode of Delivery Identifier</b>	<b>Character</b>	<b>5</b>	<b>Optional</b>	<b>Route Service Number</b>

<Common Data Elements>

**MAILING DELIVERY ADDRESS**  
(This item conforms to Canada Post standards)

Mode of Delivery Designator	Character	6	Mandatory	See Mode of Delivery Designators table (CPC)
Mode of Delivery Identifier	Character	4	Optional	A.K.A. "Route Service Number"
Delivery Installation Area Name	Character	30	Optional	
Delivery Installation Type	Character	5	Optional	See Delivery Installation Type table (CPC)
Delivery Installation Qualifier	Character	15	Optional	e.g. "MAIN", etc.

<Common Data Elements>

**PHYSICAL ADDRESS**  
(This item conforms to Canada Post standards)

<b>Non-address Data</b>				
<b>Non-address Data line 1</b>	<b>Character</b>	<b>35</b>	<b>Optional</b>	
<b>Non-address Data line 2</b>		<b>35</b>	<b>Optional</b>	
<b>Physical Address Structure (Civic/Survey)</b>	<b>Character</b>	<b>1</b>	<b>Mandatory</b>	<b>“C” or “S”</b>
<b>Provincial state code</b>	<b>Character</b>	<b>2</b>	<b>Mandatory for Canada/USA</b>	<b>See Province State table (ISO)</b>
<b>Postal Zip code</b>	<b>Character</b>	<b>10</b>	<b>Mandatory if Civic address</b>	
<b>Country</b>	<b>Character</b>	<b>3</b>	<b>Mandatory if not Canada</b>	<b>ISO Standard code</b>
<b>Invalid Address Indicator</b>	<b>Date</b>	<b>8</b>	<b>Optional</b>	<b>YYYYMMDD</b>
<b>&lt;Common Data Elements&gt;</b>				

**PHYSICAL CIVIC ADDRESS**  
(This item conforms to Canada Post standards)

<b>Street Number</b>	<b>Character</b>	<b>6</b>	<b>Optional</b>	
<b>Street Number Suffix</b>	<b>Character</b>	<b>3</b>	<b>Optional</b>	
<b>Street Name</b>	<b>Character</b>	<b>30</b>	<b>Mandatory</b>	
<b>Street Type</b>	<b>Character</b>	<b>6</b>	<b>Optional</b>	<b>See Street Types table (CPC)</b>
<b>Street Direction</b>	<b>Character</b>	<b>2</b>	<b>Optional</b>	<b>See Street Directions table (CPC)</b>
<b>Unit Designator</b>	<b>Character</b>	<b>6</b>	<b>Optional</b>	<b>See Unit Designators table (CPC)</b>
<b>Unit Number</b>	<b>Character</b>	<b>5</b>	<b>Optional</b>	
<b>Municipality</b>	<b>Character</b>	<b>30</b>	<b>Optional</b>	
<b>&lt;Common Data Elements&gt;</b>				

Unit Designator	Character	6	Optional	See Unit Designators table (CPC)
Unit Number	Character	5	Optional	
Municipality	Character	30	Mandatory	
<Common Data Elements>				

<b>PHYSICAL SURVEY ADDRESS</b>				
Lot Part number	Character	5	Optional	
Concession Plan number	Character	20	Mandatory	
Address Description	Character	35	Optional	
Lower Tier Municipality	Character	60	Mandatory	
Upper Tier Municipality	Character	60	Optional	
<Common Data Elements>				