

## **PSCIOC Information-Sharing Template – September 2020**

*Information Sharing is collected for the purpose of the PSCIOC Meeting of September 2020.*

***Information contained in this document cannot be shared outside of the PSCIOC without the approval of the member jurisdiction (author).***

Administration :	Contact
<p><b>1. <u>Accomplishments:</u></b>          Briefly highlight <b>major IT/IM accomplishments, progress, and/or significant milestones</b> achieved in your <b>jurisdiction over the past 6 - 12 months.</b></p>	<p><u>Digital Transformation Team (DTT)</u> – During COVID 19 GNB's Digital Transformation team was redirected to quickly improve our analytics and dashboarding capabilities. Numerous COVID and BCP related dashboards were created and consumed by senior leadership to make better COVID related decisions.</p> <p>This team was also involved in NB's Travel Registration application development to support and monitor traffic entering our province.</p> <p>The DDT was activated in partnership with our Department of Health and quickly developed a mobile Exposure Notification application. This was put on hold by the federal government, but the experience of this team was used in the Canada Contract tracing application ('COVID Alert').</p> <p>As part of GNB 2.0 initiatives, the DTT is designing a new Service New Brunswick Homepage which will be more citizen focused.</p> <p><u>Enterprise Resource Planning (ERP)</u> – During Covid 19 the EPR project was delayed. However, the EPR team was activated soon after, and GNB quickly leveraged our Oracle investments to provide value in support of new COVID requirements around workplace safety, as well as business continuity planning.</p> <p>As this priority work was completed the project in its entirety was reactive and is quickly moving forward to make up for lost time.</p> <p><u>Digital Identity (ID)</u> – GNB's Department of Health has leveraged our investment in Digital Identity to worked with its service delivery organization – Service NB - to procure a Digital ID solution. This project was transferred to the Health sector and initial projects will be delivered from this area. A contract has been signed with SIMEIO Solutions to provide a production environment. The work being done is targeted for reuse within the GNB enterprise.</p> <p>With the events of COVID-19 a focused MVP for a Digital Identity was released to allow patients with COVID-19 lab tests, to obtain their individual results via registration and a Portal to view.</p> <p><a href="mailto:Phil.Fournier@gnb.ca">Phil.Fournier@gnb.ca</a></p> <p><a href="mailto:David.Barr@gnb.ca">David.Barr@gnb.ca</a></p> <p><a href="mailto:Phil.Fournier@gnb.ca">Phil.Fournier@gnb.ca</a></p> <p><a href="mailto:Robert.Loughlin@gnb.ca">Robert.Loughlin@gnb.ca</a></p>

Telecom Strategy – Service New Brunswick and OCIO have awarded a Mobility contract to support its fleet of 8000 cellular phone and 4000 Automatic Vehicle Location (AVL) devices. This award was to a primary provider - TELUS, with an alternate vendor - ROGERS being selected to address specific business and technical gaps in the primary's services. A three phased migration plan has been identified and work has begun on our transition to these new carriers.

Security Operations Centre – The Office of the CIO and Service New Brunswick now staff an internal Security Operations center (SOC). We are continuing to mature the services being offered and to scale it to handle 7/24 service.

Threat Driven Risk Assessment – This project has allowed GNB to assess our security defenses from a technology perspective. Our capabilities have been baselined, and plans are underway to reassess again next year to demonstrate progress. Supporting KPIs have been identified to help in this.

Cyber Maturity Assessment - People Process Policy Assessment – A project to gauge GNB's maturity in this space from a Cyber Security perspective. This has allowed us to baseline our level of maturity. The strategy direction is to reassess these areas again every 2 years to demonstrate progress. Supporting KPIs have been identified to help in this.

Privacy - Key initiatives to improve management of information privacy in government departments and central agencies (Part I) included:

- A new GNB Protection of Privacy Policy which establishes an accountability framework, including roles and responsibilities, for protecting information privacy and a supporting Directive on Privacy Practices
- A new community of practice forum for privacy practitioners in Part I; collaboration on an online information management training module, including information privacy, for Part 1 employees
- Developing and piloting a privacy maturity assessment tool/approach to establish a baseline measure of a department's ability to manage information privacy based on best practices; fall training sessions on Privacy Basics.

OCIO also provided privacy advice and support on several COVID related initiatives including: a NotificationNB App to notify users of possible exposure to COVID-19; the NB Travel Registration Program to register travelers entering NB to enable contact tracing; online medical consultations.

Access – Since March 2020, the Access to Information Unit has been working with public bodies to support business continuity and communication with applicants, by providing guidance and

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	<p>advice and by liaising with the provincial oversight body. Training for information access practitioners scheduled for May 2020 was cancelled; work is underway to develop virtual training. General foundational training (covering information management, privacy, access and cyber security) was delayed; development will resume in Q4. The Network of Excellence has continued to meet virtually to provide support to Part I Departments and to strengthen business continuity. Development of a new tracking system to help manage access to information requests was delayed but has now resumed; launch is anticipated for Q4.</p> <p><u>Cyber Strategy</u> – GNB has finalized its Cyber Security Strategy. This document details the strategic direction for GNB in Cyber Security and lays out a multi-year plan.</p>	<p><a href="mailto:Burt.Shaw@gnb.ca">Burt.Shaw@gnb.ca</a></p>
<p><b>2. Priorities:</b>          Briefly describe what your organization sees as its <b>top IT/IM priorities/initiatives over the next 12 to 36 months.</b></p> <p><i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i></p> <ul style="list-style-type: none"> <li>• <b>Digital Government</b></li> <li>• <b>Cyber Security</b></li> <li>• <b>Talent Management</b></li> </ul>	<p><u>Cyber Strategy</u> – Now that GNB's Cyber Security Strategy has been finalized, work is occurring to execute on the roadmap defined within. Numerous projects are underway:</p> <ul style="list-style-type: none"> <li>• Cyber Security Training and Awareness - Beauceron has been selected and tens of thousands of users are being onboarded to enable Cyber Security Training and Awareness.</li> <li>• People Process Policy Assessment – A project was recently completed to gauge GNB's maturity in this space from a Cyber Security perspective. This has allowed us to baseline our level of maturity. The strategy direction is to reassess these areas again every 2 years to demonstrate progress. Supporting KPIs have been identified to help in this.</li> <li>• Threat Driven Risk Assessment – This project has allowed GNB to assess our security defenses from a technology perspective. Our capabilities have been baselined, and plans are underway to reassess again next year to demonstrate progress. Supporting KPIs have been identified to help in this.</li> <li>• Cyber Security Operations Center (SOC) - Moving to a 24 x 7 operational model, and providing proactive defenses, including automating correlation alerts, investigations, and reporting using the Security Information and Event Management (SIEM).</li> </ul> <p><u>Finance and Treasury Board Records Management</u> – The department works to mature its Information Management practices as it brings two departments together – Department of Finance and the Treasury Board. Process and technology rationalization are happening, and best practices are being documented with the goal of establishing a mature RM program and sharing with other government departments.</p>	<p><a href="mailto:Burt.Shaw@gnb.ca">Burt.Shaw@gnb.ca</a></p> <p><a href="mailto:Allen.Doiron@gnb.ca">Allen.Doiron@gnb.ca</a></p>



ERP project – GNB's ERP project has entered the implementation phase. Significant work is being done to identify early successes that can demonstrate savings while providing benefits to our users.

Digital Transformation Team (DTT) projects – GNB continues to deliver on its Digital NB Strategy. In the upcoming year, GNB will work to re-visit this strategy – updating it where necessary and laying out a new multi-year roadmap.

The DTT continues to improve GNB service delivery by working with departments to deliver more services online for NB residents. Several projects have been identified for the next 6 – 9 months. These agile sprint-based projects will deliver citizen-centric government services and improve citizen access to their own information.

Digital ID – OCIO will continue to work with the Department of Health on the implementation of a Digital ID for New Brunswickers, as well as coordinate discussions on Digital ID with other government departments in preparation for an anticipated convergence.

Privacy – GNB will continue to focus on improving management of information privacy in government departments and agencies.

- Privacy maturity baseline assessments will be completed, and plans developed to help departments and agencies achieve their privacy maturity targets and compliance with the GNB Protection of Privacy Policy.
- Training and orientation of Part I Privacy Officers on new Privacy Policy/Directive (pending GNB approval of Policy)
- Launch an online information management training module, including information privacy, for Part 1 employees; development of additional online privacy training module for Part 1 employees
- Develop basic privacy tools, templates, guidelines to support new Privacy Policy and Directive

Access – Business continuity is the top priority for the near term. Following this, we are focussed on launching the new tracking system for managing access to information requests, as well as developing virtual training for access to information practitioners. Starting later this fiscal, work will begin to develop an enterprise level policy on access to information.

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	<p>IT Service Review – Working with Service New Brunswick, we have engaged an independent external partner to assist in developing a strategic future state vision for GNB’s IT service delivery, to build on the momentum of the COVID response. The strategy will accelerate the transformation of SNB and enable Digital Government to achieve the best service delivery outcomes. Objectives:</p> <ul style="list-style-type: none"> <li>• Evolve IT Service Delivery to better support client service and therefore New Brunswick citizen outcomes</li> <li>• Leverage historical understanding of IT service delivery performance goals to: <ul style="list-style-type: none"> <li>• derive clear roles and responsibilities across government for the future state</li> <li>• document that future state vision</li> </ul> </li> </ul> <p><u>Information Highway 2.0</u> - OCIO is working with other key stakeholders to improve productivity through adoption of application technology using broadband and 5G. The planned outcomes include:</p> <ul style="list-style-type: none"> <li>• Aiding economic development in New Brunswick through growth in profitability and GDP in sectors such as Agriculture, Aquaculture, Forestry, Energy, Innovation and Tourism</li> <li>• Improving services to the residents of NB in areas such as Healthcare and Education</li> <li>• Providing telecom resiliency for New Brunswick</li> </ul>	<p><a href="mailto:Gerry.Fairweather@gnb.ca">Gerry.Fairweather@gnb.ca</a></p> <p><a href="mailto:Gerry.Fairweather@gnb.ca">Gerry.Fairweather@gnb.ca</a></p>
<p><b>3. <u>Issues and Needs:</u></b> Briefly describe <b>any issues you would like to share with the Council</b> and what assistance you might be seeking from PSCIOC.</p>	<p>None beyond the requests that we currently have with the PSCIOC Jurisdictional Inquiries</p>	
<p><b>4. <u>Topics of Interest:</u></b> Please <b>identify topics of interest</b> to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<p>In no particular order:</p> <ol style="list-style-type: none"> <li>1. Security Operation Centres</li> <li>2. Digital Provincial Archives</li> <li>3. IT Investment strategies</li> <li>4. Oracle ERP implementations</li> <li>5. Next Generation 9-1-1</li> <li>6. Moving from an “on prem” IT World to a Service/Contract Management IT world</li> <li>7. Annual security assessments</li> <li>8. Digital ID</li> <li>9. Data Analytics</li> <li>10. UI/UX</li> </ol>	

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