

## **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><b><u>Microsoft Enterprise Agreement</u></b>          PEI signed an Enterprise Agreement (EA) to move to Microsoft Office 365 with a hybrid model.</p> <p>The Microsoft O365 Project mandate is to upgrade the current email platform from GroupWise to O365 for all Government Departments, Crowns, and Agencies (20). The Microsoft O365 Project will modernize an outdated email platform.</p> <p>O365 solutions will be implemented in a phased approach. The initial phase will move from GroupWise to Office Email, productivity and video conferencing tools, Sharepoint and move employee home directories.</p> <p>A backup-restore solution will also be provisioned as part of the project.</p> <p><b><u>Pandemic Response</u></b>          Under the guidance of our Chief Public Health Office ITSS has worked to support all initiatives and requirements from HealthPEI regarding the pandemic response. ITSS has enabled rapid outfitting of central testing centers to allow for drive-through screening, and workspaces/connectivity for pandemic related groups such as border screening staff. ITSS has worked diligently with our client departments to support business continuity during the COVID-19 pandemic. This has included rapid deployment of mobile workforce enablement technologies such as laptops, smartphones, VPN accounts, and video conferencing software. This has also included video conferencing solutions, virtual health and virtual courts.</p> <p><b><u>Cloud Connectivity</u></b>          ITSS has begun the process of initiating and designing high availability connections to the various cloud hosted services that will become essential for our business activities. The goal of this project will be to create redundant connections with multiple carriers to ensure fast, stable access to remote hosted data. ITSS recognizes the importance and benefits of</p> <p><b>Ed Malone</b>  <a href="mailto:EMMALONE@gov.pe.ca">EMMALONE@gov.pe.ca</a>          902-314-5693</p> <p>Tracy Wood  <a href="mailto:TMWOOD@gov.pe.ca">TMWOOD@gov.pe.ca</a>          902-368-5645</p> <p><b>Ryan Hennessey</b>  <a href="mailto:RPHENNESSEY@gov.pe.ca">RPHENNESSEY@gov.pe.ca</a> 902-314-7226</p> <p>John Brennan  <a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>          902-314-2258</p>

the modern services offered by major cloud vendors and seeks to ensure the optimal experience for our clients.

#### **Unified Communications**

ITSS has concluded all Unified Communications pilots and continues to run limited scope internal deployments of Cisco WebEx and Microsoft Teams. Teams has been heavily utilized by ITSS staff to provide communication and collaboration business continuity during the COVID-19 pandemic. Cisco WebEx client adoption has exponentially increased during the pandemic and ITSS has participated in the digitization of many workflows that could not have functioned otherwise for our clients. ITSS has introduced new functionality into our WebEx tenant, such as WebEx Event Center, which have been used for delivery of training sessions to the civil service, staff conferences, and peer group consultations.

#### **Wireless LAN Expansion**

ITSS has undertaken a capital project to further deploy and modernize our Wireless LAN deployment in Government buildings. During the project so far ITSS technicians have coordinated the install or expansion of the Wireless LAN for over 20 buildings, with more scheduled for the remainder of the fiscal. This expansion, coupled with the deployment of mobile workstations (tablets/laptops), has allowed for the digitization of workflows and greater flexibility in staff locations for our client departments. Significant efforts have been made towards expanding the connectivity for Health Care related groups, such as Home Care and Primary Care, to allow expanded technology solutions for patient care improvements.

#### **Telephone System Migration (Bell to Eastlink)**

The Province of Prince Edward Island posted and awarded a tender for telephone service to Eastlink in 2019, replacing incumbent Bell. This tender includes the port of all Government phone services to Eastlink infrastructure. ITSS has worked through a significant planning effort with Eastlink and is currently in the process of moving all Government phone lines to their infrastructure on a building by building basis. The conversion represents a significant savings for Government over the pre-existing contract, and an opportunity to modernize the on-site telephone infrastructure for all Government offices.

#### **Hurricane Dorian Response**

Prince Edward Island was one of many places significantly affected by the extreme weather caused by Hurricane Dorian in September 2019. The province experienced significant

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	<p>infrastructure damage by high-winds and electrical grid malfunctions. This included significant damage to radio towers used for wireless network connections, and electrical equipment damage in our data centers. ITSS worked with our partners in conjunction with the Provincial Emergency Measures Office to restore the majority of business operations within 72 hours of the event. ITSS worked through and implemented alternative solutions to provide business continuity for areas where permanent repairs required off-island equipment and resources.</p> <p><b><u>ITSS Strategic Plan</u></b>        The ITSS Strategic Plan was finalized and presented to all staff at an ITSS Virtual Staff Meeting in April 2020. The plan aligns ITSS' work with that of PEI's IMIT plan and has a bimodal approach to the scope of work that ITSS undertakes.</p> <p><b><u>PEI Museum and Heritage Foundation, Collection Management System Implementation.</u></b>        IT Shared Services with the PEI Museum and Heritage Foundation issued and awarded a tender for a new Collection Management System to Gallery Systems Inc. This new system is now being implemented and will be live before the end of the calendar year. This new system will be used to manage the thousands of artifacts in the foundation's collection and to make it easily accessible online for the general public</p> <p><b><u>PeopleSoft Application</u></b>        Migrated from Oracle Secure Enterprise (SES) to the new search engine Elasticsearch 6.1.2 for the PeopleSoft application.</p> <p><b><u>New Learning Management System</u></b>        IT Shared Services with the Public Service Commission to complete Requirements gathering for the Learning Management System project (Civil and Health).</p> <p><b><u>Virtual Courts</u></b>        IT Shared Services with the Department of Justice – Family Law and Court Services have implemented virtual courts using Zoom to conduct court matters due to the restrictions from Covid19.</p>	<p>902-314-2258</p> <p><b>Betty McLean</b>  <a href="mailto:BPMCLEAN@gov.pe.ca">BPMCLEAN@gov.pe.ca</a>        902-626-5885</p> <p><b>Sherry McCourt</b>  <a href="mailto:SAMCCOURT@gov.pe.ca">SAMCCOURT@gov.pe.ca</a>        902-368-6723</p> <p><b>Betty McLean</b>  <a href="mailto:BPMCLEAN@gov.pe.ca">BPMCLEAN@gov.pe.ca</a>        902-626-5885</p> <p><b>Sherry McCourt</b>  <a href="mailto:SAMCCOURT@gov.pe.ca">SAMCCOURT@gov.pe.ca</a>        902-368-6723</p> <p><b>Ryan Hennessey</b>  <a href="mailto:RPHENNESSEY@gov.pe.ca">RPHENNESSEY@gov.pe.ca</a>        902-314-7226</p>
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	<p><b><u>Travel Screening</u></b>          IT Shared Services with the Department of Justice and Public Safety – Emergency Measures Office implemented a system for the Covid19 Call Center for Travel Screening.</p> <p><b><u>Digital Maturity Assessment</u></b>          Digital Maturity Assessment was completed with leaders across the Government of PEI.</p>	<p>Beth Doucette,  <a href="mailto:bethdoucette@gov.pe.ca">bethdoucette@gov.pe.ca</a>          902-213-6237</p> <p>Tracy Wood  <a href="mailto:TMWOOD@gov.pe.ca">TMWOOD@gov.pe.ca</a>          902-368-5645</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><b><u>Digital Services</u></b>          Digital Government is an enterprise-wide, technology enabled business transformation that is being lead by ITSS within the Province of PEI. It is the rethinking of Government policy, program and service delivery through digital enablers (e.g. Digital Identity) as an integrated part of Governments' modernization strategies to provide citizens with more and better digital access to Government services. A Digital Government includes creating a Digital Service Delivery Approach (Project: Business Process Redesign), implementing critical architecture (Project: Enterprise Integration Platform) leveraging a Governance Structure supported by our Deputy Ministers Information Management and Information Technology Advisory Council.</p> <p><b><u>Student Information System (SIS) replacement.</u></b>          IT Shared Services with the Department of Education and Lifelong Learning issued a tender for the replacement of the aging Student Information System (Trevlac and StudentsAchieve). Contract negotiations are currently underway with the selected vendor. The go live date for the new system, province wide, is September 2021.</p> <p><b><u>School Website Standardization</u></b>          IT Shared Services with the Department of Education and Lifelong Learning, the Public Schools Branch, and the French Language School Board are working to standardize the 62 school and 2 board/branch websites. The initiative will bring the sites back under the Government umbrella, providing a constant look and feel to all websites. Historically schools developed their own web presence. Most of these were built using WordPress</p>	<p>Tracy Wood  <a href="mailto:TMWOOD@gov.pe.ca">TMWOOD@gov.pe.ca</a>          902-368-5645</p> <p>Sherry McCourt  <a href="mailto:SAMCCOURT@gov.pe.ca">SAMCCOURT@gov.pe.ca</a>          902-368-6723</p> <p>Beth Doucette  <a href="mailto:bethdoucette@gov.pe.ca">bethdoucette@gov.pe.ca</a>          902-213-6237</p>

## **Digital Services**

### **On-Line Driver's License Renewal**

IT Shared Services is working with the Director of Highway Safety Division to implement

- an on-line renewal for Driver Licenses. This will be enabling citizens to complete one license renewal on-line.
- a solution to permit Physicians to submit health related forms electronically.
- an Online service to allow citizens to complete the Beginners Driving exams online.

### **Access to Immunization Records**

ITSS collaborating with Health and Wellness to provide citizens with access to their immunization records online.

### **New Parks Reservation System**

Tourism PEI is seeking to replace their current booking solution which enables users to make reservations in provincially owned campsites and parks. The new solution will be an online solution which manages campsites and parks reservations and all associated financial transactions. Provincial Parks, Tourism, want to offer a more modern and user-friendly reservation system for visitors and staff with a similar "look and feel" of the reservation system to other provincial and federal campgrounds. An RFP has been issued and evaluations are currently underway to select the successful vendor. The implementation target is December 2020.

### **Implementation of PeopleSoft Candidate Gateway Module**

Candidate Gateway is the self-service, front-end to Oracle's PeopleSoft Enterprise Recruiting Solutions Platform. It provides a gateway that enables the Government to attract best fit candidates and provides external and internal applicants with the tools they need to find the right job. PeopleSoft Candidate Gateway is part of Oracle's PeopleSoft Enterprise Human Capital Management family of applications.

### **Integrated Offender Management System**

Justice – Community and Correctional Services to launch their Integrated Offender Management System. An internally built system.

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#### **Maintenance Enforcement System**

Justice – Family Law and Court Services to migrate their legacy Maintenance Enforcement software to a new platform that will greatly improve financial and management reporting. CompuTrust System.

#### **Vital Stats**

IT Shared Services with the Department of Justice and Public Safety – Vital Statistics will launch a new Vital Statistics application that will integrate the various stakeholders allowing for electronic submission of birth and death certificates.

#### **Modernizing Integrated Services Management (ISM) a Legacy Application**

Integrated Services Management (ISM) system is a Case Management System and Financial benefits adjudication system that is written in PowerBuilder and has an Oracle database. ISM is used by over 1,400 users in non–acute Health and Social Services. Currently in the planning phase of the project. This re-modernization project will be over several fiscals.

#### **Home Care interRAI, Case Management and Scheduling System Project**

ITSS is working with Health PEI's Home Care Program to procure and implement the InterRAI standard of assessments, with intentions of being fully integrated into a new Home Care Case Management solution which will replace the Integrated Services Management (ISM) system for Home Care. Additionally, Home Care will be procuring and implementing a provincial scheduling system for their staff and clients. These solutions have potential to be leveraged across other programs in PEI, in particular Long-Term Care (interRAI), Geriatrics (Case Management), and Public Health (scheduling). The project expected to take 18-24 months will also include the purchase of new mobile technologies for the Home Care Program, and will result in modified workflows for the staff, creating efficiencies in their day-to-day work. The scope of the project will include an evaluation of virtual case and remote patient monitoring for Home Care.

#### **GIS Data Warehouse**

With the signing of an enterprise agreement with Esri Canada Limited for GIS software, ITSS will create a centralized data warehouse where maps will be more easily maintained and shared across Government, including all Agencies, Boards and Commissions.

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#### **eProcurement**

Purchasing (Procurement Office) is evaluating software that will use a more digital process for handling bids and tenders. Currently completing the threat risk assessment (TRA) and privacy impact assessment (PIA).

#### **Digital Identity, ACCESS Atlantic and MyPEI Citizen Portal**

ITSS is working with the Department of Health and Wellness on Infoway's ACCESS Atlantic initiative. This includes involvement in a pan-Atlantic working group to explore shared priorities and needs. Over time, Infoway and the Atlantic provinces will jointly develop and deliver services including patient access to Personal Health Information with a particular focus on medication and lab results through citizen portals and apps, digitally enabling mental health services and rolling out PrescribeIT, Canada's e-prescribing service, across the region. This will be used to move Digital Identity initiatives forward for PEI.

#### **Mental Health Campus - IT Operational Plan**

ITSS is working with Health PEI on their IT Operational Plan, as part of their five-year province-wide Mental Health Campus Initiative. This includes working with staff and vendors alike to build towards a future state technology as the Campus takes shape. Included in this plan is a replacement of the Integrated Services Management (ISM) system for Mental Health and Addictions with a new electronic system that will bridge information from acute care to community-based settings with a strong focus on tele-health and tele-psychiatry.

#### **PrescribeIT**

PrescribeIT will serve Island residents, pharmacies and prescribers, and provide safer and more effective medication management by enabling prescribers to transmit a prescription electronically between a prescriber's electronic medical records (EMR) to the pharmacy management system (PMS) of a patient's pharmacy of choice. The service can eliminate paper prescriptions, safeguard patient health data from commercial use and maintain an influence-free prescribing and dispensing environment for clinicians.

#### **Electronic Medical Record (EMR)**

IT Shared Services will be working with the Department of Health and Wellness and Health PEI on the procurement of an EMR system for Island physicians and community

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	<p>practitioners. The EMR is a large piece of the overall Electronic Health Record (EHR) in PEI and has been a priority for our clients for some time. The addition of an EMR solution opens the door to advancing Health Care technologies in the Province, including the possibility of an EHR viewer and integration with Canada Health Infoway's PrescribeIT e-prescribing service.</p>	
<p><b>3. Issues and Needs:</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><b><u>Jurisdictional Approaches to Digital Identity</u></b></p> <ul style="list-style-type: none"> <li>Approaches to determining and overcoming Legislative Barriers and common understanding of privacy implications</li> </ul> <p><b><u>Virtual Care Program and Strategies</u></b></p> <ul style="list-style-type: none"> <li>Legislative or policy barriers in the implementation of the program.</li> </ul> <p><b><u>Virtual Legislative Assembly</u></b></p> <ul style="list-style-type: none"> <li>Technology and Workflows</li> </ul>	<p><b>Sherry McCourt</b>  <a href="mailto:SAMCCOURT@gov.pe.ca">SAMCCOURT@gov.pe.ca</a>          902-368-6723</p> <p><b>Ryan Hennessey</b>  <a href="mailto:RPHENNESSEY@gov.pe.ca">RPHENNESSEY@gov.pe.ca</a>          902-314-7226</p> <p><b>Ryan Hennessey</b>  <a href="mailto:RPHENNESSEY@gov.pe.ca">RPHENNESSEY@gov.pe.ca</a>          902-314-7226</p>
<p><b>4. Topics of Interest:</b>          Please <b>identify topics of interest</b> to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<p>Metrics for Digital Service Standards</p> <p>Telework Security Standards</p> <p>Continued Security Tabletops Exercises</p> <p>Security Event Management Systems and service models employed by Jurisdictions</p> <p>Electronic Document Management and Data Classification with Cloud providers most specifically the use of AI and integration with O365</p>	