

## 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. Accomplishments:</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>	<div data-bbox="504 488 1627 889"> <p><b>COVID-19 Pandemic Response Initiatives</b></p> <ul style="list-style-type: none"> <li>Enabling Remote Workforce (Work from home) <ul style="list-style-type: none"> <li>Laptops and tablets were deployed to GNL staff</li> <li>Additional Remote Access options</li> <li>Virtual Technologies</li> </ul> </li> <li>Rapid Application Development for various COVID-19 online programs and services</li> <li>Foster Families Connectivity: While respecting the privacy of the families, OCIO worked with the Department of Children, Seniors and Social Development (CSSD) to acquire, configure and supply technology to enable children in foster care and their families to connect virtually with video-based visits.</li> <li>Virtual Parliament: Implemented WebEx technology to enable hybrid sessions for standing committees and lay the groundwork should a full virtual parliament session be required in the future.</li> </ul> </div> <div data-bbox="504 922 1627 1323"> <p><b>Digital Government Program</b></p> <ul style="list-style-type: none"> <li>Launched online services for <b>MyGovNL</b> (<a href="http://gov.nl.ca/digitalgovernment">gov.nl.ca/digitalgovernment</a>): <ul style="list-style-type: none"> <li>Motor Registration <ul style="list-style-type: none"> <li>Vehicle Renewal</li> <li>Driver's Licence Renewal</li> <li>ePayment integration</li> <li>Driver's Abstract</li> <li>Road Test Payment</li> </ul> </li> <li>Medical Care Plan <ul style="list-style-type: none"> <li>Organ Donor Status</li> <li>Renewal (mainstream)</li> </ul> </li> </ul> </li> <li>Continued migration of departmental websites to the <b>OneGovNL</b> content management system which allows each department to manage their own content.</li> </ul> </div> <div data-bbox="504 1382 1627 1539"> <p><b>Provincial K-12 Student Information System (PowerSchool)</b> Consolidated all public, private and indigenous schools into a provincial K-12 Student Information System, using PowerSchool Cloud Hosted offering. Currently implementing customizations to accommodate high school graduation requirements, and providing online access to students and parents to view their graduation progress and transcripts.</p> </div> <div data-bbox="1675 488 1934 548"> <p>Mark Healy <a href="mailto:MarkHealy@gov.nl.ca">MarkHealy@gov.nl.ca</a></p> </div> <div data-bbox="1675 976 1934 1036"> <p>Craig Harding <a href="mailto:craigharding@gov.nl.ca">craigharding@gov.nl.ca</a></p> </div> <div data-bbox="1675 1523 1837 1555"> <p>Craig Harding</p> </div>

	<p><b>Electrical Permits Online</b> Launched the following online applications using Alphinat SmartGuide with AMANDA back-office. Integrated with the province's financial management system (Oracle E-Business Suite) for the collection of online payments:</p> <ul style="list-style-type: none"> <li>• Electrical Contractor's Application Annual Renewal</li> <li>• Application for Electrical Permit (for Registered Electrical Contractors)</li> </ul> <p><b>MIRIAD System</b> Launched the province's new mineral claim online acquisition system developed using AMANDA back-office, Alphinat SmartGuide, and ESRI GIS. System supports:</p> <ul style="list-style-type: none"> <li>• Online Claim Staking: <ul style="list-style-type: none"> <li>○ Payment integration that maintains Payment Card Industry (PCI) Data Security Standards (DSS) compliance</li> <li>○ Supports the North American Datum of 1983 (NAD83) geodetic reference system</li> </ul> </li> <li>• Online renewal /extension of licences or submission of work reports</li> <li>• Electronic registry of all current and former mineral claims in the province</li> <li>• Client Registration and Administration</li> </ul> <p><b>Database Lifecycle Management Packs</b> Successful implementation of Oracle Database Lifecycle Management Packs (DLMPs) and initial pilot of database patching strategy.</p> <p><b>Data Masking</b> Successful implementation of custom developed Data Masking solution and masking of ~10 databases, including Oracle, MySQL and SQLServer.</p> <p><b>IM Policy Framework</b> Nearing completion of a significant refresh of the IM Policy framework for GNL. Starting to publish documents under review for the last year.</p> <p><b>Expansion of Remote Access/VPN Solution</b> In response to COVID-19 and demands for a significant expansion of government employees working from home, the OCIO successfully expanded its existing Remote Access Service including the introduction of additional secure MFA methods.</p> <p><b>E-Discovery Platform</b> Leveraging SharePoint as a platform for rapid searching of unstructured file share data across 8000 accounts. In support of government's ATIPP responsibilities.</p>	<p><a href="mailto:craigharding@gov.nl.ca">craigharding@gov.nl.ca</a></p> <p>Craig Harding <a href="mailto:craigharding@gov.nl.ca">craigharding@gov.nl.ca</a></p> <p>Craig Harding <a href="mailto:craigharding@gov.nl.ca">craigharding@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Randy Moulard</p>
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	<p><b>Webex Adoption</b>          In response to COVID-19 introduced Webex as a supplementary Conferencing solution to Skype for Business.</p>	<p><a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p> <p>Randy Mouland  <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p> <p>Mark Healy  <a href="mailto:MarkHealy@gov.nl.ca">MarkHealy@gov.nl.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><b>Digital Government Program</b></p> <ul style="list-style-type: none"> <li>• Add more services to MyGovNL and smart applications as outlined in the strategy.</li> <li>• Expand MyGovNL to include businesses so an individual can manage both their personal and business interactions with government in one single, convenient and secure location</li> <li>• Complete migration of departmental websites and work towards the next phase of website enhancements.</li> <li>• Implement an identity and access management solution.</li> </ul> <p><b>Permits and Inspections</b>          Finalize a framework, approach and commence development of a reusable model to deliver mobile inspections capabilities as a service within individual departments. Examples: Public Safety, Commercial Vehicles and Bus inspections.</p> <p><b>Investigation of Shared Service Alternatives</b>          Continue to leverage shared services synergies and shared procurement opportunities across key public sector entities including K-12, post-secondary education and select ABC's.</p> <p><b>PeopleSoft</b>          Implement and upgrade PeopleTools to version 8.58 and PeopleSoft Application to version 9.2.</p> <p><b>Application Security</b></p>	<p>Craig Harding  <a href="mailto:craigharding@gov.nl.ca">craigharding@gov.nl.ca</a></p> <p>Craig Harding  <a href="mailto:craigharding@gov.nl.ca">craigharding@gov.nl.ca</a></p> <p>Mark Healy  <a href="mailto:MarkHealy@gov.nl.ca">MarkHealy@gov.nl.ca</a></p>



	<p>Continue with current application security initiatives and implement AppSource tool to scan 'sourcecode' for vulnerabilities.</p> <p><b>Upgrades</b> Finalize updates/upgrades to :</p> <ul style="list-style-type: none"> <li>• Laboratory IM System (LIMS)</li> <li>• Labour Market System (LAMPss) documentation</li> </ul> <p><b>Decommissioning</b></p> <ul style="list-style-type: none"> <li>• Decommission the old payroll system for GNL – Genesys</li> <li>• Decommission old mainframe systems no longer in use</li> </ul> <p><b>Application Portfolio Assessment</b> Continue with Phase II of the Application Portfolio Assessment which is continuing to quantify and document the modernization of our applications. Next phase is targeting 50 GNL systems related to Case Management and Claims Processing systems. This is building on the work of Phase I which focused on Inspections, Licensing &amp; Permitting applications.</p> <p><b>Mainframe</b> Talent Management for the mainframe applications support team due to age and retirements of key resources. Attempts to recruit, train and mentor have been challenging. Recruiting mid level resources with mainframe experience continues to be a priority.</p> <p><b>Investigation of Shared Service Alternatives</b> Continue to investigate preferred model to leverage shared services synergies and shared procurement opportunities across key public sector entities including health, education and select ABC's.</p> <p><b>Migration to UNIX (AIX) based Data backup</b> In concert with IBM Canada, OCIO is currently migrating to a UNIX based data backup platform managing over 1.6 PB (petabytes) of client data.</p> <p><b>Major Operating System Upgrades</b> Active projects for critical operating system upgrades (and hardware upgrades) to address Microsoft Server and Desktop operating system EOL. In response to Microsoft's end-of-support in January 2020 for Server 2008 and Windows 7.</p> <p><b>Managed Security Service Procurement (MSSP)</b> Potentially going to market for MSSP services to supplement in-house capabilities.</p>	<p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Mark Healy <a href="mailto:MarkHealy@gov.nl.ca">MarkHealy@gov.nl.ca</a></p> <p>Randy Mouland <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p>
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	<p><b>Migration to Cisco Wi-Fi 6</b>          Initiative to upgrade 300+ Access points in 41 locations (including Confederation Building Complex) supporting 5000+ users. Migration critical as a result of EOL of current platform.</p>	<p>Randy Mouland  <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p> <p>Randy Mouland  <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p> <p>Randy Mouland  <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></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>Looking to see what experience provinces may have with:</p> <ul style="list-style-type: none"> <li>• Logging and auditing – solution and process</li> <li>• Data encryption (at rest) – solution and process</li> <li>• PowerBuilder migration to new platform (vendor going to subscription based mtnc which will be significantly more expensive)</li> </ul> <p><b>Mainframe</b>          Mainframe transition approaches and techniques.</p> <p><b>Common Secure File Transfer</b>          Common Secure File Transfer (S/FTP) Standards and infrastructure across governments and departments that exchange data for business purposes.</p> <p><b>Shared Services Model for back office functions</b>          Continue to engage other jurisdictions re: lessons learned.</p> <p><b>Outsourced MSSP (SOC) Models</b>          Gain an understanding of what other jurisdictions are doing in this area.</p> <p><b>Remote Access Expansion</b>          Gain an understanding of what other jurisdictions are doing in this area specifically as it relates to how government applications and data can be securely accessed using emerging remote access technologies.</p>	<p>Julie Moore  <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore  <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore  <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Randy Mouland  <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p> <p>Randy Mouland  <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p> <p>Randy Mouland  <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></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><b>IT Business Partnerships</b> Understand how others are using this role within the CIO office and across Government.</p> <p><b>Agile Organizations, and Dev/Ops</b> Understand how others are transitioning to be more agile, as an organization, not just in the way they develop/deliver software. GNL is interested in understanding if/how others are dealing with Dev/Ops.</p> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Cyber Security</li> <li>• Digital Government, transformation and implementation</li> <li>• Digital service delivery governance</li> <li>• Digital government success metrics (KPIs, metrics &amp; reporting)</li> <li>• Blockchain – how it is being used in digital service delivery</li> <li>• Shared Services</li> </ul> <p><b>BI reporting</b> Financial BI reporting solutions – what other options exist outside OBIA and is APEX an alternative?</p> <p>NL's database jurisdictional scan received one reply – how to ensure more feedback .</p> <p>Remote Access approaches within other Provinces.</p> <p>Cloud Transition Plans and Case Studies. (Eg. O365)</p>	<p>Mark Healy <a href="mailto:MarkHealy@gov.nl.ca">MarkHealy@gov.nl.ca</a></p> <p>Craig Harding <a href="mailto:craigharding@gov.nl.ca">craigharding@gov.nl.ca</a></p> <p>Craig Harding <a href="mailto:craigharding@gov.nl.ca">craigharding@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Julie Moore <a href="mailto:JulieMoore@gov.nl.ca">JulieMoore@gov.nl.ca</a></p> <p>Randy Mouland <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p> <p>Randy Mouland <a href="mailto:RandyMouland@gov.nl.ca">RandyMouland@gov.nl.ca</a></p>
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