

## **PSSDC Information-Sharing: Manitoba – September 2018**

*Information Sharing was prepared for the PSSDC Meeting of September 2018 and not to be shared outside of the Council*

<b>JURISDICTION: MANITOBA</b>	<b>Contact</b>
<p><b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p> <p><b>Red Tape Reduction.</b></p> <p>Red Tape Reduction Act Introduced - Over 800 requirements eliminated</p> <p>The proposed legislation removes unnecessary regulatory requirements on local governments, non-profits, educational institutions, Crown corporations, provincial public servants, citizens and businesses. In total, 399 existing regulatory requirements and 475 pending regulatory requirements will be eliminated</p> <p>The provincial government has now received and is implementing recommendations from the Manitoba Red Tape Reduction Task Force report. The Red Tape Reduction Task Force consulted with Manitobans to identify the top five regulatory requirements that create red-tape barriers in sectors including agriculture and food-processing, non-profit organizations, land development and transportation. In Manitoba, small- and medium-sized businesses alone spend an estimated \$1.2 billion annually to comply with federal, provincial and municipal regulations. It is estimated that 30 per cent of this, or \$360 million, is spent on red tape,</p> <p><b>Innovation – Transformation Capital Fund</b></p> <p>The province has created a new \$50-million Transformation Capital Fund to support innovative initiatives within government to build the modern and dynamic public service Manitoba needs for the future. Proposals have been developed using new analytical tools that focus on evidence and outcomes. The use of these tools and the associated investment in training is a critical part of the transformation, and in many respects the most important part, as it helps shape behaviours and practices. All applications are evaluated based on risk-adjusted return on investment and in order to access funding, departments must demonstrate measurable savings that ensure the up-front investment pays for itself in less than four years.</p> <p><b>Innovation On Line Services – Collaborating to provide free-online access to resources for professionals and students in Early Years field.</b> Manitoba is providing free access for students and professionals across Manitoba to online learning resources on prenatal and child development. The Science of Early Child Development (SECD) includes regularly updated living textbooks and modules that offer current research and links to practice through a convenient online platform, accessible via computer, tablet and smartphone.</p> <p><b>Innovation – Streamlined Access to Student Aid for vulnerable populations –</b> Manitoba streamlined the application process for Manitoba Student Aid and Manitoba Bursary to help more low-income and Indigenous students access funding</p>	<p>Guy Gordon Manitoba Finance - Central Services <a href="mailto:Guy.Gordon@gov.mb.ca">Guy.Gordon@gov.mb.ca</a></p>

	<p>The simplified user-friendly service model is more predictable so students can save and budget accordingly. With easier access to loans and bursaries, more students are expected to enroll in post-secondary education, which opens doors to success. Plus, students can continue to work while they're in school, as province no longer scale back loans or bursaries because of employment.</p>	
<p><b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<p><b>Transformation and Modernization</b></p> <p><b>Manitoba Public Service Transformation</b> – Led by the Clerk of Executive Council, the Transformation of the Manitoba Public Service is focused on transforming how the Manitoba public service does it work and on transforming the staid, silo focused, risk averse organizational culture. In terms of culture, three priorities are 1) focusing on client needs 2) harnessing talent and 3) fostering innovation. In terms of how the public service is to work differently, the focus is on achievement of outcomes, public reporting on results and citizen engagement.</p> <p>Over the past 5 months the Transformation efforts have picked up steam with departmental leadership, management and front line staff becoming increasingly aware ) and engaged (via active and highly effective communication and outreach</p> <p><b>Major government service delivery systems are undergoing significant redesign including Health, Justice and Infrastructure (Highways).</b></p> <p>These initiatives represent government's continued work, as reflected in the November 2017 Speech from the Throne, to:</p> <ul style="list-style-type: none"> <li>- plan for a public service transformation to deliver better outcomes for Manitobans;</li> <li>- implement mechanisms to ensure government spends smarter;</li> <li>- streamline service delivery at the most appropriate level of government;</li> <li>- develop a long-term capital plan to get more value from plans to renew and build strategic infrastructure; and,</li> <li>- modernize procurement of goods and services.</li> </ul> <p><b>Health Care</b> - Manitoba is moving forward with plans for broad health-system changes that will improve the quality, accessibility and efficiency of health-care services across the province. A new <i>blueprint</i> describes the target state of the health system. It is intended to guide the transformation journey and outlines the role of each health organization, the functions it will perform in the target state and how organizations will interact with each other to achieve a more aligned and responsive health system. Currently, services are funded by the health department and organized through five regional health authorities, three health organizations and provincial services.</p>	<p>Jacqueline Ratté Kohut Manitoba Growth, Enterprise and Trade – Finance &amp; Strategic Services <a href="mailto:Jacqueline.RatteKohut@gov.mb.ca">Jacqueline.RatteKohut@gov.mb.ca</a></p>

	<p>In addition, there are more than 200 service delivery and stakeholder organizations, more than 250 service purchase agreements and 183 bargaining units. In the target state, plans are to have eight health organizations, seven boards, two standardized service purchase agreement templates and approximately 40 bargaining units.</p> <p><b>Justice – Criminal Justice System Modernization Strategy</b></p> <p>The criminal justice system modernization strategy is the result of an internal review that found that Manitoba has the highest adult incarceration rate among provinces with high violent crime and recidivism rates. The review also found that criminal matters take far too long to move through the court system.</p> <p>In response, the criminal justice system modernization strategy commits the Manitoba government to significant change at every level of the criminal justice system. To stay accountable to Manitobans, beginning in 2019, Manitoba Justice will report annually on key performance indicators.</p> <p><b>Infrastructure</b></p> <p>Manitoba Infrastructure (MI) is conducting a review of its services delivery model and policies.</p> <p>Fundamental scope questions informing the review are:</p> <ul style="list-style-type: none"> <li>- What strategic lines of business should the department be in?</li> <li>- How can they be better delivered?</li> <li>- Is the department spending funds in the right areas and ways to achieve the best value for money and return on investment?</li> <li>- What measures can be taken to improve the sustainability of our delivered infrastructure?</li> </ul> <p><b>Internal Services – Modernization of Finance and Administration</b></p> <p>The Manitoba government issued a request for proposals (RFP) to engage an external expert to assist <i>with centralizing common financial and administrative functions across government departments and divisions</i>,</p> <p>A review of the structure of government found significant overlap and duplication when it comes to back office functions. The objective is to retool service delivery models to improve the efficiency of financial and administrative functions in order to strengthen service delivery while reducing duplication and excess spending.</p> <p>In total, 26 provincial departments and special operating agencies have their own divisions and/or branches responsible for financial and administrative functions.</p>	
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<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? (This information will help in agenda planning for future meetings.)</p>	<p><b>Internal/ Shared Services</b> - Customized Implementation of ICCS Certified Service Manager (CSM) program for managers responsible for delivering internal services (I&amp;IT, Procurement, Property, Fleet etc)</p>	<p>Guy Gordon Manitoba Finance - Central Services <a href="mailto:Guy.Gordon@gov.mb.ca">Guy.Gordon@gov.mb.ca</a></p>

<p><b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<p>Manitoba continues to seek PSSDC insight into the following areas of interest:</p> <ul style="list-style-type: none"> <li>• Strategic Procurement</li> <li>• IT Central/Shared Services</li> <li>• Service Leadership and Management</li> <li>• Digital Service Delivery Strategy</li> <li>• Service Design and Service Labs</li> <li>• Data Driven Intelligence -Open Government, Open Data and Big Data</li> <li>• Workforce Automation – Robotic Process Automation</li> </ul>	<p>Guy Gordon Manitoba Finance - Central Services <a href="mailto:Guy.Gordon@gov.mb.ca">Guy.Gordon@gov.mb.ca</a></p>
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