

PSCIOC Information-Sharing Template – February 2018

Information Sharing was prepared for the PSCIOC Meeting of February 2018 and not to be shared outside of the Council.

JURISDICTION: Northwest Territories		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.</p>	<p>Continued progress on the implementation of our Service Innovation Strategy initiatives and ongoing efforts by Departments to improve programs and service delivery, including:</p> <ul style="list-style-type: none"> • Planning the establishment/implementation of a new Shared Service for Information Systems services to core gov't departments; • In the midst of a pilot project, for Email Management, part of the electronic records and document management solution (OpenText Content Server); • Planning underway for an online services portal, which includes planning for a government-wide licensing and permitting solution; • Updating website content to be more service oriented, creating a new service directory, and tagging content for improving service searches. <p>Completed the rollout of our new online Information Security Awareness training for all staff.</p> <p>Completed two internal phishing campaigns, using the results to baseline ourselves and improve future communications related to cyber and information security.</p> <p>Completed rollout of an application whitelisting solution (Bit9/CarbonBlack) to all government managed desktops and servers.</p> <p>Implemented online renewals for Vehicle Registration and Driver's License.</p> <p>Detailed review underway, to determine feasibility of Shared Services for both IT and Finance, for our distributed Education Authorities.</p> <p>Major upgrade of our PeopleSoft ERP solutions (Finance and HR) underway. Moving to v9.2 – go live taking place January 2018.</p>	<p>Dave Heffernan Dave_Heffernan@gov.nt.ca (867) 767-9170 Ext. 15065</p>
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.</p>	<p>Near Term Priorities include:</p> <ul style="list-style-type: none"> • Renewal of credentialing services (SecureKey and 2Keys); • Implementation of a new Service IS Service for core gov't departments; • Update ICT Governance model and processes; • Architect approach for an online "MyGNWT" services portal; and 	<p>Linda Maljan Linda_Maljan@gov.nt.ca (867) 767-9170 Ext. 15067</p>

	<ul style="list-style-type: none"> Determine feasibility of a Shared or Central Service for the delivery of Records Management services for core gov't departments. <p>Within next 24-30 months: develop organizational approaches to <i>Information Management and Enterprise Architecture</i>.</p> <ul style="list-style-type: none"> Complete the implementation of our corporate <i>Electronic Records & Document Management</i> solution to (3) remaining departments. Implementation of a new Clinical Information System (CIS) for our new Territorial Hospital. Implementation of a Territorial Child and Family Information System and development of the regulations to accompany the new Health Information Act. Design and procurement of a new enterprise platform, which will be first used for handling 40+ licenses and permits, but will be extendable to be used by all departments. Upgrading skills across ICT, to dealing with new technologies and approaches from Social, Mobile, Analytics, Cloud and Internet of Things. We must transform ICT talent and services away from traditional order taking towards more value-added IT/business partners. 	<p>Patrick Bisailon Patric_Bisailon@gov.nt.ca (867) 767-9046 Ext. 32128</p> <p>Michele Herriot Michele_Herriot@gov.nt.ca (867) 767-9054 Ext. 49065</p> <p>Linda Maljan Linda_Maljan@gov.nt.ca (867) 767-9170 Ext. 15067</p>
3. Issues and Needs: Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.		
4. Topics of Interest: Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.	<ul style="list-style-type: none"> Enterprise Architecture – how are other jurisdictions doing EA? Formal jobs, or partial roles, etc. Are the programs generating value? Risk Management – how is risk management being handled in other jurisdictions – is it formal, ad-hoc, frameworks being used, is it part of an enterprise risk management program or separate, etc. Performance Management – what are others doing around ongoing performance management and reporting? Business Relationship Management – how have others setup their client/customer relationship side of the house? 	<p>Dave Heffernan Dave_Heffernan@gov.nt.ca (867) 767-9170 Ext. 15065</p>