



PSCIOC Information-Sharing – February 2017

JURISDICTION: Saskatchewan		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>	<ul style="list-style-type: none"> Completed procurement of Service Management tool (current service desk software is unsupported legacy system). Implementation is in progress. Digital citizen service improvements include: implementation of single login, citizen dashboard service for all online government services, improved online search (implemented enterprise search tool), and enhanced online Government Directory. Completing migration of content (81%) from old government websites to new Saskatchewan.ca site. Implemented data analytics centre of excellence with Data Centre and Network services service provider to support citizen program and service improvements. Moving to data analytics as a service. 	<p>Vinay Chandramohan 306-526-7018 Vinay.chandramohan@gov.sk.ca</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>	<ul style="list-style-type: none"> • Implement Service Lifecycle Management including updated service portfolio, service catalogue, and service & pricing review. • Review Government's IT funding model. • Continue implementing infrastructure renewal program to enhance infrastructure/core services. • Continue implementation of Enterprise CRM and SharePoint 2013 including migration of current individual instances over to enterprise. • Continued improvements and enhancements to Saskatchewan.ca as well as adding more online citizen services. • Continued focus on improving customer satisfaction and employee engagement through innovation, process improvement, and review of programs and services. 	<p>Vinay Chandramohan 306-526-7018 Vinay.chandramohan@gov.sk.ca</p>
<p>3. <u>Issues and Needs:</u> Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>	<ul style="list-style-type: none"> • Current economic climate and its impact on IT investments. • Common measures to enable jurisdictional comparisons despite different structures, funding models, services, etc.. • Records Management and Data Storage. • Unsupported legacy systems and application modernization/replacements. • Demand and availability of compliant cloud services. • Addressing device proliferation. Looking at single device solution for multi device users (mobile, tablet, & laptop). • Software licensing and asset management. True Downs vs True Ups. 	