



## PSCIOC Information-Sharing – February 2017

JURISDICTION: Northwest Territories		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>Completed an independent operational review of our shared IT service area, identifying opportunities for improvement.</p> <p>Completed an independent review of the entire ICT function across government, identifying areas for both cost and service optimization. This review looked at whether ICT is; working on the right things, prepared to meet the demands of emerging trends and technologies, structured effectively to deliver, and delivering value. Preliminary findings indicate the need to establish a greater level of shared services, including IM and IS. Detailed org design will begin in August, as well as planning for and establishing a project portfolio for the 30+ anticipated recommendations and associated projects.</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"> <li>• Planning onboarding additional relying parties to common credentialing services (SecureKey and 2Keys). Planning our re-procurement approach for the continuation (or replacement) of these services, as our initial contract period will expire this fiscal year;</li> <li>• Detailed planning for implementation of Email Management module, part of ongoing implementation of our corporate electronic records and document management solution (OpenText Content Server);</li> <li>• Establishment of a single Territorial Health Authority, amalgamating 6 of our 8 regional Health Authorities. As part of this effort, a single IS Shared Service is being created, to support the authority and its operating units in the operation, maintenance and implementation of applications and health technology.</li> </ul>	<p>Dave Heffernan <a href="mailto:Dave_Heffernan@gov.nt.ca">Dave_Heffernan@gov.nt.ca</a> (867) 767-9170 Ext. 15065</p>



	Completed rollout of a new application whitelisting solution (Bit9) to all government managed desktops and servers.	
<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>Near Term Priorities include:</p> <ul style="list-style-type: none"> <li>• ICT org review – detailed planning and implementation of new organization and service design;</li> <li>• Develop approach for an online “MyGNWT” Portal;</li> <li>• Update ICT Governance model and processes;</li> <li>• Major upgrade of our PeopleSoft ERP solution (Finance and HR);</li> <li>• Conduct a public survey of online service priorities;</li> <li>• Implementation of a government-wide Information Security Awareness program.</li> </ul> <p>Within next 24-30 months: develop organizational approaches to <i>Information Management and Enterprise Architecture</i>.</p> <ul style="list-style-type: none"> <li>• Completion of the Informatics Shared Services Centre for the single Territorial Health Authority.</li> <li>• Complete the implementation of our corporate <i>Electronic Records &amp; Document Management</i> solution to ALL departments.</li> <li>• Continued implementation of Territorial EMR across the entire NWT, including; procurement of a new <i>Clinical Information System</i> for the new Territorial Hospital, implementation of a <i>Territorial Child and Family Information System</i> and development of the regulations to accompany the new <i>Health Information Act</i></li> <li>• Design and procurement of a new <i>Licensing and Permitting</i> solution for three departments.</li> </ul>	<p>Linda Maljan <a href="mailto:Linda_Maljan@gov.nt.ca">Linda_Maljan@gov.nt.ca</a> (867) 920-6205</p> <p>Marta Moir <a href="mailto:Marta_Moir@gov.nt.ca">Marta_Moir@gov.nt.ca</a> (867) 767-9107 ext. 40170</p> <p>Steve Hagerman <a href="mailto:Steve_Hagerman@gov.nt.ca">Steve_Hagerman@gov.nt.ca</a> (867) 873-7446</p> <p>Michele Herriot <a href="mailto:Michele_Herriot@gov.nt.ca">Michele_Herriot@gov.nt.ca</a> (867) 920-8907</p> <p>Rick Wind <a href="mailto:Rick_Wind@gov.nt.ca">Rick_Wind@gov.nt.ca</a> (867) 767-9186 ext. 24125</p>



<p><b>3. <u>Issues and Needs:</u></b> Briefly describe <b>any issues you would like to share with the Council</b> and what assistance you might be seeking from PSCI OC.</p>	<ul style="list-style-type: none"> <li>• <u>Government Portals and Electronic Payments</u> Interested in learning what other jurisdictions have setup for resident/business/visitor portals, to coordinate and simplify the online service experience. Also interested in learning what jurisdictions are doing for handling online payments – receipts and transmittals. Integration with major financial systems. Centralized vs federated model? How governance of such solutions is handled? Best practices, lessons learned, etc.</li> <li>• <u>ICT Shared Services</u> Interested in hearing from other jurisdictions who have established ICT shared services already, or planning to do so. GNWT is presently in the design and planning stages for a 2018/19 implementation.</li> <li>• <u>Enterprise Information Management</u> EIM was identified as a key component in our strategy. Interested in learning more about if/how other jurisdictions have developed their EIM programs, how best to tackle EIM from the ground up, how EIM Governance has been handled, best practices, lessons learned, etc.</li> </ul>	<p>Linda Maljan <a href="mailto:Linda_Maljan@gov.nt.ca">Linda_Maljan@gov.nt.ca</a> 867-920-6205</p> <p>Dave Heffernan <a href="mailto:Dave_Heffernan@gov.nt.ca">Dave_Heffernan@gov.nt.ca</a> (867) 767-9170 ext. 15065</p> <p>Steve Hagerman <a href="mailto:Steve_Hagerman@gov.nt.ca">Steve_Hagerman@gov.nt.ca</a> (867) 873-7446</p>
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