



PSCIOC Information-Sharing – February 2017

JURISDICTION: Manitoba		Contact
<p>1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.</p>	<p>Becoming a Customer Focused, Predictable and Trustworthy IT Organization Business Transformation and Technology (BTT) has developed a new Vision and clear guidance for all staff. This includes our Mission, Responsibilities, and Work Culture. This is a significant step towards our goal of BTT to be the public sectors trusted provider of technology services. The model is based on five pillars/objectives: Trusted, Demand Focused, Consistent, Maximizes Value, Continuously Improves.</p>	<p>Munna Zaman, CIO munna.zaman@gov.mb.ca</p>
<p>2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.</p>	<p>Infrastructure Renewal Program: BTT continues to place priority on its infrastructure renewal program (2016-2018+) to provide a stable, long term infrastructure for business applications. The goal is to renew and modernize the Manitoba Data Centre environment taking advantage of new technologies and innovation.</p> <p>Vitality Program The constant change in technologies and its interdependencies requires constant monitoring and maintenance. BTT is currently focussed on a government wide upgrade and deployment of its desktop productivity suite and assessment and modification to any application portfolio dependencies.</p> <p>Quick Estimate initiative BTT receives a steady stream of requests from Departments seeking to use ICT services to address emerging business needs. The Quick Estimate initiative will enable BTT to respond to these requests by providing information back to the requestors (and ultimate decision makers) to help them understand the cost of the IT investment, the effort involved, and any associated risks, highlighted against the business benefits being delivered. All ICT requests will be responded to in a timely basis and in a consistent manner.</p>	<p>Darren Brothers Executive Director, (204) 945-2005 Darren.Brothers@gov.mb.ca</p> <p>Ric Coy Executive Director (204) 945- Ric.coy@gov.mb.ca</p> <p>Munna Zaman, CIO munna.zaman@gov.mb.ca</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.

Manitoba would like to look at comparative models of governance and delivery structures in other jurisdictions. With the changes of leadership and the creation of the Central Services Division in Manitoba it would be very beneficial to see and learn from what is working well for others.

Manitoba is interested in learning how jurisdictions currently govern ICT investments. In particular, have other jurisdictions implemented IT Portfolio Management? What has been the experience to date? What lessons have been learned?

Manitoba is interested to know if jurisdictions have applied what Gartner describes as *bi-modal* approach in the delivery of their ICT services to Departments. How has this approach been implemented, challenges faced, risk profile, governance etc.

Manitoba would be interested in learning more about how each jurisdiction manages their internal and external web presence. This could include the governance structure, number of resources, scope of responsibilities, technologies used (analytics, content management, other)

Manitoba continues to be interested in experiences with contract management – included processes, procedures and contract plans produced and/or used in other jurisdictions to facilitate the management of all contracts – small to large in size and scope.

Manitoba would be interested in learning how other jurisdictions have developed and applied an ICT Strategic Plan.

Munna Zaman, CIO
munna.zaman@gov.mb.ca