



PSCIOC Information-Sharing Template – September 2016

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>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"> • Planning underway for onboarding additional relying parties to our common credentialing services (SecureKey and 2Keys). Will also begin planning our re-procurement approach for the continuation (or replacement) of these services, as our initial contract period will expire later this fiscal; • Detailed planning for the implementation of a new Email Management module, as part of the ongoing implementation of our corporate electronic records and document management solution (OpenText Content Server); • 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. 	<p>Dave Heffernan Dave_Heffernan@gov.nt.ca (867) 767-9170 Ext. 15457</p>



	Completed rollout of a new application whitelisting solution (Bit9) to all government managed desktops and servers.	
2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.	<p>Near Term Priorities include:</p> <ul style="list-style-type: none"> • ICT org review – detailed planning and org design; • Develop approach for an online MyGNWT Portal; • Update ICT Governance model and processes; • Public survey of online service priorities; • Major upgrade of our PeopleSoft ERP solution (both Finance and HR); • Development of an Information Security Awareness program <p>Within next 24-30 months: develop organizational approaches to <i>Information Management, Enterprise Architecture</i></p> <ul style="list-style-type: none"> • Completion of the Informatics Shared Services Centre for the single Territorial Health Authority. • Finalize implementation of corporate Electronic Records & Document Management solution to ALL departments. • Continued implementation of Territorial EMR across the entire NWT • Clinical Information System to be included in new Territorial Hospital • Territorial Child and Family Information System implementation • Health Information Act - Regulations to be developed 	<p>Linda Maljan Linda_Maljan@gov.nt.ca (867) 920-6205</p> <p>Michele Herriot Michele_Herriot@gov.nt.ca (867) 920-8907</p> <p>Steve Hagerman Steve_Hagerman@gov.nt.ca (867) 873-7446</p> <p>Michele Herriot Michele_Herriot@gov.nt.ca (867) 920-8907</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"> • <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. • <u>Enterprise Architecture</u> EA was identified as a key initiative in our strategy, however, we are really struggling with the entire concept, and the scope of work involved. Research we've done to-date indicates most EA programs are failing, so would really like to understand what, if anything, other jurisdictions have done in this area. How you developed EA? How did you get business buy-in, challenges encountered, best practices, lessons learned, etc. • <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. 	<p>Linda Maljan Linda_Maljan@gov.nt.ca 867-920-6205</p>
<p>4. <u>Planning for Council Meetings:</u> Please identify topics of particular interest to your jurisdictions for future Council Meetings. <i>(Please provide a brief description for each item.)</i></p>	<ul style="list-style-type: none"> • Canadian governments' ICT delivery models – In 2008 there was a F/P-T "CIO Study" performed which reviewed how all jurisdictions were structured for the delivery of their ICT functions. This is a valuable piece of work that should be refreshed again, as we will soon be approaching the 10-year mark. • Digital Government – what are Canadian jurisdictions to advance the idea of Digital Government. What best practices are being following, lessons learned, etc. 	



PSCI OC
Public Sector Chief Information Officer Council
CDPISP
Conseil des DPI du secteur public

