

PSCIOC Information-Sharing Template – February 2019

Information Sharing is collected for the purpose of the PSCIOC Meeting of February 2019.

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JURISDICTION:		Contact
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><u>IMIT Strategy</u> GPEI has finalized its IMIT Strategy involving strategic themes of Digital Government, Innovation and Modernization, Data and Information, Security and Protection of Privacy, and Engaged Governance.</p> <p><u>Managed Print Solution</u> Managed print solution with Ricoh continues to go well and all schools in the Province have been migrated to the platform on the network.</p> <p><u>SolarWinds Web Help Desk RFP</u> ITSS completed the SolarWinds Web Help Desk Requirements Phase and posted the RFP for procurement in December 2018. System to be purchased and implemented in Fiscal Q4.</p> <p><u>Active Directory (Phase 4)</u> Phase four of GPEI's Active Directory Modernization project involves migrating all users, resources, and data into a new Health domain from AD 2003 to AD 2012 R2. The device and user migration phase is now complete. Data migration is underway with an estimated completion date of March 31, 2019.</p> <p><u>Mobility Services</u> GPEI has moved away the Blackberry standard and has approved several Apple and Android devices to be managed by our MDM, thus giving Government users more options and removing the dependency GPEI had on a single provider of hardware. Devices will be fully managed and able to access email, calendar and contact information from the GroupWise system.</p> <p><u>Universal Government Wireless Access</u> GPEI has four unique networks running in our environment for users to access their data and applications – Education Academic, Education Administrative, Health, and Core Government. The Government has also made significant investments in wireless coverage in all major buildings, including 100% coverage in schools, hospitals, courts, Legislature and the main Government administrative buildings. By March 31, 2019, all wireless SSIDs will be broadcasted to all Government access points on all networks in all buildings to allow any Government user to access their data and systems. Example: A nurse can be in a school and get full access to the Health network and systems on their Government issued device.</p>	<p>fscodmore@gov.pe.ca Scott Cudmore 902-569-7510</p> <p>jebrennan@gov.pe.ca John Brennan 902-368-5138</p> <p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p>

	<p><u>Education Device Refresh</u> ITSS has started to refresh the new education devices that were deployed four (4) years ago as part of a project to update the Education technology environment. By March 31, 2019, ITSS will have deployed 3,000 new Chromebooks across the Province.</p> <p><u>Unified Communications</u> ITSS has started to deploy pilot engagements with the three successful vendors for general staff usage and Service Centre agents in our 24/7/365 Service Desk environment. Learnings from Government users through these pilots will be used to shape GPEI's enterprise communication strategy.</p> <p><u>MTAS - Multiple Tax Administration System</u> MTAS is a Java application built for Taxation and Property Records to replace the current 'Amanda' system to manage Environment (Tire) Tax, Beverage Container Fee's, 911 Cost Recovery Fee, Carbon Tax and Retail Sales Tax. The MTAS system gives the clients the ability to manage clients, registrations, transactions, returns and audits for four tax types with two more taxes coming online in the coming months.</p> <p><u>IMAC - Information Management and Compliance</u> IMAC is a Java application built to replace a legacy PowerBuilder system called the Complaint Management System for the Departments of Environment and Agriculture. The new IMAC System allows the clients the ability to track and share much greater detail on incidents, complaints, inspections while giving reporting options. Real-time information can now be obtained and tracked by both Departments using tablets in the field. Documents and pictures regarding enforcement, spills and contaminated sites can be uploaded into each incident.</p> <p><u>Public Schools Branch (PSB) Busing Software Replacement</u> This project replaced end-of-life PTM Busing System with a new system to manage PSB busing schedules, routes, maps, addresses, etc. Implementation occurred in Summer of 2018.</p> <p><u>Court System</u> Justice and Public Safety's Division of Family Law and Court Services completed a Needs Assessment and is working on the standardization of business processes and business process redesign for all levels of court - Provincial, Supreme and Court of Appeal.</p> <p><u>GIS-Enabled Asset Management for Communities</u> Transportation, Infrastructure and Energy - Infrastructure Secretariat Division purchased asset management solution for smaller Island communities. The Division anticipates on-boarding up to 22 communities.</p>	<p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p> <p>camayne@gov.pe.ca Carol Mayne 902-368-4126</p> <p>camayne@gov.pe.ca</p> <p>camayne@gov.pe.ca</p> <p>camayne@gov.pe.ca</p> <p>camayne@gov.pe.ca</p>
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<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><i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i></p> <ul style="list-style-type: none"> • Digital Government • Cyber Security • Talent Management 	<p><u>ITSS Strategic Plan</u> Now that an IMIT Strategy for Government has been adopted, ITSS as a shared services organization is completing its Strategy Plan to ensure alignment with the IMIT Strategy.</p> <p><u>SolarWinds Web Help Desk</u> GPEI has awarded an RFP to provide licensing, implementation, and application support for the SolarWinds Web Help Desk product which will replace the current CA Unicenter Service Center Desk environment. ITSS chose the SolarWinds Web Help Desk product as part of a standardization process which started with SolarWinds Network, Security, and Server monitoring products.</p> <p><u>Bring Your Own Device (BYOD) in Schools</u> In preparation of Education integrating a BYOD environment for teachers and students, ITSS has been upgrading the infrastructure. As of September 2018, schools' internet connection has been upgraded from 100Mbps to the majority going to 1Gbps - some smaller schools increasing to 200 Mbps. ITSS also procured and installed dual 40GB firewalls dedicated to the Education Academic network to handle the increased data requirements from the schools. The core switching for the main data centres has also been increased to 40GB/100GB with new Cisco Nexus equipment to ensure no bottlenecks for the business.</p> <p>ITSS will now collaborate with the Department of Education and Early Learning to develop, pilot and implement a tailored student device solution (BYOD, additional ChromeBooks, Assistive Technology Devices, etc.) - definition and planning phase.</p> <p><u>Centrex</u> The Agreement for the provision of the GPEI's Centrex landline phone system will expire in December 2019. The process to secure landline services beyond December 2019 will involve a complex RFP process that will engage many stakeholders across Government. IT Shared Services, on behalf of the Province, has initiated the first phase of this project which will involve a detailed analysis of the current state of the Centrex system and identify the future business requirements in</p>	<p>tmwood@gov.pe.ca fscudmore@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p>

	<p>the face of a changing communication landscape. This first phase and preparation for the RFP process will take place in Q3/4 of the 2018/19 fiscal year, while the RFP process is expected to start in Q1 2019/20.</p> <p><u>Microsoft Server 2012 Upgrade and Server Consolidation</u> The objective of GPEI’s Microsoft Server 2012 Upgrade project is to upgrade, replace, or consolidate older Microsoft server operating systems to supported versions with a preference for Windows Server 2016.</p> <p><u>Government Data Storage</u> GPEI data is currently growing at an annual rate of 60%. Departments and agencies are working to classify their data and implement updated data retention schedules in order to archive or delete data. ITSS is experiencing financial pressure to maintain the current environment with the associated data growth and new application implementation that is producing higher quality images, especially in the Healthcare sector. GPEI will be implementing new storage technology within our Dell/EMC standard – ECS (Elastic Cloud Storage), looking at alternative data storage options off premises; and continue to support records management in order to assist the Departments with their RIM processes.</p> <p><u>Email Modernization</u> GPEI has begun planning a project to determine whether we will continue to use GroupWise as an email platform and if not, which product will best meet our client’s needs, including cloud versus on-premises implementations with associated records management implications. If it is determined that an alternate email platform will better meet our needs, ITSS will plan and execute a multi-year migration to that platform.</p> <p><u>Unified Communications</u> GPEI has awarded RFPs for three (3) Unified Communications (UC) and Contact Centre (CC) pilots. Pilot participants will use the proponents UC and CC technologies to conduct their day-to-day work, and at the end of the pilot, complete an evaluation which ITSS will use to take away business, technical, and financial learnings which will be used to shape GPEI’s enterprise communication strategy.</p> <p><u>Digital Government</u> GPEI is working towards a more Digital Government includes creating a Digital Service Delivery Approach (Project: Business Process Redesign), implementing critical architecture (Project: Enterprise Integration Platform) and establishing Digital Governance, strategy and stakeholder engagement.</p>	<p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p> <p>jebrennan@gov.pe.ca</p> <p>tmwood@gov.pe.ca camayne@gov.pe.ca fscudmore@gov.pe.ca</p>
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<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>	<p><u>Intel Chipset Shortage</u> Due to the industry shortage of intel chipsets, GPEI is informing Government departments that procurement of devices, especially non-standard devices, will have an increased procurement cycle. Project Managers have been informed to order ahead of normal schedules for any IT equipment. How are other jurisdictions handling this issue?</p> <p><u>Identity Management</u> Key questions have been identified in our approach to Identity Management related to:</p> <ul style="list-style-type: none"> • mandatory/voluntary approach to a citizen identity • Legislative barriers and opportunities • Consultation approaches <p>We have been leveraging ICCS Working Groups, but any strategy documentation or contacts related to the above items would be helpful.</p> <p><u>Fiscal Planning with Cloud Solutions</u> Movement to Cloud is changing from capex to opex model for software. How are jurisdictions preparing for this within their future fiscal management planning?</p> <p><u>Research and Consultation Services</u> Many jurisdictions are using research and consultations services (Gartner, Infotech). What approach to the level of investment are jurisdictions making in this area.</p>	<p>jebrennan@gov.pe.ca</p> <p>tmwood@gov.pe.ca</p> <p>tmwood@gov.pe.ca</p> <p>tmwood@gov.pe.ca</p>
<p>4. <u>Topics of Interest:</u> Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<p>Migration to MS365 platform – Governance, Records Management and Schedules</p> <p>Data Growth and Backups – use of multiple platforms (on-premise, managed and cloud)</p> <p>Internet of Things (IoT) - managing capacity, scope, security and maximizing return on investment</p> <p>Digital Government – change management and organizational structures</p>	