

PSCIOC'S MEMBERS-ONLY SITE

Report back by the Information Management Task Team Meeting

February 22, 2023



**Citizen
FIRST**

POWERED BY



Institute for
Citizen-Centred
Service

**CITOYENS
en tête**

OPTIMISÉ PAR



L'Institut des
services axés sur
les citoyens

Agenda



Objectives



Recommendation



Members' Feedback



Next Steps

Background

FEBRUARY 16, 2022

At the request of the PSCIOC, the creation of an IM Task Team to explore opportunity to refresh the PSCIOC members-only site from a repository to an interactive and collaborative platform that would gather all the information that is collected from the Council to maximize its value and drive insights.

APRIL 8, 2022

IM Task Team kick off meeting to discuss user requirements for the refresh of the PSCIOC members-only site. The ICCS was requested to report back to the IM Task Team with a proposal and for the Task Team to confirm user requirements and scope of work.

AUGUST 4, 2022

IM Task Team reviewed user requirements. ICCS was asked for a review of potential platforms for this work to meet user requirements. ICCS to report back to Team on recommendations on potential platforms and funding estimate.

December 22, 2022

IM Task Team met to review the results of the ICCS' extensive review of potential platforms that meet user requirements. ICCS showcased a site demo. ICCS tabled recommendation on suitable platform for Team members' feedback and direction on next steps.

IM Task Team approved to report back to PSCIOC at their next meeting with recommendations and next steps for PSCIOC members' review and approval.



USER REQUIREMENTS



1. Look & feel & Site Architecture: Improve overall esthetic and user experience for an interactive and collaborative space. Improve navigation to enable easier browsing and a more interactive experience; easy content discovery by unique audience.

2. Jurisdictional Scans (RFI): Allows members to submit jurisdictional scans online for a quicker turnaround and the ability to provide the scan results online.

3. PSCIOC Jurisdictional Information Sharing and Analysis: Allows easier access and browsing of all jurisdictional information and access to the insights from the info sharing analysis.

4. Opinion Polls / Surveys: Ability for members to run quick polls or surveys on specific topics or questions. Real time results and all in one place.

5. Specific Topic Forums: Ability to create forums on specific topics of interest. Facilitates inter-jurisdictional collaboration and sharing.

6. Communication Channel: Ability for members to communicate with each other (chat function).

7. Collective Body of Knowledge: Allows for quick and easy browsing of material that is shared at PSCIOC and Joint Councils for future reference (meeting agenda/material, RoDs, research reports, bring forward agendas, action items). Data warehousing to facilitate better use of information and to help drive insights. Improve the experience and usability of the content including research work, by filtering and advanced search functions.

8. Working Group Repositories: Quick and easy access to information/documents from all working groups of PSCIOC and Joint Councils. Opportunity to better leverage the expertise and knowledge from working groups to advance the work of the Councils. Data warehousing to facilitate better use of information and to help drive insights.

9. Contact management: Quick access to the Councils' organizational chart with contact information (Joint Councils, working groups, stakeholders).

Evaluation of Short-listed Solutions

	Invision Community Self-Hosted	HumHub Open Source	HumHub Enterprise	Igloo	Open Social	Toucan Tech	Slack
Total Score	110.1	89.15	96.2	81.7	68.9	74.3	57.3
2-year cost per point	\$ 24.34	\$ 23.56	\$ 77.34	\$ 548.35	\$ 618.80	\$ 565.28	\$ 1,308.90
Cost (not including planning, migration)							
License per year (assuming 250 users)		\$ -	\$ 2,820.00	\$ 17,400.00	\$ 16,900.00	\$ 18,000.00	\$ -
Hosting cost annual	\$ 900.00	\$ 900.00	\$ 900.00	\$ -	\$ -	\$ -	\$ -
License - Fixed Cost, Annual	\$ 320.00	\$ -	\$ -	\$ 15,000.00	\$ -	\$ -	\$ -
License - Per user, Annual	\$ -	\$ -	\$ -	\$ 48.00	\$ -	\$ -	\$ 150.00
Setup/One-time Cost	\$ 880.00	\$ 300.00	\$ -	\$ 10,000.00	\$ 8,835.00	\$ 6,000.00	\$ -
Total: 1st year	\$ 2,100.00	\$ 1,200.00	\$ 3,720.00	\$ 27,400.00	\$ 25,735.00	\$ 24,000.00	\$ 37,500.00
Annual total beyond 1st year	\$ 580.00	\$ 900.00	\$ 3,720.00	\$ 17,400.00	\$ 16,900.00	\$ 18,000.00	\$ 37,500.00
2-Year Total:	\$ 2,680.00	\$ 2,100.00	\$ 7,440.00	\$ 44,800.00	\$ 42,635.00	\$ 42,000.00	\$ 75,000.00
WEIGHT Features							
1.1 Open Source	0	1	1	0	0	1	0
1.5 Self Hosted (full data ownership)	1	1	1	1	0	0	0
2 Data Residency in Canada	1	1	1	1	0	0	0
1 Files	1	1	1	1	1	0	1
1.2 Files by Group	1	1	1	1	1	1	1
1.3 Files - Custom folders	1	1	1	1	1	1	1
1 Search	1	1	1	1	1	1	1
1.2 Search globally (search forums, polls, files, etc, at once)	1	1	1	1	1	1	0
1.5 Search contents of files	1	0	0	1	1	1	0
1 Polls	1	1	1	1	1	1	1
1 Forum	1	1	1	1	1	1	1
1 Direct Message	1	1	1	1	1	1	1
1.2 Notify individuals	1	1	1	1	1	1	1
1.3 Notify/message Group	1	1	1	1	1	1	1
1.5 User level notification prefs	1	1	1	1	1	1	1
1.5 Fine-grained permissions for members	1	0.5	1	1	1	1	0
1.5 Allows different permissions for chairs/co-chairs	1	1	1	1	1	1	1
1.2 App Interface in English and French	1	0	0	1	1	0	0
1 Admin interface in English and French	1	1	1	1	1	1	0
1.3 List Members of a Group	1	1	1	1	1	1	1
2 Technical Support Included	1	0	1	1	1	1	1
WEIGHT Rating (1-10)							
1.3 Extensibility (how easy is it to extend)	8	7	8	5	4	5	4
1.5 Customization (how configurable/customizable is it)	9	7	7	6	5	5	4
1.5 Good User Experience (how easy is it to use)	8	7	9	4	5	5	6
1.2 Good Admin Experience (how easy is it to use)	9	7	7	5	4	6	4
1.2 Handling of Languages (how thorough is the localization)	7	6	6	7	4	5	3
1.6 Ease of permissions config and maintenance	8	6	6	6	4	5	4
2 Ease of migration (tools to facilitate migration)	8	6	6	5	5	5	3

- Each feature was given a weight based on priority, impact.
- Each available feature was given a score multiplied by the weight.
- Solution cost, divided by the total score provides a 'price-per-point' to estimate ROI.

The Evaluation Grid spreadsheet is available for review

Recommendation:



- **Best Value for 1-Year Pilot**
\$2,100 investment for licensing and hosting fees
- **Room to Grow**
Contains useful features beyond the proposed requirements
- **Flexible Licence**
Fixed pricing (not per-user) keeps the pilot flexible. Costs are stable, predictable
- **Stable Platform**
Mature software that has been continuously improved for many years with reliable support

High-Level Estimates



PROJECT TIMELINE

The project is expected to happen over the course of 12 months.



BUDGET The early estimate for this work includes:

First Year \$8,000

\$1,200 for licensing

\$900 for hosting and infrastructure

\$5,000 for development, configuration and coordination of migration

\$900 for contingency

Annual Maintenance \$5,000 *(after first year)*

\$400 for licensing

\$900 for hosting and infrastructure

\$3,000 for technical support, maintenance, changes

\$700 for contingency

The annual maintenance fee is an estimate based on current requirements; additional funding would be required for work outside of the current scope. The activities related to this pilot project may need be undertaken by one consultant or several consultants.

For Feedback & Approval



- 1) Are members in agreement with proposed approach and platform?**
- 2) Are members in agreement with required funding in the amount of \$8K for the first year of the pilot?**
- 3) For a security assessment of both infrastructure, software and support model to be done for the proof of concept (approach/cost)?**
- 4) How does the PSCI OC want to engage PSSDC on this project, before starting the work or after? *PSSDC would share costs related to this project.***

Next Steps:

- ICCS to continue to work with IM Task Team for the duration of the pilot project
 - ICCS to develop detailed project plan with timelines and milestones
 - ICCS to work with IM Task Team on implementation (migration (scope, effort and phases), user testing, etc.)
- IM Task Team to provide progress reports to PSCIOC

THANK YOU!

A graphic of a smartphone with a network of person icons on its screen, set against a blue background with binary code and a world map. The phone is shown from a low angle, with its screen displaying a network of white person icons connected by lines. The background is a deep blue with faint binary code (0s and 1s) and a world map. The text 'THANK YOU!' is written in large, white, sans-serif capital letters across the top of the phone's screen.

Information Management Task Team

CJ Ritchie, BC

Tracy Wood, PE

Natasha Clarke, NS

Dave Heffernan, NL

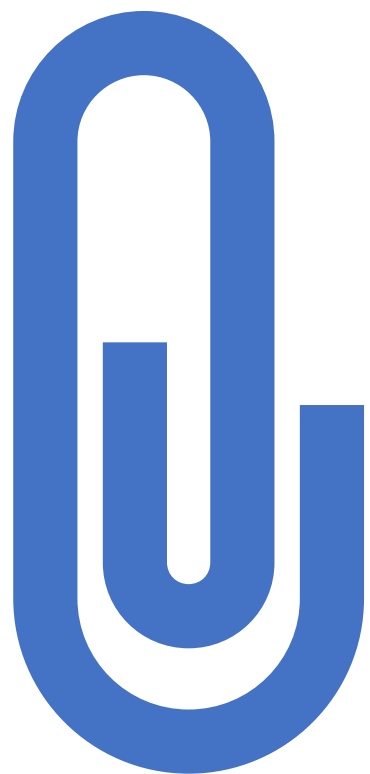
Paul Wagner, GoC

ICCS:

Dan Batista

Brent Cartier

Maria Luisa Willan



APPENDIX

Platforms Evaluated

(Partial List)



- Discord
- Slack
- Stonly
- Tribe
- Circle.so
- Mattermost
- Disciple Media
- Elium
- Craft CMS
- CrowdStack
- Orbit
- Common Room
- Podio
- Vbulletin
- Forem
- PlushForum
- SkyPrep
- Intranet Connections
- Thought Farmer
- Green Orbit
- Slab
- Muut
- Document360
- Twake
- Wrike
- Redmine
- Open Project
- Honeycommb
- CitizenLab
- Peer Board
- Hivebrite
- Discourse
- NodeBB
- guild.co
- Plan.io
- Outline
- Active Collab
- Ugenie
- Invision Community Self-Hosted
- HumHub Open Source
- HumHub Enterprise
- Toucan Tech
- Notion
- Igloo
- Open Social

USER REQUIREMENT #1

Look & Feel & Site Architecture:

Improve overall esthetic and user experience and to make the site more interactive and engaging.

Ensure clear site navigation to ensure clear paths to information and support overall accessibility.

Improve site architecture and navigation to enable easier browsing and a more interactive experience.

Easy content* discovery by unique audience (Councils & WG Chairs).

A user-friendly, interactive, dynamic, visually pleasing, uncluttered and insights driven site with improved navigation and filtering and a communications channel.

Current state:

- Static content
- Created as a repository (info dump)
- No search or filtering function
- Not engaging
- Lacks interactive or dynamic content
- Very low traffic
- Members' only – password protected

Refresh:

- Built using user-centered design principles
- Optimize user experience
- Static and dynamic content
- Interactive communications channel
- User-friendly and intuitive navigation
- Search and filtering function
- Ability to generate reports
- Members' only password protected site (public sector audience)



**Static, dynamic and interactive content.*

USER REQUIREMENT #2



Jurisdictional Scans (RFI):

Ability for members to submit jurisdictional scans online for quicker turnaround and ability to provide scan results online.

This will serve as a repository of what jurisdictions are doing, from the numerous questions being asked by members. If a member has a specific question, it would a) know who to ask and b) get the answer by searching the inventory or communicating with specific jurisdictions. And if they have more specific questions or require more information it could use the chat function.

Current state:

- Jurisdictional Scans are sent via the ICCS Secretariat. Message is translated to FR
- Members respond to the scan directly to the requesting jurisdiction
- ICCS receives the results. French translation is arranged by ICCS
- ICCS shares results via email in EN & FR
- ICCS posts results under “Jurisdictional Scan Results” on the members’ site for future reference

Refresh:

- Jurisdictions to submit requests online for quicker turnaround
- A jurisdictional scan dashboard can be created for future easy access and browsing
- Scan results to have search and filtering function to maximize data value
- *Need to discuss French translation of both requests and results as docs are to be in both official languages.*

USER REQUIREMENT #3

PSCIOC Jurisdictional Information Sharing & Analysis:

Easier access and browsing of all jurisdictional information sharing.

Easy access to the PSCIOC Information Sharing Analysis (provided 2x year).

Creating a more accessible “Jurisdictional Info-Sharing Learning Centre” through intuitive search filters.

Current state:

- Information request is sent by ICCS Secretariat 2x/yr.
- Members submit information directly to the ICCS
- ICCS collates information
- Information is reviewed and an analysis report is created by JC Research Analyst
- Information sharing and analysis is shared with members at the Feb and Sep meetings
- ICCS post info-sharing documents in the members’ site for future reference

Refresh:

*this is a members’ only site, so either members would submit information directly online or ICCS to continue to collect information. Team members do not have access to the members’ only site.

- Redesign the information sharing template, i.e., dashboard, for easy access and user-friendly browsing
- Ability for members to extract information or create simple reports from the information
- Jurisdictional information and analysis report to have search and filtering function to maximize data value
- Rather than separate entries twice a year, the site would allow to build on the information that is being provided by jurisdictions.



USER REQUIREMENT #4



Opinion Poll / Survey:

Ability for members to run quick polls or surveys on specific topics or questions.

Real time results and all in one place.

Current state:

- No poll or survey option on the members' site
- Available only on MS Teams

Refresh:

- Reach a target audience
- Online poll is easier for people to respond to
- Faster and higher response rate – instant results
- Ease of processing and display

Most online poll providers also provide analysis tools allowing you to create graphs, bar charts and other diagrams and graphics to display the results.

USER REQUIREMENT #5



Specific Topic Channels:

Ability to create channel(s) on specific topics of interest.

Facilitates inter-jurisdictional collaboration and information sharing.

Current state:

- No option for specific channels on members' site
- Available only on MS Teams

Redesign:

- Standalone communication channel
- Each channel serves a specific purpose (i.e., topic for discussion)
- Members will collaborate on projects and conversations relating to that specific topic or purpose (internal group)
- Functionality included in channels:
 - ☐ Conversations
 - ☐ Message threads
 - ☐ File sharing
 - ☐ Document collaboration
 - ☐ Document storage

USER REQUIREMENT #6



Chat Function:

Ability for members to communicate with each other either in a group channel or one on one chat option.

Expand the site to allow for members' own content like blog posts and resources.

Fosters interjurisdictional collaboration, participation and networking.

Current state:

- No chat option on site

Refresh:

- Interactive communications channel
- Enhances interjurisdictional networking and collaboration with group or between individuals. People prefer chat over phone
- Members can get answers fast – in real time
- Available 24/7
- Ability to share documents or links in the chat
- Settings: private chat or group chat (visible content)

USER REQUIREMENT #7

Collective Body of Knowledge:

Allows for quick and easy browsing of material that is shared at PSCIOC and Joint Councils for future reference (*meeting agenda/material, RoDs, research reports, bring forward agendas, action items*).

Data warehousing to facilitate better use of information and to help drive insights and maximize value to users.

Improve the experience and usability of the content including research work, by filtering and advanced search functions.

Create a more user-friendly Research Toolbox area.

Current state:

- Members' only site serves as a repository of all documents created and provided by members for Joint Councils, PSSDC and PSCIOC.
- The Secretariat also maintains a repository for each of the Councils' working groups and communities of practice.
- The Secretariat serves as a steward of all the information from the Councils and WGs.

Refresh

- Allows for quick and easy browsing of material that is shared at PSCIOC and Joint Councils for future reference (*meeting agenda/material, RoDs, research reports, bring forward agendas, action items*).
- Data warehousing to facilitate better use of information and to help drive insights.
- Improve the experience and usability of the content including research work, by filtering and advanced search functions.



USER REQUIREMENT #8



Working Group Repositories:

Quick and easy access to information/documents from all working groups of PSCIOC and Joint Councils. Opportunity to better leverage the expertise and knowledge from working groups to advance the work of the Councils.

Data warehousing to facilitate better use of information and to help drive insights.

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- Members' only site serves as a repository of all documents created and provided by members for Joint Councils, PSSDC and PSCIOC.
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Refresh

- Quick and easy access to information/documents from all working groups of PSCIOC and Joint Councils.
- Opportunity to leverage the expertise and knowledge from working groups to advance the work of the Councils.
- Data warehousing to facilitate better use of information and to help drive insights.

USER REQUIREMENT #9

Contact Management

Quick access to the Councils' organizational chart with contact information (Joint Councils, working groups).

Current News & Events section for more accessible browsing and searching of all Councils' meetings, news and upcoming events.

Current state:

- Secretariat maintains membership list for PSCIOC, PSSDC and working groups of the Councils.
- Joint Councils Org Chart available and updated regularly.
- No events / news section available

Refresh

- Quick access to the Councils' organizational chart with embedded contact information (Joint Councils members, working groups co-chairs and other stakeholders).
- Opportunity to create an events / news section

