

**PSCIOC Information-Sharing Template – September 2019**

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

*Information contained in this document cannot be shared without the approval of the member jurisdiction (author).*

<b>JURISDICTION:</b>		<b>Contact</b>
<b>1. Accomplishments:</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>	<b><u>IMIT Plan</u></b> PEI has published its IMIT plan with considerable consultation from all Government departments and supported Crowns and Agencies.	<a href="mailto:fscudmore@gov.pe.ca">fscudmore@gov.pe.ca</a> Scott Cudmore 902-5697510
	<b><u>Phase One of Enterprise Integration Platform</u></b> Province of PEI has completed the initial installation of MuleSoft as its Enterprise Integration Platform. Pilots will begin in the Fall of 2019.	<a href="mailto:fscudmore@gov.pe.ca">fscudmore@gov.pe.ca</a> Scott Cudmore 902-5697510
	<b><u>Records Information Management/Electronic Document Management System</u></b> Alfresco was piloted as an Electronic Records Management System for GPEI in 2019. Although it was determined Alfresco does not meet records management needs of GPEI, many important lessons were learned. A second pilot project will begin in 2019-2020 in an Office365 environment possibly using RecordPoint.	<a href="mailto:fscudmore@gov.pe.ca">fscudmore@gov.pe.ca</a> Scott Cudmore 902-5697510
	<b><u>Business Process Redesign</u></b> PEI has created a Standing Offer for Business Process Redesign Services. There are currently three vendors on this list. Projects have been initiated in several areas including; <ul style="list-style-type: none"><li>• Student Well Being Teams</li><li>• Children with Complex Needs</li><li>• Colorectal Cancer Diagnostic Navigation Program</li><li>• Digital Identity Prototype</li></ul>	<a href="mailto:lgstanford@gov.pe.ca">lgstanford@gov.pe.ca</a> Laura Stanford 902-368-5479
	<b><u>Carbon Tax</u></b> The Carbon Tax system was built inside the Multiple Tax and Administration System (MTAS) for Taxation and Property Records, Finance. This application imports submissions for oil companies, allows for audits, tracks and reports on the Carbon and Fuel tax data.	<a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a> Carol Mayne 902-368-4126
	<b><u>Momentum</u></b> The Department of Social Development and Housing, Social Programs division procured a new application to use Interrai Assessments and tools for their new Access-Ability Supports Program (AAS) called Momentum. This new AAS program replaces their Disability Support program and now offers additional supports, including assistance for those with a Mental Health illness.	<a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a> Carol Mayne 902-368-4126

	<p><b><u>Pyxis Automated Dispensing Systems</u></b>  Health PEI completed installation and implementation of Pyxis automated dispensing cabinets (ADCs) at QEH and PCH. The Pyxis ES platform is a point-of-use application for medication dispensing, which enables nursing, pharmacy and clinicians to work more efficiently and effectively as a collaborative team in their efforts to deliver safe, high-quality patient care. Future installations to expand the use of the cabinets to additional units within QEH and PCH, as well as other healthcare facilities on PEI, are being considered.</p> <p><b><u>Birthing Simulator for Queen Elizabeth Hospital (QEH) Unit 4 Maternity.</u></b>  This was a successful implementation of the Birthing Simulator for Queen Elizabeth Hospital during April, 2019. This simulator will be used as a teaching tool for nursing and other health care provider students and staff.</p> <p><b><u>Court System</u></b>  Justice and Public Safety's Division of Family Law and Court Services are in the final stages of completing the standardization of business processes for all levels of court - Provincial, Supreme and Court of Appeal.</p> <p><b><u>Online Corporation Registry</u></b>  Justice and Public Safety's Division of Corporation, Consumer and Financial Services and ITSS completed the Online Corporate Registry. It went live to the public May 3rd, 2019. We are using the nine-digit Canada Revenue Agency number.</p> <p><b><u>Unified Communications</u></b>  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. Two of the Pilots have been completed with the 3rd taking place in the Fall of 2019. In addition to the Pilots, ITSS has implemented Cisco Video Conference hardware in strategic locations to assist with multi-site communications.</p> <p><b><u>Managed Print Solution RFP</u></b>  ITSS has issued an RFP to continue our Managed Print strategy for the Province. The RFP closes on August 22, 2019.</p> <p><b><u>SolarWinds Web Help Desk</u></b>  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><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>  Carol Mayne  902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>  Carol Mayne  902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>  Carol Mayne  902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>  Carol Mayne  902-368-4126</p> <p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>  John Brennan  902-368-5138</p> <p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>  John Brennan  902-368-5138</p> <p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>  John Brennan  902-368-5138</p>
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	<p><b><u>Bring Your Own Device (BYOD) in Schools</u></b>  ITSS has completed the implementation of all required technologies to all a “bring your own device” environment for students and teachers in all schools within the Province. Pilots have been completed with teachers at the end of the school year and a successful pilot was run with students in summer school in July/August. The solution will be put in to full production in the Fall of 2019 and rolled out to schools as directed by the Department of Education and Life Long Learning.</p> <p><b><u>Standing Offer for Endpoint Devices</u></b>  ITSS has leveraged the Atlantic Procurement Act and will be utilizing the new standing offer issued by the Government of Nova Scotia for Endpoint Devices. This will allow the Province to leverage better buying power and expand vendor services to include imaging and asset tagging.</p> <p><b><u>SolarWinds Serv-U (Secure on premise Dropbox alternative)</u></b>  ITSS has implemented a managed on premise solution for Departments to share data with other Governments, non-government entities and individuals; in a secure and compliant environment. ITSS has monitored significant data transfers to Dropbox and other cloud based file sharing solutions. As the Province migrates to Office 365 and looks at Sharepoint options, ITSS wanted to provide a bridge solution for the Departments. Several workflows have been moved to this platform.</p> <p><b><u>National Building Code - Building Permits (NBC)</u></b>  NBC is the 11th module in the 'Enviro' application to log, track and permit structures conforming to the new National Building Codes being implemented. The application will store and manage client, case and property information for building permits. The system will focus on both residential and commercial building permits including new constructions and additions to different types of structures from all municipalities.</p> <p><b><u>Structured Decision Making (SDM)</u></b>  The Department of Social Development and Housing, Child Protection section, has started a project to implement a Structured Decision-Making System (SDM). SDM is an evidence-based decision support system. The project will customize SDM assessments to align with PEI's practices, policies, and regulations. This system is being used today in most other jurisdictions in Canada.</p> <p><b><u>Public Trustee System and Maintenance Enforcement System</u></b>  Justice and Public Safety's Division of Family Law and Court Services to complete testing, training and implementation of the upgrade to their Case Management System; CompuTrust. The upgrade will include Public Trustee, Public Guardian and Official Guardian.</p>	<p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>  John Brennan  902-368-5138</p> <p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>  John Brennan  902-368-5138</p> <p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>  John Brennan  902-368-5138</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>  Carol Mayne  902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>  Carol Mayne  902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>  Carol Mayne  902-368-4126</p>
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<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><i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i></p> <ul style="list-style-type: none"> <li>• <b>Digital Government</b></li> <li>• <b>Cyber Security</b></li> </ul>	<p><b><u>Digital Services</u></b> An enterprise-wide, technology enabled business transformation called Digital Government. Digital Government is the rethinking of government policy, program and service delivery through digital enablers (e.g., Digital Identity), as an integrated part of governments' modernization strategies, to provide citizens with more and better digital access to Government services. For the Government of Prince Edward Island, 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><a href="mailto:tmwood@gov.pe.ca">tmwood@gov.pe.ca</a> Tracy Wood 902-620-3470</p>

- **Talent Management**

### **ITSS Strategic Plan**

The final draft of the ITSS's Strategic Plan is underway with issue date for fall of 2019. The plan aligns ITSS's work with that of PEI's IMIT plan and has a bimodal approach to the scope of work that ITSS undertakes.

### **PrescribeIT**

PrescribeIT will serve Island residents, pharmacies and prescribers and provide safer and more effective medication management by enabling prescribers to transmit a prescription electronically between a prescriber's electronic medical records (EMR) to the pharmacy management system (PMS) of a patient's pharmacy of choice. The service can eliminate paper prescriptions, safeguard patient health data from commercial use and maintain an influence-free prescribing and dispensing environment for clinicians.

### **Electronic Medical Record (EMR)**

IT Shared Services will be working with the Department of Health and Wellness and Health PEI on the procurement of an EMR system for Island physicians and community practitioners. The EMR is a large piece of the overall Electronic Health Record (EHR) in PEI, and has been a priority for our clients for some time. The addition of an EMR solution opens the door to advancing Health Care technologies in the province, including the possibility of an EHR viewer and integration with Canada Health Infoway's PrescribeIT e-prescribing service.

### **Digital Identity and ACCESS Atlantic**

ITSS is working with the Department of Health and Wellness on Infoway's ACCESS Atlantic initiative. This includes involvement in a pan-Atlantic working group to explore shared priorities and needs. Over time, Infoway and the Atlantic provinces will jointly develop and deliver ACCESS Gateway services, including patient access to Personal Health Information with a particular focus on medication and lab results through citizen portals and apps, digitally enabling mental health services, and rolling out PrescribeIT, Canada's e-prescribing service, across the region. This will be used to move Digital Identity Initiatives forward for PEI. A Cross Departmental Committee (Chair: Tracy Wood, Secretary: Sherry McCourt) is working with stakeholders across Government to ensure there is a single Digital Identity created for PEI residents that can be federated with other Digital Identity systems and is working with the outlined information in the PanCanadian Trust Framework.

### **Mental Health Campus - IT Operational Plan**

IT Shared Services is working with Health PEI on their IT Operational Plan, as part of their five (5) year province-wide Mental Health Campus initiative. This includes working with staff and vendors alike to build towards a future state technology as the campus takes shape. Included in this plan is a replacement of the Integrated Services Management (ISM) system for Mental Health and Addictions with a new electronic system that will bridge information from acute care to community-based settings with a strong focus on tele-health and tele-psychiatry.

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**Student Information System Software Replacement**

The replacement of StudentsAchieve, and maybe Trevlac, have become a high priority for the Province's education system. Trevlac, which manages student information, interfaces with StudentsAchieve for attendance, marks, and elementary report card creation. GPEI will issue an RFP in August 2019 with a tentative Go Live, scheduled for September 2020.

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**SolarWinds Web Help Desk**

GPEI has released a Request for Proposal (RFP) seeking a vendor 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.

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**Centrex**

The Agreement for the provision of the Government of PEI's Centrex land line phone system will expire in November 2019. IT Shared Services, on behalf of the Province, issued an RFP for Centrex Services in June 2019 with submission and evaluation deadlines in September 2019.

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**Online Health Card Services**

The project will expand the online service offerings of the Government of PEI, improving service access and service delivery to Prince Edward Island residents. The project will deliver an online solution with a number of health card services online including renewals, coverage for new applicants, and card replacements. The initial phase of the project will focus on health card renewals. The later phases of the project will look at coverage for new applicants and card replacements.

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**Court System**

Justice and Public Safety's Division of Family Law and Court Services releasing an RFP in early fiscal 2020/2021.

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**Vital Stats System**

RFP process for a new vital stats systems was completed and the project will be initiated in the fall of 2019.

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	<p><b><u>Government Data Storage</u></b>  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><b><u>Email Modernization</u></b>  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><b><u>Unified Communications</u></b>  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. Two of the Pilots have been completed, with the 3<sup>rd</sup> taking place in the Fall of 2019. In addition to the Pilots ITSS has implemented Cisco Video Conference hardware in strategic locations to assist with multi-site communications.</p> <p><b><u>Facility and Capital Projects Management System:</u></b>  Transportation Infrastructure and Energy (TIE) is looking for a solution to manage their capital projects and facilities maintenance administration. In 2019/2020 ITSS will assist Transportation Infrastructure and Energy to finalize requirements and issue a Request For Information to review available systems. The goal will be to follow up by issuing an RFP by the end of fiscal.</p>	<p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>  John Brennan  902-368-5138</p> <p><a href="mailto:emmalone@gov.pe.ca">emmalone@gov.pe.ca</a>  Edmond Malone  902-314-5693</p> <p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>  John Brennan  902-368-5138</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>  Carol Mayne  902-368-4126</p>
<p><b>3. <u>Issues and Needs:</u></b>  Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>	<p>Data Privacy and Protection</p> <ul style="list-style-type: none"> <li>• Auditing of IT policies with users across the organization</li> <li>• SIEM systems currently used and/or plans for future use.</li> <li>• Breach notifications and process shared between CIO staff and Departments</li> <li>• Training of staff with regards to cybersecurity.</li> <li>• Mobility Apps and user understanding of contract authority</li> </ul>	<p><a href="mailto:fscudmore@gov.pe.ca">fscudmore@gov.pe.ca</a>  Scott Cudmore  902-569-7510</p>

	<p>Recruitment and retentions strategies for talent management within the IMIT space.</p> <p>Jurisdictional Approaches to Digital Identity</p> <ul style="list-style-type: none"> <li>• Approaches to determining and overcoming Legislative Barriers</li> <li>• Organizational Structures for oversight and implementation and integrations between CIO, IT and Departments.</li> </ul>	<p><a href="mailto:tmwood@gov.pe.ca">tmwood@gov.pe.ca</a> Tracy Wood 902-620-3470</p> <p><a href="mailto:samaccourt@gov.pe.ca">samaccourt@gov.pe.ca</a> Sherry McCourt 902-368-6723</p>
<p><b>4. <u>Topics of Interest:</u></b></p> <p>Please <b>identify topics of interest</b> to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<p>Data Growth and Backups – use of multiple platforms (on-premise, managed and cloud) and how departments within each jurisdiction handle data classification</p> <p>Internet of Things (IoT) - managing capacity, scope, security and maximizing return on investment as well as SMART Hospitals and associated infrastructure</p> <p>Biometric or Pass Card Proximity network/application authentication – best practices, current solutions, challenges, etc.</p> <p>Records Management and Backup Policies with O365</p> <p>AI Implementations within Government space</p>	<p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a> John Brennan 902-368-5138</p> <p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a> John Brennan 902-368-5138</p> <p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a> John Brennan 902-368-5138</p> <p><a href="mailto:fscudmore@gov.pe.ca">fscudmore@gov.pe.ca</a> Scott Cudmore 902-569-7510</p> <p><a href="mailto:tmwood@gov.pe.ca">tmwood@gov.pe.ca</a> Tracy Wood 902-620-3470</p>