

## **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: Nova Scotia</b>	<b>Contact</b>
<div style="display: flex;"> <div style="flex: 1; background-color: #e0ffff; padding: 5px;"> <p><b>1. Accomplishments:</b> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.</p> </div> <div style="flex: 2; padding: 5px;"> <p><b>Corporate Scheduling:</b></p> <ul style="list-style-type: none"> <li>A Corporate Scheduling Standard was developed across government to establish a scheduling system that is easy to use, flexible, supports maximum client service, and requires minimum effort to maintain. The benefits of implementing the corporate solution will be a more productive, supportive and satisfying work environment for scheduled staff; access to data by administrators to carry out evidence informed HR Planning, as well as: 1 - Standardized processes for staff scheduling 2 - Improved ability for strategic scheduling and 3 - Optimization of staff schedules. KRONOS has been selected as the tool with the best fit based on a thorough requirements confirmation and vendor review. We continue to work with the selected vendor to define the project activities. The Council of Business Owners (COBS) meets regularly and provides the steering for this initiative.</li> </ul> <p><b>Community Services Collaborative Case Management System:</b></p> <ul style="list-style-type: none"> <li>The Province of Nova Scotia issued an RFP in January 2018 and has awarded the contract December 2018 for a Collaborative Case Management Solution to support the delivery of core Community Services programs, including Child, Youth, and Family Services, Income Assistance, and Disability Support programs. The new solution will provide a simplified and positive first point of contact for individuals who need to interact with the department. A consolidated intake and eligibility process will create business efficiencies through automation and consistent processes for all programs and services across all service delivery channels. The solution is also expected to better enable multi-disciplinary teams to work together to assess client needs and use that information to create and manage case plans. The first release of the multi-year system implementation is planned for Fall 2019.</li> </ul> <p><b>Registry of Joint Stock Companies (RJSC):</b></p> <ul style="list-style-type: none"> <li>The Province has awarded a contract and is completing the solution implementation to replace the aging Registry of Joint Stock Companies system. The new system is a COTS solution with a modern online</li> </ul> </div> </div>	<p><b>Kevin Briand</b> Executive Director Business Solutions, Internal Services 902-424-2284 <a href="mailto:Kevin.Briand@novascotia.ca">Kevin.Briand@novascotia.ca</a></p>

portal for clients to interact with the Registry through electronic filings, name searches, and real-time messaging. The backend system is designed to increase productivity and decrease processing time, including features such as customizable dashboards, quick search functionality, and integrated reports. The new system implementation is still planned for mid-2019.

**TINET:**

- Continued collaboration with regions/CSAP to validate and test the remaining improvements which will be implemented January 2019.
  - Labour Market Program Support System (LaMPSS) / Data Warehouse (LaMBI)
  - LMTA Performance Measurement Reporting & Fit Gap Findings LaMPSS 3.2.3 - Dec 2018
  - Began implementing recommendations from LMTA Business Readiness fit-gap analysis / and reporting updates; Develop the XML extract for LMTA reporting (SDF to be retired Sept 2018)
  - Data Warehouse (LaMBI) Improvements:
    - LMTA Performance Measurement Reporting

**Modernization and Sustainment of SAP (MASS):**

- Significant planning and discussions have been undertaken with our ERP vendor SAP as well as our service provider IBM. The province is currently planning the roadmap and strategy to modernize our SAP system and move it to the Hana S4 Platform. This is viewed as a significant, multi-year initiative requiring significant planning and strategy to ensure success.

**Application Rationalization:**

- The province has created an Application Rationalization Program with a defined framework for evaluating its portfolio of applications. With the creation of the Internal Services Department that resulted in ICTS as Shared Service a significant portfolio of applications was created many containing duplicate functionality. The program will result in the definition of standards for applications identifying those the province will continue to invest in and those that will be targeted for migration over time.

**Healthcare Building Infrastructure Projects:**

- Healthcare is a key government priority with a major focus on renewal and modernization of the healthcare building infrastructure. ICT is a key enabler for the new facilities and under the QEII New Generation project procurement processes are well underway including a combination of provincially built or renovated and public-private-

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partnerships. A request for proposals was issued to the three successful bidders in July. Technical submissions are due in November 2020, with final financial submissions due in December 2020.

- In Cape Breton another major redevelopment is underway, CBRM HealthCare Redevelopment Project, which will see an expansion of the existing of the existing regional healthcare facility and the construction of new Healthcare Center and a Long-term Care facility. This project will be a combination of provincially built and public-private partnerships.

**IT Asset Management:**

- Finalizing new contract for Endpoint Devices and Support Services. The current contract expires on September 2019. This contract will cover the following client groups Government departments, agencies, boards and commissions; Regional Education Centres; the Nova Scotia Health Authority (NSHA) and the Izaak Walton Killam (IWK) Health Centres. Other public sector organizations may procure from the new contract.

**End User Compute:**

- Standardization continues within the end-user compute environment via continued progress on the Windows 10 migrations within our government sector and health sectors. Windows 10 migrations will continue throughout the reporting period.
- The Papercut print management solution within the health sector has been expanded into another area of the province. Deployment of Papercut to users and devices will continue over the next reporting period.

**O365 migration project**

- Migration of over 17,000 Government email users to O365 from on-premise Exchange. Leveraging this cloud service enables user access anytime, anywhere from any device. We continue to move forward on our migration path for the Health sector email migration. In conjunction, we are rolling out new features like OneDrive and Teams to enhance collaboration as well as implementation governance frameworks and operational support models.

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### **Secondary Data Center**

- Provisioned a secondary operating service providing geographical diversity in the event of a disaster. Full continuous replication for Government and Health sectors is in place to protect our data.

### **Web Services**

- Developed Web Security Process Guidelines to outline the processes and expectations to take into consideration when reviewing web sites and applications for security vulnerabilities prior to deployment as well as on-going for the life span of the site/application.

### **Network Modernization**

- Establishing the foundation for the shift to software defined network through the implementation Cisco ACI (Application Centric Infrastructure) as this is seen as a key enabler for digital transformation as facilitates application agility and data center automation. In addition, a strong focus on standardization of network switches and wireless access points within the health client base as this is a key foundation item to enable the digital transformation underway within healthcare in Nova Scotia.

### **DevOps**

- Provided a sustainable DevOps environment(s) where government of Nova Scotia clients can securely run applications and provide operational support. This assists developers with the automation of deployment pipelines and to fully utilize the features / benefits of the DevOps tool set. We are also expanding the current DevOps offering to include support for a larger variety of development platforms.

### **Cyber Security and Risk Management Program:**

- Contributed to shared services by developing and updating security standards to represent an enterprise-wide approach that included government, health and other public-sector entities under shared services;
- Supported system and service deployment by creating security assessment processes to evaluate business risk. Created business processes for doing pre-risk assessments, threat risk assessments, vulnerability assessments and penetration testing assessments;

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	<ul style="list-style-type: none"> <li>• Collaborated with Federal, Provincial and Territorial (FPT) stakeholders as part of NCSIP to establish common security requirements for cloud services to protect enterprise and citizen information;</li> <li>• Empowered staff and provided autonomy to implement updated security monitoring tools to better protect the province by providing real-time visibility into threats and suspicious activity (e.g. an open source technology called Elastic Stack to provide enterprise Security, Information and Event Management (SIEM) capabilities);</li> </ul>	
<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> <li>• <b>Talent Management</b></li> </ul>	<p><b><u>Modernization and Sustainment of SAP (MASS)</u></b></p> <ul style="list-style-type: none"> <li>• Planning and discussions will continue with our ERP vendor SAP as well as our service provider IBM. The upcoming year will be a planning and business case development year for the province. This is viewed as a significant, multi-year initiative requirement significant planning and strategy to ensure success. One of the province's MASH sector clients will undertake the journey as the first of its clients to modernize and move the S4 Hana.</li> </ul> <p><b><u>Application Rationalization</u></b></p> <ul style="list-style-type: none"> <li>• The province will continue to expand upon its Application Rationalization Program and framework for evaluating its portfolio of applications. The initial focus of the program will be on those applications the province has identified as having the greatest risk due to end-of-life.</li> </ul> <p><b><u>Corporate Scheduling</u></b></p> <ul style="list-style-type: none"> <li>• The first clients within the program will begin initiation and implementation of the new Corporate Scheduling software The Council of Business Owners (COBS) is working on the business case for its major client Health and will present Spring 2019.</li> </ul> <p><b><u>Community Services Collaborative Case Management System</u></b></p> <ul style="list-style-type: none"> <li>• The Collaborative Case Management Solution project will begin work on the first release of the program scheduled for Fall 2019. This project is part of an overall transformation occurring within DCS and as such is the first of many initiatives. Finalization of the project Governance is expected to be complete February 2019.</li> </ul>	<p><b>Kevin Briand</b> Executive Director Business Solutions, Internal Services 902-424-2284 <a href="mailto:Kevin.Briand@novascotia.ca">Kevin.Briand@novascotia.ca</a></p>

**Operational Teams and Structures:**

- With the recent merger of Services Nova Scotia with the Department of Internal Services evaluate the opportunities for realignment with a strong focus on digital enablement. Currently the Infrastructure and Operations structure is aligned to more traditional ICT structures and work is planned evaluate ICT skills, emerging skills requirements to support digital service transformation.

**Service Management:**

- Continue to mature service delivery model through maturing our service framework with a strong focus on performance reporting, service portfolio, service costing, service design and standardized support models with a strong focus on cloud.

**Healthcare Infrastructure Projects:**

- The QEII New Generation project is a once-in-a-generation opportunity that will better meet the health-care needs of Nova Scotians. Along with the Community Outpatient Centre in Bayers Lake and the expansion of the Halifax Infirmary site, the QEII New Generation project also includes the expansion and renovations of Dartmouth General Hospital and new and renovated operating rooms at Hants Community Hospital in Windsor. This work will allow services to be moved out of the aging Centennial and Victoria buildings on the Victoria General site, to prepare for their eventual closure.
- In addition to these major projects there is over 20 other facilities-based projects at various stages across the province.
- Continue to support the CBRM Health Care Redevelopment project.

**Contract Management:**

- Several contracting initiatives underway for Microsoft Licensing Solution Provider (LSP), Managed Print Services, Internet Services, as well as, review and assessment of Local Voice and Mobile contracts.

**End User Compute:**

- Continue to focus on Windows 10 migration (with standardization) within both sectors as well as continue deployment of an optimized print device fleet and a print management and accounting solution for our health sector client.

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- Upgrades and standardization to our VDI infrastructure and support processes will be a priority as we look to onboard new partial-service clients that need access to the Health Sector applications. We are also working on improving our capabilities for managing MAC devices in our environment.

#### **End User Services:**

- The ICT Service Desk is investigating and evaluating a chatbot/artificial intelligence prototype within the ICT Health and Government Service Desks with the objective of providing common FAQ information to clients and assisting with self service requests, such as software and hardware ordering.

#### **DevOps**

- Continue to engage clients, forming working relationships to foster an agile DevOps culture in support of delivering innovative, effective and sustainable shared services to clients.

#### **Unified Communications**

- Development of a UC Strategy for Shared Services to support diverse and resilient communications to all locations. This UC Strategy will support an overarching Health Sector Communications Modernization effort that will include network modernization, wireless expansion, UC implementation and form the technical base for enabling edge computing (IoT).

#### **O365**

- Continue to leverage our investment in O365 through additional workload deployments enabling enhanced functionality for users.

#### **Network Modernization**

- Continue to mature and expand software defined networking (ACI) to enable automation. Development of an internal service offering for public wireless to Government Departments to provide savings and enhance citizen experience when engaging with Government.

#### **Cyber Security and Risk Management Program:**

- Adding additional resources to build out the cybersecurity program.
- Building capacity to ensure “security-by-design” for all new and updated IT-enable and/or digital services.

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<b>3. <u>Issues and Needs:</u></b> Briefly describe <b>any issues you would like to share with the Council</b> and what assistance you might be seeking from PSCIOC.	<b>Healthcare Infrastructure Projects:</b> <ul style="list-style-type: none"> <li>Establishing the Healthcare IT Infrastructure program within Nova Scotia isn't an isolated endeavour. The funding challenges faced within the province are a common theme within Healthcare sector. As the adoption and integration of IP enabled (IoT) facilities, clinical and patient serving services rapidly expands these IT services are demanding more of the operational and capital budgets. We are looking for some guidance with the ways other provinces are setting IT budgets for healthcare renewals and readiness for centralization of services like OPOR.</li> </ul> <b>Cyber Security and Risk Management Program:</b> <ul style="list-style-type: none"> <li>Shared procurement vehicles and processes to leverage combined FPR buying power.</li> </ul>	<b>Ian Clark</b> ICTS Program Director, Healthcare Building Projects Internal Services 902-237-5867 <a href="mailto:Ian.Clark@novascotia.ca">Ian.Clark@novascotia.ca</a>  <b>Allan Zinck</b> Director Security, Internal Services 902-424-3261 <a href="mailto:Allan.Zinck@novascotia.ca">Allan.Zinck@novascotia.ca</a>
<b>4. <u>Topics of Interest:</u></b> Please <b>identify topics of interest</b> to your jurisdiction for future PSCIOC meetings /teleconferences.	None at this time.	