

PSCIIOC Information-Sharing Template – September 2019

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

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JURISDICTION:		Contact
1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.	Digital Government Program Launched online services with: <ul style="list-style-type: none"> • myGovNL at www.gov.nl.ca/digitalgovernment with myProfile, motor registration status, and notifications; and • Smart applications at myapplications.gov.nl.ca with lottery licences. Began migrating departmental websites to a content management system that allows departments to manage their own content.	Victoria Woodworth-Lynas VictoriaWLynas@gov.nl.ca
	Oracle Support GNL returned to Oracle for support of its EBS-OBIA and PeopleSoft Support as of June 2019. We are working now on an approach to apply outdated patches and review the overall status of our applications.	Julie Moore JulieMoore@gov.nl.ca
	Data Masking We are preparing to roll-out our new Data Masking solution to our production applications. This internally built solution uses a User Friendly Graphical User Interface, takes a 'Whitelist' approach for automated masking of data with user intervention required to identify fields that shouldn't be masked, and allows running of scripts in parallel (multi-threaded, dramatically reduces processing time). While initially developed for a SQL Server Database, the solution has been modified to mask other types of databases (Oracle, MySQL).	Julie Moore JulieMoore@gov.nl.ca
	LAMPss (Labour Market Programs Support System) Federal Accountability Framework is progressing well: online changes are now in production and the new export to the Federal Government was sent in July with no exceptions reported. Work on the Targeted Referral Program is now planned but on target for a scheduled rollout in March 2020.	Julie Moore JulieMoore@gov.nl.ca
	FMS (Financial Management System) Government rebates updated to include the Carbon Tax rebate. This completes the work on the implementation of the new Carbon Tax into GNL systems.	Julie Moore JulieMoore@gov.nl.ca
	CRMS (Client and Referral Management System) As part of the Way Forward commitment on health services, a significant project to streamline the financial assessment process for Community Support Services was completed. Please refer to: https://www.gov.nl.ca/thewayforward/action/streamline-the-	Julie Moore JulieMoore@gov.nl.ca

	<p>financial-assessment-process-for-community-support-services-and-residential-long-term-care-services/</p> <p>Email Gateway Upgrade (Migration from MacAfee to FortiNet's FortiMail solution) Significant improvement to cyber security capability related to SPAM and phishing.</p> <p>Migration from IBM Power7 to Power9 Implementation of 3 IBM E950 Power Servers to support Oracle workloads and all enterprise databases (replaces EOL Power7 technology).</p> <p>Electrical Permits A new online service that provides registered electrical contractors with online applications is now available, providing a more efficient way to obtain electrical permits and annual contractor registration certificates. Electrical contractors will no longer have to visit a Government Service Centre location to submit applications, pay for and pick up their certificates and permits, saving valuable time. All electrical contractors are encouraged to use this new service from their home, office computer, tablet or smartphone. This initiative delivers on commitments in The Way Forward to deliver better services and better outcomes for residents.</p>	<p>Randy Mouland RandyMouland@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p> <p>Craig Harding CraigHarding@gov.nl.ca</p>
<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><i>The Way Forward: Building Our Future</i> The Way Forward focuses on a variety of actions aimed at further strengthening our economic foundation, while improving services and outcomes for Newfoundlanders and Labradorians. Commitments involving the OCIO include: increase online services; implement a government-wide shared services model for back office functions; Digital Government and support innovative work arrangements.</p> <p>Infrastructure and Application Modernization Reduced funding, significant technical debt accumulating, aging workforce, limited ability to recruit, legacy skills dwindling.</p> <p>Digital Government Program</p> <ul style="list-style-type: none"> • Add more myGovNL services and smart applications as outlined in the strategy (e.g., self-registration). • Migrate more departmental websites. • Implement an identity and access management solution. <p>Shared Services Continued support for Shared Services Implementations into enterprise Oracle and other systems.</p>	<p>Dave Heffernan DaveHeffernan@gov.nl.ca</p> <p>Dave Heffernan DaveHeffernan@gov.nl.ca</p> <p>Victoria Woodworth-Lynas VictoriaWLynas@gov.nl.ca</p> <p>Julie Moore JulieMoore@gov.nl.ca</p>

	<p>Server Upgrade Project Continued support for the Server Upgrade Project – transitioning applications off Windows 2008 servers before the end of support in January 2020.</p> <p>Web Application Firewall Continued roll-out of the Web Application Firewall to include all production applications.</p> <p>Investigation of Shared Service Alternatives Continue to leverage shared services synergies and shared procurement opportunities across key public sector entities including K-12, post-secondary education and select ABC's.</p> <p>Negotiation/Finalization of Managed Services Agreement Outsourced contract for the provision of mainframe and 7x24x365 data center services.</p> <p>Major Operating System Upgrades Active projects for critical operating system upgrades for Microsoft Server and Desktop operating systems prior to official end-of-support in January 2020. 800+ servers, 4000+ workstations.</p> <p>ICT Procurement Going to market for landline, WAN, and Internet services as a shared procurement across multiple large public sector entities.</p>	<p>Julie Moore JulieMoore@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p>
<p>3. Issues and Needs: Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>	<p>Infrastructure and Application Modernization Reduced funding, significant technical debt accumulating, aging workforce, limited ability to recruit, legacy skills dwindling.</p> <p>Agile Organizations, and Bi-Modal Understand how others are transitioning to be more agile, as an organization, not just in the way they develop/deliver software. Interesting in understanding if/how others are dealing with bi-modal operations.</p> <p>Mainframe Understand how the mainframe is being used and supported in other jurisdictions.</p> <p>Shared Services Model for back office functions Continue to engage other jurisdictions re: lessons learned.</p> <p>Outsourced MSSP (SOC) Models Gain an understanding of what other jurisdictions are doing in this area.</p>	<p>Dave Heffernan DaveHeffernan@gov.nl.ca</p> <p>Dave Heffernan DaveHeffernan@gov.nl.ca</p> <p>Julie Moore JulieMoore@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p>

4. Topics of Interest:

Please **identify topics of interest** to your jurisdiction for future PSCIOC meetings /teleconferences.

- Cyber Security
- Digital Government, transformation and implementation
- Shared Services
- Agile, Bi-Modal
- Infrastructure and Application Modernization