



## PSCI OC Information-Sharing Template – September 2016

Administration: Secretariat of the Conseil du trésor, Chief Information Officer	Contact Info
<p><b>1. <u>Accomplishments:</u></b> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction <b>over the past 6-12 months.</b></p>	<p>In recent months, the implementation of the <i>Stratégie gouvernementale en TI : Rénover l'État par les technologies de l'information</i> [IT government strategy: renewing government using information technology], has been completed. This strategy was adopted in June 2015 by the Government of Quebec. (For consultation: <a href="http://www.tresor.gouv.qc.ca/fileadmin/PDF/ressources_informatiionnelles/strategie_ti/strategie_ti.pdf">www.tresor.gouv.qc.ca/fileadmin/PDF/ressources_informatiionnelles/strategie_ti/strategie_ti.pdf</a>).</p> <p>Of the 36 measures to be taken by March 31, 2018:</p> <ul style="list-style-type: none"> <li>• 11 have been completed;</li> <li>• 21 are under way.</li> </ul> <p>The work focuses on four key areas:</p> <ol style="list-style-type: none"> <li>1. reviewing and strengthening governance;</li> <li>2. managing talent more effectively;</li> <li>3. adopting best practices; and</li> <li>4. bringing the government into touch with citizens.</li> </ol> <p>(For consultation: <a href="http://www.tresor.gouv.qc.ca/fileadmin/PDF/ressources_informatiionnelles/strategie_ti/strategie_ti.pdf">www.tresor.gouv.qc.ca/fileadmin/PDF/ressources_informatiionnelles/strategie_ti/strategie_ti.pdf</a>).</p> <p><b>MAJOR ACCOMPLISHMENTS:</b></p>



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- Portrait of the information technology workforce in the Quebec public service (Measure 10, Key Area 2 – Managing talent more effectively)  
(For consultation: [www.tresor.gouv.qc.ca/publications/ressources-humaines/#c4187](http://www.tresor.gouv.qc.ca/publications/ressources-humaines/#c4187)).
- This portrait made it possible to identify the number of internal and external experts by specialty based on the data obtained from the 59 agencies surveyed, namely those subject to An Act Respecting the Governance and Management of The Information Resources of Public Bodies and Government Enterprises and whose personnel is appointed under the Public Service Act.
- The portrait will be updated regularly and will help identify at-risk sectors for targeted action to prevent the loss of expertise and excessive outsourcing.
- Prior to the data collection process, specialties in the field of information technology were standardized and a list of specialities was compiled.

Benoit Boivin  
Dirigeant principal  
de l'information  
[benoit.boivin@sct.gouv.qc.ca](mailto:benoit.boivin@sct.gouv.qc.ca)



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- History of decisions for each information resources project of \$100,000 or more featured in the *Tableau de bord sur l'état de santé des projets en ressources informationnelles du gouvernement du Québec* [Dashboard for tracking the health status of the Quebec government's information resources projects] (Measure 9, Key Area 1 – Reviewing and strengthening governance)

(For consultation: [www.tableaudebordprojetsri.gouv.qc.ca/accueil](http://www.tableaudebordprojetsri.gouv.qc.ca/accueil))

- Quebec has been publishing the dashboard since 2012.
- The addition of the history of decisions in the dashboard is yet another step forward in providing complete and transparent information to the public.
- The August 2016 publication reported the following results for projects authorized for departments and agencies:

#### Portrait of 197 active projects

##### Cost indicator

186 Projects are green (94.4%)	\$415.56M (96.98%)
8 Projects are yellow (4.1%)	\$11.9M (2.78%)
3 Projects are red (1.4%)	\$1.03M (0.24%)

##### Schedule indicator

146 Projects are green (74.1%)	\$337.86M (78.85%)
20 Projects are yellow (10.2%)	\$23.23M (5.42%)
31 Projects are red (15.7%)	\$1.03M (15.73%)

Jenny Côté  
Directrice  
générale de la  
performance  
gouvernementale  
des ressources  
informationnelles

[Jenny.cote@sct.gouv.qc.ca](mailto:Jenny.cote@sct.gouv.qc.ca)

- Management of the envelope for information resources investments in the Québec Infrastructure Plan
  - This supports some of the measures of Key Area 1 – Reviewing and strengthening governance.
  - The Chief Information Officer may also monitor the budgets granted to agencies by taking into account planned needs, available funds, thus prioritizing the right investments.



- Adoption of a mandatory services framework based on value and risk criteria (Measure 16, Key Area 3 – Adopting best practices)
  - This framework makes it possible to identify services with high optimization potential that could be made mandatory across government and delivered by a service provider.
  - Each service identified as a priority will be subject to more refined analysis pertaining for instance to the fiscal framework, the use of human resources, change management, the legal and regulatory framework and implementation strategies.
- Recruitment of human resources specific to information technology (professionals and technicians) to enhance government expertise in the field of information resources (Measure 13, Key Area 2 – Managing talent more effectively)
  - This exercise generated strong interest:
    - 8,000 applications received (professionals and technicians);
    - More than half of the applications received were from candidates with over 10 years' experience.
- Coming into force of the Regulation respecting contracting by public bodies in the field of information technologies (Measure 24, Key Area 3 – Adopting best practices)
  - The regulation proposes, among other things:
    - a “total acquisition cost,” which will make it possible to better consider all costs associated with acquisition throughout its useful life;
    - provisions aimed at facilitating the acquisition of cloud services;
    - a specific tendering process involving competitive dialogue.

Benoit Boivin  
 Dirigeant principal  
 de l'information  
[benoit.boivin@sct.gouv.qc.ca](mailto:benoit.boivin@sct.gouv.qc.ca)





- **Cloud computing**

Following the cloud computing policy directions defined in 2015, regarding the implementation of a cloud computing centre of expertise and the adoption of the new Regulation respecting contracting by public bodies in the field of information technologies, the regulatory groundwork was laid:

- Setting up of a Centre de services partagés du Québec (CSPQ) [Quebec shared services centre] tasked with providing cloud computing solutions by type of goods and services (Measure 18, Key Area 3 – Adopting best practices).
- Holding of calls for tenders to develop the first catalogue of cloud computing services (messaging) (Measure 20, Key Area 3 – Adopting best practices).
- Making of arrangements to allow the agencies concerned to take advantage of the solutions provided (Measure 17, Key Area 3 – Adopting best practices).

The process adopted makes it possible to meet government policies and better control various cloud-computing issues (risk management, data security, agencies' performance and method of acquisition).

- **Open government**

New open data portal made available online in collaboration with several Quebec cities (Gatineau, Laval, Montréal, Sherbrooke and Québec) (Measure 33, Key Area 4 – Bringing the government into touch with citizens)

(For consultation: [www.donneesquebec.ca](http://www.donneesquebec.ca))

- The portal makes it possible to:
  - provide better access to open data of public interest;
  - grant citizens the opportunity to interact with the agencies disseminating the data;
  - simplify the use and cross-referencing of data;
  - harness the potential of open data; and
  - increase government transparency.



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## OTHER WORK UNDERTAKEN IN QUEBEC:

- **Quebec digital strategy**

In addition to the IT government strategy, are two separate action plans that make up the Quebec digital strategy:

For

consultation: [www.economie.gouv.qc.ca/fileadmin/contenu/documents\\_soutien/strategies/economie\\_numerique/strategie\\_numerique\\_mandat.pdf](http://www.economie.gouv.qc.ca/fileadmin/contenu/documents_soutien/strategies/economie_numerique/strategie_numerique_mandat.pdf)

- Digital cultural plan, which aims to:
  - create digital cultural content;
  - innovate to adapt to digital culture; and
  - disseminate digital cultural content to ensure its accessibility.

(For consultation: [culturenumerique.mcc.gouv.qc.ca](http://culturenumerique.mcc.gouv.qc.ca))

- Digital economy action plan, which focuses on five priority areas of intervention:
  - Area 1 – Innovation through digital technologies and data;
  - Area 2 – Accelerating the digital transformation of the manufacturing sector and the adoption of e-commerce;
  - Area 3 – A leading global ICT sector;
  - Area 4 – Building and distributing digital skills;
  - Area 5 – An attractive business climate that fosters the growth of digital technology.

(For

consultation: [www.economie.gouv.qc.ca/fileadmin/contenu/documents\\_soutien/strategies/economie\\_numerique/paen.pdf](http://www.economie.gouv.qc.ca/fileadmin/contenu/documents_soutien/strategies/economie_numerique/paen.pdf))

- **Integrated Web optimization strategy** in development and allowing the government to:

- make a resolutely digital shift in all its communications and interactions with the public, on the Web and in social media;
- improve its digital communications, by simplifying and facilitating access to governmental information, by improving the delivery of online services, by optimizing the use of social media and by streamlining the number of websites.



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<p><b>2. <u>Priorities:</u></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><b>Continued implementation of the <i>Stratégie</i>, including:</b></p> <ul style="list-style-type: none"> <li>• Development of a single government identification solution (Measure 29, Key area 4 – Bringing the government into touch with citizens yens) At this stage, the work centres on:             <ul style="list-style-type: none"> <li>○ the constraints, challenges, risks, costs and impacts of the implementation of a single government identification solution;</li> <li>○ feasible development and implementation strategies for a single government identification solution.</li> </ul> </li> <li>• Adoption of a bill to amend An Act Respecting the Governance and Management of The Information Resources of Public Bodies and Government Enterprises to be able to better intervene with regard to investment management, project management and strengthened governance (in connection with certain measures of Area 1 – Reviewing and strengthening governance).</li> <li>• Development of a workforce government policy to strengthen expertise in information technology and addressing organization of work, planning and continuity of expertise, optimization of mandate management and consolidation of ethical practices (in connection with Measure 15, Area 2 – Managing talent more effectively).</li> </ul>	
	<ul style="list-style-type: none"> <li>• Targeted FTE approach based on established priorities, that is to say, prioritizing the internalization of core functions, including the following (in connection with Measures 12 and 13, Area 2 – Managing talent more effectively):             <ul style="list-style-type: none"> <li>○ business architecture;</li> <li>○ enterprise architecture;</li> <li>○ strategic consulting;</li> <li>○ information security;</li> <li>○ business intelligence; and</li> <li>○ project management.</li> </ul> </li> </ul>	



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	<ul style="list-style-type: none"> <li>Continued work on the implementation of a directory of cloud computing services at the CSPQ in accordance with the government policies set out in the <i>Stratégie</i> (in connection with Measures 17 and 18 – Adopting best practices).</li> <li>Consolidation of Centres de traitement informatique (CTI) [data centres] and implementation of the governmental storage of data at the CSPQ as part of the Cadre de référence des services [mandatory services framework] put forward.</li> </ul>	
<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 PSCI OC.</p>	<ul style="list-style-type: none"> <li>Ensure the evolution of government enterprise architecture to integrate all expected government issues and positions, namely:               <ul style="list-style-type: none"> <li>consolidation of CTI;</li> <li>digital mobility by default;</li> <li>identity and authentication of clients;</li> <li>work environment;</li> <li>open-source software;</li> <li>cloud computing and procurement contracts for new services;</li> <li>shared telecommunications services; and</li> <li>open data and official sources.</li> </ul> </li> </ul>	





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**4. Planning of Council meetings:**

Briefly **identify topics of particular interest** to your administration for upcoming Council meetings. *(Please provide a brief description).*

- Secure access to government services and identity management – unique identifier.
- Open data.