

PSCIOC Information-Sharing Template – September 2016

| JURISDICTION: Manitoba | | Contact |
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| 1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months. | Unified Intake System - Phase 1 To enhance client experience in service delivery and to improve dependability, consistency and management of IT operations BTT is establishing and implementing a unified intake process. Key components of phase one include ensuring all requests for service are captured, triaged and rapid responses can be delivered (e.g. quick estimates). Later phases will leverage the availability and capability of leading edge IT Service Management tools such as Service Now. These tools are being made available and deployed as part of the Workforce Technology Services program (previously reported on in January 2016 update). Manitoba continues to implement this transformational program which is designed to address emerging business requirements for mobility services, enhanced IT Service Management and collaboration tools. | Munna Zaman, CIO munna.zaman@gov.mb.ca |

Briefly describe what your organization sees as its **top priorities/initiatives** over the next 12 to 36 months.

As part of a Government mandate for all Central Services to develop and demonstrate the ability to provide strategic advice, demonstrate control and deliver value to client departments BTT is undergoing significant organizational change. Some of the key priorities include:

- ## Portfolio Management (MoP)

Establishing a government-wide framework for ICT investment planning and progress monitoring.. To address this issue BTT plans to implement IT Portfolio Management over next 12 months. Manitoba is adapting the Management of Portfolio (MoP) model to:

- ### Infrastructure Renewal Program:

Manitoba is developing a program (2016-2018+) to provide a stable, long term infrastructure for business applications. The goal is to renew and modernize the Manitoba Data Centre environment taking advantage of new technologies and innovation to:

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| | <p>Expansion of Application Portfolio Management (APM) Activities:</p> <ul style="list-style-type: none"> • Utilizing a lifecycle Asset Management approach, integrate APM activities into the government's investment planning process • Integrate APM into BTT's application development and management processes. • Integrate APM with departments into the prioritization process <p>Vitality Program To develop an ongoing vitality program to facilitate the upgrading of operating systems, software systems, and applications using the data being captured as part of Application Portfolio Program.</p> <p>Open Government – this is a priority for our government and we now have public access to all proactively disclosed requests. We anticipate adding new capabilities over the course of this reporting period.</p> <p>Virtual Cabinet – We are responding to a request of our new government to apply solutions to the paperless cabinet requirements.</p> | <p>Darren Brothers Executive Director, Application Development and Support (204) 945-2005 Darren.Brothers@gov.mb.ca</p> |
| <p>3. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC</p> | <p>Manitoba would like to look at comparative models of governance and delivery structures in other jurisdictions. With the changes of leadership and the creation of the Central Services Division in Manitoba it would be very beneficial to see and learn from what is working well for others.</p> <p>Manitoba is interested in learning how jurisdictions currently govern ICT investments. In particular have other jurisdictions implemented IT Portfolio Management? What has been the experience to date? What lessons have been learned?</p> <p>Manitoba is interested to know if jurisdictions have applied what Gartner describes as <i>bi-modal</i> approach in the delivery of their ICT services to Departments. How has this approach been implemented, challenges faced, risk profile, governance etc.</p> <p>Manitoba would be interested in learning more about how each jurisdiction manages their internal and external web presence. This could include the governance structure, number of resources, scope of responsibilities, technologies used (analytics, content management, other)</p> <p>Manitoba continues to be interested in experiences with contract management – included processes, procedures and contract plans produced and/or used in other jurisdictions to facilitate the management of all contracts – small to large in size and scope.</p> | <p>Munna Zaman, CIO munna.zaman@gov.mb.ca</p> |