

<p>1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.</p>	<p>Workplace Technology Services: Manitoba has entered into new agreements for the delivery of Workplace Technology Services. These agreements will replace the Desktop Management Services Agreement which has been in place since 1997. The new Agreements include a refreshed set of services at a lower overall cost to government.</p> <p>The Agreements include innovative new workplace services that are more modular, flexible and cost effective. The Agreements address emerging business requirements for mobility services, enhanced IT Service Management and collaboration tools. The agreements will also make important contributions to the security of Manitoba's information.</p> <p>Transition to Workplace technology services is underway and will be completed in a phased approach over the next few months, with April 1 being a critical milestone.</p> <p><u>Agility:</u> Manitoba has created a special, isolated hosting environment to accommodate websites that have traditionally fallen out of the scope of technologies supported by government resources. This environment takes advantage of all the security investments made by Manitoba, while providing it with the flexibility to handle special IT requests in an agile fashion.</p> <p><u>Open Data:</u> Manitoba has completed a discussion paper regarding open data and what would be required to</p>	<p>Ric Coy Executive Director, Service Delivery (204) 945-2324 Ric.Coy@gov.mb.ca</p> <p>Chris Bohemier Manager Online Services (204) 232-0407 Chris.Bohemier@gov.mb.ca</p>
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	<p>implement a program in the province. Briefing materials were prepared for senior government officials for their consideration. Manitoba waits further direction.</p> <p>Manitoba would like to thank all the other jurisdictions who provided background information regarding their respective programs in the development of the discussion paper.</p> <p>Business Analysis Toolkit BTT continues to promote the use and adoption of the Business Analysis Toolkit by department and other Government of Manitoba agencies to assist in the planning, identification, analysis and articulation of business requirements for transformation projects. BTT completed a pilot BAT training program in January and is incorporating feedback received from departments.</p> <p>ICT Planning and Prioritization Matrix.</p> <p>BTT continues to use an ICT prioritization tool and process that allows departments to plan and prioritize their ICT needs, prior to working with BTT on any requests, while enabling corporate level planning and prioritization.</p> <p>Current Status: BTT is working with Departments to continually update an ICT plan, regularly report status and manage ICT activities that align with department priorities. This process is now a standard operating procedure.</p>	<p>Jacqueline Manaire Manager, Business and Corporate Initiatives (204) 793-4815 Jacqueline.Manaire@gov.mb.ca</p> <p>Kathy Kupfer Manager, Customer Relationship and Management Support (204) Kathy.Kupfer@gov.mb.ca</p>
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<p>2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.</p>	<p>Application Portfolio Management (APM) Activities:</p> <ul style="list-style-type: none"> • Integrate APM into BTT's application development and management processes. • Integrate APM with departments into the prioritization process. <p>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:</p> <ul style="list-style-type: none"> • Improve existing services • Provide cost efficiencies • Enable economic development • Provide flexibility to BTT to implement key strategic goals <p>In support of this program, BTT issued a major RFP in January 2016 for the provision of Infrastructure Hosting and Services (Server Based and Mainframe) to Manitoba over the next seven-ten year period. This coincides with the conclusion of our existing agreement in June of 2017.</p> <p>Vitality Program: To develop an ongoing vitality program to facilitate the upgrading of operating systems, software systems and applications using the data being</p>	<p>Kerry Augustine Director, Application Management Services (204) 945-0020 Kerry.Augustine@gov.mb.ca</p> <p>Darren Brothers Executive Director, Application Development and Support (204) 945-2005 Darren.Brothers@gov.mb.ca</p>

	<p>captured as part of the Application Portfolio Program.</p> <p>Web Modernization: Researching and evaluating options as it pertains to a modern and effective web presence. This will include an examination of the appropriate analytic tools, content management system and an overall strategy and action plan to proceed.</p> <p>5 Year Strategic Plan: As the provider of Information Communications Technology (ICT) services for the government of Manitoba, Business Transformation and Technology (BTT) is continually challenged to provide products and services of an increasing variety and complexity in a secure and financially responsible fashion.</p> <p>The Senior Management Committee (SMC) of BTT have identified a series of projects and initiatives to support six key strategic priorities. Five year plans have now been drafted and approved for each of these key areas:</p> <ul style="list-style-type: none">- Trusted, Respected, Professional Advisors: advance the competencies and skills of BTT personnel through activity directed resource planning and development.- Increased Agility: increase the agility of BTT and its ability to deliver ICT services.	<p>Chris Bohemier A/Director of Corporate Online Initiatives (204) 232-0407 Chris.Bohemier@gov.mb.ca</p> <p>Guy Gordon Executive Director Business Transformation (204) 945-6676 Guy.Gordon@gov.mb.ca</p>
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	<ul style="list-style-type: none">- Collaboration: identify opportunities to forge new partnerships including other governments, education sector, business community, ICT community, other Government Reporting Entities (GRE).- Increased Access to Information: enhancing access to and availability of information, and promotion of internal and external information exchange, while protecting privacy and maintaining security.- .- Long-Term Technology Infrastructure: enhance the operational stability, flexibility; security and value of our ICT infrastructure.- Communications, Promotion, and Education: increasing the effectiveness of communications and promotions to stakeholders about BTT and its services.	
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	<p>Curam (Business Transformation) Project:</p> <p>Goal:</p> <ul style="list-style-type: none"> • Project to replace the Child and Family Services Information System (CFSIS) and Intake Module. • Curam is a case management system developed specifically for social services functions <p>Business Process Transformation Project</p> <p>Challenges:</p> <ul style="list-style-type: none"> • Real commitment to process changes • Users wide across the province • Remote sites; Connectivity • Ownership of Data • Distrust of Parties 	<p>Darren Brothers Executive Director, Application Development and Support (204) 945-2005 Darren.Brothers@gov.mb.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>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>Dan Kerr Chief Technology Architect (204) 945-1073 Dan.Kerr@gov.mb.ca</p> <p>Chris Bohemier A/Director of Corporate Online Initiatives (204) 232-0407 Chris.Bohemier@gov.mb.ca</p> <p>Shannon Roe Executive Director Business Transformation (204) 945-6829 Shannon.Roe@gov.mb.ca</p>

