

## PSCIOC Information-Sharing Template - February 2016

JURISDICTION: Nova Scotia	Contact
<p><b>1. Accomplishments:</b> Briefly highlight <b>major IT/IM accomplishments, progress, and/or significant milestones</b> achieved in your <b>jurisdiction over the past 6 - 12 months.</b></p> <p><b>SAP In the Cloud</b> Through negotiations with our vendor partners SAP and IBM, NSSAPSM has successfully positioned the Province of Nova Scotia and our other clients to leverage ALL of the latest innovative technology that SAP has to offer in a cloud based solution. Our clients will now be able to implement/use SuccessFactors, Ariba P2P, S/4 Hana, Lumira (BI), and all Fiori mobility tiles through Hana. All without increasing the annual SAP spend for the province.</p> <p><b>SAP Ariba:</b> Successfully implemented our first cloud based service for SAP Ariba. This service, which includes Ariba Sourcing, Ariba Spend visibility and Ariba Contract Management is a key enabler of shared services initiatives for Province, Health and School Boards.</p> <p><b>SAP Success Factors:</b> Successfully implemented our first <u>Canadian</u> based cloud service with SAP Successfactors. SAP Recruitment management was implemented for five of our eight school boards, with the Provincial Health Authority and Province Of Nova Scotia in the process of following on the implementation path.</p> <p><b>SAP Application Lifecycle Management (ALM) Maturity Model:</b> This initiative is aimed at improving the quality of our client's SAP systems across their full lifecycle. Significant achievements thus far include, establishment of a central document repository for project management and systems support documentation, implementation of SAP system monitoring and altering functionality, completed proof of concept for the introduction of automated functional testing, implemented new process and automation tools to manage transports for SAP systems. The overall goal of ALM is to reduce the number of defects in the SAP production systems.</p> <p><b>Health Authority Consolidation:</b> Completed the following two phases of the SAP consolidation project of the previous nine District Health Authorities. Phase 1: Legal Compliance: Modification of business numbers, pay advice logos, and development of consolidated financial reporting to enable the PHA to operate and be legally compliant on April 1, 2015. Existing 10 company codes continue to exist. Phase 2: HR Enablement: All employees are moved to a single SAP company code (from the existing 9)</p>	<p>Kevin Briand / Kerry Mannette  <a href="mailto:Kevin.Briand@novascotia.ca">Kevin.Briand@novascotia.ca</a>  <a href="mailto:Kerry.Mannette@novascotia.ca">Kerry.Mannette@novascotia.ca</a></p>

	<p><b>NS School Boards Business Integration Initiative (BI2) project:</b> Completed all 4 major implementations for the NS School Boards Business Integration Initiative (BI2) project. The BI2 project is focused on aligning the SAP business processes across all eight school boards.</p> <p><b>Support pack and Enhancement Pack Initiatives:</b> Completion of the application of year end support packs for all clients and upgraded the Province of Nova Scotia system to EHP7 to facilitate the migration to the SAP HANA Cloud in the following year.</p> <p><b>Client Services:</b> Client Services has been focused on improving service delivery within the service desk and desktop areas. From a service desk perspective we continue to monitor contact and ensure we are aligned to industry norms and increase self-service via online submission and currently have 27% of contacts via online. In the desktop area the focus has been improving desktop security and enhancing the level of MAC support.</p> <p><b>Service Management Transformation:</b> The Service Management transformation project which is a key enabler in supporting the Shared Services priority of Internal Services is well underway. This project has developed four common processes based on ITIL v3 across the government, health and education sector and completed a single build of the service management tool. The project will go live within the government sector in a staged approach starting February 17, 2016 and completing March 2016. The contact center solution is scheduled to go live within the government in March which will support the ICT Services service desk.</p> <p><b>IT Service Continuity:</b> The province has selected its strategic direction of adopting a hybrid hosted solution (<i>a solution that combines both physical and cloud based third party services</i>) and to implement a managed hosted service as the Province's secondary (<i>alternate</i>) processing site. In preparation to introducing this service the province has completed a service continuity application inventory to inform the service continuity plans. The project has defined the future state architecture and requirements documents have been finalized and the draft RFP has been developed.</p>	<p>David Bell <a href="mailto:David.Bell@novascotia.ca">David.Bell@novascotia.ca</a></p> <p>Tracy Fiander-Trask <a href="mailto:Tracy-Fiander.Trask@novascotia.ca">Tracy-Fiander.Trask@novascotia.ca</a></p> <p>Bruce Harris <a href="mailto:Bruce.Harris@novascotia.ca">Bruce.Harris@novascotia.ca</a></p>
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<p><b>2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.</b></p>	<p><b>Cloud Adoption:</b> The Province of Nova Scotia values Cloud as a new ICT service delivery channel to enable the transformation of the ICT workforce from “constructing and keeping the lights on” to “IT Service Broker and Business Partner”, so that the Province can put more focus on innovation and offer clients the best solutions from industry in a timely and cost-effective manner. Through our new innovative acquisitions Nova Scotia SAP Service Management (NSSAPSM) plans to move all clients to SAP HANA through cloud based vendor services over the next three years. This is a significant step in the province’s cloud based strategy.</p> <p><b>SAP Success Factors:</b> Implement the Nova Scotia Health Authority and the Province of Nova Scotia on the SAP Successfactors Cloud starting with Successfactors Recruitment with Successfactors Onboarding and Marketing to follow.</p>	<p>Kevin Briand <a href="mailto:Kevin.Briand@novascotia.ca">Kevin.Briand@novascotia.ca</a></p> <p>&amp;</p> <p>Kerry Mannette <a href="mailto:Kerry.Mannette@novascotia.ca">Kerry.Mannette@novascotia.ca</a></p>

	<p><b>SAP Application Lifecycle Management (ALM) Maturity Model:</b> Continue with the evolution and rollout of the ALM Maturity Model. Two key initiatives will be to raise one client's testing maturity to the point where automated testing is commenced and to expand the new transport management process (Charm) to more SAP systems and more NSSAPSM clients</p> <p><b>SAP Governance, Risk and Compliance module:</b> Roll out SAP Governance, Risk and Compliance software (GRC) for SAP users within the Provincial Health Authority and the School Boards. The GRC solution provides improved management control over SAP user access rights including the management of segregation of duties violations</p> <p><b>NSLC PI/PO Upgrade:</b> Implementation of an upgrade project of the NSLC's existing SAP PI 7.0 landscape to SAP Process Orchestration (PO) 7.4 re-engineering all 36 interfaces.</p> <p><b>Health Authority Consolidation:</b> Implementation of Phase 3 of this project including SAP financials and materials management in the single NSHA company code.</p> <p><b>Client Services:</b> Develop and implement a plan to evaluate, test and plan the deployment of Windows 10 within the government end user environment.</p> <p><b>Service Management Transformation:</b> The Service Management transformation project will shift focus to onboarding the Health sector into the service management platform while continuing to focus on developing and implementing the remaining processes that were identified as priority processes. This project is anticipated to be completed in June 2017.</p> <p><b>IT Service Continuity:</b> Selection of vendor to deliver the service, develop and implement a plan for business continuity services. It is anticipated that the implementation phase will start in June 2016 with completion in fall 2017.</p> <p><b>Contract Management:</b> A new mobility contract is planned to be finalized which is anticipated to provide significant savings to the province.</p>	<p>David Bell <a href="mailto:David.Bell@novascotia.ca">David.Bell@novascotia.ca</a></p> <p>Tracy Fiander-Trask <a href="mailto:Tracy.Fiander-Trask@novascotia.ca">Tracy.Fiander-Trask@novascotia.ca</a></p> <p>Bruce Harris <a href="mailto:Bruce.Harris@novascotia.ca">Bruce.Harris@novascotia.ca</a></p> <p>David McMcCurdy <a href="mailto:David.McCurdy@novascotia.ca">David.McCurdy@novascotia.ca</a></p>
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<p><b>3. Issues and Needs:</b> Briefly describe <b>any issues you would like to share with the Council</b> and what assistance you might be seeking from PSCIOC.</p>	<p><b>IT Workforce of the future:</b> With the advancements in cloud technology and the increasing maturity of “XXX as a Service” preparing and reskilling our workforce for the future is a challenge. Any insight into challenges and plans within other jurisdictions would be of interest including key roles, areas that are anticipated to be difficult to resource.</p>	<p>Carolyn Mckenzie <a href="mailto:Carolyn.Mckenzie@novascotia.ca">Carolyn.Mckenzie@novascotia.ca</a></p>
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