

PSCIOC Information-Sharing Template – February 2020

Information Sharing is collected for the purpose of the PSCIOC Meeting of February 2020.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

Administration :	Contact
<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>Digital Government Program Launched online services:</p> <ul style="list-style-type: none"> • MyGovNL (www.gov.nl.ca/digitalgovernment) with <ul style="list-style-type: none"> • myProfile; • Notifications; • Anyone can register a MyGovNL account (Self-registration); • Motor registration status, update mailing address with Motor Registration, notify Motor Registration of change in vehicle ownership, real time data of Motor Registration information; and • Smart applications (myapplications.gov.nl.ca) with lottery licences. • OneGovNL <ul style="list-style-type: none"> • Continuing migration of departmental websites to a content management system that allows departments to manage their own content. <p>Shared Services An Oracle Financial Management System (FMS) Multi-Org/Technology upgrade occurred with only minor issues noted.</p> <p>Oracle FMS Upgrade A successful major Financial Management System (FMS) upgrade requiring weeks of preparation and dedicated resources spanning over 40 hours on a weekend was completed. This included EBS application and database upgrade as well as an OBIA refresh.</p>	<p>Victoria Woodworth-Lynas VictoriaWLynas@gov.nl.ca</p> <p>Julie Moore JulieMoore@gov.nl.ca</p> <p>Julie Moore JulieMoore@gov.nl.ca</p>

	<p>Oracle PeopleSoft All Tax Updates are implemented in preparation for the new year. As well, the Oracle PeopleSoft databases have been updated with Oracle patches – NL is now up to date for PeopleSoft.</p>	<p>Julie Moore JulieMoore@gov.nl.ca</p>
	<p>Badger Ice Monitoring System Implemented the new Badger Flood Forecasting System, decreasing risk of flood with more advanced forecasting models. The systems allows engineers to analyze model inputs and make any necessary adjustments to the data prior to running it through the model calculations.</p>	<p>Craig Harding craigharding@gov.nl.ca</p>
	<p>Electronic Armory Inventory System Implementation of Warehouse Inventory System to track firearms and ammunition for the Wildlife Division, Department of Forest and Land Resources.</p>	<p>Craig Harding craigharding@gov.nl.ca</p>
	<p>Vehicle Booking System Implementation of vehicle booking system for the Department of Transportation and Works.</p>	<p>Craig Harding craigharding@gov.nl.ca</p>
	<p>MIRIAD System Preparing to launch the province's new mineral claim online acquisition system developed using AMANDA back-office with ESRI GIS.</p>	<p>Craig Harding craigharding@gov.nl.ca</p>
	<p>Request For Service Preparing to launch a new service request ticket management system for the OCIO using the AMANDA Request For Service Module.</p>	<p>Craig Harding craigharding@gov.nl.ca</p>
	<p>WordPress Replaced 39 intranet and public facing websites with new WordPress sites to allow for self-content management.</p>	<p>Craig Harding craigharding@gov.nl.ca</p>

	<p>Finalization of Managed Services Agreement RFP responses validated and contracts awarded for the provision of mainframe services and 7x24x365 data center operator services/monitoring.</p> <p>Completed Review of MS Licensing Model Considering options for ESA, on-premise, and O365 alternatives to meet MS licensing needs for Provincial Government.</p>	<p>Randy Mouland RandyMouland@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p>
<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><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>The Way Forward: Building Our Future 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 services to MyGovNL and smart applications as outlined in the strategy. • Expand MyGovNL to include businesses so an individual can manage both their personal and business interactions with government in one single, convenient and secure location. • Complete migration of departmental websites and work towards the next phase of website enhancements. • 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>New Data Centre Model Government has announced OCIO will be changing its data centre approach. Transition and a new contract will be established by March 31, 2020.</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>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>Permits and Inspections Finalize a framework, approach and commence development of a reusable model to deliver mobile inspections capabilities as a service within individual departments. Examples: Public Safety, Commercial Vehicles and Bus inspections.</p> <p>Investigation of Shared Service Alternatives Continue to investigate preferred model to leverage shared services synergies and shared procurement opportunities across key public sector entities including health, education and select ABC's.</p> <p>Major Operating System Upgrades Active projects for critical operating system upgrades (and hardware upgrades) to address Microsoft Server and Desktop operating system EOL. In response to end-of-support in January 2020 for Server 2008 and Windows 7. While significant progress has been made to date, upgrades for 500+ servers and 1700+ workstations are still in progress.</p> <p>ICT Procurement Going to market for WAN and Internet services as a shared procurement across multiple large public sector entities.</p>	<p>Julie Moore JulieMoore@gov.nl.ca</p> <p>Craig Harding craigharding@gov.nl.ca</p> <p>Craig Harding craigharding@gov.nl.ca</p> <p>Craig Harding craigharding@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>
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	Migration to Cisco Wi-Fi 6 Initiative to upgrade 300+ Access points in 41 locations (including Confederation Building Complex) supporting 5000+ users. Migration critical as a result of EOL of current platform.	Randy Mouland RandyMouland@gov.nl.ca
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.	Infrastructure and Application Modernization Reduced funding, significant technical debt accumulating, aging workforce, limited ability to recruit, legacy skills dwindling. 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. Mainframe Understand how the mainframe is being used and supported in other jurisdictions. Server Upgrade Project (SUP) Ongoing despite the removal of support for Windows Server 2008. Shared Services Model for back office functions Continue to engage other jurisdictions re: lessons learned. Specifically regarding authentication models (ADFS, etc.). Outsourced MSSP (SOC) Models Gain an understanding of what other jurisdictions are doing in this area.	Dave Heffernan DaveHeffernan@gov.nl.ca Dave Heffernan DaveHeffernan@gov.nl.ca Julie Moore JulieMoore@gov.nl.ca Julie Moore JulieMoore@gov.nl.ca Randy Mouland RandyMouland@gov.nl.ca Randy Mouland RandyMouland@gov.nl.ca

4. **Topics of Interest:**

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

Database Jurisdictional Scan

NL is undertaking a jurisdictional scan on tools, strategies, lessons learned, etc. specifically on database technologies (E.g. Oracle, SQL, MySQL, etc.). GNL is reaching out to all jurisdictions for feedback on the following topics, and will share findings:

- 1) Patching strategies
- 2) Backup and Recovery strategies
- 3) Support and maintenance
- 4) Licensing

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. GNL is interested in understanding if/how others are dealing with bi-modal operations.

Staff Training

Online Learning Tools (Enterprise grade) similar to LinkedIn Learning.

Other

- Cyber Security
- Digital Government, transformation and implementation
- Digital service delivery governance
- Digital government success metrics (KPIs, metrics & reporting)
- Blockchain – how it is being used in digital service delivery
- Shared Services
- Agile, Bi-Modal
- Infrastructure and Application Modernization

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