

### **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
<b>1. <u>Accomplishments:</u></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>	<b><u>ITSS Strategic Plan</u></b> The final draft of the ITSS's Strategic Plan is complete. The plan aligns ITSS' work with that of PEI's IMIT plan and has a bimodal approach to the scope of work that ITSS undertakes. We anticipate an issue date in February 2020.	<a href="mailto:bpmaclean@gov.pe.ca">bpmaclean@gov.pe.ca</a> Betty MacLean 902-626-5885
	<b><u>Digital Government Maturity Assessment</u></b> We completed a Digital Government Maturity Assessment and a jurisdictional scan of digital initiatives. The key research questions for each jurisdiction included: <ul style="list-style-type: none"><li>• A high-level review of the key initiatives used to advance digital transformation and details on the conditions or rationale for the initiative</li><li>• Where available, any identifiable impacts and emerging results, including challenges and successes resulting from these initiatives</li><li>• Implications and recommendations for the Government of PEI</li><li>• Identification of organizational responsibilities related to digital government, service delivery, and traditional ICT</li></ul>	<a href="mailto:bpmaclean@gov.pe.ca">bpmaclean@gov.pe.ca</a> Betty MacLean 902-626-5885
	<b><u>Bring Your Own Device (BYOD) in Schools</u></b> IT Shared Services (ITSS) has completed the implementation of all required technologies to allow a "Bring Your Own Device" environment for students and teachers in all schools within the Province. Three successful pilots have been completed. All PEI school teachers at the end of the 2018 - 2019 school year, summer school students in July/August 2019, and students at one PEI high school in October 2019, have all received BYOD access. The October 2019 pilot successfully introduced Quality of Service (QoS), a key component to a successful BYOD deployment. A full production rollout will occur in early 2020 as directed by the Department of Education and Lifelong Learning.	<a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a> John Brennan 902-368-5138

	<p><b><u>Education Device Refresh</u></b>          ITSS continues to refresh the new education devices that were deployed four years ago as part of a project to update the Education technology environment. By March 31, 2020, ITSS will have deployed 1000 new laptops and 7,000 new Chromebooks across the Province.</p> <p><b><u>Court System</u></b>          Justice and Public Safety's Division of Family Law and Court Services completed the standardization of business processes for all levels of court - Provincial, Supreme and Court of Appeal. An RFP with identified jurisdictions that are also looking to replace their legacy software is in the early planning stages. The idea being that despite regional differences in form, the foundational functioning of the systems are the same (ie, Federal Criminal Code impacts criminal courts, all regions function family courts, civil litigation, etc). The foundational architecture can be shared and the user interface and form outputs can be customized by each jurisdiction.</p> <p><b><u>Online Corporation Registry</u></b>          Justice and Public Safety's Division of Corporation, Consumer and Financial Services and ITSS completed and launched the second phase of the Online Corporate Registry in November 2019. This phase brought online the remaining business entities – cooperatives, Credit Unions and nonprofits. These three business types were migrated to the new Online Corporate Business Registry, and functionality will be included to:</p> <ul style="list-style-type: none"> <li>- Modify Name Reservation to include these business types,</li> <li>- Provide ability for business owners and their legal representatives to form these business types,</li> <li>- Provide Corporate Registry staff the ability to review and approve formations,</li> <li>- Provide ability to business owners and Registry staff to update and renew these business types, and</li> <li>- Provide the ability for the public to search for these business types.</li> </ul> <p><b><u>Offender Management System</u></b>          Justice and Public Safety's Division of Community and Correctional Services are in the final stages of development of a consolidated Offender Management System that case manages adult, youth, community, probation and clinical services offenders.</p>	<p><a href="mailto:iebrennan@gov.pe.ca">iebrennan@gov.pe.ca</a>          John Brennan          902-368-5138</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>          Carol Mayne          902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>          Carol Mayne          902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>          Carol Mayne          902-368-4126</p>
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### **Online Health Card Renewal**

Health cards in Prince Edward Island are valid for a five year period from the date of issue. As a result, renewal activity is a continuous business process that occurs throughout the year. This ongoing renewal activity is labour intensive for Health PEI staff. The ability for residents to renew their health cards online will and has already assisted in reducing the effort expended by Medicare staff on the current manual process.

The new approach to health card renewal will:

- reduce manual effort,
- streamline business processes,
- increase efficiency,
- reduce chance of error on re-keying data,
- reduce workload, and
- allow for transfer of staff efforts to other areas.

### **Chronic Disease Registry (CDR)**

CDR is a java application framework to host over a dozen Chronic Disease applications into one central database where data can be collected, shared, and utilized effectively using one central registry program. Clinicians will be able to view and use each other's data to see a patient's whole picture to produce reporting and treatment plans by having access to lab results, immunizations, and current and past programs results to better understand the patient's current medical situation and to help reduce repeat hospital visits to the Emergency Department for program patients.

### **SolarWinds Serv-U (Secure on premise Dropbox alternative)**

ITSS has implemented a managed on premise solution for Departments to share data with other Governments, non-government entities and individuals in a secure and compliant environment. ITSS has monitored significant data transfers to Dropbox and other cloud-based file sharing solutions. As the Province migrates to Office 365 and looks at Sharepoint options, ITSS wanted to provide a bridge solution for the Departments. Several workflows have been moved to this platform.

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	<p><b><u>Unified Communications</u></b></p> <p>ITSS has started to deploy pilot engagements with the three successful vendors for general staff usage and Service Centre agents in our 24/7/365 Service Desk environment. Learnings from Government users through these pilots will be used to shape the Government of Prince Edward Island's (GPEI) enterprise communication strategy. Two of the Pilots have been completed, with the third taking place in the Winter of 2020. Also, a separate pilot for Microsoft Teams is underway. ITSS has implemented Cisco Video Conference hardware in strategic locations to assist with multi-site communications.</p>	<p><a href="mailto:jebrennan@gov.pe.ca">jebrennan@gov.pe.ca</a>          John Brennan          902-368-5138</p>
<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><i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i></p> <ul style="list-style-type: none"> <li>• <b>Digital Government</b></li> <li>• <b>Cyber Security</b></li> <li>• <b>Talent Management</b></li> </ul>	<p><b><u>Digital Services</u></b></p> <p>Digital Government is an enterprise-wide, technology enabled business transformation. It is the rethinking of Government policy, program and service delivery through digital enablers (e.g. Digital Identity) as an integrated part of Governments' modernization strategies to provide citizens with more and better digital access to Government services. For GPEI, Digital Government includes creating a Digital Service Delivery Approach (Project: Business Process Redesign), implementing critical architecture (Project: Enterprise Integration Platform) and establishing Digital Governance, Strategy and Stakeholder engagement.</p> <p><b><u>PrescribeIT</u></b></p> <p>PrescribeIT will serve Island residents, pharmacies and prescribers, and provide safer and more effective medication management by enabling prescribers to transmit a prescription electronically between a prescriber's electronic medical records (EMR) to the pharmacy management system (PMS) of a patient's pharmacy of choice. The service can eliminate paper prescriptions, safeguard patient health data from commercial use and maintain an influence-free prescribing and dispensing environment for clinicians.</p> <p><b><u>Electronic Medical Record (EMR)</u></b></p> <p>IT Shared Services will be working with the Department of Health and Wellness and Health PEI on the procurement of an EMR system for Island physicians and community practitioners. The EMR is a large piece of the overall Electronic Health Record (EHR) in PEI, and has been a priority for our clients for some time. The addition of an EMR solution opens the door to advancing Health Care technologies in the Province, including the possibility of an EHR viewer and integration with Canada Health Infoway's PrescribeIT e-prescribing service.</p>	<p><a href="mailto:tmwood@gov.pe.ca">tmwood@gov.pe.ca</a>          Tracy Wood          902-368-5645</p> <p><a href="mailto:fscudmore@gov.pe.ca">fscudmore@gov.pe.ca</a>          Scott Cudmore          902-569-7510</p> <p><a href="mailto:samccourt@gov.pe.ca">samccourt@gov.pe.ca</a>          Sherry McCourt          902-368-6723</p> <p><a href="mailto:mrakmel@gov.pe.ca">mrakmel@gov.pe.ca</a>          Meric Akmel          902-620-3675</p>

#### **Digital Identity, ACCESS Atlantic and MyPEI Citizen Portal**

ITSS is working with the Department of Health and Wellness on Infoway's ACCESS Atlantic initiative. This includes involvement in a pan-Atlantic working group to explore shared priorities and needs. Over time, Infoway and the Atlantic provinces will jointly develop and deliver ACCESS Gateway services including patient access to Personal Health Information with a particular focus on medication and lab results through citizen portals and apps, digitally enabling mental health services and rolling out PrescribeIT, Canada's e-prescribing service, across the region. This will be used to move Digital Identity initiatives forward for PEI.

A Cross Departmental Committee is working with stakeholders across Government to ensure there is a single Digital Identity created for PEI residents that can be federated with other Digital Identity systems and is compliant with the outlined information in the PanCanadian Trust Framework. ITSS will be planning, designing and implementing a Citizen Information Portal branded as MyPEI over the next twelve months to enable the addition of more personalized service and information to citizens. The portal will be available through the Government's current delivery platform [princeedwardisland.ca](http://princeedwardisland.ca) and will be the same portal as the one used for ACCESS Atlantic.

#### **Mental Health Campus - IT Operational Plan**

ITSS is working with Health PEI on their IT Operational Plan, as part of their five year province-wide Mental Health Campus Initiative. This includes working with staff and vendors alike to build towards a future state technology as the Campus takes shape. Included in this plan is a replacement of the Integrated Services Management (ISM) system for Mental Health and Addictions with a new electronic system that will bridge information from acute care to community-based settings with a strong focus on tele-health and tele-psychiatry.

#### **New Parks Reservation System**

Provincial Parks, Tourism, want to offer a more modern and user-friendly reservation system for visitors and staff with a similar "look and feel" of the reservation system to other provincial and federal campgrounds.

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	<p><b><u>Implementation of PeopleSoft Candidate Gateway Module</u></b>          Candidate Gateway is the self-service, front-end to Oracle's PeopleSoft Enterprise Recruiting Solutions Platform. It provides a gateway that enables the Government to attract best-fit candidates, and provides external and internal applicants with the tools they need to find the right job. PeopleSoft Candidate Gateway is part of Oracle's PeopleSoft Enterprise Human Capital Management family of applications.</p> <p><b><u>GIS Data Warehouse</u></b>          With the signing of an enterprise agreement with Esri Canada Limited for GIS software, ITSS will create a centralized data warehouse where maps will be more easily maintained and shared across Government, including all Agencies, Boards and Commissions.</p> <p><b><u>Home Care interRAI and Scheduling System Project</u></b>          ITSS is working with Health PEI's Home Care Program to procure and implement the InterRAI standard of assessments, with intentions of being fully integrated into a new Home Care Case Management solution which will replace the Integrated Services Management (ISM) system for Home Care. Additionally, Home Care will be procuring and implementing a provincial scheduling system for their staff and clients. These solutions have potential to be leveraged across other programs in PEI, in particular Long Term Care (interRAI), Geriatrics (Case Management), and Public Health (scheduling). The procurement of professional services to assist with this large initiative is underway. The project expected to take 18-24 months will also include the purchase of new mobile technologies for the Home Care Program, and will result in modified workflows for the staff, creating efficiencies in their day-to-day work.</p>	<p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>          Carol Mayne          902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>          Carol Mayne          902-368-4126</p> <p><a href="mailto:camayne@gov.pe.ca">camayne@gov.pe.ca</a>          Carol Mayne          902-368-4126</p>
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### 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.

#### **Jurisdictional Approaches to Digital Identity**

- Approaches to determining and overcoming Legislative Barriers

#### **MSO365**

Questions regarding;

- on prem, cloud, hybrid model selection business cases and considerations
- department/work units who could/would not move to the cloud
- integration with Records Management Software

#### **Virtual Care Program and Strategies**

Legislative or policy barriers in the implementation of the program.

#### **AWS experiences and approaches**

Areas that have been moved to AWS, most specifically web services and roles associated within the organization to maximize the benefit of using cloud service delivery

#### **Enterprise Integration Platform**

Questions regarding selection, on prem or hosted, implementation process, governance and staffing models.

#### **Training**

Public Sector staff training on the following to include who delivers and who has oversight:

- Digital Services
- Security

#### **On-boarding and off-boarding of Public Sector Staff**

Automated approaches

Legacy systems migration to AD compliancy  
audit process

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