

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
1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.	<p><u>Digital Transformation Team (DTT)</u> – Executing on the Government of New Brunswick's (GNB's) published Digital NB Strategy remains our highest priority. We are following our published roadmap and have completed many of our year one targets focusing on citizen-centric design of government services. Over the past year, the Digital Transformation Team has created project delivery aids such as the Digital Transformation Playbook, departmental collaboration agreements, personas, content design training material, design briefs and a problem discovery approach.</p> <p><u>Enterprise Resource Planning (ERP)</u> – After finalizing the procurement phase of GNB's Enterprise Resource Planning (ERP) project in which Oracle has been selected, GNB has picked an implementation partner. IBM has been selected to work with our internal resources to define the implementation plan and to begin executing upon it. This multi-year contract will enable GNB to begin making better evidence-based decisions, and to retire numerous legacy applications.</p> <p><u>Digital Identity (ID)</u> – GNB's Department of Health has worked with its Service delivery Organizations – Service NB to procure a Digital ID solution. This project was transferred to the Health sector and initial projects will be delivered from this area. A contract has been signed with SIMEIO Solutions to provide a production environment. The work being done is targeted for reuse within the GNB enterprise.</p> <p><u>Telecom Strategy</u> – Service New Brunswick and OCIO are awarding a Mobility contract to support its fleet of 8000 cellular phone and 4000 Automatic Vehicle Location (AVL) devices. This award was to a primary provider, with an alternate vendor being selected to address specific business and technical gaps in the primary's services.</p> <p><u>Policy Refresh Project</u> – Finance and Treasury Board has been updating and filling gaps in its Policies. New and updated policies are now being put in place to address:</p> <ul style="list-style-type: none"> • Information Privacy • Access to Information • Information Management. <p>Several outdated policies have also been removed.</p>

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The approach being used champions the development of high-level policies that make an organization accountable, and then grants them permission to set more detailed technical directives in topical areas to support the given policy.

Security Operations Centre – The Office of the CIO and Service New Brunswick now staff an internal Security Operations center (SOC). Work is underway to mature the services being offered and to scale it to handle 7/24 service.

Privacy - The Privacy unit has completed several key deliverables that will help GNB mature its practices. These included:

- Consultation, development of proposed GNB Protection of Privacy Policy and Directive on Privacy Practices
- Consultation, development of proposed community of practice forum for privacy practitioners
- Collaboration on online information management training module, including information privacy, for Part 1 employees
- Fall training sessions on Privacy Basics

Access – The Access to Information Unit undertook a pilot initiative on central processing of access to information requests, gaining valuable insight into the benefits and challenges of this service delivery model. Other initiatives focused on bringing more support to public bodies were undertaken including development and delivery of training and launching a community of practice. General foundational training was also developed, to be delivered to all provincial government department employees, covering the four domains of information management, privacy, access and cyber security.

Value of Money – The Government has adopted a Value for Money approach to rationalize its services. Organizations across the enterprise have described their services, defined Key Performance Indicators, and now participate in a formal reporting process. This value for money exercise has paid attention to being able to justify value in what we do from the citizens perspective.

Cyber Strategy – GNB has finalized its Cyber Security Strategy. This document details the strategic direction for GNB in Cyber Security and lays out a multi-year plan.

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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><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><u>Cyber Strategy</u> – Now that GNB's Cyber Security Strategy has been finalized, work is occurring to execute on the roadmap defined within. Numerous projects are underway:</p> <ul style="list-style-type: none"> • Security Training RFP - Beauceron has been selected and 60,000 users are being onboarded to enable Cyber Security training and Awareness as well as assessment. • People Process Policy Assessment – A project was recently completed to gauge GNB's maturity in this space from a Cyber Security perspective. This has allowed us to baseline our capabilities. Plans are underway to reassess these areas again next year to demonstrate progress. Supporting KPIs have been identified to help in this. • Threat Driven Risk Assessment – This project has allowed GNB to be assessed from a security technology perspective. Our capabilities have been baselined, and plans are underway to reassess again next year to demonstrate progress. Supporting KPIs have been identified to help in this <p><u>Finance and Treasury Board Records Management</u> – The department works to mature its Information Management practices as it brings two departments together – Department of Finance and the Treasury Board. Process and technology rationalization are happening, and best practices are being documented with the goal of sharing with other government departments.</p> <p><u>IT Investment Governance</u>– The Office of the CIO has established a new governance process around significant projects with IT Investment. The Digital Investment Executive Committee has a mandate to assess IT investments and ensure they are aligned to key GNB strategies. This group of Assistant Deputy Ministers will make recommendations to Treasury Board on IT investments with a threshold at or over \$500,000 over three years.</p> <p><u>ERP project</u> – GNB's ERP project has entered the implementation phase. Significant work is being done to identify early successes that can demonstrate savings while providing benefits to our users.</p> <p><u>DTT projects</u> – GNB continues to deliver on its Digital NB Strategy, in support of the GNB Priorities of 'Affordable and Sustainable Government' and 'High-performing Organization'. Several projects have been identified for the next 6 – 9 months. These sprint-based projects will improve citizen</p>	<p>Burt.Shaw@gnb.ca</p> <p>Allen.Doiron@gnb.ca</p> <p>Liz.Byrne-zwicker@gnb.ca</p> <p>David.Barr@gnb.ca</p>

	<p>access to government services, deliver educational material for industry/Government interactions, and enhance Healthcare professionals' access to patient information to make informed decisions.</p> <p>Over this the next year, GNB will work to re-visit this strategy – updating it where necessary and laying out a new multi-year roadmap.</p> <p><u>Privacy</u> – The continue maturing our Privacy practices, GNB will:</p> <ul style="list-style-type: none"> • Gain approval of GNB Protection of Privacy Policy and Directive on Privacy Practitioners • Training and orientation of Part I Privacy Officers on new Privacy Policy/Directive (pending GNB approval of Policy) • Launch a community of practice forum for Privacy Officers (Part I) • Launch an online information management training module, including information privacy, for Part 1 employees; development of additional online privacy training module for Part 1 employees • Develop basic privacy tools, templates, guidelines to support new Privacy Policy and Directive <p><u>Access</u> – The Access to Information Unit will be developing an enterprise wide policy on access to information to guide departments on how they implement the provisions of the Right To Information and Protection of Privacy Act (RTIPPA). A series of directives will accompany the policy to provide greater direction on the operationalization of these requirements. The recently formed access to information community of practice (ATICOP) will assist with this work. The coming fiscal will also focus on expanding training for Part I departments as well as all provincial public bodies, to further expand the culture of openness and transparency in New Brunswick.</p> <p><u>PDQ/IT Classification</u> – New Brunswick like most jurisdictions is having a hard time getting and retaining qualified IT resources. IT classification and remuneration continue to be high on our priority list.</p> <p><u>SNB Performance Metrics</u> – OCIO will continue to work with Service New Brunswick to develop KPIs to better baseline and show the value we are getting from our service delivery organization.</p>	<p>Phil.Fournier@gnb.ca</p> <p>Joanne.Fletcher@gnb.ca</p> <p>Sara.Miller@gnb.ca</p> <p>Gerry.Fairweather@gnb.ca</p> <p>Robert.Loughlin@gnb.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>None beyond the requests that we currently have with the PSCIOC Jurisdictional Inquiries</p>	

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

In no particular order:

1. Security Operation Centres.
2. Digital Provincial Archives.
3. IT Investment Committees providing oversight for government IT spending.
4. Oracle ERP implementations.
5. Next Generation 9-1-1.
6. Moving from an “on prem” IT World to a Service/Contract Management IT world.
7. Annual security assessments.