

PSCIOC Information-Sharing Template – February 2019

Information Sharing is collected for the purpose of the PSCIOC Meeting of February 2019.

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JURISDICTION: NOVA SCOTIA		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>CTS Division: Migrated over 11,000 government email users to 0365.</p> <p>Installed full site wireless coverage to Cumberland Regional Hospital. Testing is wrapping up and the full compliment of AP's are being brought online.</p> <p>Code updates for 75% of the Cisco controllers deployed in Health and Gov are now running at the current code.</p> <p>242 access point at Cumberland Regional and 42 at Cape Breton Regional are being replaced in preparation for the same code updates at those locations. Hardware is onsite, and a replacement strategy is being worked on.</p> <p>Design and build of our new disaster recovery site.</p> <p>Successful move of data centre equipment from the Johnston Building to the core data centre.</p> <p>Full database migration to new hardware.</p> <p>Immigration Demand B effort – the team effort with Communications Nova Scotia, Service Nova Scotia and Immigration resulted in the best release yet.</p> <p>Collaboration with Communications Nova Scotia on the build and launch of the new BETA novascotia.ca.</p> <p>Auto provisioning of active directory accounts from SAP saving hours of manual account creation.</p> <p>New Virtual Directory service offering for partners to enable streamlined access to services</p>	<p>Marc LeBlanc Marc.LebLANC@novascotia.ca Cindy Aucoin Cindy.aucoin@novascotia.ca Michelle Studley Michelle.studley@novascotia.ca</p>

	<p>Developed and implemented new web security guidelines with Cyber Security and Communications Nova Scotia to help protect our web assets.</p> <p>Achieved significant financial savings through our shared services efforts in the consolidation of infrastructure and services.</p> <p>Development and implementation of Web Services Security Policy and Standards.</p>	
	<p>Cyber Security and Risk Management Program: Contributed to shared services by developing and updating security standards to represent an enterprise-wide approach that included government, health and other public-sector entities under shared services;</p> <p>Supported information technology application rationalization by identifying duplicate versions of and antiquated software that could be divested or posed unnecessary risk to the enterprise;</p> <p>Collaborated with Federal, Provincial and Territorial (FPT) stakeholders as part of NCSIP to establish common security requirements for cloud services to protect enterprise and citizen information;</p> <p>Deployed an enterprise-wide endpoint protection platform that uses machine learning to reduce client malware infections by ~80% and automated service desk tasks, which reduced the need for staff to manually perform this task;</p> <p>Empowered staff and provided autonomy to implement new security monitoring tools to better protect the province by providing real-time visibility into threats and suspicious activity (e.g. an open source technology called Elastic Stack to provide enterprise Security, Information and Event Management (SIEM) capabilities);</p> <p>Prepared the June 2018 Bi-Annual Cyber Security Operations Report (CSOR), the 4th iteration since it's inauguration in December 2016 providing facts and trending metrics to help identify gaps and potential improvements across Government and Health sector cybersecurity.</p>	<p>Rob Samuel Robert.Samuel@novascotia.ca</p>

Enterprise Service Management:

The Enterprise Service Management Program has continued to mature the processes between 2016-18 to support implemented as part of implementation of IT Service Management Project. The result is an integrated service management platform that has standardized processes and data collection across two shared services sectors; government and health (government, Nova Scotia Health Authority and the IWK). At completion of the IT Service Management Project, the following ITIL processes have been deployed across shared services: incident management, request fulfillment, service level management, change management, knowledge management and IT asset management.

IT Asset Management:

Issued an RFP for Endpoint Devices and Support Services. The current contract expires on September 2019. ICT Services is responsible for procuring endpoint devices, accessories and lifecycle services on behalf of its client group. This client group includes Government departments, agencies, boards and commissions; Regional Education Centres; the Nova Scotia Health Authority (NSHA) and the Izaak Walton Killam (IWK) Health Centres. Other public sector organizations may procure from the resulting contract.

End User Compute:

Windows 10 migration continues with approximately 50% of the fleet migrated within our government sector end use and the application testing has been completed. In our health sector, we have performed compatibility testing on many of our major applications and created standardized images and processes. Pilot deployments are complete and migration rate is picking up. Standardization of Windows Updates has progressed steadily with one a few areas remaining to be standardized. We also implemented the Papercut print management solution within the health sector and have deployed to several hundred devices and several thousand users. Deployment of Papercut to users and devices will continue over the next reporting period.

End User Services:

To facilitate service delivery, we recently migrated the Health Service Desk to a new contact centre solution (Avaya Aura). This is the initial

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step on our strategy to the two service desks to share the same technology platform resulting in an opportunity to redesign the intake of calls using skills-based routing.

We have also been proactively, investigating chatbot and artificial intelligence use cases within the ICT Service Desk with the objective of piloting a chatbot in the next few months.

Healthcare Infrastructure Projects:

Established the Program Office in September 2018 that is focused on the major health care building infrastructure renewal. Within the Nova Scotia Healthcare sector there is 25 planned facilities projects including new construction and major renovations.

Currently the under the QE2 Redevelopment project scope the Dartmouth General Hospital (DGH) opened a new main entrance at the in December, marking the first major milestone in the multi year redevelopment of DGH.

Participation in the functional planning for support services as part of the QEII New Generation Master planning for renovations at the Halifax Infirmary site of the QEII Health Sciences Centre and new community outpatient centre at Bayers Lake.

Corporate Scheduling:

A Corporate Scheduling Standard was developed across government to establish a scheduling system that is easy to use, flexible, supports maximum client service, and requires minimum effort to maintain. The benefits of implementing the corporate solution will be a more productive, supportive and satisfying work environment for scheduled staff; access to data by administrators to carry out evidence informed HR Planning, as well as: 1 -Standardized processes for staff scheduling 2 - Improved ability for strategic scheduling and 3 - Optimization of staff schedules. KRONOS has been selected as the tool with the best fit based on a thorough requirements confirmation and vendor review. We continue to work with the selected vendor to define the project activities. The Council Of Business Owners (COBS) meets regularly and provides the steering for this initiative.

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	<p>Community Services Collaborative Case Management System: The Province of Nova Scotia issued an RFP in January 2018 and has awarded the contract December 2018 for a Collaborative Case Management Solution to support the delivery of core Community Services programs, including Child, Youth, and Family Services, Income Assistance, and Disability Support programs. The new solution will provide a simplified and positive first point of contact for individuals who need to interact with the department. A consolidated intake and eligibility process will create business efficiencies through automation and consistent processes for all programs and services across all service delivery channels. The solution is also expected to better enable multi-disciplinary teams to work together to assess client needs and use that information to create and manage case plans. The first release of the multi-year system implementation is planned for Fall 2019.</p> <p>Registry of Joint Stock Companies (RJSC): The Province has awarded a contract and is completing the solution implementation to replace the aging Registry of Joint Stock Companies system. The new system is a COTS solution with a modern online portal for clients to interact with the Registry through electronic filings, name searches, and real-time messaging. The backend system is designed to increase productivity and decrease processing time, including features such as customizable dashboards, quick search functionality, and integrated reports. The new system implementation is still planned for mid-2019.</p> <p>TINET: Continued collaboration with regions/CSAP to validate and test the remaining improvements which will be implemented January 2019.</p> <p>Labour Market Program Support System (LaMPSS) / Data Warehouse (LaMBI)</p> <p>LMTA Performance Measurement Reporting & Fit Gap Findings LaMPSS 3.2.3 - Dec 2018 Began implementing recommendations from LMTA Business Readiness fit-gap analysis / and reporting updates; Develop the XML extract for LMTA reporting (SDF to be retired Sept 2018)</p> <p>Data Warehouse (LaMBI) Improvements:</p>	<p>Kevin Briand Kevin.briand@novascotia.ca</p> <p>Kevin Briand Kevin.briand@novascotia.ca</p> <p>Kevin Briand Kevin.briand@novascotia.ca</p>
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	<p>LMTA Performance Measurement Reporting</p> <p>Modernization and Sustainment of SAP (MASS): Significant planning and discussions have been undertaken with our ERP vendor SAP as well as our service provider IBM. The province is currently planning the roadmap and strategy to modernize our SAP system and move it to the Hana S4 Platform. This is viewed as a significant, multi-year initiative requirement significant planning and strategy to ensure success.</p> <p>Application Rationalization: The province has created an Application Rationalization Program with a defined framework for evaluating its portfolio of applications. With the creation of the Internal Services Department that resulted in ICTS as Shared Service a significant portfolio of applications was created many containing duplicate functionality. The program will result in the definition of standards for applications identifying those the province will continue to invest in and those that will be targeted for migration over time.</p>	<p>Kevin Briand Kevin.briand@novascotia.ca</p> <p>Kevin Briand Kevin.briand@novascotia.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>CTS Division: Second Data Centre subsequent phases to enable full Disaster Recovery capability for the Province and Health.</p> <p>Telecom Infrastructure Refresh.</p> <p>O365 exchange migrations for Health. Preparation for subsequent workload deployment.</p> <p>Implement QoS and Software Defined Networking to enable automation. Oracle upgrade.</p> <p>Continue to promote DevOps environment.</p> <p>Continued standardization across all technical environments.</p> <p>CTS will continue to partner with colleagues across the Provincial and Health sectors to enable strategic initiatives including Second Operating Service (2OS), Office 365, One Person One Record (OPOR), QEII Redevelopment and the Provincial Digital Strategy.</p>	<p>Marc LeBlanc Marc.Leblanc@novascotia.ca Cindy Aucoin Cindy.aucoin@novascotia.ca Michelle Studley Michelle.studley@novascotia.ca</p>

	<p>Cyber Security and Risk Management Program: Obtain approval from Treasury and Policy Board for the proposed cybersecurity structure, functions and funding and resources needed to build a core cybersecurity program;</p> <p>Build capacity to ensure “security-by-design” for all new IT-enabled and/or digital services;</p> <p>Implementing the capabilities and personnel required to protect, detect and respond to cyber incidents and breaches in a 24/7 capacity;</p>	<p>Rob Samuel Robert.Samuel@novascotia.ca</p>
	<p>Client Services: Completion of a Device Strategy for the Nova Scotia Health Authority and the IWK with a view to supporting the digital shift within the health sector through the One Person One Record strategy. As the One Person One Record strategy evolved Client Services will work in partnership with the project team to develop a service delivery model to support the new business processes and ensure ICT Services organizational readiness.</p> <p>Enterprise Service Management: The current phase of the ESM Program is focussing on automation and business process transformation. For example, we are working to redesigning our IT procurement process to better leverage our service management tool and decrease complexity. We are also focussing on a draft service portfolio that will completely describe the services ICTS offers to our clients as well as focussing on service level management and reporting with a view to ensuring our service targets are accurate and serving the needs to of shared services clients.</p> <p>End User Compute: In terms of further standardization, continue to focus on Windows 10 migration (with standardization) within both sectors as well explore further automation and tools to effectively many the full fleet of end user devices. In addition, continue the deployment of an optimized print device fleet and a print management and accounting solution for our health sector client.</p>	<p>Carolyn McKenzie Carolyn.McKenzie@novascotia.ca</p> <p>Tracy Fiander Trask Tracy.FianderTrask@novascotia.ca</p> <p>Rick Crowell Rick.Crowell@novascotia.ca</p>

End User Services:

Implementation of a staff scheduling solution to better manage the 24*7 staffing within the Service Desk.

IT Asset Management:

Continue to focus on updating and maintaining our Contract Tracking Tool/ Repository for IT contracts used by both the Province, NSHA and the IWK. Also focusing on standardizing the IT Asset Management process across government, NSHA, and the IWK.

Initiate the development of the Managed Print Services RFP as the current contract expires in September 2020. This tender will cover the following client groups; Government departments, agencies, boards and commissions; Regional Education Centres; the Nova Scotia Health Authority (NSHA) and the Izaak Walton Killam (IWK) Health Centres

Review and assessment of the Local Voice Contract and the Mobile Contracts will also be conducted in this period.

Healthcare Infrastructure Projects:

Establishing the Healthcare Infrastructure Project offices Charter, IT governance, strategy and roadmap for successful interaction the various stakeholders within these complex projects. Ensuring the incorporation of the shared services standards and security policy adoption within the facilities projects.

Modernization and Sustainment of SAP (MASS)

Planning and discussions will continue with our ERP vendor SAP as well as our service provider IBM. The upcoming year will be a planning and business case development year for the province. This is viewed as a significant, multi-year initiative requirement significant planning and strategy to ensure success. One of the province's MASH sector clients will undertake the journey as the first of its clients to modernize and move the S4 Hana.

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	<p><u>Application Rationalization</u></p> <p>The province will continue to expand upon its Application Rationalization Program and framework for evaluating its portfolio of applications. The initial focus of the program will be on those applications the province has identified as having the greatest risk due to end-of-life.</p>	<p>Kevin Briand Kevin.briand@novascotia.ca</p>
	<p><u>Corporate Scheduling</u></p> <p>The first clients within the program will begin initiation and implementation of the new Corporate Scheduling software The Council Of Business Owners (COBS) is working on the business case for its major client Health and will present Spring 2019.</p>	<p>Kevin Briand Kevin.briand@novascotia.ca</p>
	<p><u>Community Services Collaborative Case Management System</u></p> <p>The Collaborative Case Management Solution project will begin work on the first release of the program scheduled for Fall 2019. This project is part of an overall transformation occurring within DCS and as such is the first of many initiatives. Finalization of the project Governance is expected to be complete February 2019.</p>	<p>Kevin Briand Kevin.briand@novascotia.ca</p>
<p>3. <u>Issues and Needs:</u> Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>	<p>Cyber Security and Risk Management Program: Shared procurement vehicles and processes for combined FPT buying power.</p>	<p>Rob Samuel Robert.Samuel@novascotia.ca</p>
	<p>Enterprise Service Management: The ESM team is currently working to redesign its configuration management database (CMDB) to simplify reporting and standardize.</p> <p>With the implementation of One Patient One Record (OPOR), how service management processes are implemented will begin to shift. As cloud-based services become more prevalent, we are working to understand how incident management with external vendors can be managed. It would be helpful to meeting with a jurisdiction that has implemented large scale cloud-based systems to understand how they integrate with traditional service management processes.</p>	<p>Tracy Fiander Trask Tracy.FianderTrask@novascotia.ca</p>

	<p>Designing services with a client focus continues to be a focus and a challenge. We are near completion of the service portfolio for ICT Services and are working to map the portfolio back into our technical and professional services. Any jurisdiction who has been successful in this area or has lessons learned to share would be appreciated.</p> <p>Healthcare Infrastructure Projects: Establishing the Healthcare IT Infrastructure program within Nova Scotia isn't an isolated endeavour. The funding challenges faced within the province are a common theme within Healthcare sector. As the adoption and integration of IP enabled (IoT) facilities, clinical and patient serving services rapidly expands these IT services are demanding more of the operational and capital budgets. We are looking for some guidance with the ways other provinces are setting IT budgets for healthcare renewals and readiness for centralisation of services like OPOR.</p>	<p>Ian Clark Ian.Clark@novascotia.ca</p>
<p>4. <u>Topics of Interest:</u></p> <p>Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<p>Cyber Security and Risk Management Program: Sourcing strategies and lessons learned for divesting commodity IT services (e.g. right sourcing) to enable CIO's and teams to address modern requirements (e.g. digital government and cybersecurity); Canadian Centre for Cybersecurity (roles, responsibilities, mandate, opportunities and relationship to NCSIP)</p>	<p>Rob Samuel Robert.Samuel@novascotia.ca</p>