

PSCIOC Information-Sharing Template – February 2019

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

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

JURISDICTION:	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>Continued progress on implementation of IT Strategy initiatives and ongoing efforts by Departments to improve programs and service delivery, including:</p> <ul style="list-style-type: none"> • Finished planning, and now preparing for implementation of a new Information Systems Shared Service; • Concluded Email Management pilot project (part of enterprise records and document management system) and preparing for a broader, government-wide rollout; • Planning continues for an online services portal, which includes planning for an enterprise licensing and permitting solution – procurement to be released shortly in multiple phases; • Working with departments to update departmental website content, to be more service oriented, creating a new service directory, and tagging content for improving service searches. <p>Conducted internal phishing attacks and educating senior executives and senior management, on the importance of good security hygiene.</p> <p>Completed a review of whether shared service models for financial, procurement and IT make sense for distributed Education Authorities. Some initial planning underway.</p> <p>Complete a refresh/renewal of our IT Governance model, largely based on COBIT.</p>	<p>Rick Wind Rick_Wind@gov.nt.ca (867) 767-9170 Ext. 15075</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 <p>Near Term Priorities include:</p> <ul style="list-style-type: none"> • Implementation of a new IS Shared Service; • Refining our IT Governance processes; • Renewal of credentialing services (SecureKey and 2Keys); • Architected whole of government approach for an online services and underlying solution roadmap for their implementation; • Procurement and design of a new enterprise services platform, which will be first used for handling 40+ licenses and permits, but will be extendable for use by all departments and other types of services over time. 	<p>Rick Wind Rick_Wind@gov.nt.ca (867) 767-9170 Ext. 15075</p>

<ul style="list-style-type: none"> • Cyber Security • Talent Management 	<ul style="list-style-type: none"> • Implementation of a Student Information System for Aurora College. <p>Within next 24-30 months: develop organizational approaches to Information Management and Enterprise Architecture.</p> <ul style="list-style-type: none"> • Complete the implementation of government's <i>Electronic Records & Document Management</i> solution to (3) remaining departments. • Determine feasibility of a shared or central service model for the delivery of Records Management services for government departments; • Implementation of a new Clinical Information System (CIS) for our new Territorial Hospital. • Implementation of Territorial Child & Family Information System and development of the regulations to accompany new Health Information Act. <p>Upgrading skills across IM&T, to factor in emerging technologies including approaches for social, mobile, analytics and AI, cloud and internet of things. Transform IMT talent and services away from traditional order taking towards more value-added IT/business partners.</p>	<p>Patrick Bisailon Patric_Bisailon@gov.nt.ca (867) 767-9046 Ext. 32128</p> <p>Michele Herriot Michele_Herriot@gov.nt.ca (867) 767-9054 Ext. 49065</p> <p>Rick Wind Rick_Wind@gov.nt.ca (867) 767-9170 Ext. 15075</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>	<ul style="list-style-type: none"> • As part of the new organizational changes, the Office of the CIO is seeking to develop an Accountability Framework for the IM&T sector in government. We are interested in hearing from other jurisdictions on their experiences with developing and implementing their own accountability frameworks. • As part of the Accountability Framework, one aspect the OCIO is developing is an improved approach to reporting and evaluating performance of the IM&T sector. We are interested in hearing what other jurisdictions have in place for Performance Monitor, Evaluation and Reporting. 	<p>Rick Wind Rick_Wind@gov.nt.ca (867) 767-9170 Ext. 15075</p>
<p>4. Topics of Interest: Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<ul style="list-style-type: none"> • Enterprise Architecture – how are other jurisdictions doing EA? Formal jobs, or partial roles, etc. Are the programs generating value? • Risk Management – how is risk management being handled in other jurisdictions – is it formal, ad-hoc, frameworks being used, is it part of an enterprise risk management program or separate, etc. • Performance Management – what are others doing around ongoing service and performance management and reporting? • Business Relationship Management – how have others setup their strategic 	<p>Rick Wind Rick_Wind@gov.nt.ca (867) 767-9170 Ext. 15075</p>

	<p>client/customer relationship side of the house?</p> <ul style="list-style-type: none">• Line of business application lifecycle management and modernization – What are others doing to formalize their evaluation and prioritization of risks of aging technology solutions and increased technical debt of legacy solutions.• OCIO is interested in learning what others are doing with respect to their Microsoft License Agreements.	
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