

PSCIOC Information-Sharing Template – September 2017

JURISDICTION:	Newfoundland and Labrador	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>Professional Services Procurement</p> <ul style="list-style-type: none"> Moved from a Vendor of Record model to a Managed Service Provider Flextrack for the services. Using it for staff augmentation and project work <p>Transitioning two Pension Plan corporations away from government systems</p> <p>Public Service Pension Plan Corporation (PSPPC)</p> <ul style="list-style-type: none"> Transition of most information by Mar 31 Pensions payroll transition project starting, some small systems have yet to transfer <p>Teachers Pensions Plan Corporation (TPPC) System Segregation</p> <ul style="list-style-type: none"> Significant work was done to provide TPPC with separate applications instances that will be hosted and supported by GNL Go-live scheduled for September 15 <p>Oracle Support from Rimini</p> <p>Switched from Oracle to Rimini support on April 1, 2017 reducing support costs by 50%</p> <ul style="list-style-type: none"> Satisfied with level of support provided Teams indicate missing access to Oracle library <p>Implementing Skype for Business to replace Lync</p> <p>Enables much better integration with external Skype users allowing internal GNL staff to engage with clients and the public through a new channel.</p> <p>Implemented the MRD Customer Flow and Queueing System</p> <p>System was launched in May 2017. This system allows the public to schedule online appointments and receive text messages for requested services at the Motor Registration Division.</p>	<p>Susan Wilkins SusanWilkins@gov.nl.ca</p> <p>Julie Moore JulieMoore@gov.nl.ca</p> <p>Julie Moore JulieMoore@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p> <p>Craig Harding CraigHarding@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 Way Forward: A Vision for Sustainability and Growth in Newfoundland and Labrador</i></p> <ul style="list-style-type: none"> <i>The Way Forward</i> includes more than 50 initiatives, all of which contribute to achieving the fiscal target set in Budget 2016-2017. Commitments involving the OCIO include: increase online services; implement a government-wide shared services model for back office functions; increase the number of vendors competing for government IT work; Digital Government and support innovative work arrangements. 	<p>Ellen MacDonald EllenMacDonald@gov.nl.ca</p>

	<p>Integrated Service Management (ISM) Continuing work on a Case Management System for Children, Seniors and Social Development Department - planning to implement by end of this fiscal</p> <p>IT Sourcing Strategy Gartner engaged to develop an IT Sourcing Strategy for GNL</p> <p>Digital-by-Design Project Created a digital-by-design project team to complete a digital government strategy includes</p> <p>Single Business Number Started the business case and cost benefit analysis in-conjunction with the department of Service NL for the implementation of the Single Business Number</p> <p>Shared Services Model for back office functions</p> <ul style="list-style-type: none"> IT already consolidated for all core government departments; does not include Health Authorities or School Boards but does include some agencies Initial exercise to 'centralize/consolidate' 6 ABCs into core government 	<p>Craig Harding CraigHarding@gov.nl.ca</p> <p>Craig Harding CraigHarding@gov.nl.ca</p> <p>Susan Wilkins Susanwilkins@gov.nl.ca</p> <p>Susan Wilkins SusanWilkins@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.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>Fiscal situation</p> <ul style="list-style-type: none"> Significant fiscal challenge continues; Downsizing at the management level, <ul style="list-style-type: none"> 20% reduction at Deputy and ADM level, Further implementation of leaner, flatter government model. <p>Duty to Document</p> <ul style="list-style-type: none"> Increasing pressure from Office of the Privacy Commissioner to implement Continuing to improve IM practices in government Proceeding this fall with improving IM practices in 180 other public bodies <p>Shared Services Model for back office functions</p> <ul style="list-style-type: none"> Continue to reach out for further lessons learned from other jurisdictions 	<p>Ellen MacDonald EllenMacDonald@gov.nl.ca</p> <p>Julie Moore JulieMoore@gov.nl.ca</p> <p>Randy Mouland RandyMouland@gov.nl.ca</p>