

PSSDC Information-Sharing: Manitoba – February 2018

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JURISDICTION: MANITOBA	Contact
<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p> <p>Red Tape Reduction. Manitoba has seen a decrease of more than \$80 million in the amount entrepreneurs have spent complying with government paperwork.</p> <p>Manitoba received the top grade in Canada in an annual evaluation by the Canadian Federation for Independent Business (CFIB), which assesses all provinces and territories on leadership and accountability in cutting red tape. Manitoba had the biggest improvement among all provinces moving to a top grade from a 'D+' the previous year.</p> <p>In June 2017, Manitoba passed The Regulatory Accountability Act, which created the most comprehensive framework for managing regulatory requirements in North America. The act requires government to keep track of how many regulatory requirements exist and where they are located. The first annual survey identified over 906,824 different regulatory requirements placed on non-profits, local governments, businesses and private citizens.</p> <p>Innovation - Preparing for Autonomous Vehicles. Manitoba government is preparing for testing and use of autonomous vehicles on provincial highways,</p> <p>Manitoba's Highway Traffic Act (HTA) was written on the basis of a human driver being in physical control of a vehicle. As a result, proposed amendments to the HTA will authorize research and testing of vehicles and vehicle technologies on Manitoba highways. The long-term goal is to develop regulations allowing for public use of high-level automated vehicles.</p> <p>Innovation - Social Impact Bond - Manitoba is seeking a service provider to deliver its first social impact bond (SIB).</p> <p>Manitoba's SIB will focus on vulnerable children and youth who are in contact, or at risk of coming into contact, with the child welfare system.</p> <p>Under a SIB model, the provincial government partners with a service provider to select a new concept, choose social outcomes on which to focus and set targets for each outcome. One or more investors lend money to cover the program's costs; if the program achieves its targets, the government repays investors. If the program does not meet its targets, investors may not receive full reimbursement.</p> <p>In October 2017, the province announced its partnership with Toronto-based MaRS Centre for Impact Investing, a national and international provider of technical assistance related to SIBs.</p>	<p>Guy Gordon Manitoba Finance - Central Services Guy.Gordon@gov.mb.ca</p>

	<p>MaRS will assist the province in the design and implementation of a made-in-Manitoba SIB by collaborating with government, a social service provider and investors.</p> <p>Innovation – Public Consultation /Co-Creation/ Innovation challenge – Literacy and Numeracy</p> <p>Manitobans participated in a three-day collaborative process in January 2018 to co-develop a cradle-to-careers literacy and numeracy strategy to build a stronger foundation for Manitoba's children, youth and adult learners.</p> <p>This was followed up by an innovation challenge https://wearethesolution.ca/ where diverse cross section of providers, partners and stakeholder are engaged in ideating, evaluating, co-creating and co-delivering solutions to improve literacy and numeracy.</p> <p>On-Line Services - New Land Use and Development Web Application. The Land Use and Development Web Application is a GIS interface. It has development plan and zoning information for all lands in Manitoba, outside of the city of Winnipeg, and it features:</p> <ul style="list-style-type: none"> • information representing land use designations and zones contained in the development plans and zoning bylaws adopted by municipalities or planning districts, and • assessment parcel information and various base maps from Manitoba Assessment Online. <p>On Line Services - Expansion of Broadband to Rural and Northern Communities. The government of Manitoba contributed \$20 million to provide increased broadband connection to First Nations, rural and northern Manitoba communities. This is Manitoba's contribution to a \$63-million project to bring high-speed Internet to 72 rural and remote communities in the province</p>	
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Cannabis. The Province is deeply engaged in the Cannabis Legalization file, which impacts every provincial government department in some fashion from a legislative, regulatory, and policy point of view. Manitoba has chosen a hybrid delivery model in which regulatory oversight and distribution functions are undertaken by the public sector while retail service delivery in both traditional retail stores and online stores is offered by the private sector. The province has set a target that within two years 90% of Manitoba's population will have access to retail cannabis within a 30-minute drive. This is one of the most significant public policy files in decades and while it has no particular innovative delivery focus to speak of at this point in time, it is quite innovative from a subject matter point of view.</p> <p>Finance's Central Services Transformation - Improving the strategic and operational capability of Central Services within the government of Manitoba is a key priority aligned to government's goals of fixing finances, repairing services and rebuilding the economy. The objective is to ensure each area (i.e.IT, Procurement, Accommodation, Fleet and Logistics)</p>	<p>Jacqueline Ratté Kohut Manitoba Growth, Enterprise and Trade – Finance & Strategic Services Jacqueline.RatteKohut@gov.mb.ca</p>

	<p>is capable of providing timely and strategic information and advice to government, can demonstrate control and mature operational management, client focus, and can reliably delivery value to departments and agencies as they seek to deliver on government's goals. In support of this effort Central Services had identified and communicated four strategic priorities namely:</p> <ul style="list-style-type: none"> • <i>Deliver year over year savings to government</i> • <i>Deliver high quality services</i> • <i>Balance transactional excellence with providing strategic value</i> • <i>Lead transformational change</i> <p>Key activities in support of this effort planned for next 6-18 months include:</p> <ul style="list-style-type: none"> • Rolling out ICCS Certified Service Manager (CSM) program with aim of all managers and supervisors achieving their designation. <p>Manitoba Public Service Transformation – Led by the Clerk of Executive Council, the Transformation of the Manitoba Public Service is focused on transforming how the Manitoba public service does it work and on transforming the staid, silo focused, risk averse organizational culture. In terms of culture, three priorities are 1) focusing on client needs 2) harnessing talent and 3) fostering innovation. In terms of how the public service is to work differently, the focus is on achievement of outcomes, public reporting on results and citizen engagement. In addition to ensuring that Central Services, like its other public sector “shared services” counterparts across the country, is aligned to and rapidly delivering results, the various organizations will be asked to lead and engage other areas of executive government and broader public sector in finding new and innovative solutions. This includes actively pursuing collaborative arrangements (e.g. Networks) with other PTM shared services organizations.</p>	
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? (<i>This information will help in agenda planning for future meetings.</i>)</p>	<p>Internal/ Shared Services - Customized Implementation of ICCS Certified Service Manager (CSM) program for managers responsible for delivering internal services (I&IT, Procurement, Property, Fleet etc)</p>	<p>Guy Gordon Manitoba Finance - Central Services Guy.Gordon@gov.mb.ca</p>

<p>4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>	<p>Manitoba continues to seek PSSDC insight into the following areas of interest:</p> <ul style="list-style-type: none"> • Strategic Procurement • IT Central/Shared Services • Service Leadership and Management • Digital Service Delivery Strategy • Service Design and Service Labs • Data Driven Intelligence -Open Government, Open Data and Big Data 	<p>Guy Gordon Manitoba Finance - Central Services Guy.Gordon@gov.mb.ca</p>
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