



PSSDC Information-Sharing Template – September 2016

JURISDICTION: Manitoba		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Manitoba Context – Impact on Service Delivery</p> <p>The focus of much of the public sector in Manitoba over the last six months has been focused on transition activities. In late April 2016 a new Progressive Conservative government was elected under the leadership of Premier Brian Pallister. The new government outlined several key service delivery priorities in its election platform and these have been carried forward into Ministerial Mandate letters and its first budget and throne speech. Key amongst these include commitments to:</p> <ul style="list-style-type: none"> • <i>reduce waste</i>, overlap and duplication (e.g. reducing the size of cabinet); • <i>improving procurement</i> to ensure Manitoba gets increased value and spends less; • make government <i>more honest and transparent</i> through <i>open government and open data</i>; • increase economic growth by <i>reducing red tape</i>; • improve management <i>by measuring performance and results</i>; and • making Manitoba <i>the most improved province</i> in terms of key service delivery measures in health care, and education. <p>Amongst the first activities of the new government has been the introduction of expenditure management controls and the launch of a value-for-money review of government projects to be completed by KPMG and identifying savings for Budget 2017.</p>	



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2. **Priorities:**

Briefly describe what your organization sees as its **top service delivery priorities/initiatives over the next 12 to 36 months.**

Internal Services

Dramatically improving the strategic and operational capability of Central Services within the government of Manitoba is key priority which aligns with and supports the new governments program. The creation of the Central Services Division within the Department of Finance and the assignment of an Associate Deputy Minister to lead the transformation of the IT, Procurement, Accommodations, Fleet and Logistics organizations in early 2016 signals the importance of this effort. The key goals of this effort are to ensure each of these organizations is capable of providing timely and strategic advice to government, can demonstrate control and mature operational management, is client focused, and can predictably and reliably delivery value to departments and agencies as they seek to deliver on government's goals.

Open Government – Open Data

Over the next year evolving and implementing a made in Manitoba approach to open government and open data that aligns with and supports the new governments conception and direction will be an important priority.

Red Tape Reduction

Red tape reduction is one of the key priority for the new Government of Manitoba. Reducing red tape has been included in seven Ministerial mandate letters, which are openly released to the public as part of the government's Open Government initiative. The government is now in the process of establishing a Red Tape Reduction Task Force.



3. **Issues and Needs:**

Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.

Procurement - Manitoba is very keen to learn and understand current approaches and lessons learned with respect to reform of public sector procurement.

IT Central/Shared Services

Manitoba is interested in learning how jurisdictions are currently govern ICT investments. In particular have other jurisdictions implemented IT Portfolio Management? What has been the experience to date? What lessons have been learned?

Manitoba is interested to know if jurisdictions have applied what Gartner describes as *bi-modal* approach in the delivery of their ICT services to Departments. How has this approach been implemented, challenges faced, risk profile, governance etc.

Manitoba continues to be interested in experiences with contract management – included processes, procedures and contract plans produced and/or used in other jurisdictions to facilitate the management of all contracts – small to large in size and scope.

Service Leadership and Management

Manitoba recognizes the need to develop the professional capabilities of the executive and management cadre of its internal service organizations. A preliminary program for Internal Services Organizations, (based on the ICCS Certified Service Manager and Certified Service Professional program), has been developed and is being piloted. Manitoba is keen to share its experience, learn from other jurisdictions and collaborate in future co-investments in developing this capacity.

Open Government and Open Data

Manitoba is interested in understanding how other jurisdictions are developing are defining and implementing the concepts and practices of open government, open data and big data in support of service delivery. Manitoba recently completed a discussion paper regarding open data and what would be required to implement a program in the province. Briefing materials were prepared for senior government officials for their consideration. Manitoba waits further direction



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<p>4. Planning for Council Meetings: Please identify topics of particular interest to your jurisdictions for future Council Meetings. (Please provide a brief description for each item.)</p>	<p><u>Internal Services - Strategic Goals and Approaches</u> <u>Internal Services - Building Service Leadership and Management Capacity</u></p>	
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