



PSSDC Information-Sharing Template – September 2016

JURISDICTION: NORTHWEST TERRITORIES		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight accomplishments and milestones</p>	<p>Continued progress on the implementation of our Service Innovation Strategy initiatives and ongoing efforts by Departments to improve programs and service delivery including:</p> <ul style="list-style-type: none"> Completed the <u>Transform ICT project</u> - an independent review of the entire ICT function across government, identifying areas for both cost and service optimization. This review looked at whether ICT is working on the right things, prepared to meet the demands of emerging trends and technologies, structured effectively to deliver, and delivering value. Preliminary findings indicate the need to establish a greater level of shared services, including IM and IS. Detailed org design will begin in September, as well as planning for and establishing a project portfolio for the 30+ anticipated recommendations and associated projects. This includes building for a Digital Government future. Ongoing discussions with Departments to use common <u>credentialing services</u> (SecureKey and 2Keys). Will also begin planning our re-procurement approach for the continuation (or replacement) of these services, as our initial contract period will expire later this fiscal. Education Culture and Employment is rolling out <u>myATOC</u> - online services for apprentices and employers. On February 1, 2016 the NWT launched an <u>electronics recycling program</u>. http://www.enr.gov.nt.ca/programs/electronics-recycling-program <u>iPads for New Moms</u> - In April 2016, the Department of Education Culture and Employment (ECE) launched a program to provide new 	<p>Dave Heffernan Dave_Heffernan@gov.nt.ca (867) 767-9170 Ext. 15457</p> <p>Linda Maljan Linda_Maljan@gov.nt.ca (867) 767-9170 ext 15067</p> <p>Krystal Pidborochynski</p>



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	<p>moms with iPad minis to help new parents find the information they need as new parents. http://www.gov.nt.ca/newsroom/news/official-launch-ipad-mini-initiative,</p> <ul style="list-style-type: none">• ECE also established an <u>online DayCare Search</u> feature in April 2016. https://www.ece.gov.nt.ca/sections/parents/nwt-licensed-daycares/search• <u>Accessibility and Transparency</u> - The Votes and Proceedings of the Legislative Assembly of the Northwest Territories are now available online, in English and French. The Hansard collection, the near word-for-word transcripts of Legislative Assembly proceedings, is also available online. However, it is not considered the official record of proceedings.• The <u>Votes and Proceedings</u> are available in English and French on the Legislative Assembly website. The Hansard collection, the near word-for-word transcripts of Legislative Assembly proceedings, is also available online. However, it is not considered the official record of proceedings. http://www.assembly.gov.nt.ca/documents-proceedings/proceedings	<p>Krystal_pidborochynski@gov.nt.ca (867-767-9352 ext 71031)</p>
<p>2. Priorities: Briefly describe what your organization over the next 12 to 36 months.</p>	<p><u>Near Term Priorities include:</u></p> <ul style="list-style-type: none">• ICT org review – detailed planning and org design;• Develop approach for an online MyGNWT Portal;• Update ICT Governance model and processes;• Public survey of online service priorities;• Digital Government Strategy development• Improvements to online service inventory/service directory and Department of Transportation online services (user experience)	<p>Linda Maljan Linda_Maljan@gov.nt.ca (867) 920-6205</p>



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- The Department of Health and Social Services is proposing amendments to the Vital Statistics Act this fall to make it easier for people to change their gender on NWT documents, and allow Aboriginal fonts and the use of a single name on an NWT birth certificate. <http://www.cbc.ca/news/canada/north/nwt-vital-statistics-gender-change-1.3633856>
- The Department of Health and Social Services- Vital Stats is in talks with federal departments about automating processes and engaging electronically with the National Routing System.

Within next 24-30 months:

- Continue to offer Certified Service Professional (CSP) and Certified Service Manager (CSM) training across the NWT.
- Develop of a Community of Practice for NWT front line staff who have taken CSP training or become certified.
- Continue to participate in TCOB and CF national satisfaction surveys.

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3. Issues and Needs:

Briefly describe any **issues you would like to share with the Council** and what assistance you might be seeking from members

- Digital Government Strategy Development – Do you have a strategy? What are your guiding principles? How are you advancing this work in your jurisdiction?
- Government Portals – What's your approach? Best practices, lessons learned, etc.
- User Testing – what are other jurisdictions doing for User Experience Testing of online services. What's your process? Who is involved?
- Terms of Reference for Citizen Advisory Councils - related to Online/Digital or Open Government.
- Enterprise Architecture - EA is a key initiative in our Service Innovation Strategy. Research indicates most EA programs are failing, so would like to understand what other jurisdictions have done in this area. How you developed EA? How did you get business buy-in, challenges encountered, best practices, lessons learned, etc.
- Enterprise Information Management (EIM)
EIM is a key component in our Service Innovation Strategy. How have jurisdictions developed their EIM programs, how EIM Governance has been handled, best practices, lessons learned, etc.

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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.)*

- Digital Government – how are jurisdictions advancing Digital Government? What best practices are being followed, lessons learned to date?