



Photo courtesy of City of Toronto

## **PSCIOC Information-Sharing Template - February 2016**

JURISDICTION:	Contact
<p><b>1. Accomplishments:</b> Briefly highlight <b>major IT/IM accomplishments, progress, and/or significant milestones</b> achieved in your <b>jurisdiction over the past 6 - 12 months.</b></p>	<p>Progressing on our Service Innovation Strategy initiatives and ongoing efforts by Departments to improve programs and service delivery:</p> <ul style="list-style-type: none"> <li>• Established common credentialing services with SecureKey and 2Keys. Implementation completed for our second relying party (Student Financial Assistance) with others in planning stage;</li> <li>• Implementation of corporate electronic records and document solution (OpenText Content Server) - government-wide rollout to be completed in 2017-18;</li> <li>• Consistent User Experience (CUE) for GNWT websites rolled out;</li> <li>• Government Wide Application Inventory being updated;</li> <li>• PMO established in OCIO and planning processes reinforced;</li> <li>• Territorial EMR has been implemented in two (2) Health Authorities; additional implementations have begun for remaining six (6);</li> <li>• Planning continues for an Informatics Shared Services Centre to service all eight (8) Health Authorities and the Department;</li> <li>• A government-wide review of the ICT function is underway, expected to complete in March 2016. This review is looking at both costs and services to ensure ICT is working on the right things, preparing for the future, and delivering value for the business.</li> </ul> <p>Dave Heffernan  <a href="mailto:Dave_Heffernan@gov.nt.ca">Dave_Heffernan@gov.nt.ca</a>        (867) 767-9170 Ext. 15457</p>

## 2. Priorities:

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

Near Term Priorities include:

- Completion of various Service Innovation Strategy activities:
  - ICT Organizational Review
  - Develop approach for an online MyGNWT Portal;
  - Update ICT Governance Model and Processes
  - Public survey on online service priorities and red tape reduction

Within next 24-30 months: develop organizational approaches to *Information Management, Enterprise Architecture*

- Information Security:  
Rollout of application whitelisting solution (Bit9) to all government managed desktops and servers.
- Completion of the Informatics Shared Services Centre for the Department of Health & Social Services and the eight (8) Health Authorities.
- Finalize implementation of corporate Electronic Records & Document Management solution to ALL departments.
- Implementation of the following Oracle PeopleSoft modules
  - Treasury Module (Cash, Deal and Risk)
  - Learning Management and eDevelopment
- Major upgrade of both PeopleSoft Financials and PeopleSoft Human Capital Management to version 9.2
- Continued implementation of Territorial EMR across the entire NWT
- Clinical Information System to be included in new Territorial Hospital
- Territorial Child and Family Information System implementation
- Territorial Health and Social Services 4-Year Informatics Strategy and Roadmap Development
- Informatics Shared Services implementation for 8 authorities
- Health Information Act - Regulations to be developed

Linda Maljan  
[Linda\\_Maljan@gov.nt.ca](mailto:Linda_Maljan@gov.nt.ca)  
(867) 920-6205

or

Dave Heffernan  
[Dave\\_Heffernan@gov.nt.ca](mailto:Dave_Heffernan@gov.nt.ca)  
(867) 920-6432

Clinton Scott  
[Clinton\\_Scott@gov.nt.ca](mailto:Clinton_Scott@gov.nt.ca)  
(867) 873-7067

Michele Herriot  
[Michele\\_Herriot@gov.nt.ca](mailto:Michele_Herriot@gov.nt.ca)  
(867) 920-8907

Steve Hagerman  
[Steve\\_Hagerman@gov.nt.ca](mailto:Steve_Hagerman@gov.nt.ca)  
(867) 873-7446

Peter Brunette  
[peter\\_brunette@gov.nt.ca](mailto:peter_brunette@gov.nt.ca)  
(867) 873-7687

Michele Herriot  
[Michele\\_Herriot@gov.nt.ca](mailto:Michele_Herriot@gov.nt.ca)  
(867) 920-8907



Photo courtesy of City of Toronto

<p><b>3. Issues and Needs:</b> Briefly describe <b>any issues you would like to share with the Council</b> and what assistance you might be seeking from PSCIOC.</p>	<ul style="list-style-type: none"> <li>• <u>Government Portals and Electronic Payments</u> Interested in learning what other jurisdictions have setup for resident/business/visitor portals, to coordinate and simplify the online service experience. Also interested in learning what jurisdictions are doing for handling online payments – receipts and transmittals. Integration with major financial systems. Centralized vs federated model? How governance of such solutions is handled? Best practices, lessons learned, etc.</li> <li>• <u>Security Program Implementation</u> Developing InfoSec program. Getting great sharing of information through NSCIP subcommittee of PSCIOC. Looking for ways to partner with other jurisdictions on some of our security initiatives, particularly the items that require heavy investment of time and resources, which we do not have the capacity for with such a small team – e.g. Event and Log Monitoring.</li> <li>• <u>Enterprise Architecture</u> EA was identified as a key initiative in our strategy, however, we are really struggling with the entire concept, and the scope of work involved. Research we've done to-date indicates most EA programs are failing, so would really like to understand what, if anything, 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.</li> <li>• <u>Enterprise Information Management</u> EIM was identified as a key component in our strategy. Interested in learning more about if/how other jurisdictions have developed their EIM programs, how best to tackle EIM from the ground up, how EIM Governance has been handled, best practices, lessons learned, etc.</li> </ul>	<p>Linda Maljan <a href="mailto:Linda_Maljan@gov.nt.ca">Linda_Maljan@gov.nt.ca</a> 867-920-6205</p> <p>Clinton Scott <a href="mailto:Clinton_Scott@gov.nt.ca">Clinton_Scott@gov.nt.ca</a> 867-920-8664</p> <p>Linda Maljan <a href="mailto:Linda_Maljan@gov.nt.ca">Linda_Maljan@gov.nt.ca</a> 867-920-6205</p> <p>Linda Maljan <a href="mailto:Linda_Maljan@gov.nt.ca">Linda_Maljan@gov.nt.ca</a> 867-920-6205</p>
--	--	--