

Manitoba PSSDC Jurisdictional Update Template – Toronto 2016

<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><u>Expedited Business Start (EBS) Project</u> Manitoba project-managed the first phase of the Expedited Business Start Project, which was carried out by a consultant in collaboration with the ICCS and the EBS Project Team. The project resulted in an extensive inter-jurisdictional report with recommendations, which will be presented to the PSSDC at its upcoming meeting in February 2016.</p> <p>Manitoba has continued serving as a Co-lead of the EBS Project Team in collaboration with Nova Scotia.</p> <p><u>Business Number Expansion</u> Manitoba has developed and implemented a new information technology application called the <i>Business Number Application (BNap)</i>, which simplifies expansion and use of the Business Number in smaller program areas as it continues to roll out the BN as the common business identifier. BNap eliminates the need to build a costly interface with the Manitoba BN Hub.</p> <p><u>Agility:</u> Manitoba has created a special, isolated hosting environment to accommodate websites that have traditionally fallen out of the scope of technologies supported by government resources. This environment takes advantage of all the security investments made by Manitoba, while providing it with the flexibility to handle special IT requests in an agile fashion.</p> <p><u>Open Data:</u> Manitoba has 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.</p>	<p>Hussien Komicha A/Program Manager, Competitiveness Initiatives Entrepreneurship Manitoba 204-945-5958 hussien.komicha@gov.mb.ca</p> <p>Jacqueline Ratte Kohut Manager, Manitoba Business Links Competitiveness Initiatives Entrepreneurship Manitoba 204-945-2444 kacqueline.rattekohut@gov.mb.ca</p> <p>Chris Bohemier A/Director Corporate Online Initiatives (204) 232-0407 Chris.Bohemier@gov.mb.ca</p>
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	<p>Manitoba would like to thank all the other jurisdictions who provided background information regarding their respective programs in the development of the discussion paper.</p> <p><u>Business Analysis Toolkit:</u> BTT continues to promote the use of and adoption of the Business Analysis Toolkit (BAT) by departments and other Government of Manitoba agencies to assist in the planning, identification, analysis and articulation of business requirements for transformation projects. BTT completed a pilot of the BAT training program in January and is incorporating feedback received from departments.</p>	<p>Jacqueline Manaigre Manager , Corporate and Business Initiatives (204) 793-4815 Jacqueline.Manaigre@gov.mb.ca</p>
<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p><u>5 Year Strategic Plan:</u> As the provider of Information Communications Technology (ICT) services for the Government of Manitoba, Business Transformation and Technology (BTT) is continually challenged to provide products and services of an increasing variety and complexity in a secure and financially responsible fashion. The central focus is the need for BTT to become a mature service organization.</p> <p>To be successful in this fluid environment of changing business models and technological evolution, the Senior Management Committee (SMC) of BTT have been tasked with designing and implementing a series of projects and initiatives resulting from the recent Strategic Planning Session. The central focus is the need for BTT to become a full mature ICT service organization. Five year plans have been developed and approved or each of these key</p>	<p>Guy Gordon Executive Director Business Transformation (204) 945-6676 Guy.gordon@gov.mb.ca</p>

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	<p>areas:</p> <ul style="list-style-type: none"> – Trusted, Respected, Professional Advisors: advance the competencies and skills of BTT personnel through activity directed resource planning and development. – Increased Agility: increase the agility of BTT and its ability to deliver ICT services. – Collaboration: identify opportunities to forge new partnerships including other governments, education sector, business community, ICT community, other Government Reporting Entities (GRE). – Increased Access to Information: enhancing access to and availability of information, and promotion of internal and external information exchange, while protecting privacy and maintaining security. – Long-Term Technology Infrastructure: enhance the operational stability, flexibility; security and value of our ICT infrastructure. – Communications, Promotion, and Education: increasing the effectiveness of communications and promotions to stakeholders about BTT and its services. 	

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	<p><u>Action Strategy on Red Tape Reduction for Small Business</u></p> <p>Building on its previous service-based initiatives to reduce red tape for business, Manitoba announced a new action strategy to cut red tape and help grow small businesses, focusing on better communication and reporting regulatory changes, more innovative approaches to red tape reduction and advancing the adoption of industry-recommended best practices in regulation making by provincial regulators. The new strategy will leverage service improvements to reduce red tape for business.</p> <p><u>Entrepreneurship Manitoba's Integrated Service Delivery Strategy</u></p> <p>Entrepreneurship Manitoba is continuing to implement its integrated service delivery strategy for its in-person and digital services in urban and rural Manitoba, as well as working to establish its new headquarters in Winnipeg.</p>	<p>Paul Pierlot, Senior Manager Competitiveness Initiatives Entrepreneurship Manitoba 204- 945-5633 paul.pierlot@gov.mb.ca</p>
<p>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.</p>	<p>Manitoba would be interested in:</p> <ul style="list-style-type: none"> • Experiences of other organizations relating to developing professionalism and a service delivery culture. A strategic priority for BTT (our organization) is to increase the perception of our organization to become trusted, respected advisors. • Experiences with workflow automation • Experiences with formalizing collaboration and partnerships across jurisdictions and with other levels of government – beyond information sharing. 	<p>Shannon Roe Executive Director Business Transformation (204) 945-6829 Shannon.Roe@gov.mb.ca</p>