

## PSSDC Information-Sharing Template – February 2020

Jurisdiction: Government of 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><u>Robotic Process Automation as a Service</u> Following the successful implementation of three pilot use cases of Robotic Process Automation (RPA), the department of Central Services is now offering RPA as a Service for departments within the Government of Manitoba.</p> <p>A Digital Transformation team has been established in the department of Central Services to advance digital government in Manitoba. The team leads the implementation of foundational digital government initiatives like Digital Identity, and services that facilitate digital transformation like Robotic Process Automation. The team works with program areas across government to advance digital government initiatives.</p> <p><u>Balanced Scorecards</u> In December 2019, Manitoba implemented Canada's first public-facing scorecards system, which allows Manitobans to view progress against key government priorities. The balanced scorecard system is a strategic management and measurement tool that helps organizations set and achieve their goals. This process also allows government to communicate internally and publically with progress updates on service delivery and key issues.</p>	<p>Dennis Batacan – Executive Director – Digital Transformation, Central Services <a href="mailto:Dennis.Batacan@gov.mb.ca">Dennis.Batacan@gov.mb.ca</a></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>Digital Government</u> The Digital Transformation team in the department of Central Services is working with stakeholders to develop Manitoba's Digital Action Plan for digital government, which will outline a digital-first approach for Manitoba. The approach will include identifying opportunities to collaborate with Manitobans, other jurisdictions, and private industry to ensure digital services are client-focused, cost-effective, and integrated. Currently, a committee of Assistant Deputy Ministers has been established to guide the development of the strategy and action plan.</p>	<p>Dennis Batacan – Executive Director – Digital Transformation, Central Services <a href="mailto:Dennis.Batacan@gov.mb.ca">Dennis.Batacan@gov.mb.ca</a></p>

	<p><u>Cloud-First Policy</u></p> <p>The department of Central Services is leading the work to develop a cloud-first policy for Manitoba. Moving into the cloud will reduce costs and enable faster implementation of digital government services. A draft of the policy is currently being created.</p>	<p>Dennis Batacan – Executive Director – Digital Transformation, Central Services</p> <p><a href="mailto:Dennis.Batacan@gov.mb.ca">Dennis.Batacan@gov.mb.ca</a></p>
<p>3. Showcase/Sharing:</p> <p>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? (This information will help in agenda planning for future meetings.)</p>	<p><u>Robotic Process Automation as a Service</u></p> <p>Following the successful implementation of three pilot use cases of Robotic Process Automation (RPA), the department of Central Services is now offering RPA as a Service for departments within the Government of Manitoba.</p> <p><u>The Idea Fund</u></p> <p>In the spring of 2018, the Manitoba government introduced the Idea Fund to support projects that require initial investment, but which can demonstrate an expected Return on Investment (ROI) within four years. In the first year of the program, 59 projects worth \$23.1 million were approved and are underway or completed. Over the 4-year reporting period, these projects are expected to generate savings of \$32.6 million. Frontline public servants submitted many of the ideas generated from this program.</p>	<p>Dennis Batacan – Executive Director – Digital Transformation, Central Services</p> <p><a href="mailto:Dennis.Batacan@gov.mb.ca">Dennis.Batacan@gov.mb.ca</a></p>
<p>4. Issues and Needs:</p> <p>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"> <li>• Digital Service Delivery Strategy</li> <li>• Service Design and Service Labs</li> <li>• Data Driven Intelligence</li> <li>• Talent Management</li> </ul>	