

## **PSSDC Information-Sharing Template – February 2020**

Jurisdiction: NWT	Contact
<p><b>1. <u>Priorities &amp; Accomplishments:</u></b></p> <ul style="list-style-type: none"> <li>Briefly describe what your jurisdiction sees as its <b>top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities.</b></li> <li>Briefly describe any significant <b>service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months.</b></li> </ul>	<p><b>Information Systems Shared Service (ISSS)</b></p> <p>Continue to implement Information Systems Shared Service (ISSS), a new organization structure established in April 2019 to improve enterprise planning and service delivery across the IMT sector.</p> <p>Current Priorities to improve internal service delivery include:</p> <ul style="list-style-type: none"> <li>Stabilization of the ISSS</li> <li>Development of IMT Accountability Framework for the sector</li> <li>Development of Risk Management Framework and activities for the sector</li> <li>Governance Framework implementation</li> <li>Development of GNWT IMT Performance Management Framework</li> </ul> <p><b><u>Online Service Program - Development</u></b></p> <p>Priorities :</p> <ul style="list-style-type: none"> <li>Complete development of first round of services for online delivery.</li> <li>Continue engagements with GNWT departments to understand service transformation priorities and design future waves of online services.</li> <li>Complete work on an appropriate service support model for online services – a 3 person eSupport Service Team to act as service navigators/min-call centre for GNWT online services.</li> <li>Continue to offer Certified Service Professional (CSP) and Certified Service Manager (CSM) training across the NWT.</li> <li>Continue to participate in BF and CF national satisfaction surveys.</li> <li>Continue to participate in Working Groups for the various Councils to advance NWT initiatives.</li> </ul> <p>Rick Wind,        Government Chief        Information Officer        PSCIOC Member (NWT)  <a href="mailto:Rick_wind@gov.nt.ca">Rick_wind@gov.nt.ca</a>        O: (867)767-9170 ext. 15457        C: (867)445-1511</p> <p>Linda Maljan        Director, Governance        Planning &amp; Security        ISSS  <a href="mailto:Linda_Maljan@gov.nt.ca">Linda_Maljan@gov.nt.ca</a>        O: (867)767-9170 ext 15067        C: (867) 445-3590</p>

<p><b>2. <u>Showcase Opportunity:</u></b></p> <ul style="list-style-type: none"> <li>List any significant <b>deliverable(s), resource(s) or application(s)</b> that you would like to present as a <b>showcase item at an upcoming meeting or teleconference.</b></li> <li>Please provide a brief <b>description of the item(s) to profile</b>, time required and any other relevant information.</li> </ul>		
<p><b>3. <u>Issues / Needs:</u></b></p> <ul style="list-style-type: none"> <li>Briefly describe <b>any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance</b> (e.g. pilot).</li> <li>If available, provide <b>details on problem statement, project scope and targeted outcomes/deliverables.</b></li> </ul>	<p>NWT is looking for information on <b>Procurement:</b></p> <ol style="list-style-type: none"> <li>Procurement templates for small to medium COTS solutions. We have detailed measurements for evaluating services but are struggling with evaluating the solution.</li> <li>Procurement wording/evaluation guidelines for software that can be either on premise or in the cloud. When you want software but are flexible on where it is hosted, how do you do an objective comparison of the total solution given different hosting options create differences in cost, support options, security, etc.</li> <li>Approach/Templates Contracts for Pilot Studies - A procurement may generate more than one contract in sequence, where Contract B is conditional on the results of Contract A.</li> </ol>	<p>Nancy Heimbach        Manager, Solution Services        Application Services, ISSS  <a href="mailto:Nancy_Heimbach@gov.nt.ca">Nancy_Heimbach@gov.nt.ca</a>        O: (867)767-9170 ext. 15073</p>