

## **PSSDC Information-Sharing: Manitoba – February 2019**

*Information Sharing is collected for the purpose of the PSSDC Meeting of February 2019.*

*Information contained in this document cannot be shared without the approval of the member jurisdiction (author).*

<b>JURISDICTION:</b>	<b>Contact</b>
<p><b>1. <u>Accomplishments:</u></b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months.</b></p> <p><b>Innovation – Transformation Capital Fund</b> - The province created a new \$50-million Transformation Capital Fund to support innovative initiatives to build modern and dynamic public service. Collectively these projects are to deliver over \$110 million in savings over 10 years. Among the service delivery projects funded and coming on line over next three months are:</p> <ul style="list-style-type: none"> <li>• Creation of a corporate Robotic Process Automaton service,</li> <li>• Electronic Birth Registration (VSA),</li> <li>• On-line self-serve portal to manage various Manitoba Tax Credits</li> <li>• Pilot of Digital Signatures, and</li> <li>• Implementation of clinically proven E-Mental Health programming (on-line and telephone)</li> </ul> <p><b>Innovation - On Line Services</b> – Manitoba launched a new online Young Worker Readiness Certificate Course to teach youth the basics about workers’ and employers’ rights and responsibilities for safety and health in the workplace</p> <p><b>Innovation – Streamlined Regulatory Processes for Grain Producers</b> - To reduce red tape and improve services to producers Manitoba has streamlined the process for inspection and approval of grain dryers. To improve service Manitoba established a central booking process coordinated with Manitoba Hydro to streamline the scheduling of inspections. In addition, the availability of inspectors was expanded to include evenings and weekends throughout the harvest season, and a 24-hour inspection hotline will be available from Aug. 15 to Dec. 31.</p> <p><b>Innovation - Shared Health Services.</b> – Effective Feb 12, 12,000 staff from Department of Health and Regional Health Authorities were officially transferred to the new Shared Health organization. The consolidation will affect five distinct groups or facilities within the health care system: the Health Sciences Centre; EMS and patient transport; diagnostic imaging; digital health services; and corporate support including capital planning and legal services.</p> <p><b>Innovation – Professional Service Management Certification of Central Services Managers and Executives.</b> – 30 managers and executives from across Central Services (IT, Fleet, Accommodation and Procurement) received <i>their ICCS Certified Service Management Certification</i>. The program is mandatory for all managers and executives and an additional 30 + managers are completing their certification requirements currently. The ICCS CSM</p>	<p>Guy Gordon Manitoba Finance - Central Services <a href="mailto:Guy.Gordon@gov.mb.ca">Guy.Gordon@gov.mb.ca</a></p>

	and CSP program is being rolled out to three additional departments (Finance, Infrastructure and Municipal Relations) in 2019/20.	
<p><b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<p><b>Transformation and Modernization</b></p> <p><b>Manitoba Public Service Transformation</b> – Led by the Clerk of Executive Council, the Transformation of the Manitoba Public Service is focused on transforming how the Manitoba public service does it work. Over the past 5 months the Transformation efforts have picked up steam via</p> <ul style="list-style-type: none"> <li>• Introduction of standard Citizen Engagement protocols</li> <li>• Focus on client experience and user centric service design</li> <li>• Increased use of Innovation Engineering methods</li> <li>• Expansion of LEAN and process improvement</li> <li>• Accountability for talent management</li> </ul> <p><b>Ministerial Mandate Letter Outlining Goals of Transformation and Modernization</b></p> <p>These goals represent government's continued work, as reflected in the update to Ministerial Mandate letters issued October 25, 2018. Of particular relevance to Finance Central Services is specific direction re:</p> <ul style="list-style-type: none"> <li>• Flattening management and reducing spans and layers throughout summary government;</li> <li>• Reforming our tendering and procurement processes to shop smarter and eliminate forced unionization;</li> <li>• Building a modern public service through the implementation of the transformation strategy, including the management of our transformation capital fund to drive savings and improve outcomes;</li> <li>• Reinvigorating our Business Transformation and Technology Office to ensure we maximizing the use of new and emerging technologies in delivering programs and services;</li> <li>• Reviewing the operations of our Independent Legislative Officers to ensure they are effective and accessible to Manitobans;</li> <li>• Rationalizing the number of government vehicles and reducing fuel consumption;</li> <li>• Repairing the agencies and processes involved in the management and sale of Crown Lands and Property;</li> </ul>	<p>Jacqueline Ratté Kohut Manitoba Growth, Enterprise and Trade – Finance &amp; Strategic Services <a href="mailto:Jacqueline.RatteKohut@gov.mb.ca">Jacqueline.RatteKohut@gov.mb.ca</a></p>

	<ul style="list-style-type: none"> <li>• Reducing government's real estate footprint;</li> <li>• Exploring the feasibility of consolidating the management of large-scale capital projects throughout our core government; and</li> <li>• Consolidating back office functions to achieve better outcomes at lower cost.</li> </ul> <p><b>Internal Services – Procurement Modernization-</b> Manitoba launched its Procurement Modernization Strategy in December. Manitoba is developing and implementing a procurement modernization strategy to achieve better results and cost savings for the taxpayer. Manitoba currently issues individual contracts for projects and often goes through separate tendering processes for various goods and services. Reviews in 2012 and 2016 identified the need to modernize procurement services in the Manitoba government as a way to achieve cost savings.</p> <p>The new approach to procurement is known as category management, which means the province will be able to plan more effectively. One contract can be issued for a particular category of goods or services for several departments, instead of several separate contracts. This allows government to negotiate lower costs through larger purchases of a product or service, as well as better contract management.</p> <p>Nova Scotia government is currently updating their procurement services in a similar way.</p> <p><b>Finance's Central Services Transformation</b> - Improving the strategic and operational capability of Central Services within the government of Manitoba continues to be key priority aligned to government's goals of fixing finances, repairing services and rebuilding the economy. The objective is to ensure each area (i.e.IT, Procurement, Accommodation, Fleet and Logistics) is capable of providing timely and strategic information and advice to government, can demonstrate control and mature operational management, client focus, and can reliably delivery value to departments and agencies as they seek to deliver on government's goals. In support of this effort Central Services had identified and communicated four strategic priorities namely:</p> <ul style="list-style-type: none"> <li>• <i>Deliver year over year savings to government</i></li> <li>• <i>Deliver high quality services</i></li> <li>• <i>Balance transactional excellence with providing strategic value</i></li> <li>• <i>Lead transformational change</i></li> </ul>	
<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or</b></p>	<p><b>Internal/ Shared Services</b> - Customized Implementation of ICCS Certified Service Manager (CSM) program for managers responsible for delivering internal services (I&amp;IT, Procurement, Property, Fleet etc)</p>	<p>Guy Gordon Manitoba Finance - Central Services <a href="mailto:Guy.Gordon@gov.mb.ca">Guy.Gordon@gov.mb.ca</a></p>

<p><b>implementing</b> in their own jurisdiction?  <i>(This information will help in agenda planning for future meetings.)</i></p>		
<p><b>4. <u>Issues and Needs:</u></b>  Briefly describe <b>any service delivery issues you would like to share</b> 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 -Open Government, Open Data and Big Data</li> <li>• Workforce Automation – Robotic Process Automation</li> <li>• Citizen Engagement</li> <li>• Talent Management</li> </ul>	<p>Guy Gordon  Manitoba Finance - Central Services  <a href="mailto:Guy.Gordon@gov.mb.ca">Guy.Gordon@gov.mb.ca</a></p>