

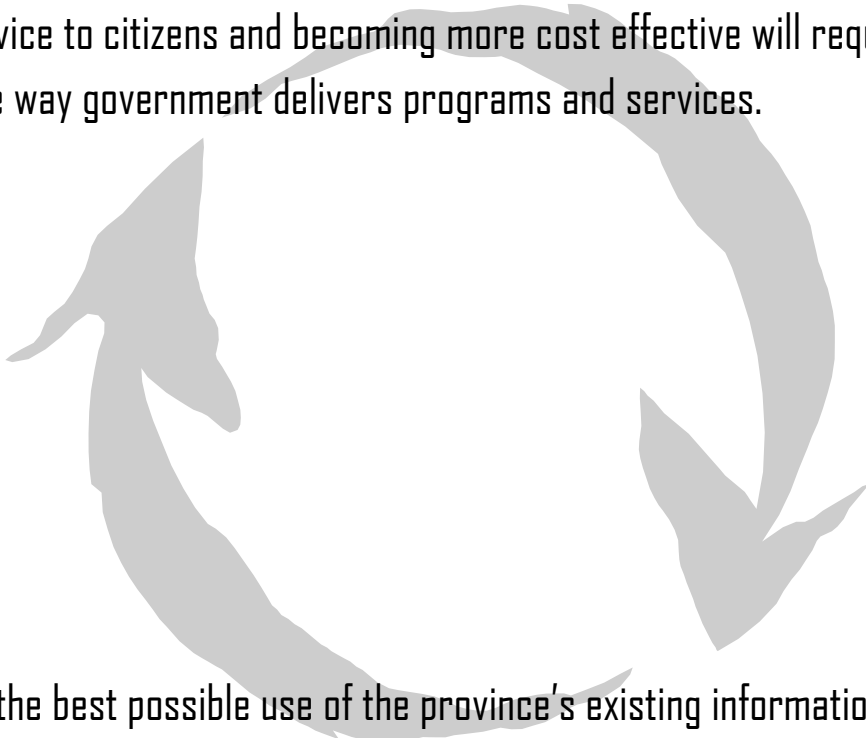
ENGAGING TECHNOLOGY

Information and communications technologies improve program and service delivery, and ensure Manitobans are "connected".

- Manitoba Budget 06

The Challenge

Improving service to citizens and becoming more cost effective will require significant changes to the way government delivers programs and services.



Ensure the best possible use of the province's existing information and communications technologies through management of its resources, systems, platforms, applications and skills, while developing new ways to meet service challenges, plan for future needs, and respond to economic opportunities.

The ICT Mandate

Introduction

The effective and appropriate utilization of information and communications technologies (ICT) is a strategic component of the Government of Manitoba's overall vision for enhancing public programs, improving economic and community linkages, as well as access to public information.

The **effective use of ICT** enhances public programs, improves community linkages, increases productivity in the civil service and better manages information.

- Manitoba Budget 06

Manitoba has taken significant steps to improving the environment that facilitates alignment of ICT investments with the needs and goals of the Manitoba Government, as well as continued to service the evolving needs of government in a meaningful and cost-effective manner.

Most significant of these has been the ICT Restructuring Initiative which aims to position ICT delivery within the Government of Manitoba to support program delivery and the broader public sector into the future.

Other significant steps included: the establishment of a government-wide ICT Procurement Branch to improve the government's approach to the procurement of information and communications technologies goods and services; major upgrades to modernize the government's technology infrastructure; and, reinvestment of savings achieved through a renegotiated agreement for desktop managed services.

As part of Manitoba's goal of improving and sustaining core business processes and obtaining value from its ICT investments, the Province will be upgrading its Enterprise Resource Planning system (SAP) to the latest version.

Advancements in ICT are providing an unparalleled opportunity to develop modern and accessible services for citizens in a timely, secure and cost-effective manner.

The coming year will see Manitoba continue to leverage steps already taken to enable government transformations that will optimize service delivery, internal government operations and create further opportunities to engage constituents.

This document identifies the strategies and activities that illustrate commitment to the vision.

Outcomes

The following represent the desired outcomes of the application of information and communications technologies:

Accessible Government

Significantly improve the ease and quality of Manitobans access to government information, programs, and services at times, places, and in formats convenient to citizens.

Cost Effective Program Delivery

Ensure ongoing and optimal cost effective government program delivery through the application of business enabling ICT solutions.

Safeguard Information and Assets

Facilitate legitimate access to information while providing strict control over the collection, management, and security of this information in accordance with freedom of information and privacy legislation.

Support Manitoba Communities

Support government's commitment to leverage and coordinate Manitoba's investment in ICT to bring new services and opportunities that support the social and economic development of Manitoba communities.

Enable Innovation

Create an environment that will support and enable innovation by being flexible and responsive to change and open to new ideas.

Technology is an increasingly important vehicle for improving services to the public. The government of Manitoba recognizes the critical role technology can often play in ensuring modern and innovative service delivery to Manitobans.

- Manitoba Innovation Framework

Strategies

A number of strategies will be employed throughout ICT projects and activities to help achieve the outcomes:

Strategy #1 Build and Maintain ICT Talent Pool

Develop the capacity to keep and attract the talent needed to enhance ICT support and service delivery.

Strategy #2 Foster a Service Culture

Instill a service culture that is attentive and responsive to the evolving needs of the client.

Strategy #3 Implement ICT Standards

Implement ICT standards to enable delivery of consistent solutions and lower costs of acquisition and operations.

Strategy #4 Maximize Utilization of Resources

Manage the planning and delivery of ICT services to maximize the utilization of scarce resources.

Strategy #5 Refocus Resources

Refocus resources to higher value-added activities by outsourcing commodity activities.

Strategy #6 Leverage ICT Assets

Continually leverage ICT assets to maximize the return on our investment and minimize costs of new systems and infrastructures.

Strategy #7 Reinvestment of ICT Savings

Reinvest ICT savings in a more strategic, aligned, and service oriented manner that will allow us to support improved service delivery and provide for cost containment.

Ongoing Activities

The ICT Mandate is carried out by undertaking the following activities:

Providing direction and management of ICT:

- Developing and continually improving ICT strategic plans, policies, and measurement protocols.
- Working with stakeholders to optimize and align the ICT investment portfolio.
- Researching and designing new ICT products and services to help build new effective solutions.
- Establishing flexible and adaptable information, application and technology foundations.
- Establishing and monitoring security standards and architecture.
- Leading standardization efforts pertaining to business requirements, and business cases.

Effectively managing ICT assets and resources:

- Exercising comptrollership responsibilities and providing overall financial leadership for ICT.
- Coordinating and managing the use of ICT resources across the ICT program portfolio.
- Proactively managing ICT contracts and license agreements.
- Planning, recruiting, allocating, evaluating, training and developing resources for ICT work.
- Managing the process of implementing major changes in technology to reduce the risks and costs of change, and to optimize benefits.

Aligning ICT services to client needs:

- Managing the relationship between ICT and clients to ensure needs are addressed.
- Providing client support in the day-to-day delivery of ICT services.
- Proactively monitoring service and process outcomes in relation to service contract conditions and performance goals.
- Improving the efficiency and effectiveness of project delivery through application of standard project management practices.

Continually delivering high quality ICT services:

- Developing, deploying and supporting critical ICT infrastructure services.
- Developing and integrating applications to create functional systems responsive to the requirements of clients' program delivery needs.
- Maintaining and operating existing applications to support the delivery of government program services.

Major Enterprise Initiatives

The major enterprise initiatives are a critical focus for 2006/07; each initiative is supported by a number of projects and activities:

ICT Restructuring Implementation

Implementation of a service-oriented centralized ICT organization that positions Manitoba to meet the ICT requirements of the government today and into the future.

In 2004, the ICT Restructuring Initiative was established to **support** the ongoing application of ICT across the provincial government and **enhance** planning and coordination of ICT resources within the government.

- Manitoba Budget 06

- **Governance and Management Processes**

To develop and implement a governance model to assign decision rights and create an accountability framework that will encourage desirable behavior in the use of ICT, as well as developing and implementing key ICT management processes such as planning, funding, and cost allocation.

- **Transformation to Service Organization**

To transform the existing ICT service delivery model to a centralized service oriented ICT organization that is responsive to need, improves service delivery, proactively manages costs, and creates employee development opportunities.

- **Departmental Planning Capacity and Alignment**

To ensure that departments have a strong capacity for ICT planning and review, and to ensure that governance and management processes developed are aligned between departments and the central ICT organization.

- **Communications/Change Management**

To ensure that all stakeholders are apprised of the ongoing transition process through the development and implementation of a communications and change management plan.

Server Consolidation and Application Migration

Consolidation and standardization of existing application servers into a new configuration designed to reduce infrastructure and application support effort, better manage costs, and be more responsive to changing ICT needs.

- **Facility Centralization**

To reduce facility redundancy by consolidating a large number of existing server sites into two to three robust primary and secondary sites.

- **Hardware and Storage Consolidation**

To consolidate existing government servers based on like operating systems and characteristics to improve utilization, flexibility and management.

- **Database and Data Consolidation**

To consolidate government data onto large centralized database and storage devices to reduce the complexities of management and reduce licensing cost to government.

- **Application Consolidation**

To rationalize applications and products that provide “like to like” functionality.

ERP Infrastructure Modernization

Modernization of the government’s Enterprise Resource Planning infrastructure to enable implementation of identified business transformation opportunities.

- **SAP Technical Upgrade**

Upgrade Manitoba’s standard ERP implementation to the MySAP business suite as the foundation for business transformation.

- **ERP Enterprise Licensing**

Acquire and manage centrally funded ERP enterprise licensing to make implementation of ERP solutions cost effective for individual program areas.

- **E-Commerce**

Develop and implement a corporate solution and infrastructure that enables enterprise-wide e-commerce capabilities.

- **Finance Continuous Improvement**

Identify and implement improvements for use of the ERP to support Finance, Procurement, and Human Resource business processes.

ICT Management, Service & Infrastructure Projects

In addition to the major initiatives, a number of key enterprise ICT projects will be undertaken to support, improve, and introduce new ICT management, service and infrastructure capabilities:

ICT Infrastructure

- **Infrastructure Refresh Program**

Ongoing modernization of Manitoba's ICT infrastructure to support network based services. Refresh to include desktops, LAN switches and UPS.

- **Legislative Building - Managed Environment Harmonization**

To improve the ability to support collaboration services between legislative building and non legislative building users through the alignment of ICT infrastructures.

- **Server Based Computing Pilot**

To assess and validate the end user experience when using a server based computing environment from non-PDN (provincial data network), limited PDN and high speed PDN connected locations, and establish baseline design criteria for future operational deployment.

- **Storage Management**

To respond to the need for a long-term electronic file storage capability through implementation of a non-primary file storage environment.

The government's **strategic investments** in managed computer services, information protection and security, and high-speed network services provide Manitobans with a **world-class platform for modernizing service delivery**, including the ability to deploy new online services for Manitobans.

- Manitoba Budget 06

Infrastructure Extension to Health

- **Desktop Services**

The Winnipeg Regional Health Authority (WRHA), in cooperation with MICT, has implemented a project to bring managed desktop services to Regional Health Authorities in Manitoba. The Desktop Infrastructure Project will address all aspects of planning required to standardize and transition the desktop infrastructure from its current support structure to a vendor based managed environment.

- **Network Redesign**

To support the redesign the health network to allow for central delivery of health services while ensuring the necessary security and safeguards exist between organizational boundaries.

- **Identity and Access Management**

To extend the identification, authorization and authentication (IAA) services (see Identity and Access Management on previous page) into the Health sector.

Infrastructure Extension to Education

- **Schools on the PSDN (Public Sector Data Network)**

The Government of Manitoba is committed to ensuring that all communities in Manitoba have access to broadband or high-speed communication networks by year 2010. In support of this commitment, EST is leading an initiative to examine the feasibility of connecting all schools and post-secondary education institutions in Manitoba on a high-speed network.

Identity and Access Management

- **Identification, Authorization, Authentication (IAA)**

Implementation of the e-Pass solution including policy, guidelines, application processes, standards and infrastructure required to provide enterprise wide citizen IAA services for government business applications.

- **Public Key Infrastructure (PKI) Investigation & Study**

To investigate and develop policies and processes related to a PKI service for internal government to secure its systems and communications. The project will investigate options for a Common Certificate Authority (CA) and cross certification with other CA's (e.g. RCMP).

ICT Client Productivity & Enablement

- **End User Tools**

To design a solution platform that increases end user self-service capacity and productivity while reducing the volume and uniqueness of applications in the environment.

ICT Management and Direction

- **Enterprise Service Infrastructure Pilot - Service Oriented Architecture**

The development standards, processes and infrastructures required for the development of service oriented architecture to support the delivery of services across the government.

- **Risk Management Methodology**

To establish a risk management methodology and practice that allows ICT level-of-service decisions to be made based on appropriate risk tolerance to government program units.

Department Capital ICT Projects

The following capital ICT projects are illustrative of major projects planned within departments for the 2006/07 fiscal year:

Conservation

- **Parks Reservation System**

To implement a system that supports the process of managing park (campground) reservations.

- **Environmental Management System (EMS)**

To enhance the functionality of EMS to support data management at a regional level.

Family Services and Housing

- **Child Care Online Enhancements**

To enhance the functionality of the Child Care Online system in support of implementation of the Federal government's Early Learning and Child Care (ELCC) initiative.

- **AJI-CWI Continuation**

To enhance the functionality of the Child and Family Services Information System (CFSIS) in support of continued implementation of the Aboriginal Justice Inquiry-Child Welfare Initiative (AJI-CWI).

- **EIH Systems Upgrades**

To upgrade the Employment, Income and Housing systems to comply with provincial audit recommendation, meet legislative changes, and enhance information security.

Finance

- **Gentax - Version Upgrade**

To upgrade the government's taxation system to a modernized supported application software platform.

- **Gentax - Additional Modules**

To enhance the government's taxation system to add audit tool capabilities and implement management of the International Fuel Tax Act.

- **Residential Tenancies Branch System Phase 2 Completion**

To implement a data warehouse in the Residential Tenancies Branch System that will assist research analysts and the branch in policy development and impact.

Health

- **Insurance Registry (Client Registry EMPI) Project**
To implement the Insurance Registry component of the overall Health Client Registry - Enterprise Master Patient Index that will facilitate achievement of an Electronic Health Record.
- **Performance Indicator Software**
To implement a system that will streamline the process relating to the preparation, distribution, and sharing of the Health system indicator data and reports.
- **Security Infrastructure Enhancement - HW/SW**
To implement enhancements to the health ICT infrastructure that will enable appropriate protection of health information assets and systems.
- **Drug Program Information Network (DPIN)**
To retrofit the existing electronic interface between retail pharmacies and DPIN central processing and add functionality related to drug utilization management and cost containment.

Justice

- **Maintenance Enforcement Program System (MIMS)**
To implement a modernized system that supports Manitoba's Maintenance Enforcement Program and addresses both legislative changes and recommendations of the Auditor General.
- **Digital Court Recording System**
To enhance the court transcription service through implementation of a digital court recording system.

Transportation and Government Services

- **Accommodation Services Integrated System (ASDIIS)**
To enhance the management of Manitoba's space and accommodations through the implementation on an integrated accommodation services system.
- **Permits & Routing Completion**
To complete implementation of an automated permits and routing system that improves the efficiency of the permitting process.

Key Activities in Other Areas

There are a number of key activities occurring in other areas that will impact ICT; involvement in these may include monitoring, consultation, and/or direct participation:

- **Broadband Connectivity Opportunities**

Ensure the development of the Public Sector Data Network is tightly aligned with government's plan to maximize opportunities from broadband connectivity.

- **Health and Education Sectors ICT**

Foster close working relationships with the Health and Education sectors that lead to consistency of direction and approach as well as opportunities for cross-leveraging ICT investments.

- **Information Management**

Understand the impact that the policies and practices under development for Information Management have on the ICT environment and identify evolving ICT capabilities that can effectively support Information Management.